

Nilakanta Srinivasan (Neil)

Principal

Functional Expertise : Customer Experience Management,
Analytics, Business Transformation,
Strategy Implementation



About Neil

Neil, an author of 2 books, passionately helps mid & large size enterprises in services and manufacturing to become Future Fit. This means a future with higher Customer Retention, Revenue Assurance & Enhancement.

His approach is to **engineer** Customer Experience(CX) in your organisation such that even a mediocre employee can deliver superior experience, because in today's business environment, both skill & will are botched by nature.

Thus his interventions are deep, strategic, process & behavioural level, driven by data analytics & ground-zero insights.

He manages a professional services firm called Canopus Business Management Group which he started in 2009, now, with clientele across sectors (BFSI, outsourcing IT, discrete manufacturing, O&G, professional services & telecom).

He regularly conducts public & inhouse master classes on CX, Business Model Innovation like Blue Ocean, Analytics for HR, Service & Sales professionals & Hoshin Kanri & also selectively coaches executives, start-ups & young professionals.

Neil is a Certified Six Sigma Master Black Belt and recognized as **Top 10 quality practitioners** in India.

Clientele



Past Experience

HSBC	Senior Vice President (Customer Experience)
HSBC	Senior Vice President (Business Transformation)
Bank of America	National Leader (Quality & Productivity)
Standard Chartered	Service Excellence Lead (Lean Six Sigma)
Whirlpool of India	Senior Engineer (Process Engineering)
TVS Suzuki	Production Engineer (Industrial Engineering)

Education

BITS Pilani	M.Tech in Manufacturing Management
Anna University	BTech in Production Technology
Pondicherry University	BSc in Physics
Indian Institute of Science	Certificate program in Environment Studies
Bank of America/IQF	Six Sigma Master Black Belt

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