



K NANDAKUMAR

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Technologist/Consultant/Coach/Trainer with 38+ years of highly accomplished and seasoned experience in Professional Training, Project Management, Management & Business Consulting, Business Development, Sales & Service Management, Training, Performance, Competencies and Career Guidance environment. Proficient in managing Business Operations with focus on Performance, Process Enhancement & People development. He is deft in developing / streamlining policies, procedures, processes and People

Credentials:

- **B.E (Instrumentation Technology, Mysore University (1984)**
- **PG DBA, Bangalore University(1995)**
- **MBA, IIM-R & MMA(2014)**
- Certified Professional Leadership, Life, Business Coach
- NLP & Time Line Therapy Practitioner
- Associate Member of Institute of India
- Member of IEEE /ISA
- Certified Engineer - Canadian Council of Professional Engineer
- Certified Corporate Trainer (Behavioral Skill Trainer)
- Certified Corporate Trainer(Advanced Facilitation Training)
- Founding Member of IMPACT (International Membership of Professional Advisors, Coaches and Trainers)
- On Panel of Judges for assessing budding Trainers at 'I Love Mondays'
- Guest Faculty at AIMS-B Management School for

Key Competencies and Expertise:

- Marketing Strategies, Market Research & Business Development
- Technology Conceptualization, Application Engineering, Pre-Sale Consultancy System Integration, Project Management & Technical Support,
- Service Products Development, Service Sales, Service Delivery, SLA Management & Customer Support
- Management, Business Process Re-Engineering & Process Improvement Methodologies
- Industrial Automation, Buildings & Facilities Automation, & Process Control Instrumentation / Rig Instrumentation / Wireless Instrumentation /DCS/SCADA/PLC/HMI/ Mud Logging/ Wireless Instrumentation/ Remote Monitoring/ Enterprise Intelligence System/ Enterprise Mobility Systems/ ERP/ Manufacturing IT/ RFID
- Corporate Learning, eLearning, Training & Development Management
- Development, Design, Development and Delivery of Effectiveness Trainings - Soft Skills/Personality Development / Behavioral / Leadership & Management / Professional and Functional Skills / Employability Skills (C2C)/ Process Control and Industrial Automation/ Sales, Marketing, Maintenance and Service Management/ Trainers & Teachers Capabilities Enhancement
- Training Kit Preparation & Instructional Design
- Multiple Intelligences, DMIT, Competency Assessment & Development
- Career Consulting & Guidance for Students, Entrepreneurs and Business Managers & Owners
- Outsourced Performance Assessment & Management (Process, Plant and People) & Business Process Re-Engineering.
- Individual Performance Assessment & Enhancement Programs
- Business, Management, Marketing, Talent and Performance Management Consultancy
- Alternate & Special Education, Abroad Education, Technology in Education,

Subjects - Marketing
Management and Personality
Development

- Registered Faculty - Larsen & Toubro Training School
- Industry Association Partner with
 - Dr Ambedkar College of Engineering
 - International Academy of Management & Entrepreneurship
- Partner –
 - Ignition University, USA (Automation)
 - VM Edu (PMP, Six Sigma, Scrum and Agile)
 - Yokogawa (Industry Institution Interface & Training)
 - Automation Anywhere (Process Automation)
- Consultant –
 - Intelitek
 - SJ InfoTech
 - Micromatix Innvation Pvt Ltd
 - S N Tech

Selected Accomplishments & Achievements :

- Engaged Partnership with 4 International Companies for VAR and Support many unique Products and Solutions
- Have developed Philosophy, Policy and Plans and Procedures to provide Total Solutions for every type of Training, Performance, Competency and Organizational Development Training and Consultation.
- Have developed and practicing Innovative methods of Content creation and Delivery methodologies.
- Delivered many Seminars and Counseling sessions to Students and managed two Coaching Centers preparing students for CET/JEE/IIT etc.
- Individual Development Training Intervention for 200 Senior Executives of a State Enterprise Unit
- Have Designed, developed and Delivered more than 40 Training and Facilitation Programs and Consultation Interventions on Various Technical and Soft Skills Topics to Corporates and Institutions
- Consulting Judge for assessing budding Trainers at ILM
- Personally conceptualized, designed and supervised the implementation of many process improvement plans such as **e-Service** an end to end paperless Service Management ERP System, Automated Service Parts Management System, Knowledge Management System, Skills Recording System, Business Revenue Tracking System & Management Report System etc., which helped in achieving remarkable improvement in Response time, Resolution time and Customer satisfaction and Service Revenue levels besides Awards from Critic & Rating Bodies and Customers.
- Conceived and designed process and methodologies and tools for mapping Engineers Skills and Performances, to help in transparent Performance evaluation.
- Structured and established the Products Services Group of about 16 Engineers and directed, Mentored and guided the team for meeting the Management objectives in designing, Developing, Positioning and executed as many as 8 new Business Lines. Organized, Presented many Technical Road shows and Exhibitions to promote new Value added Service Products and Techniques and achieved very good opportunity conversions of 35-50% Y-O-Y increase in Order Intake for 6 years continuously.
- Successfully managed the implemented Y2K Solutions Project for Malaysia Airlines and received appreciations from the end user and Government of Malaysia for completing the Project ahead of schedule and helping them save to the tune of 30 Million.
- Senior Technical & Management Authority in conceiving, Presenting and proposing many Automation and Control solutions for Infrastructure, Airlines, Oil, Process Industries and Facilities in Malaysia and Negotiated many Strategic Business Alliance Channel Partnerships.
- As a Freelancer Consultant Successfully completed about 14 Control & Automation Projects for Manufacturing and Process Industries.

- Conceived Marketing strategies and promoted a Flow Product for a company which helped in increasing the sales by 30%.
- Successfully Carried-out many activities related to reverse Engineering, Design & Development of Import Substitute Systems and Instruments for Process Control & Automation and Contractual Maintenance & Third Party Calibration services.
- Supervised Beta Migration Programs for Fertilizer Plants and successfully interacted with International staff at all levels, resolving several long pending Technical and conceptual issues
- Was associated in drafting and implementing ISO 9001 Quality Procedures
- Was member of SAP migration Core Team, many Intra and Inter departmental Teams and Circles such as Quality, Safety, Environment etc.
- Personally Developed dBase Application program for Spares Management & Training Scheduling.
- Conceptualized, Designed and Established Service Centre with DCS Training Systems, Training Facilities and Demonstration System. Prepared and customized courses for Training. Organized and delivered many Training Programs.
- As a single man Army finalized about 24 SLA Contracts which increased the department revenue from 5 million to 24 million in 18 months
- Sourced and implemented many infrastructural improvement methods and process to improve Quality & Reliability of Repair Services
- Being the First Employee of the Company, participated in many Company establishment activities both Technical and Administrative. Negotiated and finalized large Contracts worth 250L with ONGC.
- Built, Trained & supervised a team of 22 engineers & Operators

Career Path :

- **A C T S Consultants, Bangalore, India (Jan 2013 - Present)**
Principal Consultant & CEO - Technology & Business Consultancy in Industrial Automation, Process Control, Manufacturing IT, ITes Training & Learning, Organizational Excellence and Performance Enhancement
- **Yokogawa India Ltd., Bangalore, India (Jan 2002 – Jan 2013)**
Deputy General Manager (CSD) – Head, Products Services & Marketing, Service Centre & Product Development & Process Improvement
- **Aqilqisti Technology (M) Sdn Bhd., Kuala Lumpur, Malaysia (Oct 1998 – Oct 2001)**
Senior Consultant (Business Development & Projects) - In-Charge, Automation Business and Project Manager
- **Sys-Tech Automation, Bangalore, India (Feb 1998 – Oct 1998)**
Proprietor – Process Control & Industrial Automation Marketing, VAR and Projects
- **Bells Controls Ltd., Bangalore Ltd. (Jan'1996 – Feb'1998)**
Manager (Customer Support & Training) - Department Head, In-charge of Customer Support & Training
- **Yokogawa Blue Star Ltd, Bangalore, India (May 1992 – Dec 1995)**
Deputy Manager (Customer Support) - In- charge of Services Marketing, Training & Spares
- **ee-hi Electronics (I) Pvt. Ltd., Mumbai, India (May 1987 – Apr 1982)**
Senior Engineer –Base Manager & Technical Lead - Site Operations

- **Polychem Ltd. – Mumbai, India (Oct 1986 – Apr 1987)**
Instrument Engineer – Section In-charge - Plant Instrumentation and Technical Support
- **Saurashtra Chemicals Ltd. – Porbunder, India (Sep 1985 – Aug 1986)**
Instrument Engineer - Plant Instrumentation Maintenance in shifts
- **The Mysore Acetate & Chemicals Co. Ltd. – Mandya, India (Oct 1984- Aug 1985)**
Trainee Engineer - Plant Instrumentation Maintenance Training.

Personal Profile:

- Gender : Male
- Nationality : Indian
- DOB : 26th March 1962
- Marital Status : Married
- Languages : English, Kannada, Hindi
- References : Upon Request

Professional Development:

- “NLP Practitioners Course” – by NLP Academy Of India
- “Time Line Therapy Course” – by NLP Academy Of India
- “Life Coach” Course – by NLP Academy Of India
- “Train The Trainer” – Corporate Trainer Workshop from Peak Performance Training, Bangalore
- “Talent Management Training for Leaders” - Workshop by and at IIM, Bangalore
- “Customer Service & Customer Delight”- Workshop by Mercuri International.
- “Service Sales Impact – Breaking into key Prospects” – Workshop by Mercuri International
- “Laws Of Attraction” – Workshop by Golden Inspirations
- “Team Building” – Workshop by and at APJ Consultants, Malaysia
- “Statistical Quality Control and Statistical Process Control” – Residential Workshop by and at Indian Statistical Institute, Bangalore
- “Project Management” – A Seminar by Project Management Institute of India, Bangalore
- “Opportunities for Infrastructure Development for Oil Exploration & Distribution in India “ – Seminar by Essar Oil and Asia Oil & Gas, Mumbai
- “Legalities in Technical Profession” – Training by HG Legal Consultants, Malaysia
- “Performance Evaluation and Goal Setting” – Training at Yokogawa Blue Star ,Bangalore
- “Mentoring and Motivating” – Training at Yokogawa Blue Star, Bangalore
- “Interpersonal Skills” - Training at Yokogawa Blue Star, Bangalore
- “Data Logging for Oil Exploration” – Training at and by ONGC, Mumbai.
- “Mud Logging Systems” - Concept-to-Commissioning Training for 3 months eh electronics GmbH, Germany (On Job)
- “Migration to SAP R 4.07” – Training by HP, India
- “Process Measurement & Control Vikrant Tyres Ltd., Mysore (Vocational)
- Various other in-house and informal Trainings, Workshops and Seminars.
- Training on Interpersonal Skills, organized by Yokogawa Blue Star, Bangalore.

- Training on Data Logging for Oil Exploration at ONGC, Mumbai. On the Job Training on Mud Logging Systems - Concept-to-Commissioning for 3 months at eh Electronics GmbH, Germany.
- Training on Migration to SAP R 4.07 by HP India.
- Vocational Training on Process Measurement & Control at Vikrant Tyres Ltd., Mysore

Training & Consultation Portfolio:

1. Management Lessons from Mahabharata -YIL
 2. Effective Presentation Skills - YIL
 3. Customer Delight – Next Level - YIL
 4. Team Building in working Environment - YIL
 5. Professional Service Sales Essentials - YIL
 6. Time Management for Sales Professionals – Mahindra Finance
 7. Relationship and Fun program at Eagle Eye Resort for resident Family Members
 8. Spearheaded and guided a Team of Subject Matter Experts and developed Contents for Graduate Instrumentation Finishing School – I-POINT
 9. Sales Skills for Service Personnel- Training - YIL
 10. Negotiation Skills for Managers – Hutti Gold Mines
 11. Performance Appraisal and Review System – Hutti Gold Mines
 12. Creative Problem Solving and Innovation – Hutti Gold Mines
 13. Time Management & Self Organizing – Hutti Gold Mines
 14. Customer Service and Communication Skills – SJIL
 15. Effective Communication in Business – Presentation - SJIL
 16. Interpersonal Skills for Junior Managers – L&T
 17. Communication Skills for Junior Managers-L&T
 18. Business Development Consultation for Education - I-LEAP, Bangalore for a start-up of Education Business
 19. Marketing Consultation to M/s Control InfoTech to position and promote a Flow Sensor Product in the Indian Market
 20. Outbound Training at Eagle Resorts - Fun with Family.
 21. Employability Training for Fresh Graduates at UniqVal Software Solutions, Bangalore
 22. Performance Appraisal Systems for Enn Vee Solutions Pvt Ltd, Bangalore
 23. Employability Skills – Motivation, Attitude, Etiquette, Personal Development, Goal Fixing, Career Planning, Interview and Group Discussion, Communication, Business English Training for about 200 Final Year Engineering Students of an Engineering College in Bangalore.
 24. Team Building, Communication Skills for better Customer Satisfaction for SJ InfoTech, Bangalore
 25. Performance Appraisal & Review – For a State Government Unit
 26. Creative Problem Solving Techniques – For a State Government Unit
 27. Effective Time Management – For a State Government Unit
 28. Negotiation Skills for Managers – For a State Government Unit
 29. Industry Expectations and getting prepared for it – Maharani’s College of Management & Commerce
 30. Industry Expectations and getting prepared for it – R C College of Management & Commerce
 31. HR Policies and Practices – Guidance Book – Content Development for a Software Giant.
 32. Train The Trainer – Intervention
 33. Design and Development of Complete Course Curriculum and Training Kit on around 50 HR Topics for a leading Software Giant.
 34. Associate Team Member – Syllabus upgradation for DTE.
-many more....