



Shyam Kumar

Shyam Kumar is the Managing Partner of UP! Your Service. In this role he is responsible for overall business development and client satisfaction worldwide. Shyam works closely with the Board of Directors to set strategy, supports the global team in execution, and collaborates with key clients to ensure their success in improving service performance and building strong service cultures.

Educated as an engineer, Shyam brings a practical problem-solving approach to embedding the practices of service culture into daily business operations. These practices – Aligned Leadership, Service Education and 12 Building Blocks – form the foundation for sustainable and uplifting service results.

When working with clients, Shyam probes to understand strategy, customers, competition, and key business issues. His provocative insights drive change while his friendly style encourages participation. Shyam enjoys facilitating meetings with leaders who seek to dramatically improve service performance and differentiate from competition based on quality of service.

Prior to joining UP! Your Service, Shyam was an independent change and process consultant working with organizations in India, Southeast Asia and the Middle East. He was a member of the leadership team at an Indian technology startup, establishing and managing operations in Singapore while driving growth to become the seventh fastest growing company in India in three years.

Shyam is passionate about change that influences human behavior and leads to supportive and successful cultures. He enjoys implementing workarounds and designing new practices at the intersection of ontology, neuroscience, and behavioral economics. Shyam is a lifelong learner in pursuit of education that contributes to the well-being of others and to his personal fulfillment.

“The UP! Your Service methodology is changing the way we serve our customers and making a difference across the Group.”

SINGTEL
Yuen Kuan Moon
Chief Executive Officer

“We lacked a common service language and holistic framework. UP! Your Service provided both. There was initial resistance – but as people attended the UYS programs, we could see change right away.”

AIR MAURITIUS
Andre Viljoen
Chief Executive Officer