



Deepak Kumar Bohat

People Leader 21yrs of Professional Expérience

Operations & Service Delivery | Process Excellence | Project Management
Customer Engagement | Analytics & Digital Transformation | Alliance Management

Industry Experience: ITES | FMCG-CPG | ER&D

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Profile Synopsis

Accomplished professional with 21+ years of experience in Leading and working with large cross geographical teams. Experience in Engineering, FMCG and BPM environment, driving Global initiatives in Process Excellence, Automations, Transition & Transformation, People & Project Management managing Global Virtual Relationships to evolve results and deliver solutions with focus on Customer Satisfaction, Cost Optimization, and efficiencies programs across North America, LATAM, APAC & EMEA

Designed, Lead, Managed, Ramp-up & setup of various COE's, GBS and GIC Centres
IBM Hyd (2006) Accenture SD Dublin (2013) Capgemini SMG (2014) Altran GBS (2019)

Sept 2019 till Date | CAPGEMINI ENGINEERING (former Altran Technologies)

Director – Global Business Services

Overview

Capgemini Engineering is a Global Innovation and Engineering Consulting firm.

Responsibilities:

- Build GBS team and drive the Transformation agenda as per Altran's business imperatives
- Lead and manage strategic transformational activities from Identifying opportunities, defining scope, procuring sponsorship, planning and execution
- Change leader driving the end to end Change Management communication across all service lines globally
- People Leader collaborating and engaging with cross functional, cross geo teams to build capabilities, enable people & manage performance of teams
- Develop a clear roadmap strategy to manage all Initiatives through project management
- Build COE's on Automations, Process Excellence on digital technology and drive with speed and urgency In-house or through Vendor partnership
- Labour arbitrage within Altran world, cost to value centre, maximise customer satisfaction with no compromise on quality
- Use of Analytics & Insights to monitor progress, drive efficiencies, measure productivity, Instil a culture of continuous Improvement and question Status Quo
- Develop and maintain contractual SLA's and KPI's
- Monthly Steerco's with all Stakeholders on Project Status
- Manage & gauge Vendor performance periodically
- Mitigate overall business risk from time to time and ensure compliance at all times

MAR 2017 - AUG 2019 | AB-InBev, GCC (India)

Global Delivery Head

Overview

Ab-InBev Global Capability Centre (GCC) is the official shared service centres of the Anheuser Busch Inbev Group. GCC established in 2015 in Bangalore, with focus to provide offshoring opportunities and solutions to the back office Operations for AB-InBev global.

Project Manager with expertise in Service Delivery & Transformation. Responsible for managing Outsourced Vendor as a Vendor Manager maintaining SLAs and driving performance measurement system, deploying process improvement Culture & framework, Digital Transformation & Workforce management covering 1500 employees.

Core Competencies

- **Strategic Business Planning**
- **Digital Transformation & Technology**
- **Global Service Operations**
- **Work Force Optimization**
 - Productivity
 - Schedule Adherence
 - Seat Utilization
 - WFM Automation (VERINT)
- **Service Management Expert**
 - Certification COPC
 - Participated in ISO Audits
 - Baselining & Benchmarking
- **Project Transitions and Migrations**
- **Process Excellence and Transformation**
 - Discovery & OCR
 - Continuous Improvement Culture
 - Automation and Dashboards
- **Six Sigma & Lean GDF Training**
- **Project Management**
 - Contracts and Negotiations
 - Project Conceptualization
 - Delivery Plan – Costs & Risks
 - Benefit Realization and Sustenance

Professional Certifications

- **Certified COPC 3.3 Gold**
- **Certified Service Management Expert - EXIN**
- **Green Belt Certified**
- **Project Management – PMP Trained, Pursuing Certification**

Responsibilities:

- Achievement of SLAs & KPIs - All Green status, Zero Defect delivery
- Shift Left resulting in Pyramid mix optimization against annual baseline
- Plan, monitor, and analyse key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks
- Drive continuous improvement and operationalize Business process Innovation
- Succession planning for all Critical Roles. Attract, Develop & Retain Talent
- 100% compliance to MICS and SOX
- Identify, validate and create new opportunities/experiences through data analytics
- Strategize with Business Case on In-sourcing Ops under the BOT model.
- Performance management of Outsourced Vendor's (approx. 900+ Fte's)
- Hawk-eye focus on Account Receivables to improve Working Capital
- Experience working with contractors and outside service providers, including Integrated Facility Management
- Drive Network & Capacity Optimization & Site Fit out
- Harmonization of Capabilities from Zones to GCC
- Established WFM function across GCC sites covering close to 1600 employees (KRONOS, VERINT)
- Mentor, coach & develop teams to Improve People Engagement & NPS
- Managing relationships/agreements with external Vendors/Partners

Aug 2014 - Feb 2017 | Capgemini India

India Head – Service Management

Overview

Capgemini is a leading provider in Consulting, Outsourcing and Technology services offering a wide range of services across banking, FMCG, financial services, telecommunications, media and the healthcare industry.

Responsible for driving SLAs, Implement Process Excellence, Meet & Exceed Customer Satisfaction, Business Development. Standardize, Harmonize, Automate processes reduction in cost with no compromise on quality. Drive Process Excellence culture across India (four centres) and Poland. Delivery experience in Retail, BFSI, Insurance, Healthcare and Telecom, FMCG (CPG) verticals

Responsibilities:

- Incubating new practices, managing large-scale delivery across countries and program managing large engagements on all Service Integration and Non-SI deals
- Work with global teams to finalize scope, transition approach, success criteria's and implementation road-map
- Leading 4 Delivery Centres across India (350 FTE) & 1 in Krakow (Poland – 220 FTE)
- Global Operations Leader for Business Services vertical, responsible for P&L, revenue growth, client and people management and driving other organization initiatives
- Set up a governance framework to continuously, monitor, track, evaluate, and implement improvement actions for addressing end users' information systems challenges and requirements, supported by the service desk, and for Service Level management.
- Set direction, communicate, learn, and model effective leadership behaviours in dealing with team members and multi-functional teams.
- Identify continuous improvement opportunities for on-going support of end user information systems related issues, translate them into projects
- Collaborate with HR, Quality, Training and Workforce management teams, for recruiting and training of new hires for optimal resource allocation, honouring client's IT/information systems contractual requirements
- Apply the concepts of knowledge and incident management for the purpose of improving resolution capabilities for issues pertaining to end users' information systems' disruption; explain and quantify the importance of knowledge and incident management to peers, extended teams or business partners.
- Service Management Expert Certified
- P&L responsibility for ~ 25 ML euros
- Instrumental in Automation & Cross Skilling to drive efficiencies, & Pyramid cost maintenance
- Harmonising projects from APAC, NA, EMEA to IDC resulting in Cost Optimization

Professional Exposures

- Cloud
- Service Integration
- Shared Services Delivery
- ITSM Service Management
- LEAN Six Sigma
- Vendor Management
- Process Excellence
- Business Process Outsourcing
- Program/Project Management

Educational Qualification

Bachelor of Commerce.

Osmania University, Telangana, 2000

P.G Diploma in Business Administration

Leeds Business School U.K, 2003

Other Experiences

Accenture India

Aug 2011- Jul 2014

General Manager – Level B

IBM India

Aug 2004 - Jul 2011

Service Delivery Lead - Operations

Accenture India

Jun 2003 - Jun 2004

Team Lead - Operations

Deloitte Consulting

May 2000 - Dec 2001

Process Associate

Personal Details

- DOB: 15 Oct 1979
- Current Location: Bangalore
- Schengen Visa Valid - 2021