

Nilakantasrinivasan (Neil)



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.

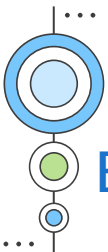
- Authored of 2 Books – “CX Little Book” & ‘The Master Book for Lean Six Sigma’
- Value creation of hard improvements of over \$20 Mn
- Set up & led CX, Business Transformation, Quality & Productivity programs for HSBC India across BUs
- Certified MBB, highly rated global instructor & repertoire to navigate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

Work Experience (23 Yrs)

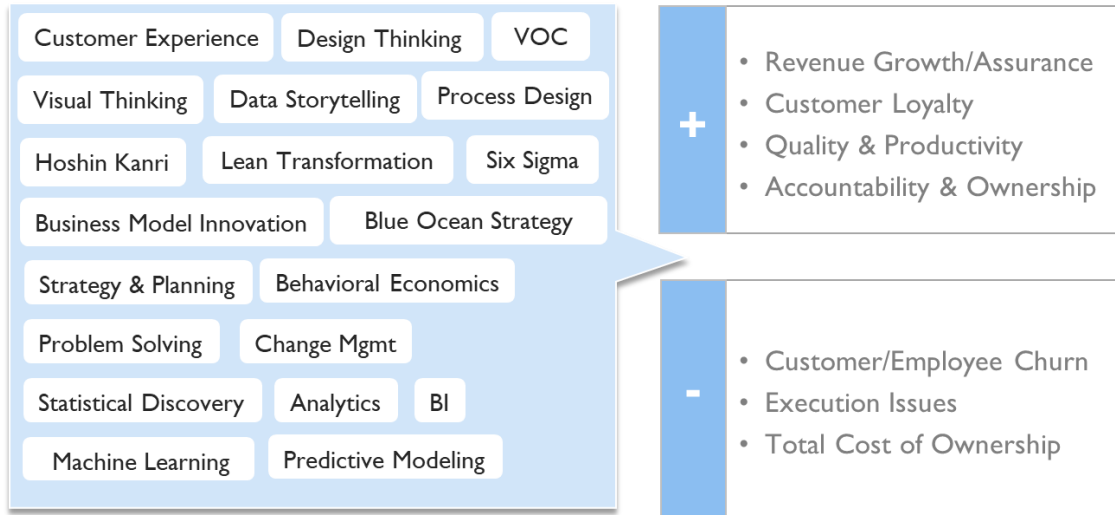
CBMG	Founder/ Principal Consultant
HSBC	Senior Vice President & Head (CX & Business Transformation)
Bank of America	National Leader (Quality & Productivity)
Standard Chartered	Service Excellence Lead (Lean Six Sigma)
Whirlpool of India	Senior Engineer (Process Engineering)
TVS Motor	Production Engineer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

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



Current Clientele



Reference Resources

Click below text access

Workshops

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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