

Mihir Saxena

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PROFESSIONAL SUMMARY & SKILLS

Goal-oriented, self-directed MBA Lean Six Sigma Black Belt Project Consultant with over 3 years of experience in driving organizational growth and optimization. Demonstrated ability to lead cross-functional teams, manage projects from conception to completion, and deliver significant cost savings and improved customer satisfaction. Expert in implementing Lean Six Sigma methodologies to streamline processes, and skilled in process mapping, data analysis, and root cause identification. Strong background in functional support analysis and ERP systems integration, with a proven track record of delivering results.

Project Management: Project planning and execution, resource allocation, risk analysis, quality control, product road-map

Analytics Tools: Microsoft Dynamics 365, Exact ERP, AWS cloud, Tableau, SQL, Microsoft Excel, QuickBooks, Data Visualization, data analysis

Lean Six Sigma Methodologies: Kaizen, Kanban, Six Sigma, process improvement, root cause identification, DMAIC cycle

Leadership Skills: Communication, Teamwork, Analytical, Stakeholder Management, Creative Thinking, cross-functional

Languages: English, Hindi, Telugu, Punjabi

WORK EXPERIENCE

Kathkin Lifesciences Pvt. Ltd. – Head of Sales & Operation (South) (Hyderabad, Telangana) Jan 2021 – '23

- Developing and maintaining project documentation, including project plans, timelines, budgets, and risk management plans. Led operations for 5 Southern states of India, managing a team of 5-10 employees and overseeing hiring, training, and professional growth of employees.
- Implemented cost-saving initiatives that addressed long-standing problems, saving 10 Lakhs (\$16694 CAD) per month by using a variety of ERP software tools such as Dynamics 365 Business Central.
- Improved operations in the Southern states of India by developing long-term strategies and integrated systems to boost organizational effectiveness and operational procedures.
- Negotiated mutually beneficial agreements between parties, connecting 60+ doctors and 10+ hospitals with the company.

Trinity Western University – Academic Technology Ambassador (Vancouver, British Columbia) September – December '20

- Enabled the effective use of **technology** in the classroom, by providing extensive **technical support** in the instructional design process for **100+ students** and faculty across three classes.
- Designed and delivered an end-to-end **data management (SQL)** process to track the data of all course curriculum and students, while adhering to **legal** and **compliance standards**.

Aussizz Group – Social Media Consultant (Hyderabad, India) March - January '18

- Led the strategy and delivery of **15+ social media** and **marketing projects**, thus increasing the social media presence by **30%+ in 3 months** for the brand in a new market. Suggested strategies to improve current software and business procedures to the IT manager and the director of the HR department.
- **Planned project tasks**, and managed them on a day-to-day basis, including addressing of issues and formulating **recommendations**, based on 30+ **market research** surveys spanning 3000+ individuals.

Avishkar Ltd. Soft Labs Pvt – Digital Marketing Consultant (IT) (Hyderabad, India) March – March '17

- Coordinated all digital marketing projects using **SEO, PPC** and **Google Analytics** leading to an **increase in revenue by 7%+** in the first three months.
- Created and oversaw technical processes for user interfaces and **Application Software**. Managed a team of **4 colleagues** for an international **business development project**, helping the company create **strategic partnerships** with firms from UAE and Singapore.

EDUCATION & CERTIFICATIONS

Trinity Western University, Canada – Masters of Business Administration: International Business *Class of '21*

- **Managerial Finance:** A deep-dive on enterprise level financial analysis, including spreadsheet ratios
- **Operations Management:** The basics of competency analysis, including practical applications
- **Information and Knowledge Management Systems:** A snapshot of ERP systems, Big Data, data collection and analysis

AWS Cloud Essential, AWS, ID: E-N0539V '22

Business Intelligence Analyst, Udemy, Dec '21

Lean Six Sigma Black Belt, AIGPE, July '21

PMI kickoff waterfall, PMI Sept '21

PROJECT EXPERIENCES

1. Project Manager, ERP System Implementation Project, Kathkin Lifescience , June 2021 - August 2021

- Led a team of 10 cross-functional professionals in the implementation of a new ERP system that improved the company's data management and financial reporting capabilities.
- Conducted extensive requirements gathering and analysis to identify gaps in the current system and develop a detailed project plan with timelines, milestones, and deliverable.
- Collaborated with vendors and stakeholders to customize the system to meet the unique needs of the organization and ensure seamless integration with existing processes.
- Trained end-users on the new system, resulting in a 50% reduction in data entry errors and a 30% increase in productivity.

2. Project Manager, Digital Transformation Project, Aussizz , March 2017 - May 2017

- Led a digital transformation project that enabled the organization to modernize its operations and improve customer engagement.
- Conducted a thorough analysis of the existing business processes, identified pain points, and recommended process improvements.
- Worked closely with the IT team to implement a new customer relationship management system, resulting in a 40% increase in customer satisfaction ratings.
- Developed a data analytics strategy that leveraged tools such as Tableau and SQL to provide valuable insights to the organization's leaders and guide decision-making.
- Collaborated with marketing and sales teams to develop a digital marketing strategy that increased online engagement by 25% and generated new leads for the organization.

COMMUNITY ENGAGEMENT

On Air with Merlyn – Co-Founder, Operations Lead (Canada) *June '20*

- Set-up a first-of its kind **podcast series** with the mandate of interviewing **executives, artists, and leaders** from across the globe.
- Responsible for leading operations strategy, thus ensuring **availability on all streaming platforms**, and hosted **25+ shows**.

ESLI – India Recruiting Team Project Lead (Canada) *June '20*

- Directed and **led the university's research** on the Indian market, **increasing student recruitment by 25%+** during the pandemic.