

PINAKI BHATTACHARYA



Hard-core Service Sector professional seeking a **Suitable Assignment** where my **30 years hands-on experience of management laden with both internal & external customers in Hospitality, Banking, Insurance and Academics can be utilized to the fullest**

I love to take challenges and I never lose- either I win or I learn.

ACHIEVEMENTS

PROFESSIONAL EXPERIENCE (CORPORATE)

From	To	Company	Achievements									
1992	2001	Park Hotels	<ul style="list-style-type: none"> Joined as Management Trainee and became Manager- with 6 promotions in 9 years. Responsibilities <table border="1"> <tr> <td>Business Development</td> <td>Credit Monitoring</td> </tr> <tr> <td>Brand Building</td> <td>Product Launch</td> </tr> </table> Training Responsibilities: <ul style="list-style-type: none"> > Cross-functional- for all employees > Departmental training- new employee induction, management trainee module 	Business Development	Credit Monitoring	Brand Building	Product Launch					
Business Development	Credit Monitoring											
Brand Building	Product Launch											
2001	2002	Tata AIG Life Insurance	<ul style="list-style-type: none"> Joined as Branch Manager, Group Insurance-East Responsibilities <table border="1"> <tr> <td>Sales</td> <td>Coordination with global pool</td> </tr> <tr> <td>Team Building</td> <td>Product Campaigning</td> </tr> </table> Training Responsibilities: <ul style="list-style-type: none"> > Agency Channel- Group products, group term insurance, annuities > Cross Business Training- for agents and managers of Tata AIG GIC 	Sales	Coordination with global pool	Team Building	Product Campaigning					
Sales	Coordination with global pool											
Team Building	Product Campaigning											
2003	2005	ICICI Lombard General Insurance	<ul style="list-style-type: none"> Joined as Manager-CSG. Moved to Area Head- Government Business for West Bengal & Bihar Responsibilities <table border="1"> <tr> <td>Branch Setup</td> <td>Hiring</td> </tr> <tr> <td>Business Dev.</td> <td>Administrative</td> </tr> </table> Training Responsibilities: <ul style="list-style-type: none"> > Referral mode- identification of business generator and training them > Customer training on policy coverage, exclusions and claim settlement 	Branch Setup	Hiring	Business Dev.	Administrative					
Branch Setup	Hiring											
Business Dev.	Administrative											
2005	2015	UTI Bank (Axis Bank)	<ul style="list-style-type: none"> Joined as Manager, Bancassurance for East. Later. Assistant Vice President of the bank. Responsibilities <table border="1"> <tr> <td>Product Launch</td> <td>Operations</td> <td>Team Mgmt</td> </tr> <tr> <td>Campaign Launch</td> <td>Business Dev.</td> <td>Branch Setup</td> </tr> </table> <ul style="list-style-type: none"> Introduced PRODUCT CHAMPION concept for Bancassurance in branches- which has later been replicated by other banks across the nation. Conceptualized BUNDLED PRODUCTS- insurance/ SIP clubbed with Savings Accounts Training Responsibilities: <ul style="list-style-type: none"> > Third Party Products: Training across eastern zone on revenue maximization through third party products in banking > Priority Banking: Relationship management, product knowledge, communication Sales Channel: Communication, body language, trust and & relationship, sales 	Product Launch	Operations	Team Mgmt	Campaign Launch	Business Dev.	Branch Setup			
Product Launch	Operations	Team Mgmt										
Campaign Launch	Business Dev.	Branch Setup										
2016	2017	White Rann Resorts	<ul style="list-style-type: none"> Joined as Assistant General Manager Responsibilities <table border="1"> <tr> <td>Operations</td> <td>Supervision</td> <td>Hiring</td> </tr> <tr> <td>Cost Control</td> <td>Campaign Mgmt</td> <td>Budgeting</td> </tr> <tr> <td>Administrative</td> <td>Standardization</td> <td>Attrition Mgmt</td> </tr> </table> 	Operations	Supervision	Hiring	Cost Control	Campaign Mgmt	Budgeting	Administrative	Standardization	Attrition Mgmt
Operations	Supervision	Hiring										
Cost Control	Campaign Mgmt	Budgeting										
Administrative	Standardization	Attrition Mgmt										
2017	2018	Hyatt	<ul style="list-style-type: none"> Joined as Director- Events Responsibilities <table border="1"> <tr> <td>Budgeting</td> <td>Hiring</td> </tr> <tr> <td>Business Dev</td> <td>Administrative & Branding</td> </tr> <tr> <td>Revenue Mgmt</td> <td>Advertisement Planning & Design</td> </tr> </table> Training responsibilities <ul style="list-style-type: none"> > Cross-functional- for all employees > Departmental training- new employee induction, management trainee module 	Budgeting	Hiring	Business Dev	Administrative & Branding	Revenue Mgmt	Advertisement Planning & Design			
Budgeting	Hiring											
Business Dev	Administrative & Branding											
Revenue Mgmt	Advertisement Planning & Design											
2023		Purushattam Publishers Orange Publishers Jnanlok Infotech OSunoh	<ul style="list-style-type: none"> Joined as Editor Responsibilities <table border="1"> <tr> <td>Content writing</td> <td>Nurturing freelance writers & translators</td> <td>Production management</td> </tr> <tr> <td colspan="3">Enriching social media contents for all brands, media planning</td> </tr> <tr> <td>Coordination with publisher guilds</td> <td colspan="2">Media planning and posts</td> </tr> </table> 	Content writing	Nurturing freelance writers & translators	Production management	Enriching social media contents for all brands, media planning			Coordination with publisher guilds	Media planning and posts	
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Enriching social media contents for all brands, media planning												
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PROFESSIONAL EXPERIENCE (ACADEMIC)

- **Visiting professor of Update College, Dhaka under National University for their Masters in Business Administration on Tourism- June 2023- December 2023**
- **Visiting professor of University of Business Agriculture & Technology (IUBAT), Dhaka, Bangladesh for their Bachelors in Tourism & Hospitality Program- December 2021- May 2022**
- **Visiting professor of IHMCT&AN, Kolkata for M. Sc. for "Management Functions & Behavior" -Since August 2019**
- **Principal of NIMAS School of Management, Barasat, West Bengal (January 2019 till May 2019)**
- **Senior Faculty & In-charge of the Barasat Campus of SBIHM School of Management, Barasat, West Bengal (August 2018 till December 2018)**

Subjects Taught

Courses	Subjects
• Bachelors in Business Management	Principles of Management, Organization Behaviour, HR Management
• Bachelors in Hospitality Management	F&B Service, F&B Management
• Bachelors in Tourism Management	Fundamentals of Tourism, Culture & Civilization, Tourism Management, Tourism Geography, Tourism Resources
• Bachelors in Hospital Management	Principles of Management, HR Management
Bachelors in Business Administration- Banking & Insurance	Banking Operations- Liability Products & Counter Operations, Corporate Insurance Management
• Master in Business Administration (Tourism)	Global Tourism

Also,

- ▶ Former visiting professor of Wigan & Leigh College (UK), Kolkata for "**Organization Behavior**"
- ▶ Gave series lecture on "Food Habits during Covid 19) in Unlock 4.0 – an endeavor of Science City, Kolkata under Ministry of Science & Technology (<https://youtu.be/GM4OSipC6Rs>)
- ▶ Lectured on "Emerging Trend in Tourism & Hospitality-Role of New Millennial" at Begum Rokaya University, Rangpur, Bangladesh
- ▶ Lectured on "Role of New Millennial in Tourism & Hospitality in 21st Century" at IUBAT, Dhaka, Bangladesh

TRAINING EXPERIENCE

Apart from the ones mentioned in the 'Professional Experience', training has been an ongoing process in career where I have imparted training to employees of Apeejay Group (Oxford Bookstore, Shipping), Tata Group (Tata Metaliks, Taj Hotels), Standard Chartered Bank, IIBRAD, etc.

Deliverables:

- **Personality Development:** Dress code & personal grooming guidelines, Dress Code & Personal Grooming, Body Language, Communication Skill Development (verbal & written), facing business interviews and 'breaking the ice'
- **Sales:** Building a belief that 'one and all has a requirement', identifying the requirement seamlessly and selling with focus on relationship management
- **Stress management:** combatting monotony and burnt-out in workplace with solutions on how to keep oneself self-motivated
- **Cross-functional:** Developing basic skillset and attitude to work for multiple departments simultaneously apart from the primary workplace and add value to the company
- **Time Management:** Effective use of time, importance of punctuality and the process of managing multi-tasking
- **Situation handling:** Handling hurdles in the workplace and the process of building up a road map from identification of source of complexities and reaching the best possible solution without losing control over the situation
- **Teamwork:** building a team (voluntarily and situational) and thereafter working as a team for the desirable solution together
- **Customer handling:** both internal and external, different types of customers (silent, aggrieved, loud, etc.) and the process of handling them individually
- **Differentiation:** Building confidence in employees on how he is an asset to the organization and the magic of out-of-the-box thinking
- **Adaptation:** a run-down on the different environment, geography and location and the roadmap to adapt to the changes smoothly
- **Negotiation:** the process of best use of right and effective communication, strategizing, planning and creating a value and create a win-win situation

EXTRA CURRICULAR ACTIVITIES

Awards Received

- West Bengal Inter College champion of Debate, Extempore, Skits, Collage – 1987- 1991
- Free-lance columnist and feature writer in all reputed magazines and periodicals
- Regular column writer in Ananda Bajar Patrika(in Bengali) & The Telegraph (in English).
- Acclaimed Food Historian in Bengali
- <https://banglalive.com/author/pinaki-bhattacharya/>
- Author of "Khana Tallashi"- the first book on history and origin of various food items, "Kaaler Kolkata"- the first 360° book on history of Kolkata
- Speaker in various talk-shows in television, radio and digital media
- **Member of Tourism Committee, Bengal Chamber of Commerce & Industries, Asia's oldest chamber of commerce**

QUALIFICATIONS

2000	Program Institute Medium Score	Masters of Science(M.Sc.) on Hospitality & Tourism Management Mahatma Gandhi Kashi Vidyapith, Varanasi Classroom 66.67%
1997	Program Institute Medium Score	MBA (Post Graduate Diploma in Business Management) Indian Institute of Social Welfare & Business Management, Kolkata Classroom 58%
1995	Program Institute Medium Score	Bachelor of Science(B.Sc.) on Tourism Mahatma Gandhi Kashi Vidyapith, Varanasi Classroom 70%
1992	Program Institute Medium Score	DHMCTAN (3 Years Diploma in Hotel Management Catering Technology & Applied Nutrition) IHMCT & AN, Kolkata Classroom 55%

Presently Pursuing PhD from Begum Rokaya University, Rangpur, Bangladesh since September 2020

Management Development Programs (MDPs) Attended

2000	Program <i>Institute</i> <i>Location</i> <i>Specialization</i>	MDP (Management Development Program) <i>Indian School of Business</i> <i>Hyderabad</i> <i>Differentiation Strategy</i>
2000	Program <i>Institute</i> <i>Location</i> <i>Specialization</i>	MDP (Management Development Program) <i>Indian Institute of Management-Bangalore</i> <i>Bangalore</i> <i>Competitive Strategy</i>
1998	Program <i>Institute</i> <i>Location</i> <i>Specialization</i>	MDP (Management Development Program) <i>Indian Institute of Management-Kolkata</i> <i>Kolkata</i> <i>Strategic Marketing</i>

PERSONAL PARTICULARS

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