



Principal

Currently I manage a professional services firm that I founded in 2009 offering consulting and digital learning courses with clientele across sectors like BFSI, BPS/IT, CG, manufacturing, O&G, professional services & telecom)

My main focus is helping my clients to **Create Higher Value** through the lens of customer, business, process & people. I do this by thorough analysis of facts & data, providing deep insights on value generation, enhancement & leakages and facilitate leaders to strategize, develop action-oriented plans & execute them.

- Authored of 2 Books "CX Little Book" & 'The Master Book for Lean Six Sigma'
- Value creation of hard improvements of over \$20 Mn
- Set up & led CX, Business Transformation, Quality & Productivity programs for HSBC India across BUs
- Certified MBB, highly rated global instructor & repertoire to navigate in crossculture & C-suite to cultivate buy-in

Work Experience (23 Yrs)

CBMG	Founder/ Principal Consultant
HSBC	Senior Vice President & Head (CX & Business Transformation)
Bank of America	National Leader (Quality & Productivity)
Standard Chartered	Service Excellence Lead (Lean Six Sigma)
Whirlpool of India	Senior Engineer (Process Engineering)
TVS Motor	Production Engineer (Industrial Engineering)
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Alma mater

UTA McCombs	Post Graduate Program – ML/AI
BITS Pilani	M.Tech in Manufacturing Management
Anna University	BTech in Production Technology
Pondicherry University	BSc in Physics

Expertise

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Customer Exper	ience Design Thinking VOC					
Visual Thinking	Data Storytelling Process Design					
Hoshin Kanri	Lean Transformation Six Sigma					
Business Model Innovation Blue Ocean Strategy						
Strategy & Planning Behavioral Economics						
Problem Solving	Change Mgmt					
Statistical Discov	very Analytics BI					
Machine Learni	ing Predictive Modeling					

Current Clientele

Mahindra _{Rise}	TVS CREDIT	W BARCLAYS	vodafone	PEPSICO	barry wehmiller		TVS 🗯	McKinsey&Con	Info
Tech Mahindra		TEN	1ENOS Just la	element k: LUMI	S PARTNERS		Destrautiseetine	sodex*	Omega
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Reference Resources

Click below text access

Workshops

Revenue Growth/Assurance

Accountability & Ownership

Customer/Employee Churn

Total Cost of Ownership

• Customer Loyalty

• Execution Issues

• Quality & Productivity

Recently concluded Customer Centricity Assessment

7 Acts of Customer Centric Professional[®]

Downloads

Client Projects

Client Testimonials

Publications

Books Authored Lean Six Sigma | CX

Digital Learning Courses

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