K.S.Manjunath

**Process Intelligence & Business Transformation Consultant | Lean Six Sigma MBB |
Process Mining (SAP Signavio & Celonis)**

+91-8123121749 | ksmanjunath.h47@gmail.com | Bengaluru, INDIA | Experience: 8+ Years
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Professional summary

- Enterprise Process Intelligence and Business Transformation professional with 8+ years of experience converting complex operational data into executive-level decisions
- Combines Lean Six Sigma Master Black Belt rigor with event-log–based process mining (Celonis & SAP Signavio) to uncover structural inefficiencies, hidden rework loops, SLA volatility, and systemic process risks
- Proven in designing scalable case and event-log architectures, diagnosing end-to-end processes across high-volume service environments, and translating insights into sustainable fixes beyond surface-level KPI optimization
- **Partnered with senior internal stakeholders** on enterprise-scale processes, navigating ambiguous data landscapes and supporting transformation initiatives focused on long-term business impact

Core Competencies

- Enterprise Process Intelligence & Mining
- Case & Event Log Architecture Design
- As-Is / To-Be Process Design (SAP Signavio)
- Structural Rework, Reopen & Escalation Analysis
- SLA Volatility & Throughput Diagnostics
- Process Conformance & Variant Analysis
- Root Cause Analysis (Systemic, not Symptomatic)
- Lean Six Sigma (DMAIC) applied to Process Mining
- Transformation Roadmap & Governance Design

Core Skills & Tools

- **Process Mining**: SAP Signavio Process Intelligence & Modeling, Celonis EMS
- **Analytics**: SQL (Foundational), Power BI (Foundational), Python (Foundational)
- **Data Handling**: Excel (Power Query), Event Log Engineering
- **Methods**: SPC, FMEA, RCA, KPI Architecture
- Minitab

Certifications

- Lean Six Sigma – **Master Black Belt, Black Belt, Green Belt**
- Celonis Foundations – Process Mining & Intelligence (Celonis Academy)
- Google Project Management Professional (Google Career Certificates)
- Certification in Leadership Development – IIM Ahmedabad (Coursera)
- Advanced Digital Transformation Specialization – IIM Ahmedabad (Pursuing)
- SAP Business Transformation Management Solutions
- PMP Coursework Completed (Training)

Work Experience

Process Excellence Analyst – Lead | Process Intelligence & Process Mining Mar 2025 — Present
BGO (Client: Flipkart) Bengaluru, India

- Led enterprise-scale **As-Is** Process Intelligence **using event-**log–based process mining   to reconstruct and visualize **end-to-end** seller support workflows across **22** domains and 900 + issue types
- Designed and validated Process Intelligence case and event-log architectures for **~300K+ closed** and **~141K+** reopened cases, enabling accurate diagnosis of **first-time resolution failures, rework patterns, and systemic inefficiencies**
- **Built a Reopen Severity–based process intelligence model** by classifying cases into **Low (1), Medium (2–4), and High/Chronic (≥5) reopen cohorts**, enabling targeted analysis of rework intensity instead of binary reopen rates
- **Analyzed time to final closure and variant behavior across reopen severity cohorts**, identifying non-linear cycle-time inflation and repeat close–reopen loops in chronic cases, exposing structural process breakdowns rather than agent-level execution issues
- Diagnosed **structurally embedded SLA breach drivers** that traditional KPI dashboards failed to reveal, shifting leadership focus from reactive firefighting to **root-cause elimination**
- Conducted **cycle-time, throughput, and variant analysis** across **4L+ monthly contacts**, isolating dominant failure paths and escalation loops impacting service stability and customer experience
- Implemented **SPC-based performance monitoring** with rolling baselines to distinguish **common-cause vs special-cause**

variation, enabling early identification of process instability and SLA risk signals
- Owned the **end-to-end process intelligence lifecycle** — from data structuring and metric design to insight synthesis and **executive-level storytelling** for decision support
- Institutionalized a **RACI-**based governance framework across 22 operational domains, owning Responsibility **(R)** for Process Intelligence and assigning Accountability **(A)** to Process Owners to drive upstream resolution of structural process issues
- Identified **UI-driven inefficiencies** causing approx. ~**15 seconds of avoidable handling time per on-hold case**, and proposed **workflow & UI-level optimizations** (inline status visibility and one-line reason prompts) to eliminate non-value-added effort
- **Leveraged SAP Signavio Process Insights guided analyses to** assess repeat contact behavior and highlight **systemic inefficiencies**, interpreting deviations and performance gaps related to repeat sellers, SLA risk, and cycle-time variation
- **Correlated Process Insights findings with Process Intelligence (event-log) metrics** and translated outputs into **actionable root cause hypotheses and value cases** to support improvement prioritization

Transformation & Skill Acceleration | Career Break (Medical Recovery)   Mar 2023 - Feb 2025
- Took a planned career break due to medical recovery following a fracture; completed recovery prior to resuming full-time work in March 2025
- **Deepened capabilities** in Lean Six Sigma (GB, BB, MBB), Process Mining and Business Transformation during the career break period

Claims Analyst → Senior Claims Analyst | Quality Control, Process Improvement   Jul 2015 - Feb 2023
United Health Group - XL Health   Bengaluru, India

- Led quality audits and validated 10+ improvement initiatives ensuring compliance with HIPAA and internal standards
- Reduced claim resolution time by 30% and eliminated 25% system errors via RCA and workflow redesign
- Increased data accuracy by 18% through trend-based insights and dashboard-driven monitoring
- Delivered structured process training for 10+ associates, improving accuracy, compliance, and workflow consistency via scenario-based coaching
- Recognized for leading high-impact quality and process improvement initiatives, expanding scope from individual audits to cross-team process optimization

Transformation Portfolio – Process Intelligence & Business Excellence

Behavioral Fraud Detection – Lean Six Sigma & Process Intelligence
- Led an enterprise-scale fraud detection initiative on 1M+ transactions, combining Lean Six Sigma (DMAIC) with process intelligence and statistical validation to uncover behavioral fraud embedded within normal process flows
- Redesigned detection logic using risk stratification and adaptive escalation, improving detection accuracy from **~85% to 96.3%** and establishing predictive-ready, governance-controlled monitoring

Ship Performance Optimization (Kaggle Case Study – Black Belt Project)
Reduced ship turnaround time by 20% through predictive maintenance and operational analytics; applied RCA to optimize performance and lower costs

CDD Process Adherence (Case Study – Green Belt Project)
Established a compliance framework to increase adherence from 90% to 99% by integrating automation, system enhancements, and streamlined onboarding workflows

KSM LeanOps – Process Excellence Dashboard (Self-Built Application)
Designed and deployed a Streamlit analytics dashboard combining Pareto analysis, control charts, KPI trend views, and RCA drill-down analysis for operational data, hosted on Streamlit Cloud with GitHub source Live App

Education

M.A | Economics   Sep 2012 – Sep 2014
Bengaluru University   Bengaluru, India

B.Sc. | Mathematics, Economics, Statistics   Jul 2009 – Jun 2012
Vijaya College   Bengaluru, India

Additional information

Languages: English, Kannada