

SUMMARY OF PROFILE AND SKILL SETS

- Seasoned in the areas of business process improvement, operations and project management
- Strong aptitude for data analysis and data modelling, creating business specific dashboards, root cause analysis, continuous improvement, cost reduction, trend analysis, time and motion study, process mapping, process & productivity improvement
- Comfortable with multi-tasking and working with cross functional teams of all levels in different cultural and ethnic environments

PROFESSIONAL EXPERIENCE

Business Process Analyst

Sept 2016 – Present

HERE Solutions India Pvt. Ltd, Mumbai, India

HERE is a leader in navigation, mapping and location experiences. They combine highly accurate and fresh maps with cloud technology to enable rich, real-time location experiences in a broad range of connected devices – from smartphones and tablets to wearable's and vehicles. HERE offers "Maps for Life" for more than 190 countries, voice guided navigation in 95 countries in more than 50 languages and live traffic information for 58 countries

- Part of the Global Production Operations (GPO) Performance Assessment team
- Laid down the framework for capturing the voice of the internal customer. Designed the process flow, survey questions and scoring criterion and analysis from the results to improve customer satisfaction by 15%
- One of the key leads for the Kaizen project of baselining a new hires performance Vs tenured resource in production environment. Synthesized observations and other inputs from SME's to develop an improved mentoring plan and reduce the learning curve for a new hire
- Worked on learning curve reduction projects across different work streams to reduce it overall by 10-15% in terms of the time it takes for a new hire to reach proficiency level as per production standards
- Responsible for evaluating performance of new and established production processes by team and individual task performers
- Developed fully documented quantitative models of business processes to improve understanding of the impact of people, process and tool performance

Industrial Engineer

Mar 2015 – July 2016

Star Pipe Products, Houston, Texas

Star Pipe Products is a global manufacturer and supplier for a broad array of Ductile Iron Castings, Accessories, Joint Restraints, AWWA Grooved Products and Municipal and Construction Castings. I was working at the headquarters in a cross functional team dealing with domestic and overseas manufacturing teams on wide array of projects and business activities

- Headed the DISA2070 tooling and core box development, cold core process development and process/productivity improvement projects for foundry and manufacturing setup for ductile iron casting production in China
- Played a vital role in international sourcing activities and vendor development to realize cost savings of more than 25% in raw materials and consumables used in foundry. This included working from USA with project team and vendors in China, imports department and costing team in USA
- Responsible for process and procedure audits and gap analysis for the manufacturing facility in China

Industrial Engineer

Star Pipe Products, Beijing, China

Apr 2012 – Mar 2015

The Star Pipe Products branch in China works as a sourcing point for the export market and parent company in USA. I was working full time at the foundry and manufacturing facility handling multiple roles in areas of sourcing, operation analysis, process mapping and improvement and project coordination. The foundry had about 2000 tons of monthly casting production and equipped with state of the art melting system, molding lines, machining and finishing operations and packing and shipping facility

- Led the process mapping initiative for the entire plant and performed gap analysis to make “As Is” and “To Be” process maps and roadmaps for process improvement. Set up procedures and policy for entire manufacturing facility to ensure smooth operations
- Strong experience in time studies and productivity improvement. Helped the company achieve an increase in yearly revenue of more than 3 million USD by optimizing the process of manual molding and semi-automatic horizontal molding line
- Played a pivotal role in cost reduction project for sand core to provide about 40% savings in cost/ton of material used which roughly amounts to 35000 USD per year
- Developed a corrugated boxes packaging system for the manufacturing facility for the gasket packs, gasket and bolt packs and joint restraints pack and set up an automatic order management system

Business Analyst

Skolix LLC, Allen, Texas

Nov 2011 – Apr 2012

- Supported the business operation team to track claims in transaction management system

EDUCATION

- **Master's in Engineering and Management**

May 2010 – May 2011

Case Western Reserve University, Cleveland, OH, USA

Awarded the Timken Foundation Fellowship

- **Bachelor of Engineering in Mechanical Engineering**

University of Mumbai, Mumbai, India

Passed with First Class Honors

May 2005 – May 2009

OTHER SKILLSETS AND ACHIEVEMENTS

- Six Sigma – Green Belt Certified by Weatherhead School of Management at Case Western Reserve University
- Completed the Introduction to Operations Management from Coursera by University of Pennsylvania
- Certified in Project Planning and Management using Microsoft Project by CADD Centre Training Services Pvt Ltd
- Adept at using Microsoft Office (Excel, Word, PowerPoint) Microsoft Project and Microsoft Visio
- Mandarin-learnt hands on while working in China and dealing with non-English speaking colleagues
- Maharashtra state level gold medalist in Kickboxing