



Dr Jagadheeswaran Krishnan (Ph.D.)

Top Management Professional

PROFILE SUMMARY

Accomplished Top management professional with 32+ years of cross-industry and cross-functional experience. Proven expertise in leadership, crisis and financial management, strategy, operations, and human capital development. Strong track record in driving business growth, navigating complexity, and aligning teams for performance. Skilled in strategic management, governance, and organizational transformation. IT-savvy, socially responsible, and committed to delivering sustainable value. Please check my profile on www.krishjaga.com

PERSONAL INFORMATION

- ✉ Email
krishjaga@yahoo.com
- ☎ Mobile
(+260) 973 633 933
- 📅 Total work experience
32 Years
- 🌐 Social Link
<https://krishjaga.com>
<https://www.linkedin.com/in/krishjaga/>

KEY SKILLS

- MS Office
- Business Development
- Key Account Management
- Strategy Development
- Financial Management
- Crisis Management
- Human Capital Management
- Quality Management

OTHER PERSONAL DETAILS

- City Lusaka
- Country Zambia

EDUCATION

- 2024 Ph.D Doctorate in Management
University of Zambia
- 2002 MBA/PGDM
Xavier Institute of Management (XIMB),
Bhubaneshwar
- 1992 B.Tech/B.E.
National Institute of Technology, Tiruchirappalli

WORK EXPERIENCE

- Mar 2024 - Present Chief Operating Officer
Seba Foods Zambia Limited
Led end-to-end operations across production, quality, supply chain, HR, and admin functions.
Spearheaded FSSC 22000 V6 certification, transitioning quality systems from basic control to process capability-based standards.
Managed labour and union negotiations, achieving industrial stability and productivity gains.
Drove human capital development, including competency mapping, training, and performance systems.
Streamlined procurement, warehousing, logistics, and workshop operations, enhancing cost and service efficiency.
Oversaw regulatory compliance, facility planning, and asset management within the administrative domain.
Led capacity planning and project execution to support tripling of plant output, including layout redesign and equipment commissioning. Ensured operational continuity and readiness for sustainable, scalable growth.

LANGUAGES

- Tamil
- English
- Hindi

COURSES & CERTIFICATIONS

- International Balanced Scored Card Master Professional
- Six Sigma Green belt Certificate
- Improving Global Health:Focusing on Health & Safety

Feb 2022 -
Mar 2024

Group COO and Director

Astro Holdings Ltd and Smart Africa

At Astro Holdings Group,Handled cross-functional leadership across six business divisions
Led Operations, Business Development, and Key Account Management (KAM) across six strategic business units. Oversaw General Management, Sales, Strategy, and P&L for verticals including Lime Manufacturing, Construction, HVAC, Automotive Trading, Hospitality, and related services. Successfully restructured a multi-million USD loan facility, improving financial stability.
Achieved 150% sales growth in the automotive division through targeted turnaround strategies.
Fast-tracked civil project completion from 10% to 90% in 6 months, resolving long-standing execution delays. Spearheaded human capital development, implementing regular technical and managerial training across all divisions. Integrated diverse operational functions to align with long-term group strategy and growth objectives.
Took a planned sabbatical post-leadership role at Astro Holdings due to a mutually agreed separation driven by strategic value misalignment.
Completed Ph.D. in Management and successfully managed key personal commitments, including family milestones. Remained as Founder Director for Smart Africa Ltd, maintaining active professional engagement. Conducted short-term consulting assignments focused on steel market assessments in Zambia and the Katanga Province of DRC. Delivered to a key client, insights on regional demand patterns, infrastructure gaps, and investment potential in the steel sector.

Group Managing Director

Specialised Systems Limited

Managed a diverse business portfolio across Healthcare (Medical Equipment), Telecom, Office Automation, Power Management, Security Systems, IT, Agrochemicals, and Real Estate.
Transformed organizational culture from legacy-driven to a professional, performance-oriented environment. Navigated and stabilized a critical cash flow crisis, restoring working capital efficiency.
Led a greenfield project to develop a multi-million-dollar Super Speciality Hospital in Lusaka, in collaboration with a top Indian healthcare group.
Pioneered new market segments in the medical equipment sector, achieving 200% sales growth in ultrasound machines. Executed a high-value real estate transaction, saving \$500,000 (40%) through strategic negotiations while managing huge real estate assets.
Managed key healthcare accounts, including the Ministry of Health, Zambia and leading mining companies.

Managed Agro Chemicals business as Distributor for Syngenta and maintained KAM with key commercial farmers

Jul 2012 -
Jan 2022

Sep 2010 -
Jun 2012

COO

Safintra Zambia Limited

Led country operations, delivering record-breaking performance with 16% topline and 20% bottom-line growth —highest in company history.

Implemented Kaizen practices and drove human capital development to enhance operational efficiency. Successfully navigated a crisis of key staff attrition, sustaining high performance through leadership focus and team alignment.

Recognized as a star performer for outstanding contributions to growth and organizational resilience.

Aug 1992 -
Mar 2010

Multiple

Various as below

- Led crisis management, strategy, and project execution for large-scale HVAC projects at Technoton Ltd., Nigeria (2009-2010) as General Manager.
- Managed 24x7 operations at SPEW Ltd., India (2007-2009) as Vice President Operations, overseeing 430 skilled workers in high-precision auto component manufacturing. Directed strategy, business development, and expansion planning, including Six Sigma quality initiatives and process capability enhancement.
- Founded and operated Gayshri Automobiles (2004-2007) as Managing Director, a Yamaha motorcycle dealership in Chennai; gained entrepreneurial experience despite business challenges due to market misalignment.
- At JCB India Ltd (1997-2004) as Chief Manager-Sales, managed channel operations across Kerala state, Tamil Nadu, and Karnataka; recognized as a Star Performer. Under my leadership, the dealership I handled was awarded World's Best JCB Dealer (2000).
- Began career as Maintenance Engineer with Larsen & Toubro ECC Group (1996-1997) and AFCONS (1992-1996), handling advanced construction and earthmoving equipment.

Projects

10 years

Building competence Learning Series

I have embarked on a CSR initiative of educating Zambian managers through this program. Please visit <https://krishjaga.com/bcs-gallery>

12 years

Rotary Club Of Maluba

Rotarian since 2012

5 years

Smart Villages Africa

Founded an NGO focused on rural development, with a mission to uplift underprivileged but academically capable girl children and vulnerable women through the WHEELS program (Women's Health, Empowerment, and Education Loan Schemes). For more information, please visit: www.smart-villages.org



THE UNIVERSITY OF ZAMBIA

THIS IS TO CERTIFY THAT

Krishnan Jagadheeswaran

having satisfied the requirements for the
award of the degree of

DOCTOR OF PHILOSOPHY
(Business and Management)

was admitted to the degree at a Graduation
Ceremony held on the *22nd* day

of *May* in the year *2025*



[Signature]
Vice-Chancellor

[Signature]
Registrar

Graduate's Signature

Graduate's ID No

GSB903173

SEN 61607

The Zambia Qualifications Authority Act, No. 8 of 2024**Qualification Holder:** Jagadheeswaran Krishnan**NRC/Passport ID:** 902971/10/2**ZAQA Reference Number:** 244591**Date of Validation:** 15/06/2025**Recognised Zambian Qualification:**

Doctorate Degree

This qualification bearing title of:

Doctorate of Philosophy (Business and Management)

has been validated as genuinely awarded to:

Jagadheeswaran Krishnan

on: 22/05/2025**by:** The University of Zambia**A registered and recognised institution:**

By the Higher Education Act No. 4 of 2013 of the Republic of Zambia.

This qualification is recognised in Zambia as:

Doctorate Degree

At Level 10 of the Zambia Qualifications Framework.**Issued by The Zambia Qualifications Authority****MERCY M. NGOMA***Director General*

ZAQA has confirmed the above information, for digital certification and sharing by PrivySeal Limited,
at 19:42 PM (Africa/Lusaka) on 19 Jun 2025

POWERED BY
PRIVYSEAL®

Xavier Institute of Management

Bhubaneswar

The Governing Board hereby certifies that

R. Jagadheeswaran

Class 1999-2002

on the satisfactory completion of all the requirements and on the
recommendation of the faculty is awarded the

Postgraduate Diploma in Management

with all its rights and privileges.

Given in Bhubaneswar on the twenty first day of March Two Thousand Two.

True Copy Attested

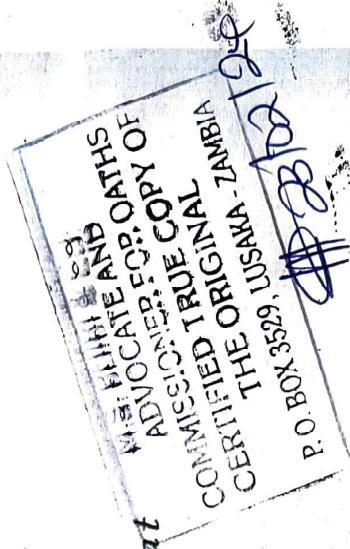
Dean (Academics)

Xavier Institute of Management
Bhubaneswar 751 013

Rajive Kaul
Chairman

E Abraham, SJ
Director

Gopal K Nayak
Dean



XAVIER INSTITUTE OF MANAGEMENT
BHUBANESWAR – 751 013, INDIA



POSTGRADUATE DIPLOMA IN MANAGEMENT

CUMULATIVE ACHIEVEMENT RECORD

ACADEMIC EVALUATION SYSTEM : AN EXPLANATORY NOTE

The Post-Graduate Diploma in Management is awarded to a student who has successfully completed course work equivalent to 93 credits, fulfilled the prescribed academic standards. One credit is equal to 10 clock hours of class room exposure.

The student's performance in a course is continually assessed on the basis of participation in class, assignments, projects, quizzes, mid-term and end-term tests. The specifications of evaluation system are given below.

Performance	Failure	Unsatisfactory		Average		Good		Excellent	
Grade	F	D	D+	C	C+	B	B+	A	A+
Quality Point	0-0.49	0.5-1.49	1.5-2.49	2.5-3.49	3.5-4.49	4.5-5.49	5.5-6.49	6.5-7.49	7.5-8.0
Percentage (Approx.)	0-30	31-41	42-49	50-57	58-65	66-73	74-81	82-89	90-100

The Quality Points Index or QPI is the Index of a student's performance in a term. It is a weighted average of the total quality points secured by a student in a term, and relates to the maximum quality base of eight.

The Cumulative Quality Point Index or CQPI is the index of the student's performance in all the terms completed, starting from the first term. It is the weighted average of the QPIs of all the terms completed.

A non-credit course or an audit course does not enter into the calculation of the QPI/CQPI.

True Copy Attested


Dean (Academics)
Xavier Institute of Management
Bhubaneswar 751 013

DUPLICATE

NAME : K. JAGADHEESWARAN

CLASS : 1999-2002

ROLL : U299031

PROGRAMME: 3-YEAR PART TIME POSTGRADUATE DIPLOMA IN MANAGEMENT

CUMULATIVE QUALITY POINT INDEX (CQPI): 5.20

MINIMUM REQUIRED: 4.50 MAXIMUM ATTAINABLE: 8.00

	Sl.No	COID	Course	Credits	GP	Grade	
Term-1	1	EC01	Economic Analysis-I	3.0	6.84	A	QPI : 5.68
	2	FI01	Basic Financial Accounting	3.0	6.30	B+	CQPI : 5.68
	3	GM01	Communication	3.0	5.40	B	
	4	HR01	Human Resource Management	3.0	6.20	B+	
	5	MM01	Marketing-I	3.0	3.66	C+	
Term-2	6	EC02	Economic Analysis-II	3.0	6.21	B+	QPI : 5.56
	7	FI02	Cost & Management Accounting	3.0	5.70	B+	CQPI : 5.63
	8	IS01	Managerial Computing	3.0	5.33	B	
	9	OM01	Quantitative Methods-I	3.0	5.00	B	
Term-3	10	EC03	Economic Environment of Business	3.0	5.12	B	QPI : 4.94
	11	FI03	Financial Management-I	3.0	4.33	C+	CQPI : 5.42
	12	MM02	Marketing-II	3.0	5.17	B	
	13	OB01	Individuals in Organisation (OB-I)	3.0	5.14	B	
Term-4	14	FI04	Financial Management-II	3.0	5.10	B	QPI : 4.83
	15	OB02	Groups in Organisation (OB-II)	3.0	4.83	B	CQPI : 5.28
	16	OM02	Production & Operations Management-I	3.0	5.50	B+	
	17	OM03	Quantitative Methods-II	3.0	3.90	C+	
Term-5	18	GM02	Social Research Methods	3.0	5.05	B	QPI : 5.61
	19	GM04	Business Law	3.0	6.20	B+	CQPI : 5.34
	20	OB03	Organisation Structure & Design (OB-III)	3.0	6.05	B+	
	21	OM04	Production & Operations Management-II	3.0	5.12	B	
Term-6	22	GM03	Business Ethics	3.0	4.96	B	QPI : 5.63
	23	GM05	Business Policy	3.0	6.72	A	CQPI : 5.39
	24	HR02	Industrial Relations	3.0	5.80	B+	
	25	IS02	Management Information Systems	3.0	5.05	B	
Term-7	26	FI13	Security Analysis & Portfolio Management	3.0	5.70	B+	QPI : 4.71
	27	FI14	Project Appraisal	3.0	4.20	C+	CQPI : 5.26
	28	GM07	Corporate Planning	3.0	5.30	B	
	29	GM15	International Business	3.0	5.00	B	
	30	MM08	Advertising Management	3.0	4.33	C+	
	31	MM13	Services Marketing	3.0	3.73	C+	
Term-8	32	FI30	International Finance And Risk Management	3.0	4.10	C+	QPI : 4.80
	33	MM15	Sales & Distribution Management	3.0	4.62	B	CQPI : 5.20
	34	MM16	Product Management	3.0	5.50	B+	
	35	OB09	Emotional Intelligence	3.0	5.00	B	
Term-9	36	FI22	Strategic Management Accounting	3.0	4.40	C+	QPI : 5.13
	37	FI32	Financial Institutions & Markets	3.0	4.64	B	CQPI : 5.20
	38	GM11	Management Control & Reporting Systems	3.0	6.00	B+	
	39	GM13	Governance and Globalisation	3.0	6.50	A	
	40	MM10	Business to Business Marketing	3.0	5.70	B+	
	41	MM12	Consumer Behaviour	3.0	4.13	C+	

Dean (Academics)
Xavier Institute of Management
Bhubaneswar
The Copy Attested

Dean (Academics)
Xavier Institute of Management
Bhubaneswar 751 013



Dr. Shridhar Kumar Dash
DEAN (ACADEMICS)



CERTIFICATE OF VALIDATION AND EVALUATION OF QUALIFICATION

The Zambia Qualifications Authority Act, 2011 (Act 13 of 2011)
The Zambia Qualifications (Validation and Evaluation of Qualifications)
Regulations, 2018

Qualification Holder: Jagadheeswaran Krishnan

NRC/Passport ID: 902971/10/2

ZAQA Reference Number: 83086

Date of Validation/Evaluation: 18/11/2022

Recognised Zambian Qualification:

Master's Degree

This qualification bearing title of:

Post Graduate Diploma in Management

has been validated and evaluated as genuinely awarded to:

Jagadheeswaran Krishnan

on: 21/03/2002

by: Xavier Institute of Management, Bhubaneswar

A registered and recognised institution:

By the University Grants Commission established under the University Grants Commission
Act of 1956 of the Republic of India

This qualification is recognised in Zambia as:

Master's Degree

At Level 9 of the Zambia Qualifications Framework.

Issued by The Zambia Qualifications Authority

MERCY M. NGOMA (MRS.)

Chief Executive Officer

ZAQA has partnered PrivySeal, for digital certification and sharing by PrivySeal Limited.
at 12:31 PM (Africa/Lusaka) on 26 Dec 2023



PRIVYSEAL



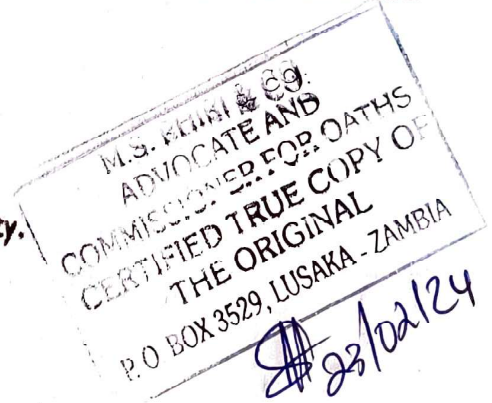


BHARATHIDASAN UNIVERSITY

FACULTY OF ENGINEERING AND TECHNOLOGY

The Syndicate of the BHARATHIDASAN UNIVERSITY hereby makes known that **K JAGADHEESWARAN** has been admitted to the Degree of BACHELOR OF ENGINEERING, he having been certified by duly appointed Examiners to be qualified to receive the same in **MECHANICAL ENGINEERING**, at the Examination held in **April 1992** and was placed in the **FIRST** Class through the REGIONAL ENGINEERING COLLEGE (Autonomous) of the University.

Given under the Seal of the University.



[Signature]

துணைவேந்தர் Vice-Chancellor

[Handwritten mark]



VERIFIED
AND
AUTHENTICATED

A. Chandrasekaran
Under Secretary to Government
Public (Foreigners) Department
Government of Tamil Nadu
Chennai-600 009
India

Govt. Lr. No: 9541/09 Date: 21-5-09
Ref: Bharathidasan University
CE/CA/GO/Sr-61576/38 26-09

4/6



भारत सरकार GOVERNMENT OF INDIA
अपोस्टिल / APOSTILLE
(Convention de La Haye du 5 octobre 1961)

Country INDIA

This public document

has been signed by VICE-CHANCELLOR.

Acting in the capacity of VICE-CHANCELLOR, BHARATHIDASAN
UNIVERSITY, TIRUCHIRAPALLI, TAMIL NADU.

Bears the seal / stamp of UNDER SECRETARY TO GOVT, PUBLIC
FOREIGNERS DEPT, TAMIL NADU.

Certified

At MEA, Branch Secretariat, Chennai

the 09-Jun-2009

by Under Secretary MINISTRY OF EXTERNAL AFFAIRS

N° BUTN0006021009



Kayashree
कै. रघु राम
K RAGHU RAM
Signature
सिग्नेचर
Under Secretary
विशेष सचिव
Ministry of External Affairs
भारत सरकार, विदेश विभाग
Branch Secretariat, Chennai.

CERTIFICATE S NO. A 0986683

DEPARTMENT OF GOVERNMENT EXAMINATIONS MADRAS 600 006

HIGHER SECONDARY COURSE CERTIFICATE

GENERAL EDUCATION

ISSUED UNDER THE AUTHORITY OF THE GOVERNMENT OF TAMIL NADU

Certified that

K. JAGADESWARAN

appeared for the MAR. 1988

Higher Secondary Examination and obtained the following marks:

SUBJECT	MARKS OBTAINED FOR 200
TAMIL	173 ONE SEVEN THREE
ENGLISH	172 ONE SEVEN TWO
PHYSICS	185 ONE EIGHT FIVE
CHEMISTRY	183 ONE EIGHT THREE
COMPUTER SCIENCE	197 ONE NINE SEVEN
MATHEMATICS	200 TWO ZERO ZERO
TOTAL MARKS	1110 ONE ONE ONE ZERO

GROUP CODE 599

DATE OF BIRTH	REGISTER NO.	IMR CODE NO. & DATE
10.11.70	725317	6098565 03.06.88
SCHOOL		
JAWAHAR MAT HSS NEYVELI		

MINIMUM FOR A PASS 70 MARKS OUT OF 200 IN EACH SUBJECT. THIS INCLUDES PASSING UNDER THE COMPARTMENTAL SYSTEM ALSO

K. Jagadheswaran
Candidate's Signature

R. Jaganathan
BOARD OF HIGHER SECONDARY EXAMINATION
TAMIL NADU



EXAMINATIONS COUNCIL OF ZAMBIA

Hale Selassie Avenue
P.O. Box 50432
Lusaka
Zambia

Tel +260 211 252544/254629/252582/256464

Fax +260 211 253690

E-mail: info@exams-council.org.zm

Website: www.exams-council.org.zm

Facebook: www.facebook.com/examsCouncilZambia

All correspondence should be addressed to the Director

ECZ/53/2/3

23rd January 2024

TO WHOM IT MAY CONCERN

This is to confirm that a copy of Certificate of Education from Central Board of Secondary Education of the Republic of India was submitted to the Examinations Council of Zambia for equating the results to Zambian Standard.

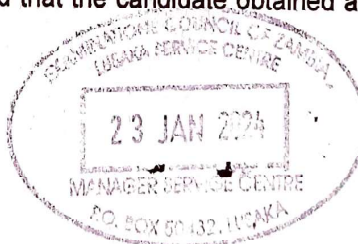
The following is a comparison of **JAGADHEESWARAN K's** results (Candidate number **725317**) obtained in the year 1988.

ZAMBIAN EQUIVALENCY

SUBJECT	GRADE	GRADE	STANDARD
TAMIL	86	ONE	DISTINCTION
ENGLISH	86	ONE	DISTINCTION
PHYSICS	92	ONE	DISTINCTION
CHEMISTRY	91	ONE	DISTINCTION
COMPUTER SCIENCE	98	ONE	DISTINCTION
MATHEMATICS	100	ONE	DISTINCTION

We wish to confirm that the above results are equivalent to the Zambian School Certificate and General Certificate of Education results and that the candidate obtained a School Certificate of Education.

M.C. Kamoko (Mrs)
Service Centre Manager
For/DIRECTOR
EXAMINATIONS COUNCIL OF ZAMBIA



The Zambia Qualifications Authority Act, 2011 (Act 13 of 2011)
The Zambia Qualifications (Validation and Evaluation of Qualifications)
Regulations, 2018

Qualification Holder: Jagadheeswaran K

NRC/Passport ID: 902971/10/2

ZQA Reference Number: 118426

Date of Validation/Evaluation: 26/12/2023

Recognised Zambian Qualification:

Senior Secondary Education Certificate (Grade 12)

This qualification bearing title of:

HIGHER SECONDARY COURSE CERTIFICATE

has been validated and evaluated as genuinely awarded to:

Jagadheeswaran K

on: 03/06/1988

by: Board of Higher Secondary Education of Tamil nadu

A registered and recognised institution:

By the Central Board of Secondary Education (formal Department of Government Examinations) of the Republic of India.

This qualification is recognised in Zambia as:

Senior Secondary Education Certificate (Grade 12)

At Level 2B of the Zambia Qualifications Framework.

Issued by The Zambia Qualifications Authority

MERCY M. NGOMA (MRS.)

Chief Executive Officer

ZQA has confirmed the above information for digital certification and sharing by PrivySeal Limited
at 12:27 PM (Africa/Lusaka) on 26 Dec 2023



PRIVYSEAL



AFFIDAVIT FOR NAME

I, the undersigned S/o Dr Krishnan , in the first name of Jagadheeswaran and Surname of Krishnan, aged 53 years, Hindu by religion, presently residing at Unit 1, 16 Sunshine Court , Martin Luther King Road , Kabulonga, Lusaka, Zambia do hereby solemnly affirm and declare on oath that:

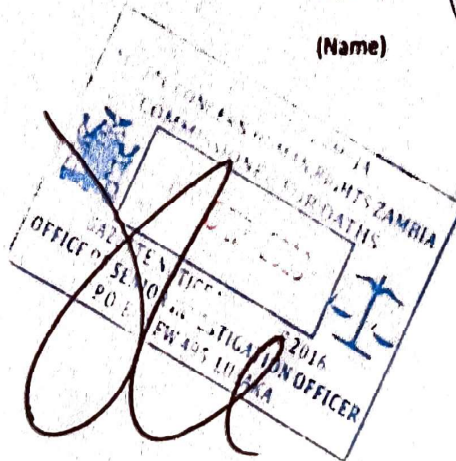
1. I say that my true and correct name is First name Jagadheeswaran and Surname Krishnan
2. I say that in my Higher Secondary School Leaving Certificate A0986683 , my name is mentioned as "K Jagadeswaran".
3. I say that the name "K Jagadeswaran" and "Krishnan Jagadheeswaran" Are the names of one and same person, i.e myself.
4. I say that I am making this Affidavit to produce before the concerned authorities to prove that the above mention names are my names. Additional proof for same are provided in the enclosed copies of my Grade 12 certificate and Passport W7795760

Solemnly affirmed at 07th September 2023 at Lusaka, Zambia

Deponent

(Name)

Krishnan Jagadheeswaran



INTERNATIONAL BALANCED SCORECARD CERTIFICATION MASTER CLASS

Certificate of Completion

We certify that

Krishnan Jagadheeswaran

has successfully completed
International Balanced Scorecard Certification Master Class -
Strategy Execution with Strategy Maps and Balanced Scorecard

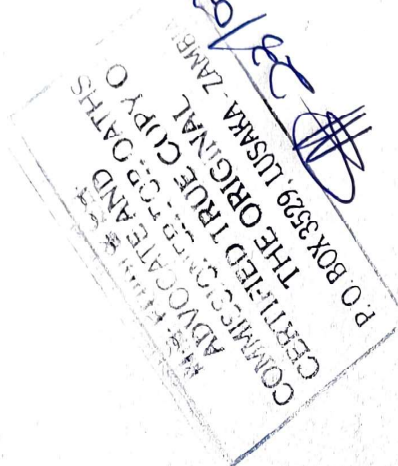
Held on 17th - 19th December 2015 at Chaminuka Lodge Lusaka, Zambia

Peter Kahihu

Peter Kahihu, Executive Director
Balanced Scorecard Institute – Europe Middle East Africa
Coventry, United Kingdom

Mwase

Prof Enala Tembo - Mwase, Acting Vice Chancellor
The University of Zambia



Organised by

b55ci

BALANCED SCORECARD INSTITUTE EMEA
THE STRATEGY EXECUTION COMPANY
www.balancedscorecard.co.uk

In association with



California State University
SAN MARCOS | Extended Learning

In partnership with



THE UNIVERSITY OF ZAMBIA
GRADUATE SCHOOL OF BUSINESS

Endorsed by

ilm

Institute of
Leadership &
Management

OMNEX

AIAG

ADVOCATE & S
COMMISSIONED AND
CERTIFIED TRUE COPY
THE ORIGINAL
P.O BOX 3529, LUSAKA - ZAMBIA

28/02/24

This is to honour

Krishnan Jagadheeswaran

In recognition of successfully completing
all the criteria for
Certified Six Sigma Green Belt

as per the certification guidelines of Omnex Inc and AIAG, USA.

Certificate Number : 6594

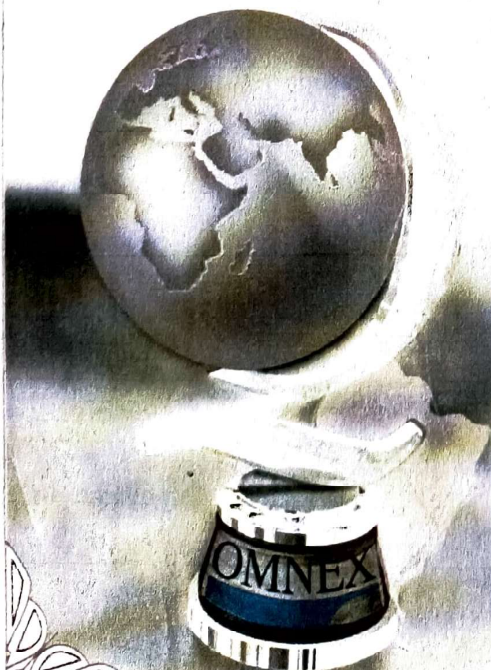
Course Number : LSS/GB/84

Course Date : 26th January - 2nd February 2008

Course Tutor : P.V.Jyoti Ganesan

Annu Kumar

Vice President- Asia
Omnex Inc.



VERIFIED
CERTIFICATE of ACHIEVEMENT

HarvardX

This is to certify that

Krishnan Jagadheeswaran

successfully completed and received a passing grade in

**PH555x: Improving Global Health: Focusing on
Quality and Safety**

a course of study offered by HarvardX, an online learning initiative of Harvard
University.

Ashish Jha

Ashish Jha, MD, MPH

K.T. Li Professor of International Health and Director
Harvard Global Health Institute
Harvard T.H. Chan School of Public Health



VERIFIED CERTIFICATE
Issued June 5, 2020

VALID CERTIFICATE ID

808150557dfe4c71aa74cf0cc18cda3a