



Business Progression through People Development

Company Profile:

**Chetna
Consultancy
Services**



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About Us

Chetna Consultancy Services is a specialist consulting and training services organization that delivers real improvements in business performance for its clients through a combination of domain and process expertise. We work with our clients in the areas of training assessment, delivery and content creation; and are at the cutting edge of research in communication skills.

An India based consulting organization; we have a knowledge center in New Delhi providing Corporate and Institutional Services training and learning solutions.

Chetna Consultancy Services was formed in 2005 and we support a number of the top Indian businesses companies in their training needs. In the first year of operation our commitment to quality helped us achieve ISO 9001:2000 certification and we were among the first few training and consulting organizations in India to do so.

The team at Chetna Consultancy Services works with our client partners displaying high levels of integrity, creative energy and an edge to experiment with new ideas and enhance their skills continuously. The desire to help our clients and their employees by enlightening them, using the tool of knowledge and inculcating self-belief drives Chetna Consultancy Services towards perfection.



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Our Vision

To create knowledge awareness by providing quality learning that enlightens and helps realize latent potential; to provide skills and knowledge necessary to develop and support effective organizations. To contribute towards people development and move on a continuous developmental path in the global economy.

Our Solutions

We provide business driven, focused HRD solutions to help you maximize our client's profits by developing their most valuable asset: its PEOPLE. Our solutions help our clients gain a distinct competitive advantage in today's world of globalization.

Armed with the experience of working in multinationals, consultancies our consultants and trainers are the crème de la crème of their respective industries and have the acumen to train people keeping in mind a practical real time approach.

Training needs to be delivered by experts who have content and technique knowledge, the expertise of applying the skill themselves and who understand the need for strong positive reinforcement and feedback. Our consultants understand this and keep a high level of focus on these aspects.

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Our client partners are the leading names in the Indian industry. Some of our clients include:



Client Testimonials

*"Our customer contact experience, worldwide, has established us a credible and high quality partner. Our business has grown and so has our satisfaction with **Chetna's** service delivery to us. So much so that we continue to forge stronger ties and intend to benefit from this symbiotic relationship", Manager, **Arvato Services (Bertelsmann Group)***

*"I would like to formally thank you and your team for putting together an excellent recruitment tool for top management. I think it met all our objectives and some more.... it was one of the most professional outputs I have seen ever, conceived and conducted with a passion that is rarest of rare", Director Operations, **Taj Wilderness Lodges***

*"I can safely conclude that the program more than achieved its objective of sensitizing people about the benefit of team work. Very good job done by you guys given the fact many key functions in an advertising agency is driven by individual ego and it is not considered bad. You guys have managed to get many of us thinking deep about our styles. This whole experience has made me eager to go through the entire process and achieve a more permanent impact on my team that goes beyond sensitization", Managing Director, **BrandCurry***

*"An amazing program. A must attend ". Manager, **RocSearch***

*"It was a perfect platform to learn how to e-mail positive or negative things. These classes should be held more often, and should be mandatory for all e-mail users..." Manager, **Radisson MBD***

*"It was a great experience. I could find the relevance of the program both in my professional and personal life. The Trainer is outstanding and I will look forward to any such wonderful association in future" Manager, **Xansa***

*"The program was indeed an eye opener as regards a lot of general mistakes we do in the tasks assigned to us...I will take a lot from this program which is beneficial for me to work upon a lot of aspects of Communication Skills." Manager, **ICAI***

"..I would like to highlight some key points...."

1. Post training, the client themselves have acknowledged that they have not heard a single complaint in the last six weeks, which is a definite data based improvement post training. Which prior to the training stood at 2 to 3 complaints

2. The analysts are clearly more aware of their improvement areas and where they need to be careful

3. Analysts confidence improvement....", Manager, **UnitedLex**

"Our-**Chetna** business relationship:

Good level of service with quick responses to requirements, flexibility and a well demonstrated understanding of our business requirements...I would be happy to recommend your services internally or to our competitors"

AGM, Intelenet Global Services.

"Really enjoyed it! I liked the practical approach of the trainers, using various activities and interaction tools to engage the participants and encourage them to use, especially those subject matters they would otherwise have found boring and tedious to follow . . .liked the approach of the trainers towards the participants, imbibing humor to handle difficult situations... training manual provided is neat!.... it sticks again to present scenarios and uses a practical approach for exercises/ activities... It is a great reference book" Director, **Panteq**

"Program effectively achieves its target of imparting skills of effective business writing. A distinct experience in itself." Management Trainee, **ICAI**

"**Chetna Consultancy** has been associated with Vertex ever since the year 2005. The training services provided by you have consistently met our expectations and the relationship has been a fruitful one. We have received a flexible, committed and overall satisfying support from Chetna Consultancy Services.", Manager, **Vertex**

"Wipro BPO has been professionally associated with **Chetna Consultancy Services** for the Last 2 years(2006-2007) **Chetna Consultancy Services** has been providing Communication Skills Enhancement training for Wipro BPO.", Manager, **Wipro BPO.**

"An excellent program to raise & get used and implement all the basic etiquettes which are important in our professional life." Manager, **Radisson MBD**



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Management Team

Mr. Ramesh Chander, CEO

Ramesh has an experience of over 35 years and holds a master's degree in Business Administration, from one of the top Business schools in India (FMS Delhi). Ramesh has a rich and diverse experience of working in various fields like Industrial, Marketing and Social Service Organizations. In 1975 Ramesh started his entrepreneurial venture Atkins India (1975) Pvt. Ltd., an engineering concern specializing in fire safety and Defense applications. Wherever he has worked, he has left an indelible mark by his commitment, sincerity and hard work.

In the year 2004-05, which was the landmark Centennial Year of Rotary, he held the office of District Governor of Distt. 3010 of Rotary international, which comprises of geographical area of Delhi NCR and has 101 Rotary clubs with over 4000 Rotarians as members. In his tenure as a Distt. Governor Ramesh has led a team of 4000 professionals and provided administrative control to 101 clubs. Leading a team of 4000 professionals for voluntary work poses a great challenge, and was very successfully accomplished under Ramesh's leadership by organizing and conducting various training programs for club presidents.

He has attended several training programs on Marketing, Administration, Team building etc and has attended special 8 days training program in USA under the aegis of Rotary International to develop, enhance his managerial skills, organizational capabilities and how to evolve as a good human being.

In his tenure as the District Governor Ramesh realized the need of developing human capital in a growing billion plus economy like ours. With an aim to contribute in building quality management talent in the country with an emphasis on industry relevance Ramesh founded Chetna Consultancy Services in the year 2005.

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Ms. Devyani Bhatnagar, Vice President, Training

Devyani has an industry experience of 10 years and is one of the first few Voice and Accent Trainers in the Country. She was trained in Voice and Accent at GECIS (now GENPACT) as a part of the first batch of Voice & Accent trainers in the country. While at GECIS she was involved in the module development for the first Australian process in India and for a UK process. She has successfully created Voice & Accent modules for and trained over 70 batches in reputable BPOs like GECIS (GCF (UK), GCF (Australia), Auto Financial Services, GE Medical Systems, IBM Daksh (Citi Corp (USA), Sprint PCS (USA)) and HP (Malaysia), Hughes BPO, Vertex, Veritas, EXL Services, COLT Telecom etc.

.Devyani is a graduate in Hotel Management from IHM, Ahmedabad, she has worked with reputable hotels like The Trident (Udaipur), The Oberoi (New Delhi) & Taj Palace (New Delhi). She has expertise in the call center industry, having worked for over six years with various departments like Operations, Quality & Training. She has also conducted 'Train the trainer' programs for trainers in the above-mentioned companies. She was also associated with DOOR training and later on with Eternity Placement Services where she set up the training business for the company and was running it very successfully. Her fascination for the study of human behaviors, their psychology and relationships led her on the path of training on Behavioral skills. She is a certified Neuro Linguistic Programming Practitioner and has developed various modules including behavioral skills and has conducted training like Team building, leadership skills, communication and persona enhancement skills etc for companies like ABN AMRO, Daksh, Hutch, Veritas, Global Vantage, Hughes and Bertelsmann marketing Services Pvt. Ltd.

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Mr. Rohit Rajput, Vice President-Business Development and Finance

Rohit has an industry experience of seven years in the Financial Services and Engineering Industry. Rohit has a rich experience in the fields of engineering, retail lending, business banking and wealth management.

Rohit joins the management team of Chetna Consultancy Services from Citibank. While at Citigroup, Rohit had been working with them as Management Associate since 2002 and had worked in various businesses like retail lending, wealth management and business banking. Rohit was handpicked to be a part of Citigroup from his MBA class of 2002.

In his career at Citigroup Rohit worked in various roles like relationship manager, setting up of the DMC business in Delhi and Wealth Manager. In his stint at Citigroup, Rohit also set up the very successful DMC business for Delhi, which grew to employee strength of 50 people in a space of 18 months and contributed to 20% of the regional balance sheet.

Rohit is MBA finance from MDI Gurgaon, and has an interest in the areas in behavioral finance and literature. Rohit is also a Mechanical Engineer with distinction, and was a university rank holder.

Rohit is also a certified facilitator for the Bullet Proof® Manager program that is present in 50 countries

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The Chetna Team

Our consultants and trainers come from various backgrounds and have proven their excellence in the field of training by helping train the people, exercising strict quality control while at the same time making the training a 'learning for life' experience.

Armed with experience of working in multi nationals, consultancies, Chetna trainers and consultants are the crème de la crème of their respective industries and have acumen to train people keeping a practical approach rather than a philosophical approach in mind.

Training needs to be delivered by experts who have content and technique knowledge, the expertise of applying the skills themselves, and who understand the need for strong positive reinforcement and feedback. Our trainers understand this and keep a high level of focus on these aspects.



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An ISO 9001:2000 certified organization

For more information write to us at:

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