

Resume

Lalit Kapoor

lalitkapoor26@gmail.com

8077408069

Summary

Currently working as a Training Delivery Manager in Cognitel Training Services Pvt Limited, Gurgaon where I am imparting my technical expertise that I garnered by working for almost 34 years in my career to the young Telecom engineering graduates & taking care of **New Training Need Identification(TNI)**, TNA, TNE, delivery and **designing of training modules**. I was fortunate to utilize my Engineering and management qualification in Operation & Maintenance of different telecom operators (Reliance Communication, Aircel,RJIO) as Operation and maintenance Head.

Key Skills

Leadership, Conflict Management, Business Negotiation, Organization Decision-Making, People Management, Data Entry Skills, Data Processing Skills, Dependable Reporting Skills, Deadline-Oriented, Budget Development, Critical Thinking and Problem Solving Skills, Planning and Organizing, Communication Skills, Team Work, Stress Tolerance.

Professional Experience

Training Delivery Manager

Cognitel Training Services Pvt. Ltd. (From Dec-2014 – Until Present)

- Interfaces with L&Ds internal customers on understanding and caters to their Learning requirement
- Identifying the training needs and engaging stake holders to fulfil the training needs
- Drives OD interventions (Policy designing, Change management, Behavioral Intervention learning transfer to work place etc.)
- Drives nominations through internal communication, and interfaces with training Delivery partners and other internal stakeholders to make this possible.
- Creation of Organization wide standard learning paths for all employees.
- Creation and publishing of standard Learning path based training calendar
- Mapping and monitoring of trainings undergone by employees as per learning paths
- Delivering Training Programs on specific business needs over and above the standard Learning Path.
- Monitor, manage the quality & Designing of training modules & delivery & training Effectiveness as required
- Prepares MIS reports & Training Dashboards.

Deputy Operation & Maintenance Head

Pratap Technocrats (From Jan-2014 – Until Dec 2014)

- Operation & Maintenance: Controlling the operation of RJIO Delhi NCR, maintenance of their networks as per the customer requirement.
- Resource Management : The project is in Induction stage so recruiting the people as per the need for smooth operation of company.
- Planning : Planning the Mobilization of teams to set up the company structure as per RJIO Requirement.
- Looking after Optical Fibre & utility of Reliance Jio Network
- Optical fiber communication projects ,Operation & Maintenance of Utility, 4G site AT for Infrastructure, KPI Monitoring, Network Optimization, Energy Management, Customer Complaints,
- Operation & Maintenance of CSS, AG2, AG3, ILA, eNodeB Facility & Optical fiber Communication
- At The time of leaving total 1800 sites were start radiating in Delhi NCR

Circle Head/O&M Head

Zephyr System Pvt. Ltd (From Aug-2009 – Until Dec 2013)

- The responsibilities and duties that were undertaken by me as a Circle Head/O&M Head for Looking after Network of 2556 sites of Aircel U.P West are as follows:-
- Project Management processes- Project Initiating, Project Planning , Project Monitoring and controlling - cost, scope,milestones & deliverables, quality & timelines project exceptions handling, project closure
- Excellent record maintaining customer satisfaction through the implementation, investigation, analysis, instruction and relationship building Possessing valuable insights, keen analysis and team approach to implement best practices & processes used, adopt at working in high pressure environments with strict deadlines and multiple deliverables
- Managing the day to day status of the project. Updating technical document for data migration from Non-Visual Planner System to Visual Planner System
- Work distribution, problem solving, trouble shooting, and preparation of test cases. Review, Quality Testing.
- Spearheaded efforts with a team of 70 members, ensured balancing of resources, Review the key performance indicators of team members. Daily Monitoring and Fixing of Data Extraction Activity (Process Chain)
- Involved in implementation and maintenance of SOP.

Sub Area Manager

Reliance Communication (From Apr-2004 – Until Aug 2009)

- Managing Passive infra to ensure an uptime of >99.9% of power systems, power plants for DC distribution, as well as back up systems like Diesel generators and UPS systems, air-conditioning, stabilizers, Fire Alarm Systems
- Managing the functions of troubleshooting i.e. Inspection/ Preventive/Breakdown/Shutdown maintenance of sites and equipment so as to reduce downtime to a minimum
- To check and maintain all electrical connections like wiring from P.I.U. to S.M.P.S. and all electrical internal wiring of shelter like for tube light, A.C. and grounding of P.I.U.

Recovery Head

B.S.E.S New Delhi (From Jan 2004 – Until Apr 2004)

- The company owned by Reliance & looking after electricity Distribution in Delhi.
- Leading a Team of 40 recovery agent
- Mobilizing a system to generate old pending recovery.
- Started a tracking system for evaluation for better recovery

Sergeant (Radar Division)

Indian Air Force **(From Dec 1983 – Until Dec 2003)**

- Technocrat with over 20 years of working experience in Indian Air Force, Responsible for providing Technical Support with technical expertise in the implementation, operations and support Functions of mission-critical business solutions at Air Traffic Control using Electronics as a tool.
- Worked on different Radars as Surveillance Radar, Missile Radar.
- Categorized (A) Tracker of Indian Air Force, categorization was done by the Directorate of Air Staff Inspection Team.

Qualification

Professional: -

- Masters Of Labor Law & Labor Welfare from Symbiosis Management College, Pune from 1991-1993.
- B.E in **Electronics and Telecommunication Engineering** from Electronic Training Institute, India Air Force, Bangalore, India From 1983-1988.