

# Nilakantasrinivasan (Neil)





















### **Principal**

Currently I manage a professional services firm that I founded in 2009 offering consulting and digital learning courses with clientele across sectors like BFSI, BPS/IT, CG, manufacturing, O&G, professional services & telecom)

My main focus is helping my clients to **Create Higher Value** through the lens of customer, business, process & people. I do this by thorough analysis of facts & data, providing deep insights on value generation, enhancement & leakages and facilitate leaders to strategize, develop action-oriented plans & execute them.

- Led Business Transformation, Quality & Productivity initiatives for BoA & HSBC India
- Authored of 3 Books
- Value creation of hard improvements of over \$20 Mn
- Set up & led CX program for HSBC India across BUs
- Certified MBB, highly rated global instructor & repertoire to navigate in cross-culture & C-suite to cultivate buy-in

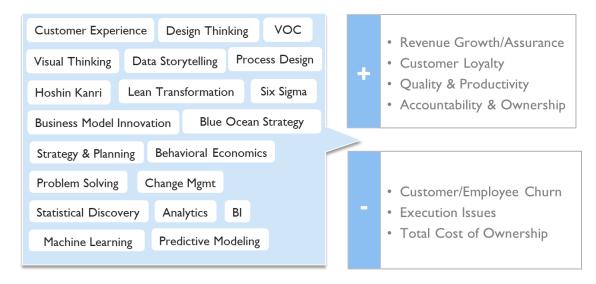
## Work Experience (24 Yrs)

CBMG	Founder/ Principal Consultant
HSBC	Senior Vice President & Head (CX & 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 Motor	Production Engineer (Industrial Engineering)

#### Alma mater

UTA McCombs	Post Graduate Program – ML/AI
BITS Pilani	M.Tech in Manufacturing Management
Anna University-MIT	BTech in Production Technology
Pondicherry University	BSc in Physics

## **Expertise**



#### **Current Clientele**



#### **Reference** Resources

Click below text access

Recently concluded Customer Centricity Assessment

Books Authored by Neil

Digital Learning Courses

Publication/Thought leadership

Client Testimonials

Client Projects

Workshops Facilitated

Downloads

YouTube Channel

Newsletters

#### **Contact Details**

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