

VARTUL MITTAL

Gender: Male Nationality: Indian DOB: 25 Sept 1983 Hand Phone: +44-7448787818 Email: vratulmittal@gmail.com
Current Location - London, United Kingdom, Client – HSBC Global

Educational Record

SYMBIOSIS CENTER OF MANAGEMENT & HRD (SCMHRD)

Masters in Business Administration: Marketing & Operations (1st Class)

Pune, India
May 2006 – April 2008

COLLEGE OF ENGINEERING ROORKEE (COER)

Bachelors in Technology: Mechanical Engineering (1st Class)

Roorkee, India
Aug 2001- May 2005

Profile Summary

I am working as a *Senior Consultant* in *Operations Strategy* service area of *Strategy & Transformation* service line at *IBM Global Business Services*. I have over to six years of domain experience and knowledge in Business/Operations Transformation, Strategic Profit Improvement, Process Excellence, Business Process Management, Service Lifecycle Management and Product Development Transformation. I have worked on large-scale Business/Operational Transformation projects with leading clients in the *Banking, Healthcare, Consumer Products Group and Retail* industry.

With a proven track record of success in Business Process Consulting, BPM Technology Implementation, Business Analysis, Decision Analytics and Best Practice Enablement my tenure with *Kotak Mahindra Bank, Apollo Munich Health Insurance* and with various key clients of IBM exhibits continuous advancement in client-base growth and revenue generation.

I am excited to leverage the analytical, leadership and teamwork abilities gained through my academic and employment experience while working in multi-cultural and international environments under high time pressure which have provided me with the tools and skills necessary to perform well in a leadership role and to make a significant contribution at work.

Professional Work Experience

Senior Consultant, Strategy & Transformation - IBM Global Business Services

(Jan'09 – Till date)

Key Responsibilities:

Operations Strategy Development:

- Work as part of a joint global sales team to identify and win potential opportunities within the Strategy & Transformation practice by conducting diagnostic studies, quantitative and qualitative research and analysis and formulating business proposals & models that enable clients to innovate and grow.
- Helping clients formulate operations strategies that align corporate and business strategy with organization, technology, and process strategy by communicating effectively with business and IT.

Project Delivery and Team Management:

- Lead small to medium-size teams to deliver projects for global clients, manage project economics including planning and budgeting, define deliverable content, manage stakeholders and ensure buy-in of proposed solutions to clients.
- Interact in short, onsite client engagements to gain a detailed understanding of client and prospect process improvement & performance improvement at the process and sub-process levels.
- Translate customer requirements into formal functional requirements and design documents and leading the efforts that culminate in client acceptance of the results.

Domain Development:

- Develop assets and methodologies, BCP-Business Continuity Plans, Risk Controls & Measures (RCM) , develop of points-of-view, research or white papers, support development of marketing collateral and deliver new and complex high quality solutions and roadmaps to clients in response to the business requirements.
- Utilize in-depth knowledge of Financial & operational analysis, Root Cause Analysis and Process and Risk assessment to manage development and support of complex products and services from product design to post-sale service.

People Development:

- Perform role of counselor and coach, provides input and guidance into the firms staffing process, and actively participates in staff recruitment and retention activities.

Industry Expertise:

- Provide industry experience in the *Banking, Healthcare, CPG and Retail* industry by reinventing customer relationships by designing customer-focused strategies that start with the voice of the customer and work backwards.

Senior Manager - Priority Banking, Kotak Mahindra Bank Ltd.

(May'08 – Jan'09)

Key Responsibilities:

- Customer Relationship Management: Acquire, develop and maintain banking relationships with select group of High Net worth Priority customers through individualized customer service.
- Offer Investment advisory services to priority customers by regular presentations and discussions.
- Increase the wallet share of the customer by strengthening existing customer relationships.
- Focus on higher revenue generation by penetration of all products in all clients portfolios
- Coordinate with other group companies to provide seamless access to other products.
- Cross sell existing bank/third party products to priority customers.
- Track customer complaints/queries and turnaround times to ensure high level of customer satisfaction and provide information for product and service enhancements.

GET – Coca Cola India

(Aug'05 – Mar'06)

(Cross functional Rotation Assignments in Procurement, Manufacturing, Sales and Marketing.)

Key Responsibilities

Production - Company Owned Bottling Plant Operations (Dasna)

- Responsible for day to day operations of the factory production line and ensuring productivity goals are reached by way of increasing efficiencies and reduction of costs.
- Effective usage of production facility to meet set production, yield targets & minimize losses.
- To increase the mean time between failures and minimize equipment downtime.
- Co-ordination with engineers and operators for conducting daily, weekly & monthly preventive maintenance of line equipments to get the best yields and efficiency.
- Monitoring development with respect to cost, optimum resource utilization, time over-runs and quality compliance; evaluating production progress & taking adequate corrective actions.
- Involved in various process improvements for enhancing the P.E., M.E., power saving, consumable cost control and elimination of wastages.

Sales (NOIDA, Uttar Pradesh)

- Achieve Volume and Value targets by Month, QTR & Year
- Achieve Sales, Distribution and Display leadership with in area.
- Strengthen the Distribution network and manage the distributors productivity
- Execute Display & Merchandising guidelines in each & every channel of trade.
- Establish excellent rapport with managers of all key stores, and ensure enhanced presence of Cos products.
- Implement various promotions for the overall Market Share improvement.
- Coordinate Every Dealer Survey and Implement FIFO and No BBD stock loss targets.
- Ensure quality by maintaining Product & Package Scores & by reducing customer complaint response time.

(Summer Internship) - XEROX India Ltd. (Received the Best Project Award)

Market Research/Brand Re-Positioning

(Apr'07-Jun'07)

Growth Strategy Assignment - Arresting the erosion in SUPPIES business with special emphasis on channel significance and distribution channel development.

Key Technical Skills

ERP: SAP- R/3, **Functional Modules:** Sales & Distribution, Materials Management and CRM

Méthodologies: CBM - Component Business Modeling, Function Point Analysis, Root Cause Analysis

- Proficient in MS Visio, MS Office, MS Project, WBM - Websphere Business Modeler, ARIS Toolkit, BPR Workflow, Project Management Tool - Primavera & Statistical Tools - SPSS.
- Certified in AMFI - Mutual Fund (Advisors) Module by NSE at National Stock Exchange India
- Certified as a Corporate Agent of Insurance by Insurance Regulatory & Corporate Authority India
- Certified in Process Excellence Lean Six Sigma Green Belt by KPMG,2007 and IBM GBS, 2013
- Certified PRINCE2® Practitioner by APMG International

Linguistic Proficiency

English, Hindi, German (Basics)