**Divya Bhouraskar   
Lean Six Sigma Black Belt, CSCP**

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**Education**

Indian Institute of Foreign Trade (IIFT) – EPGDIB -   
International Business

Pune University, Cummins College of Engineering - B.E.  
  
**Certifications  
Lean Six Sigma Black Belt**

**Certified Supply Chain Professional (CSCP)  
  
Scrum (Pursuing)**

**Competencies**

Lean, Six Sigma, Black Belt, Agile, Scrum, Digital Supply Chain, Business Strategy, Business Plans, Business Process Management, Analytics Solution Design, S&OP Planning, Demand Planning Analytics, Replenishment Planning, Demand Planning & Forecasting, Account Management, Cost Reduction, KPI design, Team Mgmt, Process Improvement, Change Management, SaaS sales

**Digital Technologies**

SAP APO & MRP, Tableau, PowerBI, CRMs, Microsoft365, Virtual (VR) & Augmented Reality (AI) and IoT

**Experience Summary**

**Current Position Held** – Sales Planning, Operations Head & Supply Chain Lead for CGN Global

**Industries Worked** –FMCG, Consumer Goods, Automotive, Heavy Manufacturing, Industrial, Agri-Chemicals and Telecom

**Domains Worked** – Management Consulting, Strategic Account Management, Business Strategy, Business Plans, Supply Chain, Supply Chain Analytics, Business Sales, New Business Development, Value based selling, Customer Success, Distribution Planning, Business Process Transformation, Control Tower, Change Management, Partner Development & New Digital Technologies like IoT, Virtual & Augmented Reality

**Geographies Worked In** - India, US, Thailand, Europe

**Professional Synopsis**

**Customer success & engagement - Led Client Engagements as Industry Specialist & Thought Leader**

**CPG:** Customers like Coca Cola, Dupont, Corteva, USHA, TATA Global Beverages, Wills Lifestyle, Kelloggs, Philips, etc

**Solution Focus:** Digital Strategy, Supply Chain Data Strategy, Sales & Operations Planning (S&OP), Replenishment Planning, Demand Planning & Forecasting, Supply Chain Planning Technologies, Sales & Account Planning, Supply Chain Analytics, Customer & Sales Analytics, Trade Promotion Analytics, Shopper Journey Tracking, Supply Chain Control Tower, and Network Design

**Industrial & Mfg:** Customers like CAT, Motherson Group, Harley Davidson, Indus Towers, ATC, Bajaj, Ford, Tecumseh, JCB, Bucyrus, TAFE, etc.

**Solution Focus:** Business Transformation, Digital Roadmaps, Process Excellence, Supply Chain Response Time, Analytics, Supplier Collaboration, Global Spend Analysis, EBIDTA Improvement, Quality & Productivity Improvement, Cost Management & Dealer Development

**Professional Experience**

**CGN Global Jun 2017 – Dec 2019  
Senior Manager - Sales, Strategy & Delivery and Customer Success**

* Head of Gurgaon office. Delivered revenue growth & profitability of the India’s practice in ***last 2.5 years with 40% GM***
* Successfully ***started the CPG & FMCG & Supply Chain Analytics India practice*** in last 2 years
* Experience of managing large scale change and supply chain transformation projects like ***Dupont, Coca Cola, Tata Global Beverages, Dupont, Harley Davidson, Kellogg’s*** & others
* Successfully ***developed new service offerings and new business lines around digital supply chain analytics and digital initiatives***
* ***Part of Global Leadership Council*** to assess the firm’s health periodically by reviewing the global financials, global utilization, engagement pipeline, delivery quality
* ***Served as the Voice of the Customer*** for the application of technologies to the broader Manufacturing and Supply Chain organization
* ***Responsible for identifying new supply chain technology opportunities*** which provide strategic/tactical advantages in planning, managing & the business like ***RPA, Artificial Intelligence, planning solutions, MDM, etc***
* Developed strategy, tactics, and sales plans for key accounts to the position assigned product solutions through strategic value-based selling, business case definition, ROI analysis, references and analyst data
* Scaled services and tools. Designed processes and procedures that scale with the business’ ***growth in volume, complexity, and global geographic dispersion***
* Focusing on key accounts, I was responsible for ***extend & expand, coverage plan,*** account plans, and sales growth plan of 10% y-o-y from these key accounts
* Led prospect workshops and solution demonstrations for supply chain analytics
* Designed & ***supported deployment of business-IT Strategy consistent with business objectives***. Supported and facilitated the alignment of corporate IT strategy to business strategies
* Designed the requirements of a ***digital supply chain data & IT strategy*** for the entire European region for the world’s leading beverage company
* Improved quality performance and client satisfaction while ***achieving $1 Mn cost savings*** by leading more than a dozen ***Lean Six Sigma Black Belt projects*** at an auto ancillary company over the course of 18 months
* Led projects for the world’s largest heavy equipment manufacturing company & improved efficiency, provided strategic direction and supported sales teams in generating ***$700K in add-on revenue for existing projects***
* ***Provided leadership to a team of*** ***12 supply chain analysts*** to deliver reliable analytical ***SaaS services*** and actionable insights to clients by using data mining techniques and visualization tools & delivering business value
* Led solution design of analytics project around providing key insights to clients to adjust buying strategies allowing ***improvements in ROI upto 4X***
* Identified & managed projects that generated more than ***$250K in cost savings*** while improving customer satisfaction for an industrial company
* Built an analytics solution for the world’s leading Agro chemical company to help monitor & improve trade promotions across the country. ***Improved the metric by 12% in 6 months***
* Develop strategies to ***transform procurement strategies*** and translate the strategies into commercialized solutions for a telecom company
* Responsible for organizing a monthly forum for 30 companies around **SCM thought leadership** based in Gurgaon. Participants include CXOs from ***Nestle, Dupont, Coca Cola, Beckton Dekinson, Kohler, Carlsberg, Reckitt*** ***Benkiser***, etc

**Zed Interactive – Digital Technology Lab: Virtual and Augment Reality & other emerging tech Apr 2015 – May 2017  
Strategic Alliances & Customer Success Lead**

* Owner & Architect of global partner alliances for Zed Interactive across all geographies (Virtual and Augmented Reality, Experiential digital technologies, IoT space)
* ***Generated and converted a pipeline of $1 Mn*** for Zed Interactive in North America, Europe, and Asian markets with alliances
* ***Successfully developed new verticals for automotive*** and retail clients and developed use cases for dealer development, learning and development and R&D
* ***Acquired new clients like Audi, Wills Lifestyle, Bajaj, Skoda and many more***
* Identified key VCs/A&Is/Angels/Startup Communities with portfolio companies that are investing in emerging tech and drove engagement with them

**CGN Global – Management Consulting Mar 2011 – Mar 2015 Senior Consultant**

* ***Worked with the APO team of SAP to re-design supply chain processes*** in CPG/ FMCG companies where APO deployment was not delivering desirable results
* ***Supported digital transformation system*** ***planning***, process re-design, implementation, and change management for a leading beverage company
* Provides SC Planning leadership and support for sustaining ***distribution & replenishment process changes***
* Improved availability while reducing inventory levels for a leading beverages company by ***improving inventory turns and reducing stock-outs by 25%***
* ***Worked in Thailand for world’s leading heavy equipment manufacturer*** and developed a ‘Supply Planning’ tool to be able to simulate changes in forecast and assess impact on inventory & work on continuous improvement projects
* ***Brought onsite a project in Belgium as the leading change agent to*** manage stakeholder communication across multiple lines of business on operational performance, process changes & escalations
* ***Responsible for monitoring and evaluating more than 75 suppliers*** for a leading passive telecom infra company. Launched quality improvement initiatives with key suppliers
* Executed a continuous improvement program for supply chain functions for a FMCG company

**Droege & Comp – Management Consulting Sep 2008 – May 2010  
Consultant**

**Tecnova India Pvt Ltd – Management Consulting Sep 2007 – Aug 2008  
Consultant**

**Gabriel India Pvt Ltd – Auto Ancillary Jul 2005 – Aug 2007  
Senior Engg**