# Dharanesh M

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# BRIEF SUMMARY

Result oriented professional with 10 years of experience in the areas of Lean & Continuous Improvement, Agile, Process Excellence or Operational Excellence, Project management, IBM Blue works Process Mapping, Customer Journey Mapping, Quality assurance, Customer Experience, Team management, Business Research, Research and analysis.

# Certified Lean Six Sigma Black belt, SAFe Agilist, SAFe Scrum Master and Trained in PMP and Data Science.

**Current Employer**

**PROFESSIONAL EXPERIENCE**

**AstraZeneca India Private Limited**

**Senior Analyst (Manager) (May’20 to till date) IT Service Management**

Key Priorities/Responsibilities:

# Service Excellence (Lean & Continuous Improvement):

* **Drive Lean culture, create awareness about Types of Wastes and Problem Solving/continuous improvement across India IT Operations**
* **Coach** business colleagues, team leaders and teams in the usage of lean tools and techniques
* Align with knowledge team to design training programs with practical exposure to Lean Tools
* **Identify key topics and define milestone** from Training till Implementation phase
* **Define KPIs and Target** for the year cascading top down to have management focus
* **Drive Kaizen Workshops and develop VSMs** to identify pain areas and mentor project managers on solution implementation
* Work closely with project sponsor, cross-functional teams, and assigned project managers to plan Project Charter including scope, deliverable, required resources, work plan, budget, & timeline for new initiatives

# Achievement:

* Mentored **15 medium impact (A3), 2 business critical projects impact (Six sigma)** and driven **~3 Kaizen events** generating savings of approximating over **30K hours save**

# Agile Coach & Scrum Master:

* **Agile Coach for India IT operations**. **Coach the leadership teams** as a part of agile implementation roadmap within the organization
* **Train and Coach Teams, Stakeholders and SCRUM Masters** on the use of best- practices, ﬁt-for-purpose,

Lean-Agile methods and techniques. Provide adequate training & mentoring support

* **Dedicated SCRUM master (Servant Leader) for Automation Team** by assisting in facilitating scrum ceremonies – Daily Scrum, Backlog Refinement, Sprint Review , Sprint Retrospective and Sprint Planning
* **Prepare Capacity planning** every sprint with having the team provide appropriate story point and hourly estimation along with breaking the stories into smaller chunks
* **Manage the backlog on the JIRA** and reporting through visual mode such as Burn down chart and Kanban board
* **Work closely with the Product Owner** to ensure stories are written by adopting Invest and SPIDR technique
* **Build trust and enhance end user satisfaction** through honest and transparent communications of metrics collected using JIRA
* **Responsible for implementation** of Scrum, SAFe, Kanban and Lean culture within IT operations

# Previous Employer Barclays Global Service

**Data Management Analyst (Manager) (Jul’19 to Apr’20) HR Chief Data Office (Agile and Data Management)**

Key Priorities/Responsibilities:

* **Agile-Scrum Product Ow ner**, **Manage multiple change** and **process transformation projects** simultaneously and chair dashboard meetings with internal and external senior stakeholders
* Deliver Data Quality for the Bank globally, including designing measurements metrics, DQ Rules, DQ Issue Management and DQ Governance
* Stakeholder engagement in data working groups to evaluate, raise issues, gain alignment and report progress with the organization's data strategy and standards
* Support the data team in delivering change associated with the data transformation agenda, including data governance, data HUB, Data Quality, including issue management and measurements globally
* Collaborate with Data Domain Leads to define Critical Global Data Elements and implement DQ controls to improve data quality

# Achievement:

* **Identified 55 Critical Data Elements** , designed their data lineage and **140 associated automated DQ rules for HR Data Domain globally in the Bank** and eliminated manual & redundant controls, reconciliations, reworks
* Setup the team to manage DQ Issues and remediation, Data lineage, Data Governance, Data Quality in India

**Process Re-engineer (Manager) (Apr’18 to Jun’19) Process Excellence (Lean & continuous improvement)** Key Priorities/Responsibilities:

* Supporting the delivery of externally accredited Lean, CI and OE Training to a w wide range of colleagues up to Director Level
* **Leading multiple Lean & RPA (Robotic process automation) projects** resulting in FTEs benefits, improved process efficiency, enhanced customer journey and reduction of bad volumes.
* Created **~250 process maps** for HR Operations in IBM blue works which is a cloud based business process management tool that enables discovery, design, automation and management of business processed
* Coaching business colleagues and team leaders in the usage of lean tools and techniques
* Supporting the delivery of Lean projects, supporting the realization of significant strategic objectives
* Facilitate Process Walkthroughs and identify efficiencies using Lean, CI & RCPS tools
* Delivery of quality related training programs like Lean awareness, RCPS tools & techniques
* Promoting CI thinking across the HR operations
* Expertise in using Minitab, MS Visio and IBM Blue works

# Achievement:

* **Reduction of non-compliancy cases by 95%** by Apr’19, elimination of NVA and duplicate efforts in the UK EDM Mgmt. process by ~270hrs/per month. **Total savings realized ~2 FTE**
* **Reduction of offer rejections by 98%** by Dec’18and generating efficiency and approximating over **~1 FTE**
* **Mentored**~6medium impact Lean Projects, ~ 4 Kaizen projects and generating efficiencies and approximating over **~3.3 FTE**

**RBS Business Services Put Ltd**

**CS&O Analyst (Assistant Manager) (Aug’13 to Sep’ 17)**

**Process Excellence/Business Excellence (Lean and Continuous Improvement)**

Key Priorities/Responsibilities:

* Responsible for driving improvement and quality related activities and automation related project management
* Execute medium/high impact six-sigma/lean projects within agreed timelines
* Deliver transformational projects through Process re-engineering or through tactical e-solutions resulting in Cost saving efficiencies
* Assist Master Black Belts/Black belts in Special Projects by demonstrating analytical capabilities and developing innovative solutions
* Facilitate Process Walkthroughs and identify efficiencies using Lean, CI & RCPS tools
* Deliver financial savings through projects aimed at improved customer satisfaction, improved turnaround time, bringing in efficiency through automations

# Achievement:

* **DMO Digital transformation project:** Improved TAT% from **96% to 98%**, enhanced the process efficiency and simplified the processor experience by designing an automated tool with integration of Back office and Debt manager applications which lead to savings of **8 FTE** and Cost savings of **~20K GBP**
* **Revolving News Automation:** Created a logic tool by applying specific search string to pull relevant news articles on competitors and various industries on to the designed news template which lead to TAT improvement from **94% to 98%** by **Apr’17**and savings of **2 FTE (~5K GBP)**

# Customer Experience:

Key Priorities/Responsibilities:

# Provide services to banking operations like Benchmarking, Research and Analysis, Customer Journey Mapping, measuring voice of the customer, knowledge transfer via training of tools and techniques and questionnaire design

* Proven experience in identifying opportunities for business improvement, and defining and measuring the success of those initiatives.
* Develop and professionalize B2B research and survey functionality and production of B2C research reports, ensure metrics are relevant and regularly reviewed as to relevance and suitability
* To ensure that customer journeys are mapped and reflect real customer experience true to brand positioning and to monitor and manage customer insights from key customers through various touch points with these customers
* Using Insights and data supplied , interrupt and communicate report findings to support proposition development
* Provide support to Marketing Team in UK on research pieces. Identify key customer touch points and recommend suitable enhancements to customer experience (NPS)

**Williams Lea India Pvt Ltd**

**Senior Research Analyst (Nov’11 to Aug’13)**

**BIS (Research and analysis – Business Research)**

Key Priorities/Responsibilities:

* Supporting the Investment banking teams of Deutsche Bank by performing in-depth secondary research and analysis on companies, Industries and Economic data requests
* Exploring reports like Capital IQ, company & industry screenings, equity research reports, fixed income reports, industry reports, credit rating, company summary, news run, future earnings estimates, stock price, ownership, SEC filings, D&B Reports, OneSource, Hoover’s and AM BEST reports

**BA Continuum Solution Pvt Ltd**

**Research Associate (Oct’10 to Nov’11)**

**BIS (Research and analysis – Business Research)**

Key Priorities/Responsibilities:

* Supporting the Investment banking teams of Bank of America by performing in-depth secondary research and analysis on companies, Industries and Economic data requests and training new associates

**Expertise over following Company and Industry Databases:** Factiva, Bloomberg, Thomson One, Capital IQ, Factset, Alacra, Moody’s, S&P, Fitch, Bloomberg, Lexis Nexis, IBIS, Forrester, Mintel, Gartner and IHS Herold.

# Certification

* Lean six sigma – Black Belt from Exemplar Global (RABQSA) - Benchmark– License number - 10762309
* Lean Six sigma – Green belt from Exemplar Global (RABQSA) – Benchmark- License number – 10534997
* Agile – SAFe 5 Agilist & Scrum Master – Scaled Agile – License number – 973225643661
* PMP Trained – Spring people software private limited
* Lean Six Sigma – Yellow Belt from Royal Bank of Scotland (RBS)
* Young Leadership Program from RBS
* Perusing data science course from Jigsaw Academy

# Academic Profile

* [2008-2010], MBA (Finance and Marketing) from ICFAI University, CGPA 6.90
* [2005-2008], B.Sc. (Bio-Technology) from SV University, CGPA 7.33