

Rupali (Behl) Bhagat PHRI

BBA, B.Ed., MBA(HR), MA (Economics), PG in Journalism and Mass Communication
Certificate IV in Teaching and Learning (TASTAFE),
Certificate IV in (Teaching) Language, literacy, and Numbers (TASTAFE), Tasmania, Australia

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PROFILE

A business lecturer with 20 years of experience including industry experience and 10 years of teaching in a university.

I am a business lecture and an active researcher. As the former academic advisor at AU, I act as an academic advisor in my university on need basis as we do not have the official position of an academic advisor anymore. Additionally, as member and later head of industrial committee, I designed and implemented the internship program at my university since 2015 and the program is still running and being implemented in all our curriculums as a credited course. I run business incubators in association with AU, Kuwait and NGO's like JA Worldwide, INJAZ, UNIDO and AIESEC to further support the skill development of our student.

As an ambitious, highly motivated, and focused person, I am enthusiastic and determined to apply knowledge gained from my education and global experience for the betterment of an educational institution. I believe my education combined with my interpersonal skills have given me the required tools to excel in the field in which an organization operates. In addition, my previous leadership and work experiences provides me with practical knowledge and skills to function in a professional and highly demanding environment. I can work individually in most challenging environment and in teams when required.

As a teacher I feel it is my responsibility to ensure that my class has a positive attitude and I also understand that every learner have certain expectations from each class. As a teacher I strongly believes that my job is not limited to teach and complete a fixed content however, it is important for me as an educator to bring consistency, transparency, diligences, and care to my job. That is the complete essence of being a teacher. As a teacher I aim to inspire, motivate, and encourage my learners so that they can extend their limits comfortably in this changing global environment. My goal is to help my pupils get desired results and exceed their own set expectations.

I considered myself a learner and I aim to be a better teacher and better person every day. I plan to contribute to the society by contributing to the educational sector. I work on various projects every year with the purpose of youth empowerment as this can lead to a better society, better world, and better economy.

PROFESSIONAL QUALIFICATIONS

2000 – 03	Bachelor's in business administration (BBA) from KU, India
2003 - 05	Masters in economics (MA) from MDU, India
2006- 07	Post Graduate Diploma in Journalism & Mass Communication from IGNOU, India
2006 – 08	Postgraduate in Business Administration (MBA / PGDBA - HR) from Symbiosis, Pune, India
June 2021	PHRI (Earned international certificate after passing the PHRI exams in June 2021)
June 2023	PG in Artificial Intelligence and Machine Learning from University of Texas AT Austin, USA (McCombs). Expected to graduate by June 2024)

TEACHING DEGREE & CERTIFICATES

2010	Bachelor of Education (B.Ed.)
2015	Certificate IV in Training & Assessment from Tasmania, Australia
2015	LLN (Language Literacy and Numbers) certificate received from (TAFE) Tasmania, Australia

COACHING CERTIFICATES / TRAININGS

2015	Certified Life / Business Coach from International Coach Federation (ICF)/ Neuro Leadership Institute (Trained by MCC Coach Lindlay Rose)
2015	Relational Dynamics (UK) course attended "How to Become a Coach?" Trained by Deb Bernard
June 2014	Certified training of 7 Habits of Highly Effective Managers / Leaders by Franklin Covey (US) organized by Franklin Covey Dubai office, Kuwait

OTHER PROFESSIONAL TRAININGS

June –August 2020	Harvard Mentor Program from Kuwait Foundation for Advancement and sciences (KFAS), Kuwait
July 2020	Head start program and Google Workshops from JA Worldwide (INJAZ), Kuwait
August – January 2020	Training received for PHRI (Professional in Human Resource) Certificate received in June 2021 (first attempt)
July, 2012	PMP certified training at UAC, Kuwait (United Arab Centre for Arab Training) by Engineer Ahmed Samir. The Course is accredited by PMI, USA
Jan' to April_2013	Management & Leadership Training at LOYAC, Kuwait by Andrew Scoot (Former People Performance Manager at KFG, Kuwait)
Trainings with IBM	I have participated in various certified trainings during my association with IBM; Global English, Certified US Banking (Financial Market) Trainings , Citibank and CitiMortgage Certified Training on Escrow, VIP & Special Loans
Working with NGO's (IHWA, Blind Cricket Association, Disabled Cricket Association, Delhi, India)	My association with National Level NGO's (like IHWA, HCAD, Paralympics Association of India, Red Cross Society) enabled me to participate in many seminars, workshops and trainings. The most important were: <ul style="list-style-type: none">- Making your own website,- How to create funds (organized by Irish Aid)- Other Government & Non-Government workshops on organizing Handicap Camps, Medical Camps, organize sports events and marches.- How to raise funds for NGO's
Feb. – April 2024	Professional training on SPHRI from Australian University

PROFESSIONAL EXPERIENCE

Since August 2014	Senior Instructor in Australian University, Kuwait Former College Academic Advisor In charge Internships
March 2012- August 2014	International Program Consultant at LOYAC, Kuwait Special advisor to chairperson (for Grants and sponsorships) Trainer (Job Skills including CV writing, Cover letter and Interview skills)
Sept 2010 – March 2012	High School Teacher in Indian Community School, Kuwait
April- December 2009	Business and Corporate counsellor, Mother Pride and Presidium Educational Institute, New Delhi, India
October 2005- June 2007	Executive Operations and HR Intern at IBM, India
2002-2009	Volunteer and community worker at IHWA, Delhi, India
Since 2012	Volunteer with INJAZ (JA Worldwide), LOYAC (Kuwait) and KFAS (Kuwait)

DETAILS OF PROFESSIONAL EXPERIENCE

Since August 2014	<ul style="list-style-type: none"> - Currently working as Senior Instructor in Australian University - Worked as a Teaching Assistant (2014) - Worked as an Academic Advisor (2016) - Worked as an Academic Advisor (for summer college of university for Collage of Business) - Worked as Junior Instructor (2016) - Worked as an Instructor (2021) - Promoted as a Senior Instructor - Member of newly formed HR council (for new HR department launched in AU, 2023) <p>Member of following special committees:</p> <ul style="list-style-type: none"> - Industry Link Committee - ACBSP Committee - Exam Committee - Advising Committee (Academic issues like GPA, Complaints, career planning) - Member of validation and Moderation committee - Mentor for collage business Competition teams - Mentor for LD students (arranging tutors and career guidance) - Member of TASTAFE committee <p>Regular Duties:</p> <ul style="list-style-type: none"> ✓ Classroom Teaching ✓ Curriculum Development ✓ Student advising ✓ Responsible for Internships for graduating students (preparing students for Internships and jobs before the graduate, arranging internships wherever needed, maintaining relations with industry) ✓ As an advisor for School of Business advised students. Special assistance provided during transition phase of shifting from TAFE courses to launching personalized courses approved by PUC, Kuwait ✓ Started in ACK with full teaching load of 22+ hours and tutoring LD / non-LD students.
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2012 - 2014	<ul style="list-style-type: none"> ✓ International Program Coordinator, ✓ Awards & Grants Specialist at LOYAC ✓ Advisor to Founder, Managing Director & Chairperson of LOYAC Mrs Fareah Al Saqqaf (she is a known Youth Leader) ✓ Actively involved in Youth Counselling & Career Guidance ✓ Developed curriculum / course materials for student exchange programs (dealt with all international partners like FAO, IFAD, UN, OXFAM, HRW, ADC, Chartis etc.) ✓ Developed Global outreach programs like K4K (Kuwait 4 Kenya), We Build (India, Lebanon, Jordan, and Kuwait) ✓ Participated as volunteers in Marathon, charity events etc. in Kuwait and coordinated with teams in Lebanon, India, Jordan etc.
Sept 2010 – March 2012	<ul style="list-style-type: none"> ✓ Teaching Instructor (for Economics & Business) at ICSK (Amman Branch, Kuwait) ✓ Actively involved in student counselling ✓ Part of School Media Unit, responsible for writing reports & Press Releases, preparing presentations and reports for external clients. ✓ Arranging events like graduation and open days
April 2009 – Dec' 2009 (Part – Time)	<ul style="list-style-type: none"> ✓ Business and corporate Counsellor at Mother's Pride & Presidium Chain of Schools. ✓ Developed marketing strategies to launch their new school in corporate sector and worked as a consultant to expand business in New Delhi, India
Oct' 2005 – June '2007	<ul style="list-style-type: none"> ✓ Executive – HR & Operations at IBM (New Delhi, India) ✓ Completed MBA project "Succession Planning" with IBM
2002 – 2009	<ul style="list-style-type: none"> ✓ Worked as Volunteer, Project In charge, Trainer & Counsellor for NGO's - Like IHWA, Haryana Cricket Association for the Disable ✓ Organized sports tournament for blinds and physically challenged (Cricket, Indoor games like Table tennis etc.) ✓ Organized Blood Donation camps, Eye camp, First aid camps (in schools and govt. Institutions) and free medical camps ✓ Counselling for physically disabled players

PROFESSIONAL TRAININGS CONDUCTED

- Conducted CV workshops, interview preparation workshops for university students as part of ACK career fair in 2019, 2021, 2022 and 2023.
- Training given to PL Engineering (Punj Lloyd, Gurgaon, India) employees from different departments. They employees who participated in training had experience from 0 to 10 years. Topics were soft skills and personal development.
- Training and workshops given for LOYAC interns in Al Shaheed Park, Kuwait. The topic were basic job skills and global English. It was a community service as a way of giving back to the community.

OTHER SEMINARS & WORKSHOPS ATTENDED

- 2020: Webinars and trainings on Graphology by Atazcoaching, Kuwait. It included Art of Handwriting analysis and Introduction to graphology. Also, attended general topics like Success habits.
- 2019: Workshop on Chain management of Zain model (top tele Communication Company in Kuwait). Received certificate.
- 2019: One day training on KAMCO (Investment Company in Kuwait). Learnt about their operations in Kuwait in various sectors like financial, banking, and real estate. Received certificate for it.
- November 2015; Attended special workshops by INVESTCOORP (about Business value creation), BOEING (Stem Challenge), MBC Hope (Power of Pitching Business Ideas), Master Card (Excellency in Technology), FedEx (Access Award) in Oman
- Jan. 2015:
Effective Leadership through Coaching
by Prof. Jonathon Passmore at Australian College of Kuwait
- Workshop Attended in October 2014:
General lecture regarding specific learning disabilities and LD at college
And specific skills faculty members need to possess to empower and include students with disabilities in the learning process at Australian College of Kuwait

EDUCATIONAL / RESEARCH PUBLICATIONS

- Journal paper:
Safi, M., Abidi, O., Sarhan, H. & **Bhagat, R.** (in press). Managing information and communication overload in higher education institutions in Kuwait amid accelerated digital transformation: prospecting key success factors gained from the COVID-19 experience. International Journal of Business Innovation and Research. DOI: 10.1504/IJBIR.2023.10062582
- Conference paper:
Abidi, O., **Bhagat, R.**, Sarhan, H. & Safi, M. (2024). Another perspective on the relationship between job autonomy and knowledge workers' innovative behavior: The unexpected role of communication overload. The 47th Eurasia Business and Economics Society Conference, April 18-20, 2024. Berlin, Germany. (date of presentation: 19 April 2024).
- Abidi, O., Safi, M., Sarhan, H. & **Bhagat, R.** Creative Self-Efficacy and Innovative Behavior amidst the Digital Deluge: Unravelling their Nexus with Autonomy and Workplace Civility. Creativity and Innovation Management.

- Abidi, O. **Bhagat, R.**, Sarhan, H. & Safi, M. Unlocking innovative work behaviors: The Interplay of job autonomy and communication overload", Employee Responsibilities and Rights Journal.
- 2024: Submitted grant application to KFAS and AU, Kuwait. Topic: Integrating artificial intelligence (AI) to enhance human resource management capabilities of small and medium enterprises in Kuwait. The research is collaborated with CQU university in Queensland, Australia. Awaiting results.
- Journal Publication (June 2023):
Researched titled "Learning from the Future of Kuwait: Scenarios as a Learning Tool to Build Consensus for Actions Needed to Realize Vision 2035" has been published in Sustainability (MDPI). Link to review the article: <https://www.mdpi.com/2071-1050/15/9/7054>
- Conference and Journal Publication (March 2023)
Research titled "A Conceptual Relation Between Human Resource Management (HRM) and Competency Mapping" was published in a journal in Turkey called TOJDEL (The online journal of distance education and e-learning ISSN 2147-6454). The article was also presented at 6th International Conference on "Transformation in Business and Social Practices: Creating a Sustainable Future" on Friday, 24th & Saturday, 25th March 2023 at NCRD's, Navi Mumbai, India. Kindly review the research at <https://tojdel.net/journals/tojdel/volumes/tojdel-volume11-i01-c02.pdf>
- Conference and Journal Publication (March 2023)
Research titled "The use of Cloud Computing in Human Resource Management (HRM) systems in the Digital World" in journal called TOJDEL (The online journal of distance education and e-learning ISSN 2147-6454). The article was also presented at 6th International Conference on "Transformation in Business and Social Practices: Creating a Sustainable Future" held on Friday, 24th & Saturday, 25th March 2023 at NCRD's, Navi Mumbai, India. The research talks about Human Resource management and technology. As it HRM considered slow in terms of adoption of technology. The human resource functions like attendance, leave management system, generic training system and even areas like hiring, talent acquisition, employee onboarding which used less technology are exploring new software's to work creatively in this era of post pandemic. Kindly review the research at <https://tojdel.net/journals/tojdel/volumes/tojdel-volume11-i01-c02.pdf>
- Conference Date: February 22 – 24th, 2021
Participated in Innovation Arabia 14 in virtual conference and exhibition edition organized by HBMS university, Dubai (UAE). Presented and submitted my paper titled "Change in Behaviour Towards Technology during COVID-19" as a primary researcher.
- Internal Grant approved (ACK) for research titled

Digital Entrepreneurial competences of university students in Kuwait and Serbia, Australian College of Kuwait, Internal grant, 2021. Co- investigator (with my colleagues and team from Serbia).

- Published paper with IEEE journal, Turkey in June 2021 in Human Computer Interaction optimization and robotic application. The paper is titled Opportunities and challenges to educators when transitioning to a TEL environment- Case of Kuwait. LINK: <https://dergipark.org.tr/en/download/article-file/1783492>
- Presented paper titled in conference in June, 2021: Research paper titled: “A Paradigm Shift in Teaching and Learning due to the ongoing COVID-19 Pandemic in the educational sector worldwide: Case of schools and other educational sector” at conference at NCRD Sterling Institute of Management Studies, Mumbai, India conference on June 26th, 2021. The paper was selected for publication and received the BEST PAPER AWARD in management track and will be published late this year.
- Conference: March 6th, 2020
Participated in International Conference on “Redesigning Business Strategies for Inclusive Growth” Association with University of Mumbai. Paper Title: Can “Skill Development” help Bridge the gap of (Future) Jobs? Employment in Future. ISBN: NCRD's Business Review' Volume 5, Issue 1, 2020 (ISSN: 2455-0264)
- Conference: March 14th and 15th 2018: Participated in International conference on Economic Diversification in GCC’s National Developmental Plans. Supported by Arab Open University and KFAS, Kuwait (IED18). Paper Title: Open Innovation as a Bed Rock for Innovation
- March 9th and 10th 2018
Conference Name: International Conference 2018
Global Transformation Challenges and Opportunities
Paper Title: Globalization and Global Transformation: Relation between culture and global
Published in Book: ISBN: 978-93-5291-571-2
- April 16th, 2016
Conference:
Published paper in International Conference organized by NCRD (National Centre for Rural Development), Mumbai
Conference Name: Business 2020, Issues and Challenges
ISBN: 978-93-5254-816-3
Paper Title: Relation Between Leadership and Cross Cultural Aspect: Is Leadership affected by Cross Cultural Aspect
Presented At: International Conference organized by NCRD’s Sterling Institute of Management Studies (Approved by A.I.C.T.E)

- Conference Date :
January 24th 2015 Theme:
Emergence of India as a Global Economy: Challenges and Opportunities
Title of Paper :
Inter Personal Relations of People in Cross Cultural Organizations & How it Effects the Productivity. CENTUM , ISSN 2231-1475
Multi-Disciplinary Bi-Annual Research Journal
Impact Factor: 9.58

Presented At : International Conference organized by NCRD's Sterling Institute of Management Studies, Mumbai

OTHER MEDIA PUBLICATIONS

- Articles published in City Pages, Kuwait for 4-5 months on youth issues and Psychology. It's a popular English magazine in Kuwait.
- Article published in US website e-zine on HR topics like Emotional Intelligence.
- Published articles on LINKEDIN on management topics like Leadership etc.
- Published articles in few Kuwait's website on topics like Youth guidance and Empowerment.
- Wrote for local newspapers and magazines.

ACHIEVEMENTS

- 2024: Award received from INJAZ Kuwait for mentoring students in company Program, 2024.
- 2022: Award received from INJAZ AL ARAB to volunteer services as a mentor.
- Volunteer and Mentor for CFA society Kuwait for CFA Research Challenge. Received certificate from CFA society. Duties included preparing and mentoring university students to help them participate in CFA Research Challenge 2020-2021, 2021-2022
- Mentor & consultant for ACK team recently which got selected for #MEWIN (Middle East Women Inventors & innovators Network) competition organized the program was in March however it has been rescheduled to the COVID -19
- **Winner of Teaching Excellence Award (Best Teacher) in 2019 (ACK)**. Received the award for being the Best Teacher in ACK Business School and special award and certificate received from ACK.
- June 2018: Received appreciation certificate from College Dean and College president for the services given as college advisor.
- 2019: Appreciation letter received from INJAZ (member of JA worldwide) – Kuwait for supporting INJAZ/JA youth programs. Since past years supporting them in Company Program (one of their major program and renown business competition), Job Shadows, Head Hunt, Google workshops etc.
- Mentor for ACK team which participated in INJAZ Company Program – 2019. The team won among all universities in Kuwait and **represented Kuwait in Oman**. Nationally, team won Best Company (Business) and Most Innovative Idea- 2019. Conducted various business incubators

for college students to prepare them for these events. Represented State for Kuwait in Oman and competed with teams from MENA region.

- **Received certificate from United Nation (UNIDO, Bahrain) for being the best Start-up from Kuwait** among approximately 750 applicants from GULF REGION. We received special grant prize from UNITDO (United Nation) for starting the business.
- **Represented State of Kuwait as a Team Member and Mentor in UNIDO, Bahrain.** Mentor for Kuwait team which was selected to represent Kuwait in Arab Entrepreneurs Rally in Bahrain in November 2019
- Selected for attending trainings at UNITDO in Manama, Bahrain on preparing business canvas models and pitching businesses.
- Received Letter of Appreciation from LOYAC, Kuwait (2013/2014) for being their volunteer trainer. It's a way of giving back to community.
- Received Letter of Appreciation from ICSK, Kuwait (2011) for multi-tasking and supporting their activities.
- Received certificates from IBM for being the Best Performing Employee for three consecutive months (2005 & 2006)
- Received Certificates for organizing and managing disabled sports tournaments by National (Disabled) Sports Committee., Government of India. Worked voluntary for Cricket Association for Disable (state wise) and Blind Association.
- Received certificates of appreciation of work from Mother Pride Chain of Schools, New Delhi, India where I worked as Counsellor.

I, hereby declare that all the information furnished is best of my knowledge and belief.

Rupali Bhagat

May 2024