

MOHIT MALIK

Senior Manager,
Strategy & Transformation,
British Telecom, Gurugram, India

MBA graduate

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SUMMARY

I am a highly experienced strategy and transformation professional with over 12 years of experience in Telecom, IT, and BPM industry with large multinationals. I've demonstrated deep expertise in implementing my strategy and transformation skills to deliver bottom-line impact and generated value for the employer, its clients, and other stakeholders. I'm a strategic thinker with execution capabilities and proficient at solving complex business problems with simple solutions.

SKILLS

Strategy	Cost Optimization, Resource Utilization, Capacity Management, Business Case Creation, Location Strategy, Blue Ocean Strategy, Top Line Growth, Annual & Medium-term plans
Digital Transformation	Digital, Transformation Roadmap Design, Robotic Process Automation, Artificial Intelligence, Chatbots
Business & Process Excellence	Lean Six Sigma Black Belt, Value Stream Mapping, Process Mapping, Process Modelling, Gap Analysis, Due Diligence, Customer Journey Roadmap, Service Design, Design Thinking
Programme & Project Management	Planning, Budgeting, Execution, Stakeholder Management, Cost and Time Management Risk Management, Reporting, Governance, Closure
Customer Service	Customer Delight, Service Excellence, NPS Improvement

EXPERIENCE

British Telecom, Senior Manager, Gurugram

Sep'16 – Till date

- Executed cost reduction strategies and enabled savings worth \$50m in 24 months
- Implemented various IT tools which increased productivity by 12% and brought standardization
- Designed 3-year transformation roadmap to drive organization maturity from "basic" to an "advanced" stage
- Implemented robotic process automation project to deliver 40 FTE benefit in 24 months
- Incubated automation CoE with 6 team members and generated ROI of over 400%

Genpact, Transformation Manager, Hyderabad

May'14 – Aug'16

Managed clients in media and healthcare manufacturing industries to help them *transform* their *shared services* operations to *Best in Class*. Orchestrated robotic process automation program to yield productivity impact of \$240k. Led *workshops* on design thinking, lean six sigma and programme managed transformation roadmaps.

Aristocrat Technologies, Senior Software Engineer, Noida

Apr'12 – Jun'12

Tested casino slot machines for defect-free games

Tech Mahindra, Software Engineer, Bangalore

Dec'09 – Mar'12

Played a pivotal role in reengineering business process by introducing software testing at unit level with software development team which resulted in 60% reduction of defects and thereby reducing turnaround time by 24%. Rich customer interaction experience through product demonstration, daily status reporting, and release management.

Agilyst Consulting, Junior Associate, Chandigarh

Feb'09 – Nov'09

Designed a troubleshooting process for new service line and saved \$24k on travel cost.

Jan'08 – Jan'09

HFCL Ltd., Intern, Chandigarh

CERTIFICATIONS & TRAININGS

Project Management Professional (PMP), PMI || Lean Six Sigma – Black Belt, Genpact || Lean Six Sigma – Green Belt, KPMG || Design Thinking, LUMA Institute

EDUCATION

2012-14: MBA, Marketing & Information Technology, FORE School of Management, New Delhi, India

2004-08: B.Tech., Electronics & Communication Engineering, Chitkara Institute of Engg. & Technology, Patiala, India

AWARDS & ACHIEVEMENTS

2020: Special recognition for delivering excellence and demonstrating BT values

2016: Best Business Partner Award, and Functional Excellence Award, Genpact

2013: Best Presentation Award in Deloitte Difference consulting case simulation workshop