

Mobile: +91 9811553415

email: naveenmam@gmail.com

Address: 484 Varun Apartments, C58/28 Sector 62,
Noida, U.P., PIN: 201 304

Executive Summary

- Pre-press/Publishing/Advertising/ITES consummate professional with over 2 decades of work experience. Out of these 8 have been in leadership positions playing a pivotal role in strategy, program management, P&L responsibility and driving business growth.
- Association of over 11 years with Thomson Digital; rich & qualitative experience in managing Service Delivery, Project/ Program Management & Business Operations functions and contributing higher rate of organic growth.
- Managed and built up teams to deliver consensus, commitment and client satisfaction.
- Assumed leadership role and motivated a multidisciplinary team to achieve and exceed budgeted targets year on year. Communicated with clarity and focus across management levels to improve sales, operations, planning ability, profitability and customer retention.
- Orchestrated turnarounds by reorganizing business structures and functions.
- Enterprising leader with experience in customer relationship management; proficiency in monitoring delivery of quality customer experience & elevating customer satisfaction.
- Leveraged capability of motivating and leading more than 850 professionals in Globally Distributed Teams.

Expertise

- Unit Management
- Turnarounds
- Transition Management
- Client Servicing
- Project Management
- Operations Management
- Technology Implementation
- Stakeholder Management
- P&L
- Recruitment, Training & On-boarding

Educational Qualifications

- Bachelors in Printing Technology, University of Pune (1991 – 1995)

Professional Experience

Company: Huhtamaki PPL Ltd. (August 2018 onwards)

About: Huhtamaki PPL Ltd. is India's leading manufacturer of primary consumer packaging and labelling materials, it is the largest manufacturer in volume of finished flexible packaging in the larger Africa - India - Asia Pacific region excluding Japan.

Current Position: Head Pre-media

My brief is to establish the premedia service offering as a Strategic Business Unit with an extended remit beyond being a captive unit for HPPL. It is intended to be a services and solutions provider to the industry at large, both within India as well as globally. It would also serve as a Global Production Hub for Huhtamaki worldwide.

Company: Thomson Digital (November 2006 – February 2018)

About: Thomson Digital, an India Today Group company, provides solutions designed to transform & enrich content for print, online & mobile media. It is a pioneer in the field of publishing services outsourcing. Its expertise spans digital publishing, interactive learning, multimedia and creative design across all publishing segments.

Position: Vice President Operations

Roles & Responsibilities:

- Undertaking full responsibility of P&L for the Business Unit; delivering targeted EBITA consistently
- Account Management and customer communication/ reporting responsibilities. Leading a team of Project Managers to ensure customer delight and effective communication.
- Program Management responsibilities including systems engineering, industrial engineering, change management, risk management, attrition management, productivity and process improvement.
- Responsible for talent acquisition, recruitment, onboarding and training.
- Monitoring the functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Directing service operations for achieving quality services; providing first line customer support
- By answering queries & resolving their issues, ensuring minimum turnaround time
- Managing transitions right from facilitating requests to culminating with operations handover
- Active involvement in the Pre-Sales process and in the development of new territories

- Collaborating with Technology teams for developing bespoke technology solutions in the ever- evolving business landscape

Significant Accomplishments:

- Facilitated process improvement in executing deliverables for customer, resulting in saving time by 60%.
- Successfully implemented workflow and process improvement plans, thereby leading to a 40% increase in efficiency (process and human resource) over a period of 2 years.
- Took on additional responsibility of providing leadership to the support functions of the organisation. Directly handled the leadership recruitment process.

RK Swamy/BBDO Advertising Pvt. Ltd.–Production Manager (1999 to 2006)

Managing the Production Department of the Delhi branch of the agency as a profit center. Close coordination with the servicing, creative and media teams to deliver best in class and cost-effective solutions to customers.

Ajanta Offset & Packagings Ltd.–Sr. Marketing Executive (1995 to 1999)

Joined as a trainee. Independently handled customers in the publishing, corporate, advertising and embassy space.

Certifications

- Six Sigma Black Belt by Advance Innovation Group (AIG)
- Certified Lead Auditor for ISMS by NABET
- Certified Lead Auditor for QMS by NABET

Personal

- Hobbies include reading, quizzing, leisure writing.
- Born on January 1, 1972.
- Married and have a son and a daughter aged 12 & 5 respectively.
- References available on request.