

Nilakanta Srinivasan (Neil)

Principal Consultant/Director | Author



Neil, an author of 2 books, passionately helps large & mid size enterprises in services and manufacturing to become Future Fit. This means higher Customer Value, Retention, Revenue Assurance & Efficiency Enhancement.

His approach is to **engineer** Customer Experience(CX) in your organisation such that even a mediocre employee can deliver superior experience, because in today's business environment, both skill & will are botched by nature. Thus his interventions are deep, strategic, process & behavioural level, driven by data analytics & ground-zero insights.

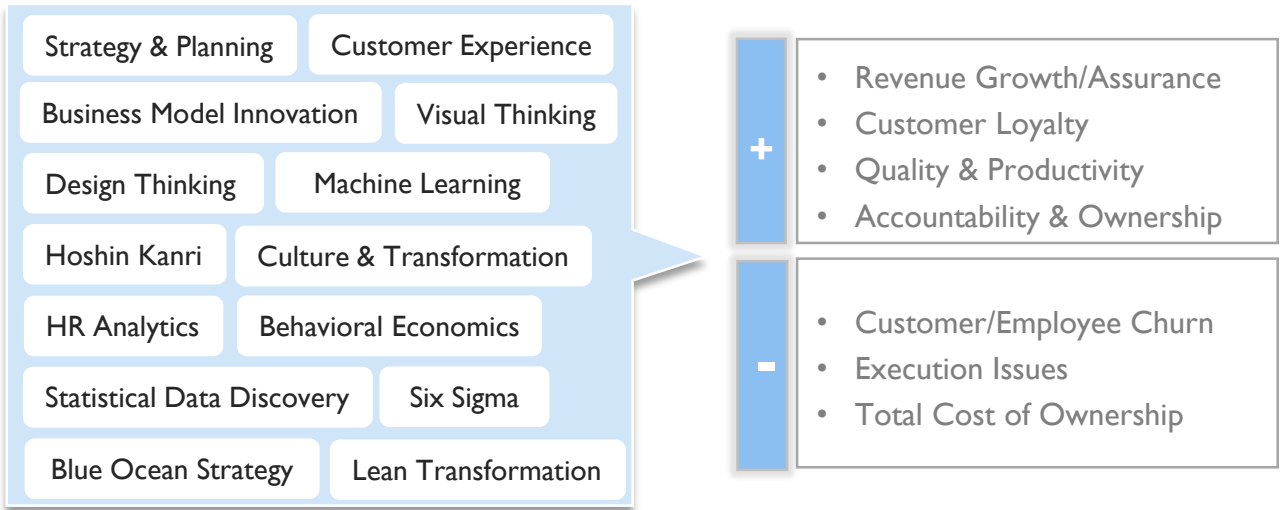
Neil served as Lean Six Sigma Deployment Leader & SVP in HSBC and Bank of America and delivered over \$20Mn of business benefits. He is a Certified Six Sigma Master Black Belt and recognized as **Top 10 quality practitioners** in India.

He manages a professional services firm called Canopus Business Management Group which he started in 2009, now, with clientele across sectors (BFSI, outsourcing IT, discrete manufacturing, O&G, professional services & telecom).

Consulting Clientele



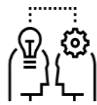
Expertise & Impact Areas



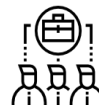
Engagement Models



Train



Mentor
& Coach



Deep
Intervention



Assess

Work Experience

Total Work Experience : 21 yrs

CBMG (2009 - Present)	Founder/ Principal Consultant
HSBC (2008 – 2009)	Senior Vice President (Customer Experience)
HSBC (2007 – 2008)	Senior Vice President (Business Transformation)
Bank of America (2004 – 2007)	National Leader (Quality & Productivity)
Standard Chartered (2002 – 2004)	Service Excellence Lead (Lean Six Sigma)
Whirlpool of India (2002 – 2000)	Senior Engineer (Process Engineering)
TVS Suzuki (1998 – 2000)	Production Engineer (Industrial Engineering)

Professional Credentials

Client Testimonials	Click here
Client Projects	Click here
Book Authored	Click here
Thought Leadership and Publication	Click here
Youtube Channel	Click here
Digital Learning Courses	Click here

Education

UTA McCombs/Great Lakes	Post Graduate Program - Machine Learning ('19 -)
BITS Pilani	M.Tech in Manufacturing Management ('00-'01)
Anna University	BTech in Production Technology ('95-'98)
Pondicherry University	BSc in Physics ('92-'95)

Continuing Education

University of Virginia/Coursera	Design Thinking
University of Toronto/Edx	Behavioral Economics
Bank of America/IQF	Six Sigma Master Black Belt
BMG US/Whirlpool	Lean Six Sigma Black Belt
MIT/ Edx	Innovation & Commercialization
Blanchard Institute	Situational Leadership II
Indian Institute of Science	Certificate program in Environment Studies

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