

Alex Rajan P

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SUMMARY

- Passionate educator, International Corporate Trainer, Process Improvement Consultant, Certified Lean Six Sigma Master Black Belt
- 14+ years of progressive experience in Operations, Consulting, Training, Teaching & Marketing with 10+ years of experience in Consultant and Trainer Profiles, with a proven and consistent track record of professional achievements.
- Expertise in handling consulting and training operations
- Implemented Lean Six Sigma methodology in various services, manufacturing and healthcare companies
- Trained 1000+ working professionals in Lean Six Sigma at Oman, Qatar, Kingdom of Saudi Arabia and India.
- Guided 100+ lean six sigma green belt and black belt projects.
- Certified **Lean Six Sigma Green Belt, Black Belt and Master Black Belt**
- Corporate training given for Tata Business Support Services, Achilles, Rashtriya Chemical Fertilizers, Bharat Petroleum and Chemicals Limited, Hospira Pfizer Ltd, Syngene International, CISCO, EMC2, First Data, Abraj Energy Services, Oman Drydock Company, Sakra World Hospital, King Abdulaziz Hospital, Transystem Logistics, Akshyapatra, Qatalum, Manhattan Associates, Schneider Electric, WEG Industries etc.

Key Skills

- **Leadership skills** - People & performance management, Conflict and resistance management
- **Technical Skills** –Process Improvement, Process Excellence, Process re-engineering, Chemical Engineering, Lean and Six Sigma, Kaizen, Business Process Mapping, FMEA, Data Analysis, Predictive analysis, 7QC tools and Minitab.

Experience Summary

I have worked in different roles and have been taking up responsibilities as

Operations Manager/ Consultant/ Trainer and carried out

- **Process Improvement/Process Re-Engineering Consulting**– Having expertise in handholding, guiding and managing process improvement projects. Helps various corporates and industries in identifying and prioritizing process improvement projects and also helps them to identify gaps and wastes within the process.
 - Guided 50 process improvement projects in BPO, Finance, Healthcare and Manufacturing domains
 - Guided 30 process improvement projects in BPO, Oil and Petrochemicals, Supply chain and Healthcare domains
- **Operations and team management** –Taking care of all operational aspects related to marketing, training and consultant teams. Manages all the six sigma process improvement projects for the clients and ensure that the projects are completed on time and deliverables are achieved.
- **Few High Impact Projects in BPO Domain**
 - **Revenue increase by Resource utilization tracking optimization for a multinational BPO company.** Objective of this project was to map the estimated hours with spent (actual) hours to improve project time and effort estimation. 79.48% of the cases were outside of +/-10% limit. The project resulted in reduction of % of cases within +/- 10% variation to 42 % with annualized revenue of \$ 128,359 for the company.
 - **Improvement in Detractor % for a renowned BPO that gives technical support for the a US multinational company.** The Detractor % for a line of business was trending at 24.5% against the target of 15% which resulted in customer dissatisfaction and penalty payment to the client. The objective of the project was to improve the detractor by more than 5%.The project improved the detractor % to 19.8% and had a net financial impact of about \$ 436,000 per year.

- **Increase in seat utilization % for an acclaimed business process and technology service provider with wide range of multinational customers.** Seat utilization % by the operations team was below 50% and was resulting in huge financial impact for the company. The six sigma project resulted in the improvement of seat utilization to 77%, with a financial saving of about \$ 222,000 per year.
- **Trainings-** Conducts process improvement methodology trainings for BPO, Healthcare, Manufacturing, Logistics and Supply chain, Financial, Pharmaceutical, Oil and Petrochemicals domains
- Trained more than 500 Green Belts and Black Belts in countries like India, Oman, Qatar and KSA.

Freelance Six Sigma Trainer

- Carried out online freelancing jobs as six sigma trainer
- Took class room trainings for six sigma/ biotech/pharma/chemical engineering subjects

Professor / Lecturer

- Specialized on using lean six sigma tools and techniques
- Used lean six sigma methodology for process improvement research projects
- Optimized production media for sclerotiorin, a pharma drug using Plackett Burman Design
- Got top performer of the department with the highest positive feedback points from students
- Received best faculty award of the college and department
- Presented research papers in national and international conferences
- Taught 12 subjects of biotech, pharma and chemical engineering domains for B.E students and obtained 100% university results

Marketing / Sales:

- Did Sales and Marketing of Medicines in the region.
- Arranged and managed promotional activity for quick awareness of product.
- Launched first time India molecules for Alzheimer's disease, anti-depressants and anti-atherosclerosis drugs

Organization: **Wieaw Technologies Pvt Ltd**

Duration: April 2018- Till Date

Designation: Managing Director

Organization: **Anexas Consultancy Se. Pvt. Ltd.**

Duration: Jan 2015 – April 2018

Designation: Manager – Operations

Organization: **Freelancer- Lean Six Sigma Trainer**

Duration: Jun 2014 – Dec 2014

Organization: **New Horizon College of Engineering**

Duration: Aug 2008 – Jun 2014

Designation: Assistant Professor

Organization: **Nagarjuna College of Engineering of Technology**

Duration: Apr 2007 – Aug 2008

Designation: Lecturer

Organizations: **Protec, Solus Pharma Ltd, Dey's Medical Stores (MFG) Ltd**

Duration: Feb 2000 – Jul 2002

Designation: Marketing Executive

Education

M.Tech (Industrial Biotechnology) from Bharath University, Chennai, India (2006).

M.Sc (Biotechnology) from Madras University, Chennai, India (2004)

B.Pharm from Mahatma Gandhi University, Kerala, India (2000).