



BNP PARIBAS



MAERSK

McKinsey & Company



# Prabhu Venkata Krishnan R.

## A Certified Lean Six Sigma Black Belt, Program & Strategic Execution Professional

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A CX Centric Business Transformation Leader skillful in facilitating Transformation by linking **Lean Six Sigma & Process EXcellence to Business Objectives**. Steering high performing innovative solutions with exposure to multiple domains such as Investment Banking (CIB, ITO), Shipping, Logistics, Captive BPOs & Management Consulting Firms; with demonstrated capability of transforming ideas into reality.

Project / Program Manager experienced in IT & Operations, Product Developments, Process & Continuous Improvements, Change management, Global Transitions & Transformations, Consulting and Implementations. Working closely with Central Leadership/CXOs in executing business strategies in regions

### Recent Engagements:

- **As a Strategic Program Manager:** Leading Global Process Improvements (IT & Ops), Executing Strategic Flagship Projects (E2E Value chain), Building Business Agility by improving the Ways of Working @ Enterprise level in Astrazeneca (**Stakeholders location:** US, UK); Facilitate stakeholder collaboration to drive process outcomes
- **As a Lean Coach:** Implementing Lean ways of working in the IT Organization to fast track efficiencies, Ensure Quality of releases, Analyze and fix E2E value chain weak points through people, Enable Efficient Production Support & a DevOps Accelerator (**Stakeholder locations:** APAC, Europe, Americas)
- **Startup enthusiast:** Continuously developing a Women owned start up with a 5X growth since 2020 with my wife. [www.skslides.com](http://www.skslides.com) ; Building [www.ncrypta.in](http://www.ncrypta.in) – Aspring to be a one-stop shop for transforming clients
- **Upskilling:** MS Azure fundamentals; Design Thinking, Certified Process Facilitator from IAF, Teaching @ <https://highbridgeacademy.com/>
- **Other Specialities include: IAF** endorsed Facilitator (Roadshows, Management Workshops, Idea Generation Labs); Bringing off-tracked projects back on track; Data-driven decision making, Business Presentations expert;

## PROFESSIONAL EXPERIENCE

**18 years** of overall experience | **60+** transformation projects so far | **100+** Trainings & facilitations | **+5MC** Efficiencies delivered

- **Astrazeneca: Jan 2023 as Enterprise Business Agility Coach**
  - **Lean & Business Agility Centre of Excellence** –Business Agility assessments through Agility Health Radar, Lean E2E Process Improvements (2 Enterprise Engagements so far). Responsible for designing the process and defining business outcomes e.g., Lean / Agile Maturity levels
  - **Streamlining Enterprise Portfolio Finance Process** to create a sustainable operating model to bring in new ways of working, technologies and Facilitates process-level change management efforts for smooth operations of Finance submissions Worldwide. This include documenting E2E Process flow, controls, underlying systems, and requirements needed.
  - **Established Demand Management Process:** Developed and implemented a streamlined Demand Management process and portal, enabling enterprise teams to efficiently raise and manage requests with the Lean Agile Centre of Enablement
  - **Tech tools POC:** Structure and lead proof-of-concept and/or pilot engagements with Vendor, technology and business partners (piplanning.io). Maintains supplier governance for outsourced work on behalf of Astrazeneca. Suppliers: SAFE India, Agility Health Radars

- **Intranet website:** Built a web page from scratch to demonstrate and make visible of the service offerings the team provides and a one-stop shop for all collaborations within the team.
- **BNP Paribas Securities Services ITO: June 2020 – Dec 2022** as **Global Lean Program Manager** responsible for Lean Implementations across locations India, Europe & Canada with a team size of 8 Project Managers across locations; Lean Capability building and strategic projects execution on IT & Operations. **Achievements so far include:**
  - Co-created Lean program from scratch & established as a strong team realising strategic projects: **7 Global Projects**
  - Transformed Application Production Support Teams spanning **150+ FTEs into Lean ways of working**; the team is >70% matured identifying opportunities everyday & problem solving.
  - Lead an UK based E2E NAV Value chain process review across 6 geographies, created and established shared governance such that a root cause fixed in India helps clients in UK
  - Built a strong governance on Continuous Service Improvements leading from **0** ideas in 2020 to **>100 ideas** in 2022
- **BNP Paribas Global Securities Operations:** May 2017 – May 2020 as Project Manager – Spearheaded process improvement initiatives within the banking and financial sector, focusing on cross-border projects to streamline operations, enhance customer experience, and increase profitability
  - Leveraged Lean Six Sigma methodologies to identify process bottlenecks, reduce waste, and improve overall efficiency, resulting in a 15-30% increase in process throughput.
  - Conducts data analysis to support a straightforward process/part of a process and provides evidence for identifying opportunities
  - Led data-driven decision-making by conducting extensive statistical analysis and using graphical tools to visualize trends and insights, enabling data-backed process enhancements.
  - Presented findings and project updates to leaders across US/Europe, process owners, and teams, effectively translating complex concepts into actionable insights for non-technical stakeholders.
  - Mentored and provided guidance to other Black Belt professionals, fostering their growth and development within the organization.
  - Incorporate process methodologies to suggest process-level process improvements, including optimizing
- **Maersk:** From June 2015 – May 2017 as “Supervisor / Global projects Coordinator – Business Transformation Projects”. Responsible for Improved Customer Experience through change management and Business Process Improvements
  - **Notable contributions:**
    - Lead Implementation of re-engineered processes across 5 GSCs – Developed Quality measures to monitor pre & post implementation performance/benefits
    - Scaled up expertise with SFDC, lead design and streamlining of dashboards and reporting processes for QA framework, Exceptions Management (Issue Resolution) in line with KPIs
    - Customer Experience transformation with Case Management process improvements at Maersk GSCs across 5 global locations; Business partner for RPA (Robotics Process Automation) projects.
  - **Roles and responsibilities include:**
    - Manage multiple end-to-end projects in partnership with software developers, site BPI teams & business managers
    - Coordinate with offshore teams globally to test the new procedures & ensure seamless implementation. Track SOP compliance & build control processes
- **McKinsey & Company:** From 2007 – till 2015 as “Process Management Coach and Implementation Lead”
  - *8 Year career path includes roles such as Analyst, Process Coordinator, Project Coordinator, Business Process Trainer, Change Management Project Lead, Process Management Coach & Implementation Lead*
    - **Key Achievements:** Led seamless transitions across locations, and spearheaded process implementations globally

## AWARDS, CERTIFICATIONS AND ACADEMIC QUALIFICATION

- **Academic Qualification:** Graduated in Computer Science from Madurai Kamaraj University
- **Certifications:**
  - **Lean Six-Sigma Black Belt**
  - **Business English Certification (BEC)** from **University of Cambridge**
  - **LIBA** certified Diploma in **Project Management**
- **Awards:**
  - **McKinsey & Co: GEM** of the year 2012; **GEM** of the year 2014 – **McKinsey & Co**
  - **BNP Paribas:** Circle of Excellence 2018 & 2020; **UPLIFTING** Service Champion

## PERSONAL PROFILE

- Age - 35; Sex – Male; Languages – Fluent: Tamil, English, Conversational ability: Hindi, Malayalam, Telugu
- Hobbies: Traveling, Philately, Table Tennis (State Champion)