



Nilakantasrinivasan (Neil)



"You succeed when your client succeeds"

Learn more



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.

- Led Business Transformation, Quality & Productivity initiatives for BoA & HSBC India
- Authored of 3 Books
- Value creation of hard improvements of over \$20 Mn
- Set up & led CX program 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 (24 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-MIT	BTech in Production Technology
Pondicherry University	BSc in Physics

Expertise

Customer Experience	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 Discovery	Analytics	BI
Machine Learning	Predictive Modeling	

- + Revenue Growth/Assurance
- + Customer Loyalty
- + Quality & Productivity
- + Accountability & Ownership

- Customer/Employee Churn
- Execution Issues
- Total Cost of Ownership

Current Clientele



Reference Resources

Click below text access

Recently concluded Customer Centricity Assessment

Books Authored by Neil

Digital Learning Courses

Publication/Thought leadership

Client Testimonials

Client Projects

Workshops Facilitated

Downloads

YouTube Channel

Newsletters

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