

**Karthik Shekhar. R**

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**Professional Experience (22+ years)**

Over Twenty two years of experience in the IT industry which includes experience, running, managing, setting up training & starting of BPO/Call Centre of International Standard with end User Support for Data & Voice process. With full understanding of Technology, finance, manpower, process, benchmarks. Hands on experience with setting up huge network, operations, service delivery teams. **IBM Certified SIX-SIGMA Green Belt**. Training Post Graduate students in Industrial Relations at Tata Institute of Social Sciences, Mumbai, Indian Institute of Management – Ahmadabad, Xavier Labour Research Institute – Jamshedpur & with Queen Mary, University of London. CSR lead and founding member of India CSR group.

**Education**

Academic:

**Degree : Bachelor of Engineering**

Discipline : Computer Science.

Year of completing : 1995

Institute : B.M.S.C.E

University : Bangalore University.

**Diploma : Labour Welfare**

Year of completing : 1994

Institute : Indian School of Labour Education, Madras

**Technical Skill Summary:**

Training Consultant	Handled Industrial Relation courses at XLRI- Jamshedpur, IIM – Ahmadabad, Tata Institute of Social Science Mumbai, Trained & Presented at Melbourne - Australia, Starthchlyde University – Glasgow, Lusane –Geneva, Queen Mary, University of London, trained union leaders of work spots across India
IT Technical Transition Manger	IBM to CISCO, IBM to AT & T, Unilever to IBM Global Services, Setting up of Captive Call Center Indigo for HLL, Lloyds TSB to IBM BTO, British Petroleum to IBM BTO, MEDCO to IBM BTO, Intel to IBM BTO
GU, TUSSO	Worked with FES, Germany Worked with SASK, Finland & PAM Worked with FNV, Netherland Worked with Homnet South Asia Worked with ITF, PSI, BWI, Industrial & UNI

**Significant Strengths:**

- Very Good in communication, able to conduct class across section of employees
- Presented Papers on Industrial Relation
- Doctoral Guide on Labour studies for six students

- Establishing Process Procedures, with a Great Team to Ensure World Class Delivery.
- Invited to House of Lords in UK, this meeting was initiated by Lawrence "Tom" Sawyer, Baron Sawyer to discuss the trade union movement in general and in IT in particular,
- Key note speaker at UNITE-AMICUS conference in 2008 at Brighton, UK
- Trained Homenet South Asia /SEWA staff IUP review and Project Management Training from 5<sup>th</sup> – 8<sup>th</sup> Dec 2011 in Dhaka, Bangladesh.
- Worked Closely BWI (GU) on training program and also comprehensive research report on the policies and programmes governing International Migration in India.
- Worked for three project cycles from 2005 to 2016 with SASK, Finland (TUSO) & UNI (GU) as lead organiser on Organising Business Process Outsourcing, BPO Operations and Call Centre Employees – UNITES
- Worked for two project cycles from 2008 to 2014 with SASK, Finland (TUSO) & UNI (GU) as trainer in Organising New Establishments UNIFIN (finance Sector), UNITEL (telecom sector) & UNILOG (logistics sector)
- Worked for a project cycle from 2009 to 2011 with FNV (TUSO) & UNI (GU) as coordinator of India Film Workers Health and Safety
- Worked with FES (TUSO), India on Foreign Direct Investment and challenges to Indian Retail in 2013

## Projects Details

### Till Date from April 2006

Actively involved in **GRAAM a NGO as Corporate Social Responsibility Manager** interacting with Corporate clients like Toyota Kirloskar, Titan Industries (TATA group) to name a few.

Working with **Vivekananda Services Society as Chief Mentor** ensuring Govt High School teachers are able to deliver quality education by making them undergo a module designed by Sri Ramakrishna Mission and know as Sustained Graded Value Education program, till date more than 6,000 teachers have undergone the study.

- Remedial Classes to 1000 plus students in the age group of 12 to 16 in class's 8<sup>th</sup> to 10<sup>th</sup> grade in subjects Maths, Science & English reaching in rural government schools. *This has led to good pass percentage.*
- Solar Lamps to 10 grade students benefit to about 500 plus students helping in studies during power outage. *This has led to good pass percentage & lesser drop out.*
- Health Education, including personal hygiene, Eye, Ear & dental screenings for 1000 plus students every year. *This has led to good pass percentage as we have found some kids drop out as they have poor eyesight.*
- Youth Empowerment reaching to 10,000 plus students in the age group of 16 to 21 in Pre University and University no technical courses giving them life skills, mentoring, buddy system and helping in creating a roadmap to future.

For both the above activity I have been interlocking with corporate and getting CSR roadmap. Also founding member of India CSR group on Social media. Which is a vibrant online community with active professional corporate following.

**Worked with GU, TUSO India ( Jan 2004 onwards)**

- Worked for two project cycles from 2008 to 2014 with SASK, Finland (TUSO) & UNI (GU) as trainer in Organising New Establishments UNIFIN (finance Sector), UNITEL (telecom sector) & UNILOG (logistics sector)

Worked with Lead organizer all over India which had focus in four states and each state has emerging private sectors & focus was to organise the young workers into union.

- Managing 4 Chapters in 4 states of India
  - Part of a team of 4 Full time organizers
  - Interaction with State Government, Industry bodies and develop plans and ensure implementation of OHS, statutory compliance.
  - Prepare a Project Plan, Communication Plan, etc. and track the Status and ensure project is on track as per Plan
  - Membership engagement to understand the requirements of Members, Members culture, Study on the existing setup and Requirements gathering
  - Coordinate and Manage internal, external union reps and national/state level to complete the Project work as per the Project schedule
  - Track critical or major incidents and use it for campaign, union membership drive enhance the visibility for the project
  - Preparation and publishing of periodic reports related to Performance, Trends etc. to all Stake Holders
  - Periodical review with all Stake Holders on performance and membership achieved
  - Track and monitor performance & Conducting Regular training programs for existing staff
- Worked for a project cycle from 2009 to 2011 with FNV (TUSO) & UNI (GU) as coordinator of India Film Workers Health and Safety

Worked with Lead organizer in South India which has four states and each state has film production.

- Managing 4 Chapters in 4 states of India
  - Part of a team of 3 Full time organisers
  - Interaction with State Government, Industry bodies and develop plans and ensure implementation of OHS, statutory compliance.
  - Prepare a Project Plan, Communication Plan, etc. and track the Status and ensure project is on track as per Plan
  - Membership engagement to understand the requirements of Members, Members culture, Study on the existing setup and Requirements gathering
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  - Periodical review with all Stake Holders on performance and membership achieved
  - Track and monitor performance & Conducting Regular training programs for existing staff
- Worked for three project cycles from 2005 to 2016 with SASK, Finland (TUSO) & UNI (GU) as lead organiser on Organising Business Process Outsourcing, BPO Operations and Call Centre Employees – UNITES

**At National Confederation of UNITES India ( Jan 2004 onwards)**

Functional Head / Lead organizer in organiser on Organising Business Process Outsourcing, BPO Operations and Call Centre Employees – UNITES. Ensuring committed Level of project and 6 Chapter Management for UNITES/SASK/UNI Encompassing Union creation & Management, Project Management, Industrial Relationship Management and Key Global Frame work Agreement Management, reporting into UNI/SASK. Responsible for maintaining a high visibility ICT Union formation campaign across all media.

- Managing 6 Chapters in 6 states of India so that a National Body of ICT union can be formed
- Handled a team of 15 Full time part time organisers
- Interaction with State Government, Industry bodies and develop plans and ensure implementation of OHS, statutory compliance.
- Governance to form register union in all the chapters
- Prepare a Project Plan, Communication Plan, etc. and present to UNI/SASK and track the Status and ensure project is on track as per Plan
- Membership engagement to understand the requirements of Members, Members culture, Study on the existing setup and Requirements gathering
- Coordinate and Manage internal, external union reps and national/state level to complete the Project work as per the Project schedule
- Ensure implementation of documentation/processes for all union members covered in the Program
- Conduct weekly review meeting with the team and identify gaps - take corrective action for improvement
- Work closely with UNI/SASK Team to ensure Level/reporting deliverables are aligned with Project
- Track critical or major incidents and use it for campaign, union membership drive enhance the visibility for the project
- Preparation and publishing of periodic reports related to Performance, Trends etc. to all Stake Holders
- Periodical review with all Stake Holders on performance and membership achieved
- Track and monitor performance
- Maintain strong Industrial relationship and develop new members from existing members
- Chalking out various union models as the industry is very new and contacting professionals was a challenge
- Conducting Regular training programs for existing staff

At National Confederation of UNITES as General Secretary and as Deputy President of –Professional & Managers in UNI Geneva undertaken contact, interaction with 50,000 plus Professional & Managers in India and world wide. To take up causes of workers across spectrum from Security guards to ITES workers in India, The responsibilities included administering the chapters, membership drives and ensure support to at all of them. Creating awareness with employers, this culminated in meeting the Apex body of Employers Nasscom. Building a very proactive media campaign, which has got us good number of members. Building second line leaders, networking with other Unions for solidarity. Setting up of Website which is a very popular site.

**-Federation of UNITES by 2014**

UNITES is registered in 6 states we are recognised as National Federation& know as National Confederation of UNITES (NCU).



The National Confederation of UNITES (NCU) founding conference was held in Hyderabad on 30<sup>th</sup> November 2014 in a glittering function. The historic occasion of founding a Federation for IT & ITES workers in India was commemorated by the release of Special Cover By India Post in the august presence of **Hon. Minister of Labour & Employment, Government of India Shri Bandaru Dattatreya** & Bro.Christopher Ng, Regional Secretary, UNI APRO. The delegates, observers and guests lined up for this occasion in great strength. All the six founding affiliates from six states of India- Karnataka, Andhra Pradesh, Telangana, Tamilnadu, Kerala & Maharashtra had sent their delegates for the Founding Conference of National Confederation of UNITES.

Teaching Industrial Relation courses for course credit at

- XLRI- Jamshedpur,
- IIM – Ahmadabad,
- Tata Institute of Social Science Mumbai,

Trained & Presented at

- Melbourne -Australia,
- Starthclyde University – Glasgow,
- Lusane –Geneva,
- Queen Mary, University of London,

Trained leaders of work spots across India through workshops of PSI, BWI & UNI (GU) INTUC (National centre)

**At IBM till March 2006 (Starting from Jan 1995 onwards): -**

**IT Technical Transition:**

- IBM Global Network (IGN) to AT & T (AGN):
- IBM Global Services to CISCO
- Unilever to IBM Global Services
- Setting up of INDIGO Captive Call Center for Unilever through IBM Global Services
- British Petroleum to IBM Global Services
- Lloyds TSB to IBM Global Services
- MEDCO to IBM Global Services

**Organisation: IBM BTO from March 2003**

**Roll:** Infrastructure Manager- IBM BTO operations at ITPL, EGL, Calcutta & Hyderabad

**Project:**

1200 user site at ITPL Bangalore spread across two floors with International Data Center. Managing a team of fifteen IBM engineers & vendor's resident engineers to ensure a smooth operation of Data Center with window of 24 X 6 & catering to **Lloyds TSB, British Petroleum, IBM.COM, IBM Global Procurement, Medco & Intel.**

The Setup consists of Data & Voice through IPLC links using Cisco MGX.

**All process is benchmarked on Six Sigma, first person in Infrastructure to become certified Green Belt.**

**Organisation: Hindustan Lever Limited from Jan 2001.**

**Roll:** Team Lead - Infrastructure Support for Central Asia and Middle East (CAME).

**Project:**

Responsibilities included leading a team of twelve IBM employees which will plan and build Networks, Installations & Configure all kinds of servers with fault tolerance for entire Central Asia & Middle east. The entire project started by defining Process to be followed for Implementation, Administration & Management with escalation Matrix.

**Technical Executive at IBM Global Services from Jan 1995**

**Role:** Team Member.

**Projects**

1. Setting up of Proxy server on RS 6000 with AIX 4.1 also on a trail basis setting up of proxy Redhat Linux proxy server on S390 system, which won appreciation from IGSI.
2. Setting up of OS2 Lab comprising of over 2000 LAN ports & dedicated connectivity to Austin Labs, setting up of MQ Series Lab requiring over 1000 LAN ports & dedicated connectivity to UK & setting up of Wonder ware offshore development site with over 200 LAN ports & implementing secure connectivity through IBM firewall
3. Creation & Maintain LAN of over 10,000 points for IBM India

## Papers worked with Research scholar Prof Taylor P

### Journal article Publication on UNITES – 17 Papers

1. **The experience of work in Indian domestic call centres** Taylor P; [Scholarios D](#); , International Journal of Human Resource Management vol. 24 no. 2 pp. 436-452 January 2013 <http://dx.doi.org/10.1080/09585192.2011.561216>
2. **India : why its summer may be over** Taylor P; , Professional Outsourcing pp. 6-12 March 2012
3. **Beneath the glass ceiling : explaining gendered role segmentation in call centres** [Scholarios D](#); Taylor P; , Human Relations vol. 64 no. 10 pp. 1291-1319 September 2011 <http://dx.doi.org/10.1177/0018726711416265>
4. **Gender, choice and constraint in call centre employment** [Scholarios D](#); Taylor P; , New Technology, Work and Employment vol. 25 no. 2 pp. 101-116 July 2010 <http://dx.doi.org/10.1111/j.1468-005X.2010.00242.x>
5. **'Too scared to go sick' - reformulating the research agenda on sickness absence** Taylor P; [Cunningham J](#); [Newsome K](#); [Scholarios D](#); , Industrial Relations Journal vol. 41 no. 4 pp. 270-288 July 2010 <http://dx.doi.org/10.1111/j.1468-2338.2010.00569.x>
6. **Indian call centres and business process outsourcing: a study in union formation** Taylor P; [Scholarios D](#); , New Technology, Work and Employment vol. 24 no. 1 pp. 19-42 March 2009 <http://www3.interscience.wiley.com/cgi-bin/fulltext/122217290/PDFSTART>
7. **Emerging trends in global contact centres** Taylor P; , In Touch - Magazine of the Customer Contact Association no. 2 2009
8. **Passage to India** Taylor P; , In Touch - Magazine of the Customer Contact Association no. 1 June 2008
9. **Employee voice and collective formation in the Indian ITES-BPO industry** Taylor P; [Scholarios D](#); , Economic and Political Weekly vol. 43 no. 22 pp. 37-47 31 May 2008
10. **United by a common language? Trade union responses in the UK and India to call centre offshoring** Taylor P; Bain P; , Antipode: A Radical Journal of Geography vol. 40 no. 1 pp. 131-154 14 February 2008 <http://dx.doi.org/10.1111/j.1467-8330.2008.00567.x>
11. **No passage to India? Initial responses of UK trade unions to call centre offshoring** Bain P; Taylor P; , Industrial Relations Journal vol. 39 no. 1 pp. 5-23 January 2008 <http://dx.doi.org/10.1111/j.1468-2338.2007.00471.x>
12. **Reflections on the call centre - a reply to Glucksmann** Taylor P; Bain P; , Work, employment and Society vol. 21 no. 2 pp. 349-362 2007 <http://dx.doi.org/10.1177/0950017007076644>
13. **'You don't know what you've got till it's gone': re-contextualising the origins, development and impact of the call centre** Taylor P; , New Technology, Work and Employment vol. 21 no. 2 pp. 107-122 July 2006 <http://dx.doi.org/10.1111/j.1468-005X.2006.00167.x>
14. **India calling to the far away towns: the call centre labour process and globalization** Taylor P; Bain P; , Work, employment and Society vol. 19 no. 2 pp. 261-282 2005 <http://dx.doi.org/10.1177/0950017005053170>
15. **Call centre offshoring to India: the revenge of history?** Taylor P; Bain P; , Labour and Industry vol. 14 no. 3 pp. 15-38 2004
16. **Subterranean worksick blues: humour as subversion in two call centres** Taylor P; Bain P; , Organization Studies vol. 24 no. 9 pp. 1487-1509 2003 <http://dx.doi.org/10.1177/0170840603249008>
17. **Work organization, control and the experience of work in call centres** Taylor P; Bain P; , Work, employment and Society vol. 16 no. 1 pp. 133-150 March 2002 <http://dx.doi.org/10.1177/09500170222119281>

### Authored book on UNITES – 2 Books

1. **The Meaning of Work in the New Economy** Bain P; Bunzel D; [Gilbert K](#); Hyman J; [Scholarios D](#); Taylor P; Watson A; , 27 March 2007
2. **The Future of Worker Representation** Taylor P; , 2005

**Chapter in book on UNITES – 17 Chapters**

1. **Call centres** Taylor P; , The encyclopedia of globalization 2 March 2012 <http://dx.doi.org/10.1002/9780470670590.wbeog058>
2. **'Remote work from the perspective of the developed countries: a multi-country synthesis'** Taylor P; , Offshoring and Working Conditions in Remote Work pp. 17-59 23 April 2010
3. **""Across the great divide"": union organising in UK and Indian call centres** Taylor P; Bain P; , A Handbook of Employment and Society: Working Space pp. 436-454 March 2010 [http://www.e-elgar-publicpolicy.com/Bookentry\\_contents.lasso?id=12573](http://www.e-elgar-publicpolicy.com/Bookentry_contents.lasso?id=12573)
4. **'The globalization of service work: analyzing the transnational call centre value chain'** Taylor P; , Working Life: Renewing Labour Process Analysis pp. 244-268 March 2010
5. **Domestic labour : the experience of work in India's other call centre industry** Taylor P; [Scholarios D](#); , Work and Life in the Global Economy pp. 99-123 January 2010 <http://www.palgrave.com/products/title.aspx?PID=351350>
6. **Union formation in the Indian call centre/BPO industry** Taylor P; [Scholarios D](#); , The Next available Operator: Managing Human Resources in Indian Business Process Outsourcing Industry January 2009
7. **Work organisation and the experience of work in domestic Indian call centres** Taylor P; [Scholarios D](#); , Work and life in the global economy: a gendered analysis of service work 2009
8. **Industrial relations under new labour** Taylor P; Bain P; , To be ascertained 2007
9. **Trade union responses to call centre offshoring** Taylor P; Bain P; , Reclaiming the Economy: Alternatives to Market Fundamentalism in Scotland and Beyond pp. 80-95 2007
10. **Work organisation and employee relations in Indian call centres** Taylor P; Bain P; , Developments in the Call Centre Industry: Analysis, Policy and Challenges pp. 36-57 July 2006
11. **Bear with me... - the problems of health and well-being in call centres** Taylor P; Bain P; , Institutions, Production and Working Life pp. 235-254 2006
12. **Striving under chaos: the effects of market turbulence and organisational flux on call centre work** Taylor P; Bain P; , Employment, Trade Union Renewal and the Future of Work pp. 20-40 2005
13. **Failing to organize or organizing to fail? Challenge, opportunity and the limitations of union policy in four call centres** Bain P; [Gilbert K](#); Taylor P; , The Future of Worker Representation pp. 62-81 2004
14. **Unionism, non-unionism and workers' attitudes to representation in four call centres** Bain P; Taylor P; [Gilbert K](#); , The Future of Worker Representation pp. 62-81 2004
15. **Representation at work: themes and issues** Taylor P; , The Future of Worker Representation pp. 1-36 2004
16. **Call centre organising in adversity: from Excell to Vertex** Taylor P; Bain P; , Union Organizing: Campaigning for trade union recognition 2003
17. **Consolidation, 'cowboys' and the developing employment relationship in Dutch, UK and US call centres** Taylor P; Bain P; , Re-Organizing Service Work: Call Centres in Germany and Britain pp. 42-63 2002

Other than the above I have worked with researchers across the globe on ICT.



## SKILLS

- ✓ Writing & Presentation Skill
  - ✓ Strong analytical, problem solving and data gathering skills
  - ✓ Customer Relations and Key Account Management
  - ✓ Industrial Relation
  - ✓ Project Management
  - ✓ Operational Excellence
  - ✓ Reporting & Analysis
  - ✓ Handle complex scenarios
  - ✓ People Management
  - ✓ Effective communication
  - ✓ Negotiation
  - ✓ Strong initiative and leadership
  - ✓ Active Learning and Adaptability to changes
  - ✓
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**Language Proficiency:** English, Hindi, Telugu, Tamil, Bangla & Kannada

## Personal Particulars

Father's Name : S. Raja Shekhar  
Date of Birth : 25-04-1972  
Permanent Address : All-203, "White House", 15<sup>th</sup> Cross, 6<sup>th</sup> Main Road  
R.T. Nagar, Bangalore -32  
Nationality : Indian  
Marital Status : Married with one 14 year Son  
Phone : Res: 91-80-23692167      Mobile : 91-9341210784

**Karthik Shekhar. R**