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| C:\Users\modethes\Documents\WWWWorks\Admin\ITU Logo\sigleITU.gif | | **ITU-TRAI Training on Consumer Protection**  **21 – 23 March 2016**  **New Delhi, INDIA**  **BIOGRAPHY** | |  | |
| **Session** | | Session 1 | |
| **Title of presentation** | | Consumer Experience Excellence | |
| [Apoorva Mehrotra](https://in.linkedin.com/reg/join-pprofile?_ed=0_1juIla4xhA4CFr0Cj73Lsht1xr0t0ZUqIgoujj7RAh3s_LPxekode57SNat-xNGIEtQ0x-vGYMoPVXLTGBLOK1&trk=pprof-0-ts-view_full-0) | | Apoorva Mehrotra  Business Head –Delhi/NCR  Vodafone India Ltd | |
| Mr. Apoorva Mehrotra is the Business Head –Delhi/NCR, Vodafone India, one of the Top 3 markets in India in terms of Revenues. Considered one of the high potential young leaders at Vodafone India, Apoorva has made the most of the fast track career opportunities in his 13 year stint at Vodafone India.  Apoorva began his career with Vodafone (then Hutch) in Jan '02 as a Zonal Manager for South Gujarat based at Surat. Apoorva has worked in different profiles at many locations in Vodafone like Sales and Marketing in Gujarat & Karnataka, Business Development Manager (BDM) in Mumbai,  Business Head of Karnataka and then head operations for Tamil Nadu circle as Business Head.  Prior to his journey with Vodafone, Apoorva had successful tenure in sales operations with Usha International (SIEL Group) from 1996-2002 and TTK Sara Lee from 1994-1996 where he began his professional career.  A graduate in Bachelors of Arts in Psychology, from University of Allahabad, Apoorva completed his post-graduation in Masters in Management Studies from K J Somaiya Institute in Mumbai in 1994.  An avid sports enthusiast, Apoorva loves travelling and is also a voracious reader. | |