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✉️ Anchal.andrews@gmail.com

SUMMARY

Dynamic leader with a proven track record at excelling in strategy and visionary thinking. Spearheaded high-value stakeholder engagements, driving significant operational initiatives. Renowned for creativity in developing transformative business plans and enhancing client satisfaction, while leveraging problem-solving skills to achieve exceptional results in diverse sectors. Speaker at various conferences & seminars, award winner and Author of Beyond Frontline Excellence published by Penguin. The first in the globe to write on Spirituality in the Frontline of Business.

SKILLS

- Strategy
- Visionary
- Leadership
- Learning
- Creativity
- Critical Analysis
- Research
- Problem Solving
- Communication

Dr. Anchal Andrews

EXPERIENCE

March 2025 - Current

Director & CEO IBU Advisory LLP | Gurgaon

- Spearhead the entire Advisory business unit.
- Focused on Funding & Investments, on-ground Transformation, Digital Transformation with CIO Advisors, Strategies and Planning for Scale
- Dealt with high value stakeholders with investee requirements in USD Billions alongside Governments.
- Delivered proposals for scaling businesses, CIO Implementation through partners, and for public sector requirements.
- Published in World Association of Small & Medium Size Enterprises, to gather visibility and establish credibility.
- Given the position of Designated Partner with an active DIN.
- Developed strategic business plans for client engagement and growth initiatives.
- Collaborated with team members to enhance project delivery and client satisfaction.

September 2012 - Current

Founder & CEO SkillMaker Consultancy & Training Services | Dubai, UAE

- New Business Development. Prepare Proposals for B2B prospective clients.
- Delivered Training Programs for over 1800 participants in automotive process.
- Delivered Training Programs for over 4000 participants in soft skills.
- Designed and delivered Training Programs for industries as Construction, Hospitality, Textiles, Automotive, Pharmaceuticals, Trading, NGO, Financial Services & more with 80% participation and 20% slides.
- The youngest Owner of a Training and Development company in UAE with a KHDA permit and DED license.
- Maintained relationships with existing clients for future business. Created comprehensive reports from Training Programs delivered.
- Assessed success of training programs through feedback and designing examination papers for participants.
- Created action plans with management of businesses to measure performance.
- Concluded tie ups for conferences, open programs and business collaborations.
- Oversee that revenue is met & exceeds projections of the financial business plan.

September 2023 - October 2024

Head of HR & Marketing Saratthi Mobility Private Limited | Gurgaon

- Developed and implemented HR policies to enhance employee engagement.
- Managed recruitment processes to attract top talent for diverse roles.

AWARDS & RECOGNITIONS

- Published in Eves Against the Odds amongst performers like Sugar Cosmetics for Women Leadership - India 2022
- Exclusively Interviewed for Women Leadership - India 2021
- Featured of Television NewsX part of India News as a Geopolitical Analyst and as the Shareholder of ONE - India 2020.
- Interview published in India Post in the Middle East – UAE 2017
- Articles published in the digital guide of Gulf News 'GetThat.com' – UAE 2017 till present
- Fellowship with the Chartered Management Institute – UK 2016 till present
- Interviewed by Professional Manager Magazine – UK 2016
- Book feature in BookMad Magazine – Singapore 2016
- Interviewed by Ministry of Health Magazine – UAE 2016
- Article published in FHRAI Magazine – India 2016
- Author of book 'Beyond Frontline Excellence' published by Penguin – Singapore 2015
- Finalist for the Stars of Business Awards in category of Professional Services – UAE 2014
- Trained and Developed Frontline and Middle Management Employees – 2005 till present
- Exceeded Targets with Sales Teams directly reporting into role Honda – UAE 2012
- Promoted to Business Manager UAE for Bentley – UAE 2011
- Exceeded Targets with Sales Teams directly reporting into role Mitsubishi – UAE 2010
- Won the Top CRM Award World Wide in Financial Partners – UAE 2008
- Promoted from CSE TO CSM in ICICI Bank – UAE 2007
- Tagged the Star Performer in ICICI Bank – UAE 2005

- Coordinated training programs to support employee skill development initiatives.
- Conducted performance evaluations to ensure alignment with company objectives.
- Facilitated conflict resolution sessions to maintain a positive work environment.
- Oversaw payroll and benefits administration for all employees.
- Collaborated with leadership on strategic workforce planning initiatives.
- Monitored budgets, especially related to HR and overall operations including staffing costs, compensation packages.
- Identified potential risks associated with HR practices or decisions prior to implementation.
- Advised managers on best practices for managing their teams effectively while maintaining compliance with applicable laws.
- Delivered a Marketing Plan per quarter set out to increase client base B2B and B2C.
- Onboarded the Largest Leasing company in India as B2B client.
- Reported directly to the Owners.

January 2011 - August 2012

Business Manager Al Futtaim Group | Dubai, UAE

- Delivered on the job Training. Managed up to a team of 8 sales executives for generating maximum profit from add on products, unit sales and streamlined showroom processes.
- Conducted one on one meetings for the same. Worked against targets for unit sales.
- Verified client documents, executed full support to the Hub. Worked towards maximizing IPRU.
- Acquired auto finance approvals from 15 panel banks.
- Reported to the Regional Head of Brand Business Development.
- Managed daily operations to improve efficiency and service quality.
- Developed and implemented strategic plans to enhance business performance.

January 2009 - January 2011

Country Business Manager Al Habtoor Motors | Dubai, UAE

- Delivered on the job Training. Managed up to a team of 10 sales executives to maximize finance and insurance.
- Worked against targets to convert cash sales into auto finance deals. Worked against TAT's for verification of documentation and MIS reporting.
- Conducted prospect calls to increase foot fall.
- Acquired auto finance approvals from 15 panel banks.
- Reported to the Branch Manager as F&I Specialist and on promotion reported to the General Manager- Prestige Cars as Business Manager for UAE.
- Coordinated with sales teams to enhance customer engagement and satisfaction.

January 2007 - January 2009

Senior Client Relationship Manager Financial Partners Group | Dubai, UAE

- Created a financial business plan for the NRI team: monthly targets, annual action plan, annual business mix.

EDUCATION AND TRAINING

September 2023 - October 2025
Doctorate | Management Studies
IIBMS, Gurgaon, India

July 2016 - October 2020
Master of Science | Strategic
Human Resource Managment
Roehampton University , London,
UK

September 2001 - December 2003
Bachelor of Arts | Psychology
Saint Francis Xavier University ,
Nova Scotia , Canada

LANGUAGES

English: First Language
Hindi: C1
Advanced (C1)

PERSONAL DETAILS

- Date of Birth: 2nd March 1982
- Nationality: Indian
- Residences: Canada, UAE, UK, India
- Marital Status: Single

- Created scripts for concept selling. Designed and delivered Training Modules for the team.
- Sourced prospects. Booked appointments – continually exceeded targets.
- Managed schedules of Senior Advisors.
- Created a capital appreciation calculator for projections of gross income as opposed to regular investments that a client may pursue.
- Created various illustrations.
- Cultivated strong relationships with key clients to enhance satisfaction and loyalty.

January 2004 - January 2007
Customer Service Manager ICICI Bank | Dubai, UAE

- Private, Priority & Retail Banking: Verified relationship opening forms, investment forms, client instructions, service requests.
- Resolved all compliance and AML discrepancies through FCRM.
- Handled queries. Developed and delivered training sessions on bank products.
- Developed and delivered training sessions on Telephone Etiquette.
- Designed and created scripts for selling products.
- Generated corporate leads. Handled queries through inbound calls.
- Adequately used I- VIEW.
- Coordinated up to 18 Relationship Managers for feedback, till and after conversions, to be provided to the Head of the Department.
- Generated appointments from cold data.
- Maintained data MIS's and lead MIS's for each individual Relationship Manager indirect reporting into my role, merged for the viewing of the Assistant Vice President.