

Profile Summary Core Competencies

Business Development

Relationship Management

Project Management

Team Management

Thought Leadership

Communication & Presentation Skills

Automation & Innovation

Strategic Thinking

Consultative & Negotiation Skills

A result-oriented management professional with over 15 years of on-site and offshore experience in managing multi-domain Japanese clients.

Studied in Japan on Japanese Govt. scholarship for pursuing management studies.

Achieved Japanese language expertise by the virtue of academic excellence and working experience in Japan and India.

Functional experience includes PAN India Service Head - Expats and Diplomats, Department head - Global sourcing procurement, Transition Manager, and Overseas Project Manager.

Experience in dynamic industries including Telecom, Consumer goods, Retail, Healthcare, Automobile, IT and Banking.

As a PAN India Service head - Expats and diplomats in bank, handled the PAN India portfolio, Head of Japan desk activities, Lead digital transformation project for international remittances.

As a Global Sourcing Department Head, lead transformation projects like Cost Saving, Continuous Improvement, Quality Circle, New part Development, Cost reduction, Localization of components etc.

As a Transition Manager, lead two projects for ITIL services.

As an Overseas Project Manager, lead the Globalization project of the company based in Japan but having aggressive plans in India, Korea, and Europe.

As a Consulting Manager, worked on various projects like Research, System readiness planner for a Global SAP-S4 Hana project, Digital transformation, Chat bot implementation, Billing transformation, BPR, Continuous Improvement, Project management etc.

Currently, heading a Japanese bilingual community engagement team of 140 people PAN India including Hiring, Staffing, Skill upgradation and Mentoring.

Currently Driving collaboration agendas with Global Diamond account leaders in Japan and India Leadership.

Managed teams & worked in multi-cultural/geographically dispersed environment.

Liaising with CEO'S/CXO'S/top management for evolving strategic vision, driving change, infusing new ideas & taking enterprise system performance & productivity to the next level.

Formulating & implementing strategies/policies and reaching out to the unexplored market segments / customer groups for business expansion.

More than 3 years of freelance experience in India and abroad for organizations like Bascos, Rotary International, JASSO-Japan, SOEX, etc.

Professional Certifications and Fellowships

Education & Credentials

Career Timeline

Work Experience

1. Manager - Accenture (Jan'22 ~ present)

Job role entails:-

Working as Management consulting Manager in Capability Network – Strategy and Consulting under Hi-tech team.

Consulting experience in various industries including Telecom, Consumer goods, Retail, Healthcare and Banking.

Worked on various projects like Research, System readiness planner for a Global SAP-S4 Hana project, Digital transformation, Chat bot implementation, Billing transformation, BPR, Continuous Improvement, Project management etc.

Working closely with Japan MU leadership to drive synergy between India and Japan for Business expansion of Capability Network - India.

Driving collaboration agendas with Global Diamond account leaders in Japan and other PAN India Leadership.

Heading a Japanese bilingual community engagement team of 140 people PAN India including Hiring, Staffing, Skill upgradation and Mentoring.

Responsible for Client Relationship Management, Client Service Delivery and New Business Development from Japanese clients by identifying and networking with prospective clients.

Travelling to Japan being part of senior execs to drive Capability Network business.

Key Accomplishments

Rewarded with various recognitions for Best supporter, Career enabler, Exceptional performer, Excellent facilitator - Learning and Development team, True spirit of leadership, Being strong for our community, Lead with excellence, confidence and humility.

2. Associate Director - Standard Chartered Bank (Aug'14 to Dec' 21)

Job role entails:-

Service Head for Retail banking services of Diplomats and Expat clients PAN India.

Set up Japan Desk and managed the Japan desk operations including digitization of various services.
 Meet all C-level executives on a regular basis to ensure good rapport and support the business.
 Strategies and New Business Development for achievement of organizational goal in terms of revenue & profitability targets.
 Developing Business models and Services to align with consumer requirements; integrating Sales Team with existing business to increase brand strength and leverage cross-sell opportunities.
 Headed a Digitization project ie. Switching from manual to online overseas remittance process for expat clients PAN India
 Responsible for Client Relationship Management, Client Service Delivery, Customer engagement, Attrition, Growth of new relationship and existing ones.
 Regular meeting and updates shared with headquarters in Tokyo, Japan and work closely on Global Japanese names planning to establish in India beforehand to out serve our clients.
 Monitor customer interactive sessions and Customer satisfaction survey/On boarding survey (internal /external). Review service gaps and processes to meet customer expectations.
 Handle PAN India portfolio across the Japanese Corporates for life cycle management
 Regularly organizing and participating in Golfing events and Economic seminars etc. for updations of our new products to prospect clients and network building
 Key Accomplishments
 Rewarded with Various awards (Star Performer, Best Service, Valuable contribution, Highest revenue from Services etc.) for business excellence and overall contribution in Business.
 Steer the expansion of Japanese Business accounts in India including big names like YKK, Toyota, Isuzu etc. to name a few.
 Steer the Digitization project for all expatriates in India including Japanese as well as Govt. bodies like embassies.
 Developed customised solution for Provident funds transfer for expats in India

3. Assistant Manager - Musashi Auto Parts (July'11 to July'14)

Job role entails:

Leading the Global Sourcing division of Purchase – including the New Product Development and managing the existing product line of exports
 Leading the Import section of all four-wheeler components procured for HONDA CARS launched in India and under development model.
 Planning and procurement of domestic components (ERP/Navison) for export purpose to the global branches of Musashi.
 Giving Price reductions ranging 2% - 5% on various global sourcing procurement components every year
 Regularly form part of strategy meetings for efficiently driving Purchase projects
 Conducting price negotiations and Quality Assurance visits at various supplier ends
 Participating in Top Management meetings including company's Board of Director Meet Global shareholders meet, Global Top management meet.
 Regular Communication with Japan office via Visit to Japan, Video Conferencing, e-mails & telephonic discussion for Import & Export of Raw Material, finished –Semi finished Components & Machinery etc.
 Key Accomplishments
 Won Quality circle from Purchase to Present the team India in Japan
 Implementation of Japan – SOX in India

4. ASE - Tata Consultancy Services (August'10 to July'11)

Job role entails:

Worked as Transition Manager for a Global pharmaceutical project headquartered in Warsaw.
 Worked on a Global logistics project headquartered in Kuwait.
 Supported other Japanese projects as a PAN India resource.
 Worked on the project since the knowledge transition phase (200+ Resources) for Japan in main and other geographies including EMEA, NAM, APAC.

Responsible for taking knowledge transition and creating documentation for project implementation from Japan.

Direct interaction with clients on site for various implementation tasks and ensuring the quality services of the same.

Translation of technical documents for bridging up the language gap.

Worked on various technical applications as per the project requirement.

5. Overseas Project Manager - Rosenet, Japan (April'08 to May'10)

Job role entails:

Worked in Department of Management Planning related to the ongoing and new projects of the company including Foreign Market Research and Business Development

Worked as International Advisor for the company for setting up company operations in India.

Handled overseas projects of the company including import – export of various user-friendly products, negotiations, arranging the shipments and payments etc.

Set up various branch offices within Japan including Tokyo, Nagoya etc.

Traveled extensively within Japan and abroad for company client meetings.

Key Accomplishments

Contributed to the company's foundation step towards Globalization by creating the company's Japanese website in English.