



NIKITA V MENSINKAI

Multifaceted Supply Chain Program Manager; impassioned to work on large-scale integrated supply chain programs with a global organization of repute.



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Education

B.E in Industrial & Production Engineering from Visvesvaraya Technological University Belgaum - India, 2011

Pursuing PC DSCM - Professional Certificate in Digital Supply Chain Management from Purdue University - USA, from January 2023

Core Competencies

Project/Program/Portfolio management
Customer Service Management
IT Enterprise Agreements
Quality Assessment
Operations management
Supply Chain Management
Supplier/Vendor management
Techno-Commercial Proposals
Global Delivery
Strategic Sourcing & Procurement process
Customer Relationship Management
Contract Negotiations and Compliance
Risk Assessment and Issue Resolution
Stakeholder Management
Transition Management
Cross-functional Leadership
Continuous Improvement

Soft Skills

Inclusive
Proactive
Planner
Analytical
Leadership
Communicator
Self-Motivated
Problem Solver

Personal Details

Languages Known: Kannada, Hindi & English

Interests: Reading, Travelling, Yoga & Listening to music

Profile Summary

- ❖ A versatile & dynamic Supply Chain Program Manager with overall 11+ years of experience into pre/post sales, program management, supply chain modules, supplier management, customer service, CRM, operations and delivery management, bid and contract management, transition management, stakeholder management, strategic sourcing & procurement process, cross-functional leadership with esteemed global organizations in Aerospace, Automotive, IT and Energy domain.
- ❖ Demonstrated experience in end-to-end project/program management - business case, planning, execution, monitoring, tracking, controlling, KPI, finance, project charter, quality & risk assessment, issue resolution, RCA, RACI, reports to senior leadership, meeting cadence, SharePoint management.
- ❖ Expert in execution of digital transformation programs - software implementation, data migration, Cisco IT Software & Services portfolio - technology deployment programs (Networking, Security, DataCenter, Cloud Platforms, Collaboration products), NPI/NPD (mechanical/electrical) and supply chain optimization programs.
- ❖ Established skills in Waterfall and Agile-Scrum project management. Knowledge on SAFe principles.
- ❖ Worked with MSP, SAP ARIBA, SAP CLM, SAP ERP, SAP MM, Teamcenter, Faurecia - Program Management System, Salesforce CRM tool - Service Cloud - B2B, ServiceNow, Cisco Commerce & EAWS, BRAVO, CPSM, MS office suite(Advanced Excel, PPT, Word) tools.
- ❖ Proven experience in project life-cycle, customer life-cycle, SDLC/PDLC and PDM/PLM projects.
- ❖ Possess experience in P2P & S2P process, APQP/PPAP documents, quality inspection, manufacturing and production processes (casting, forging, machining, pressure die), logistics, VAVE and cost benefit analysis.
- ❖ Strong knowledge on QMS - Six Sigma tools and standards - AS9100 , ISO 9001/14001/45001, IATF16949, supplier assessment and performance, ECN, BOM and supply chain management.
- ❖ Proven ability to collaborate with cross-segment technology/business leadership and cross-functional teams globally, to lead multiple programs simultaneously from initiation to closure ensuring key areas - customer satisfaction, cost optimization, quality and safety.
- ❖ Experience as an Individual Contributor/Team Lead in customer facing roles, liaising with global business partners, Tier 1/ 2/3 suppliers, customers and OEMs.
- ❖ Demonstrated ability to fully commit to an organization's ethics/values and respect cultures to build strong relationships with internal and external stakeholders.
- ❖ I am ambitious, bold and highly focused. Open to travel/relocate within/outside India, as per the job role.

Work Experience

Client: Cisco as Customer Experience (CX) - Portfolio Activation Specialist

Apr'21-Feb'23 with Capgemini

Key Result Areas:

- ❖ Acted as a focal point for Cisco Enterprise Agreement(EA) customers (APJC & EMEA), distribution partners, CX leadership, sales, delivery, logistics, CX counterparts – customer account manager, partner account manager, customer success program managers, technical solution architects, system engineers and extending support in achieving their goals - EA adoption, software implementation, software support services, EA value realization, customer review meetings(quarterly/semi-annual/annual)
- ❖ Facilitated key internal and external kick-off meetings with cross-functional teams, customers and partners as needed (customers) and ensured contract compliance
- ❖ Developed program plans and lead its execution with dedicated customer account teams while monitoring the performance. Collaborated with legal & compliance teams for advisory, as required
- ❖ Worked on maintaining deployment as per delivery schedule and meeting customer expectations
- ❖ Monitored critical risks, collaborating with account teams & business/technology leadership if customer expectations are misaligned and provide a solution
- ❖ Engaged in operations of multiple projects and program in the portfolio , tracking its completion status & performance, implementing necessary changes, developing project/program progress weekly reports for CX Leadership
- ❖ Demonstrated and trained customer, partner and key stakeholders in EA management in EA Workspace tool and engage them till the life of the contract
- ❖ Onboarded EA customers & probing for maintaining long-term business relations
- ❖ Provided insights & suggestions to Success Program Managers in the improvement of EA adoption process, addressing product/process related concerns & driving incremental growth by collaborating with dedicated Account Teams, Customer & Business Partners.

Highlights:

- ❖ Engaged in continuous improvement of business practices and created efficient workflow to simplify the business processes which resulted in increased value to business.
- ❖ Identified supply chain bottlenecks and recommended actions for resolution of it.
- ❖ Resolved operational issues between internal, customer and partner teams which had high impact business and customer's experience.

Client: JLL as Vendor Manager

Oct'19-Mar'20 with IT Source Technologies (Job type - Contractual)

Highlights:

- ❖ Assessed vendor performance, captured and tracked vendor issues in Bravo tool as assigned by VMO Director
- ❖ Developed vendor sourcing strategy, supported vendor operations, contract negotiations and other vendor management activities
- ❖ Performed vendor quality assessments, vendor scorecards collection & HOTR reporting, post-company acquisition support activities-updates and sharing new vendor's assignment letter/ duly signed letters in Bravo
- ❖ Supported contract management activities - new supplier/projects/contract creation in Bravo, regular invoice auditing to ensure contract compliance
- ❖ Worked on product & end-user impact issues research and imparting training to the teams; created & performed invoice audit process for all new vendors and maintained relations with vendors.

Client: Faurecia as Engineering Performance - Program Management System Analyst

Jul'18-Mar'19 with ITC Infotech (Job type - Contractual)

Highlights:

- ❖ Responsibly supported Program Management System tool within the Faurecia program management system (PMS) process
- ❖ Studied organization's current systems, procedures and designed information systems solutions to help the organization operate supply chain more efficiently and effectively. Analyzed, designed and implemented information systems in collaboration with cross-functional teams.
- ❖ Assessed the suitability of the systems in terms of their intended outcomes and liaised with the end users, software vendors and programmers in order to achieve these outcomes
- ❖ Consulted with Global Engineering team to determine the role of an IT system in the supply chain and took responsibility for installation and configuration of new systems to customize them for the organization. Served as change agent to identified organizational improvements needed, design systems to implement those changes and training key users to use the systems.
- ❖ Defined and authored functional specifications as per the Faurecia PMS standards. Tested software upgrades for FIT to requirements (Functional,SIT,UAT).

Client: Honeywell as Aerospace - Integrated Supply Chain - Project Management Specialist

May'17-Feb'18 with Magna Infotech (Job type - Contractual)

Highlights:

- ❖ Rendered services as a part of Aero-ISC-Sourcing team providing support to global supply chain by developing strategies for supply chain optimization
- ❖ Supported initiatives to improve process efficiency, commodity management activities and NPI projects for mechanical team
- ❖ Developed and implemented plans with cross functional teams to meet annual goals which include supplier strategy, productivity, cost-reduction, lead-time reductions, supplier quality and supplier performance
- ❖ Addressed risks and issues of this stand alone program. Contributed in continuous process improvement initiatives monthly
- ❖ Collaborated with global - sourcing, procurement, engineering, quality, analytic, finance, product costing, compliance teams to complete the projects
- ❖ Created projects, executed e-sourcing events (e-RFQ and e-Auctions) in SAP Ariba tool, analyzed the results and awarded business to the winning supplier (LTC/STC/SLA) prepared contract amendment packages which included documentation and editing the original contract, gaining approvals from various stakeholders, uploading the package in the compliance tool for approvals, contract extension activities for both unilateral and bilateral contracts and new contract executions. Maintained contract repository in SAP Ariba tool
- ❖ Responsible for supplier data gathering and analysis, supplier performance - scorecards, creating presentations for Transition Board Review Meeting and supporting commodity managers with TRB approvals
- ❖ Performed supplier spend/savings analysis of global suppliers - aerospace mechanical, electrical and electro-mechanical components
- ❖ Created presentations for stakeholder review and approval, managed SharePoint. Developed annual and quarterly reports for program director.

Client: SAP Software Delivery Centre as Bid Consultant

Nov'16-Apr'17 with TalentPro India (Job type - Contractual)

Highlights:

- ❖ Rendered services as a part of UMAC (Up gradation and Migration Assessment Center) – SAP Solution Delivery Center India
- ❖ Performed analysis of resource requirements and effort estimation, promising a delivery date to the customer
- ❖ Assigned tasks to project managers of different technology teams, coordinated with them for tracking the project progress, interacted with customers for access related issues and for billing of the resources
- ❖ Coordinated with technical solutions architects, sales and marketing teams, project managers and customers on daily basis to submit the deliverable ROM/Proposal/Assessment within the promised timeline
- ❖ Developed weekly/monthly reports to track UMAC deals won/lost for different regions and monthly status reports to Bid Director

Clients: IBM and Unilever Industries Pvt. Ltd., as Project Analyst

Feb'16-Oct'16 with Collabera Technologies (Job type - Contractual)

Highlights:

- ❖ This is a part of digital transformation program for supply chain optimization. Successfully led the team to complete the project efficiently
- ❖ Steered migration of Indirect Procurement contracts of different business systems from SAP Ariba to SAP CLM tool and SAP CLM implementation and system integration.
- ❖ Cross-functional collaboration with Unilever Industries - Sourcing & Procurement, Business Compliance, Legal, IT teams and IBM - Technical Solutions team, IT, Business teams
- ❖ Performed CLM and Ariba tool - functionality testing, SIT, UAT for successful CLM implementation and data migration between Ariba and CLM.
- ❖ Customized CLM templates as per business needs, managed data readiness activities using MS Excel tool and implemented CLM successfully.
- ❖ Published contracts and formed linkage between contracts in SAP CLM and Ariba Tool, for any future update in the contracts by the contract owner / collaborators.

Client: Accenture as PMO Analyst

May'15-Nov'15 with Magna Infotech (Job type - Contractual)

Highlights:

- ❖ Supported Capacity Planning and Space Management tool and provide functional support to project stakeholders regarding the tool
- ❖ Steered resource management event in the tool (Project planning, demand forecasting, lock /release seats of project resources, movement of project resources across location/facilities, creating new project in the tool) and supported PM with project status reports.

Client: John Crane Sealing Systems India Pvt. Ltd., as Central Projects Group - Project Engineer

Jul’12-Aug’13

Highlights:

- ❖ As a part of Central Projects Group supported various NPD projects simultaneously for customers across APJC and EMEA regions
- ❖ Reviewed RFQ (tender/bid/enquiry documents) including detailed reviews of scope of work, key contract dates, commercial terms and conditions, project specifications and data sheets to establish customer requirements and product scope
- ❖ Established project and strategic supply chain strategy engaging global strategic sales team where necessary
- ❖ Priced products using appropriate tools and coordinated with other cross functional teams (Application Engineering, Product Costing,Manufacturing Operations, Sales, Marketing) to submit techno-commercial proposals with supporting brochures, standard drawings and product experience lists
- ❖ Organized key internal kick-off meetings with cross-functional teams for projects won; to begin design & development of the product
- ❖ Performed contract review of new orders ensuring all technical & commercial clauses are adhered. Coordinated any changes in design/schedule which was required at various stages.
- ❖ Reviewed and approved the final drawings to ensure these are in line with the contract, applicable specifications, quality standards and customer requirements. Managed BOMs, Product Data and PO release
- ❖ Collaborated with manufacturing operations teams for prototype, testing and production of the products ordered
- ❖ Monitored manufacturing progress and coordinated with Production - Shop Floor manager and Quality Assurance team to ensure high quality products are delivered meeting customer requirements with no defects. Coordinated with logistics and JC local offices for delivery of product at customer’s site
- ❖ Reviewed project progress and performance. Utilized SAP ERP, Teamcenter and MS excel tools during project management.

Client: Allegis Group Services as Recruitment Specialist

Dec’11-Jul’12

Highlight:

- ❖ Sourced and delivered IT/Non IT mid-level management resources to Allegis customers and partners.

Nikita Veeresh Mensinkai
Bengaluru, India
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