



Raunak Sharma

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Mr. Raunak Sharma is an accomplished education and communication professional with nearly two decades of experience in **Soft Skills Training, Corporate Communication, Language Development, Personality Development, and Career Readiness**. Over the course of his professional journey, he has worked with universities, aviation academies, hospitality institutions, and professional training organisations, contributing extensively to academic delivery, curriculum development, student mentoring, professional communication, and employability enhancement.

Mr. Sharma currently serves as **Senior Faculty Member – Soft Skills at IcfaiTech, The ICFAI University, Jaipur**, where he is engaged in developing students' communication, interpersonal, and professional competencies. His work focuses on preparing students to meet the expectations of the contemporary corporate environment through communication enhancement, professional etiquette, presentation skills, interview preparation, personality development, and workplace readiness initiatives.

With experience spanning diverse sectors, Mr. Sharma has trained **more than 2,000 students and professionals**. His approach to communication development is centred on three fundamental dimensions: **what to say, how to say it, and the most effective way to convey it**. He believes that effective communication extends beyond language proficiency and encompasses clarity of thought, appropriate expression, tone, articulation, confidence, professionalism, and the ability to engage effectively with diverse audiences.

Prior to joining IcfaiTech, Mr. Sharma served as **Assistant Professor and Faculty Coordinator at Sunstone, JECRC University**, associated with the School of Business Studies. He was involved in academic delivery, student development, curriculum-related activities, and corporate readiness programmes. He has also served as an **Assistant Professor at Dr. K. N. Modi University, Newai**, where he taught Communication Skills, Soft Skills, and French Language. In addition to teaching, he contributed to student development programmes, motivational sessions, seminars, conventions, and curriculum development. He also served as a **NAAC Criteria In-charge**, contributing to the preparation, review, and proofreading of institutional documents and reports.

Mr. Sharma's professional foundation was established through his extensive experience in **aviation, hospitality, customer service, and professional training**. He has worked with organisations including Kingfisher Training Academy, School of Professional Graduation, Sky Life Aviation, UEI Global, and Ananta Institute of Hotel Management. In these roles, he trained candidates aspiring to careers in aviation and hospitality, with particular emphasis on English communication, Voice and Accent, image management, customer interaction, professional etiquette, personality development, and industry-specific phraseology.

His early corporate experience with **Genpact**, where he worked in UK Customer Care Services, provided him with practical exposure to international customer interaction and structured corporate processes. This experience strengthened his understanding of workplace communication and subsequently contributed to his development as a professional trainer.

In addition to training and teaching, Mr. Sharma has experience in **business development and recruitment consultancy**. As an Independent Consultant and Director at Jobfeeds HR Solutions, he was involved in candidate sourcing, screening, recruitment coordination, and facilitating communication between candidates and prospective employers. This experience provided him with valuable insights into recruitment processes and the competencies expected by employers.

His areas of professional expertise include **Communication Enhancement, Voice and Accent Neutralisation, Business Communication, Business Writing, Telephone Etiquette, Customer Interaction, Interview Skills, Group Discussion, Personality Development, Body Language, Image Management, Public Speaking, Presentation Skills, and Professional Etiquette**. He also possesses expertise in English and French language instruction.

A key strength of Mr. Sharma's professional practice is the development of **practical, industry-oriented training programmes and learning resources**. He has designed customised training modules, communication activities, workshops, professional phraseology, and employability-oriented interventions based on the requirements of learners and organisations. His training methodology emphasises practical application, active participation, confidence building, and the effective transfer of classroom learning to professional situations.

Among his notable professional assignments was a **week-long Soft Skills workshop for Jaipur Police officers of various ranks under The Times of India's LEAD INDIA programme**. He has also contributed to social initiatives through his association with the NGO VIHAAN under the LEAD INDIA programme. His professional contributions were recognised when he received the **Employee of the Year Award at the School of Professional Graduation in 2013**, followed by his promotion to the position of Senior Trainer.

Academically, Mr. Sharma holds a **Master of Business Administration (MBA)** from Jaipur National University, a **Master of Commerce (M.Com)** and **Bachelor of Commerce (B.Com)** from the University of Rajasthan, along with a **Diploma in French Language** from the University of Rajasthan.

Mr. Sharma believes that communication is not merely a language skill but an essential professional competency that influences collaboration, leadership, customer engagement, professional relationships, and career advancement. His professional endeavour is therefore focused on helping students and professionals communicate with **clarity, confidence, purpose, and professionalism**.

With nearly two decades of experience across **higher education, professional training, aviation, hospitality, customer service, recruitment, and corporate communication**, Mr. Raunak Sharma brings together academic expertise, industry exposure, and practical understanding of workplace requirements. Through his continued engagement in higher education and professional development, he remains committed to enhancing communication capabilities, professional competence, and career readiness among learners and aspiring professionals.