DEVENDRA PATANI

Six Sigma Master Black Belt | Master in Data Science
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PROFILE SUMMARY

- A dynamic leader, strategic thinker and transformation catalyst with over 19 years of diversified experience in delivering sustainable business performance improvement, conceptualizing and implementing Center of Excellence (CoE) strategies, Business analytics and transforming customer experience in Service & Manufacturing industries.
- Proficient in designing & deploying Lean Six Sigma transformation programme, trained more than 500 Lean Six Sigma Green Belts & Black Belts and successfully mentored hundreds of breakthrough improvement projects.
- Wide exposure to working at Fortune 500 companies in diversified sectors like Financial Services, Logistic and Shipping, Renewable Energy, Food & Beverages, Consulting (Telecom, Engineering, Pharmaceutical & Chemical) and Manufacturing.
- Expert in transforming strategic plans into tactical initiatives, Led several functional initiatives to support global & local stakeholders in improving effectiveness & efficiency.

KEY SKILLS

• Lean Six Sigma	• Business Transformation	• Machine Learning
• Operational Excellence	• Process Excellence	• Business Intelligence
• Project Management	• Change Management	• Big Data Analytics
• Continuous Improvement	• Customer Service	• Data Science

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 exploratory data analysis, developing predictive models and designing interactive business dashboards.

Accomplishments:
- Reduced Loan Disbursement TAT from 11 days to 3 days by eliminating wastages across value stream through automating and streamlining business processes ~ Increased AUM by $17 millions in 2019.

- Led strategic initiatives like
  - Driving Continuous improvement practices (Daily Work Management) across MMFSL branches (1300+) ~ Improved branch rating by 14% (69 to 83%) in "The Mahindra Way" assessment.
  - Designed Customer Service Management Portal for better customer service~ Improved CaPS score by 9% (78% to 86%)
  - Managed Pragati Kaizen Program which improved participation % from 61% to 78%.
  - Mapped end to end business processes and developed vertical wise Standard Operating Procedures. ~ Developed process landscape and 83% end to end processes Standardised across verticals.
- Performed EDA on large and complex dataset, developed predictive models by using advanced statistical tools and machine learning algorithms like Decision Tree, Random Forest, SVM, Naive bayes, Logistic Regression, K-mean clustering, PCA for regression, classification and clustering problems.
  - Developed classification predictive models of 81% of accuracy on customer profile to minimise the risk of disbursing a loan to potential loan defaulters.
  - Developed dealers clustering model to design customized schemes and policies.
  - Developed classification predictive model on dealers to minimise risk of TA disbursement.
  - Developed a regression model on employee productivity to predict their productivity as well as significant factors affecting their performances.
- Feature engineering, built interactive dashboards to track real time progress of Quality elements as well as analyse data, understand trends and patterns, extract meaningful information from raw data, presented to relevant stakeholders for effective business decisions.
- Trained and developed 200+ highly motivated Excellence igniters across India as a catalyst for developing PDCA culture across organization.
- Improved company's "The Mahindra Way" (TMW-Quality) rating from Level 3 to Level 5 in TMW external assessment.

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, 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). Review best practices and communicate across organizations . Trained and mentored 12 black belt projects ~ Resulted savings of $6.5 million.

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 organization to improve business performances.

Accomplishments:
- Formed and Led Lean Six Sigma Centre of Excellence within Enercon. Designed Training Programs, curriculums and delivered training across India for all levels.
- Conducted 70+ Process Improvement program across India. ~Saved of $ 24 million through standardised way of working and improvement projects in the year 2013.
- Worked on large 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 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
- JMP
- Visio
- iGrafx
- Tableau
- Python
- Power BI
- UiPath
- Microsoft Azure
- BMicrosoft Project
- SQL/Hadoop/Spark
- UiPath

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)