Shuvendra Kumar Mohanty

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Strategic problem-solver with **8.3yrs** of proven record of successfully managing multiple accounts, exceeding expectations in the areas of process optimisation and increasing efficiency (Lean Certified). Motivated and collaborative team player having diverse experience in areas of Retail Banking, Market Research & Insights, Supply Chain Management with excellent leadership, presentation and communication skills.

Areas of Expertise:

Business Intelligence	Competitive Intelligence	Leakage Tree	Pricing Research
Market Research	Industry Trend Analysis	Project Design/Execution	

Professional Experience:

- **Genpact India Pvt. Ltd. (Sr. Associate)**

  o **IRI (January 2021-Present, Retail Insights)**
    - Setting up new team and in-charge of transitions from two leading US Retailers present in e-commerce and Brick & Mortar models
    - Finding trends/likes/dislikes via sentiment analysis**(Infegy Atlas)**
  o **Unilever (November 2019-January 2021, <u>Vendor Replenishment Planning Transition</u>)**
    - Experience in onsite (Sydney, Australia) knowledge transfer from incumbent for 30 days. Interacted with 7 SMEs to capture processes, reports **(SAP Netweaver)** and create Sol-ids, Process Maps and FMEA.
    - Project manager for transition of reports and processes not originally in Sol-Id
    - Maintaining track of transitions and calculating FTE productivity and maintain workload balance
    - **Analyse dispatch rate and generate insights on loss reasons for the week and present them on weekly Governance meet with CEO of Unilever ANZ**
    - Provide analytics on **output reliability** of UL owned factories**(PowerBI)**
  o **IRI (CPG/FMCG Manufacturers and Retailers, March 2014- October 2019, <u>Research and Insights</u>)**

Insights/Operations
- Analyse client' business requirements and develop business architecture using requirements such as scope, process, alternatives and risk**(IRI Measures Science/Excel/Powerpoint)**
- Single point of contact for multiple on-shore projects
- Design, develop and story board the business requirement so that it justifies workable solutions
- **Oversee the design, development, execution and analysis of projects assigned for external or internal clients including brand marketing, sales, operations and advertising**
- Proactively identify and propose business drivers based on product depth and width of distribution
- **Interpret data on price, stability, future trends, risks and economic influences. Prepare leakage tree to identify point of outflowing sales and potential consumers**
- Suggest resource allocation for increasing client' profitability

Technical:

- Hands on experience on managing RPA development projects
- Created process maps and SOPs for RPA development to follow
- Managed 'Client Servicing' reports automation project in Genpact
- Automated reports on Automation Anywhere 10.0
- **Managed a development team, overseeing bot development process of recurring reports**

Lean Six Sigma (Certified): Kanban, Jidoka, Muda, Poka-Yoke

- **ICICI Bank Ltd. (Assistant Manager, Privilege Banking(July 2012 - Oct 2013))**

Operations:

- Utilising inhouse tool **(i-Sense)** to figure out requirements of walk-in clients and upselling/cross selling them their requirements
- Ensuring compliance with statutory requirements laid by acts governing banking regulations
- Used **Finacle** to handle all customer transactions

Client Relationship Management:

- Maintaining the customer centric operations & ensuring the customer satisfaction by achieving delivery & service quality norms
- Ensuring that service standards are maintained for servicing of clients and maintaining minimum turn-around-time

Team Management:

- Managed a PB team of 5
- Updating colleagues on business performance, new initiatives and related issues
- Providing focus and direction to sub-ordinates.
- Managing marketing campaigns
- Motivating employees to be evangelists of the brand

Education:

Qualification	Institute	Percentage	Year of Passing
MBA(Marketing)	Alliance University-School Of Business	1.9/4.3 CGPA (73.3%)	2012
B.Tech.	DRIEMS-BPUT	71.9%	2010
12th	Rajdhani College, Bhubaneswar	68.9%	2005
10th	Stewart School, Bhubaneswar	82.5%	2003