

AVESH KUMAR JHA

Total Work Experience: 31 Years

Education: MBA

Certifications:

- Associate Certified Coach (ACC) from International Coaching Federation
- Level 1 & 2 Coach to Transformation Certified Coach from CTT
- Design Thinking from Strengthscape
- “The 4 Disciplines of Execution” certification from FranklinCovey
- Certifications on Sales, Customer Service, Leadership, Teamwork capabilities from AchieveGlobal
- DISC certification from Target Training International
- High Trust Selling certification from Duncan Group
- Cross-Cultural Effectiveness from Trompenaars Hampden Turner
- Digital Ninja from Hinduja Group

Employment History:

- 2024 onwards. Hinduja Global Solutions, Bangalore: SVP - Global Head ODPM
- 2023 – 24. Hinduja Global Solutions, Kingston: SVP - Global OD & Head of Shared Services HGS Jamaica
- 2022 – 23. HGS Colombia S.A.S, Barranquilla: SVP - ODPM & Head of Colombia
- 2021 – 22. Hinduja Global Solutions, Kingston: Mentor HGS Jamaica & SVP ODPM
- 2016 – 21. Hinduja Global Solutions, Bangalore: SVP - ODPM
- 2011 – 16. Hinduja Global Solutions, Bangalore: VP - ODP (ODPM)
- 2007 – 11. IBS Software, Trivandrum: VP Organization Development & Performance Management (ODPM)
- 2001 – 07. AchieveGlobal/PATS, Mumbai & Delhi: Director & Profit Centre Head
- 2000 – 01. ExxonMobil Chemicals India Ltd., Mumbai: Sales Manager
- 1996 – 2000. GE Plastics India Ltd., Gurugram, Kolkata, Mumbai: Sales Manager
- 1994 – 96. Berger Paints India Pvt. Ltd., New Delhi: Senior Technical Sales Officer
- 1994. Bee Electronic Machines Pvt. Ltd. (CANON), New Delhi: Marketing Executive

Since 2001 Avesh has helped 70 plus (ref: annexure) organizations across industries and world enhance their sales productivity, customer centricity, and leadership capabilities.

Regarding sales productivity improvement, Avesh through customized training and coaching sessions has helped organizations to transition from transactional selling to consultative selling leading them to acquire new logos and grow their business with existing clients.

His extensive accolades include the key role he played in converting the bestselling book “High Trust Selling” by Todd Duncan into a selling skills development program which was later sold to Todd Duncan himself, who is utilizing this tool up to this day.

Regarding customer centricity enhancement, Avesh has helped organizations to create a ‘customer first culture’ thereby improving their CSAT scores and customer retention.

As a result of his incisive recommendations and unquestionable work ethics, he has served in senior leadership role at IBS & HGS supporting both organizations in achieving revenue, customer, employee and community goals by creating a sales culture, strengthening the leadership, improving CSAT, and setting up robust world-class people development programs.

At HGS Avesh was successful in leading the diversity & inclusiveness practice and metrics to include PwD, LGBTQAI, and set up the digital learning environment to support anywhere-anytime learning through the implementation of an indigenous LXP platform – ‘HALL’. His contribution has allowed Hinduja Global Solutions to receive several coveted recognitions for Customer Service Excellence and Innovation.

A health enthusiast who indulges in active sports (cricket, volleyball, swimming, hikes) and tries to get in his 10000+ steps daily no matter where he finds himself in the world, and a passionate singer on popular apps (Smule, Star Maker) & in person musical (Dhwani, MSMT, Smule) forums

People Productivity Engagements with Organizations (2001 – 2025)

• Automotive: Hero Motors, Honda, Tata Autocomp, Tata Motors • BFSI: American Express (India & Thailand), Citi Bank, CRISIL, ICICI Bank, Morgan Stanley • Chemical & Coatings: Asian Paints, Avery Dennison, Monsanto, Rohm & Haas • Consulting: Arthur Andersen, Todd Duncan (USA), • Consumer Goods: Timex, Titan, Unilever • Electronics: Belden, Agilent Technologies, Bose Corporations, Philips • Engineering & Manufacturing: Balmer Lawrie-Van Leer Ltd., DSM, FCI, GE, GKN Driveline, Grindwell Norton, Honeywell, Sandvik Asia, Siemens (Indonesia), • Flavors & Fragrance: Givaudan	• Healthcare: Becton Dickinson, Biorad, Boston Scientific, Galderma, GSK, Jansen Cilag, Johnson & Johnson, Nestle (India & Thailand), St. Jude Medical, • IT/ITES: 3D Networks, Dell, eServe, Experion Technologies, GTL Ltd., HGS Ltd., IBS Private Ltd., Infosys, Intelenet, IT 365 (SCB), ITC Infotech, Lenovo, L&T Infotech, Microsoft, Nokia, SAS, Sun Microsystems, Transworks, Verint Systems • Media: Star TV • Oil, Power & Gas: Air Liquide, American Power Conversion, BPCL, Castrol, Chevron (India & Sri Lanka), ELF, ExxonMobil (India & Sri Lanka), HPCL, ONGC • Office Equipment: Canon • Logistics: Blue Dart Express
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ACADEMIA & INDUSTRY CONNECTS	ARTICLES, BLOGS & INTERVIEWS
Talks • All India Radio, Trivandrum • Alliance University, Bangalore • Infosys Delivery Center, Trivandrum • International School of Management Excellence, Bangalore • Chief Learning Officers Summit, Mumbai • Christ University, Bangalore • Chandigarh University, Chandigarh • ETHR World • Indian Institute of Foreign Trade, New Delhi • Nokia Technology Center, Bangalore • People Matters • PMP, Trivandrum Chapter • St. Claret College, Bangalore • SHRM • Times Jobs, New Delhi • Welingkar Institute of Management, Bangalore • World HRD Congress, Mumbai Moderation • The Institute of Engineering & Technology (IET), Bangalore: Topic – Adapt, Improvise, and Overcome. The essential skills post pandemic Academia Support Tata Institute of Social Sciences, Mumbai: Field Immersion Evaluation & Mock Interviews • Welingkar Institute of Management, Bangalore: Behavioural Interviews for Fresh Graduate Selection	Business World http://bwpeople.businessworld.in/article/At-This-Juncture-Emotional-Quotient-And-Virtual-Quotient-Are-More-Needed-Than-Intelligence-Quotient-Avesh-Kumar-Jha-Hinduja-Global-Solutions-/28-06-2020-291799#.XveEnyrDVpg.linkedin Coach to Transformation https://coach-to-transformation.com/want-successful-question-questioning/ Economic Times https://economictimes.indiatimes.com/news/company/corporate-trends/what-companies-and-government-are-doing-to-empower-persons-with-disabilities/articleshow/65254315.cms HR Katha https://www.hrkatha.com/practice/hinduja-global-solutions-espouses-woman-power-with-agrima/ Human Capital https://humancapitalonline.com/Tech/details/1296/upskillingan-imperative?1 People Matters https://www.peoplesmatters.in/blog/culture/the-ability-in-disability-getting-it-right-with-inclusivity-16935 https://www.peoplesmatters.in/article/training-development/learn-unlearn-relearn-3-mantras-for-future-ready-leaders-25221

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VOLUNTARY ASSIGNMENTS

- **Volunteered during free Eye Camps** organized by “Nagrik Sabha” (an NGO) and “The Family Planning Association of India”, Gomia chapter
- Actively involved in ‘**Work to Give**’ program, the CSR initiative at HGS
- **Supporting the “He for She” program** by Lean In India Chapter as an Executive Committee Member and Mentor