DEVENDRA PATANI

Six Sigma Master Black Belt | Data Scientist | Process Excellence Specialist | Certified Machine Learning and Artificial Intelligence Practitioner |

Email ID : - patanidevendra@gmail.com | Mobile No: - 9029258727
LinkedIn Profile : - https://www.linkedin.com/in/devendra-patani/
Portfolio Link : - devgfbpl.github.io

PROFILE SUMMARY

- A dynamic leader, strategic thinker and transformation catalyst with over 19 years of diversified experience in delivering sustainable business performance improvement, conceptualising and implementing Center of Excellence (CoE) strategies, building successful Machine Learning algorithms and transforming customer experience in Service and Manufacturing industries.
- A certified Lean Six Sigma Master Black Belt professional, proficient in designing & deploying Lean Six Sigma transformation programme, trained & developed more than 700 Lean Six Sigma professionals and mentored hundreds of Green Belts & Black belts on breakthrough improvement projects with desired outcomes.
- A certified Machine learning and Artificial Intelligence practitioner with an ability to build, test and deploy ML and AI models to solve real-world business problems.
- Expert in transforming strategic plans into tactical initiatives, Led several functional initiatives, collaborative work with local and global teams in achieving company's short term and long term goals.

KEY SKILLS

Lean Six Sigma	Business Transformation	Artificial Intelligence
Operational Excellence	Process Excellence	Machine Learning
Project Management	Change Management	Data Science
Continuous Improvement	Customer Service	Cloud Computing

WORK EXPERIENCE

Mahindra and Mahindra Financial Services Limited, Mumbai
Senior Manager Business Excellence, *(February 2016-Present)*

Responsibilities:-
Working in an India's leading financial company as a Lean Six Sigma Master Black Belt and Business transformation leader mainly responsible for building continuous improvement culture, leading strategic initiatives, improving business processes, driving improvement projects, training and mentoring project owners, performing feature engineering and exploratory data analysis(EDA), developing and deploying machine learning models, building AI chatbots, and designing interactive business dashboards.

Accomplishments:
- Trained and mentored 200+ professionals on Lean Six Sigma and Quality tools to foster continuous improvement culture across organisation.
- Reduced Loan Disbursement TAT from 11 days to 3 days by reengineering traditional lending processes.
- Developed AI based conversational chatbots to guide users on SOP's, Responsibilities, Routine activities and associated MP's and CP's which enhanced process standardisation by 20%
- Built Customer Service Portal which enables the CS team for better complaint resolution. It leads 97% of complaints get resolved within pre-defined TAT resulted in an increase in customer satisfaction.
- Developed a ML classification model with 81% of accuracy to identify loan defaulters based on their profile.
- Improved branch rating audit scores by 14% by driving functional initiatives (DWM) across MMFSL branches.
- Built an unsupervised clustering model for dealers to roll out customised schemes and policies.
- Processed unstructured data using NLP, Performed feature engineering, analysed big data and designed interactive dashboards which enabled stakeholders to take effective business decisions.

Maersk Global Services Limited, Mumbai
Process Excellence Manager, **(March 2014 – February 2016)**

Responsibilities:-
Worked with the world's largest container shipping and logistic company as the Lean Six Sigma mentor and Process Excellence specialist to build quality management systems (QMS), improve business performance, data analytics, develop employee capability and manage Improvement programs with global teams based in Europe and Asia.

Accomplishments:-
- Mapped, designed, automated and standardised end to end global business processes under the company's flagship program Future Operations Execution (FOE). ~ Resulted savings of $35millions in the year 2015.
- Designed, developed and embedded QDNA culture (Quality in DNA) across Global Service Centre (BOM-GSC).

Enercon India Limited, Mumbai
Operational Excellence Manager, *(August 2012 – March 2014)*

Responsibilities:-
Worked with the world's technological leader in the Wind Energy sector as a change catalyst and data evangelist, responsible for building PDCA culture and developing business analytics practices across organisation.
Accomplishments:

- Formed and Led Lean Six Sigma Centre of Excellence within Enercon. Designed Training Programs, curriculums and delivered training across India for all levels.
- Performed Data Mining, EDA on large structure and unstructured data, extracted meaningful information, identified trends and patterns from data, designed and standardised interactive dashboards.

SSA Business Solutions, Mumbai,
Operations Manager   *(December 2010 – August 2012)*

Worked with the global management consulting firm as a Management Consultant responsible for Client management, Training and Project execution, Service excellence and Business development.

PepsiCo India Ltd., Mumbai,
Assistant Manager Manufacturing,   *(December 2009 – December 2010)*

Worked with the global leader in food and beverage as a production specialist responsible for production management, Quality deployment and Manufacturing excellence.

Girish Foods and Beverages Private. Ltd. Kolhapur,
Production Manager,   *(February 2002 – December 2009)*

Worked with a start- up company in food and beverage as production manager responsible for erection and commissioning of a plant, Production Management, Plant Maintenance and Supply Chain Management.

Emkay Fasteners, Mumbai ,
Plant Engineer,   *(November 2000 – December 2001)*

Worked with an engineering company as a plant engineer responsible for job scheduling and maintenance of CNC machines.

EDUCATION

- Master in Data Science, IBM and Simplilearn, Mumbai (2019- 2020)
- Master of Business Administration (International Business), ICFAI, Bangalore (2011- 2013)
- Bachelor of Industrial Engineering, North Maharashtra University, (1996-2000)
- Higher Secondary Certificate (Science), Pune University, (1995-1996)

PROFESSIONAL CERTIFICATIONS

- Certified Machine Learning, Stanford University (July-2020)
- Certified Deep Learning Specialization, deeplearning ai (July -2020)
- Certified IBM AI Professional, IBM (June 2020)
- Certified Natural Language Processing, Udacity (June 2020)
- Certified AWS Machine Learning, AWS (May 2020)
- Certified Cloud Platform Fundamentals, Google (May 2020)

- Certified Advanced Machine Learning, Simplilearn, (Mar-2020)
- Certified Big Data Hadoop and Spark Developer, Simplilearn, (Mar-2020)
- Certified Data Science in Python, Simplilearn, (Feb-2020)
- Certified Tableau Desktop 10, Simplilearn, (Dec-2019)
- Certified Data Science with R, Simplilearn, (Nov-2019)
- Certified Six Sigma Master Black Belt, Indian Statistical Institute, (June-2018)
- Certified Machine Learning Specialist, Anexas Europe, (May 2018)
- Certified PRINCE2 Agile Practitioner, APMG International, (June 2015)
- Certified Six Sigma Black Belt, American Society of Quality, (May 2013)
- Certified Lean Master, SSA Business Solutions, (Feb 2011)

AWARDS

- Quality Deployment Leader —Mahindra Rise (June 2018),
- PEX Leader of the Quarter —Maersk (Mar 2015)
- Plant Engineer of the Year – PepsiCo Inc. (Oct. 2010)

IT SKILLS

Minitab	Tableau	AWS
JMP	Python	Google Cloud Platform
Visio	Power BI	Microsoft Azure
iGrafx	SQL	IBM Watson

LANGUAGES

- English
- Hindi
- Marathi
- Gujarathi

Declaration

I, Devendra S. Patani, declare that the information contained herein is true and correct to the best of my knowledge and belief.

Devendra Patani
(Mumbai, Maharashtra)