DINESH K TANDEL

*B-101/102, Building No#3, Patidar CHS, Sharda Nagar, Malad(W), Mumbai - 400064*

**Phone:** +91-9867560799(M.) **E-Mail:** dinesh.tandel@gmail.com

To take a challenging role as Business Analyst and give an efficient and effective solution that would help the organization to achieve the best solution in business which would increase its productivity in market.

**Synopsis**

* A competent candidate with B.E (Chemical) and MBA in Marketing with first class from premier institute.
* Presently working with CHROME, Centre for Manufacturing Excellence, Capgemini India Pvt Ltd since April 2011.
* Worked with Corporate IT, Mahindra and Mahindra Ltd, Worli, Mumbai as BPM **Project Manager** from November 2007 to March 2011.
* Worked with Reliance Communications at DAKC, Mumbai as Business Manager from July 2006 to October 2007.
* Completed **Harvard Manage Mentor(HMM) - Advanced Management Program -** *Harvard Business Publishing, Boston in February 2011.*
* Passed **PRINCE2 (PRojects IN Controlled Environments)** Certification course with distinction marks, APM Group, UK.
* **ARIS-BPM tool** certified and have undergone exclusive training from IDS Scheer-Software AG, Germany.
* Completed **Successful Business Communication** training & certification from **Dale Carnegie India.**
* Awarded as **CIO NEXT100 2011** by IT Next magazine.

***Core Business/Technology competencies include:***

Project Mgt - PRINCE2 IT/Strategy & Planning Internal/External Marketing

**ARIS – BPM Tool** Business Analysis Vendor Evaluation & Negotiation

Technology Evaluation SAP-MDM Team Management

Excellent Analytical and Communication Skills Resource Optimization

**Professional Experience (6 Years+)**

**Capgemini India Pvt Ltd, Mumbai (April ’11- Till Date)**

***As Senior Consultant –*** ***CHROME, Centre for Manufacturing Excellence, Mumbai***

*Key Highlights:*

* Responsible for Global Process Modeling for Auto Supplier, Auto OEM, Auto Dealer, High tech manufacturing and Discrete Manufacturing Industries.
* Support sales team by providing business process models/templates for manufacturing industries
* Conduct ARIS Process modelling training to internal Capgemini team.
* Manage the complete administration of BPM tool – ARIS.
* Process modeling and conducting simulation exercises for process improvement.
* Training of business people for ARIS Modeling
* Analyze, develop and implement new business architecture.
* Conduct webinar on “Business Process Modeling” for global manufacturing team of Capgemini.
* Understanding customer requirements for GPM and providing appropriate and timely solutions.

***Achievements***

* Conducted ARIS Process modelling training to internal Capgemini team.
* Developed template for End to End Process Models of Auto Supplier Industries.
* Conducted Webinar on “Process Modeling using ARIS” for global manufacturing team of Capgemini.

**Projects Undertaken:**

**American Greetings**

* Detailed ARIS Process Modeling Guide sheet is prepared.
* In-depth ARIS training(with live demo) and discussion on strategy that should be followed for process modeling @AG  in ARIS/Solman
* Questions & Answers session conducted with client to understand the ARIS capabilities and applicabilities @AG.
* Documentation prepared for smooth transition and training:
  + Pre requisites for ARIS-Solman Integration
  + Standard Operating Procedures (SOPs) for ARIS Installation on client
  + SOPs for ARIS->Solman and Solman->ARIS Integrations
  + Complete ARIS training material for American Greetings and our internal Capgemini team.
  + Customized report script for AG reporting

**NedTrain**

* Support Design Phase of NedTrain Project for ERP Implementation.

**RICOH**

* Modeled business processes of RICOH and supported for process harmonization across the RiCOH group
* Conducted iGrafX process modeling training for off-shore team, Kolkata
* Defined Process Modeling Framework and helped Kolkata team in process modeling
* Reviewed process models created by RICOH off shore team and resolved day to day queries faced by team members
* Helped team by converting visio diagrams into iGrafX that resulted into 80% of effort reduction.

**Mahindra and Mahindra Ltd, Worli, Mumbai (Nov’07-March ‘11)**

***As Project Manager –Corporate IT, Mahindra Towers, Worli, Mumbai***

*Key Highlights:*

* As a part of M&M initiative, currently performing **a lead role** in establishing BPM across M&M group.
* Responsible for the overall direction, coordination, implementation, execution, control and completion of projects ensuring consistency with company strategy, commitments and goals.
* Handle business process harmonization for HR across M&M group – 40 group companies.
* Supporting Change management process
* Manage the complete administration of BPM tool – ARIS.
* Process modeling and conducting simulation exercises for process improvement.
* Design the process in RACI template & model the process in ARIS
* Analyze the gaps in the RACI, review with business core team and update the process in ARIS.
* Publish the model on web for user access & training.
* Training of business people for ARIS Modeling
* Analyze, develop and implement new business architecture.
* Manage end to end IT related projects (Microsoft, SAP ERP/GRC/APO etc…)
* Identify the vendors, evaluate the technology & vendor and do the POC with vendor
* Negotiate with the vendor for solution cost and timelines.
* Prepare the project plan for effective implementation in MS Office Project 2007.
* Conduct training for users for easy transition of the project

***Achievements***

* Business process harmonization for HR across M&M group – 40 group companies.
* Standardized the processes of Corporate IT in M&M w.r.t ITIL V3 framework.
* Conducted interviews with key business users to collect requirement and business process information.
* Played an administrator role for ARIS (BPM Tool) and MOSS Project Site.
* Managed Vendor Master Data Management in “**Harmony –World Big Bang Project 2010**” of Mahindra Group using **SAP MDM tool**.
* Successfully implemented **Outlet Management System** at Mahindra First Choice Services Ltd.
* Implemented SAP GRC (Governance, Risk and Compliance) across M&M group.
* Conducted training for SAP GRC to end users, HOD and senior management.
* Successfully implemented SAP Supply Chain Management 2007 (SCM 5.1) at Farm Equipment Sector, M&M Ltd.
* Successfully implemented SAP ERP system for Mahindra Engineering & Chemical Products Ltd, Pune.
* Deployed Mahindra Enterprise Search Engine across the Mahindra networks and presented to GMBs.
* Researched, conceptualized and deployed Mahindra networking Web 2.0 applications for 84,000 Mahindra group users for promoting group synergy globally on MOSS 2007.
* Identified the user requirement and deployed the Mahindrauniverse blog sites on intranet and internet.
* Deployed CRI District Database Online Reporting Services.
* Implemented **Bar Code Project** for systematic tracking of the receiving and issuing goods at FES, M&M.
* Received letter of appreciation from customers and management.

**Reliance Communications ADAG, DAKC, Mumbai (Jul ’06- Oct 2007)**

***As Business Manager –Applications,Solutions & Content Group(DAKC, Mumbai)***

*Key Highlights:*

The job profile covers the end to end management of the Product life cycle

* Achieve Revenue Targets as per the Annual Operating Plan for R World applications.
* Monitor and analyse revenue trends in detail for proactive revenue driving initiatives
* Continually monitor penetration for R World applications & grow unique users for the services.
* Continually review 4P’s & recommend innovative plans to drive service revenues
* Plan, Coordinate & manage to ensure support from other teams viz. product, alliances, content deployment & marketing in order to reach revenue targets.
* Coordinate for new service launches for pricing, regulatory, marketing
* Interface with Content Vendors for new services, content that can help drive revenues.
* Provide inputs to Central & Circle Marketing teams to increase “Foot-falls” using Above the Line Marketing & Circle and NHQ BTL & Tie-ups
* Interact with Customer facing units viz. Customer Care, Circle Marketing, Retail Channels to understand customer needs & issues
* Competitive Bench marking to ensure service wise revenues are highest other Operators.

***Achievements***

* **Single headedly structured in the roll out of product, marketing and PR for Exam Results.**
* *Effectively Launching of Gas Booking and Movie Ticket Booking on Reliance Mobile World*
* *Achieve Revenue Targets as per the Annual Operating Plan for Devotional, Sports, Exam Results and Communities.*
* Launched the subscription pack – **Sachin Nazara Pack** @ Rs 99 for **ICC World Cup 2007** and **India-England Series 2007** and awarded the prize for over achieved the revenue target by 88%.
* Major promotion has been done to increase penetration for **Dating service** during Valentine day –Find Riya Sen and Date with Vidya Balan and Achieved the targets set for the same.
* Major promotion during Durga Puja – Offer Puja at Kalighat Temple, X Mas- Light a Candle at Vailankanni church, Ganesh Utsav – Ashtivinayak tour etc.

**Academic Credentials**

* **MBA (Marketing-2006)** with first classfrom K.J. Somaiya Institute of Management, Mumbai, Mumbai University.
* **B.E. (Chemical-2003)** with first class from Faculty of Technology & Engineering, M.S. University, Baroda, Gujarat.
* Passed **PRINCE2 (PRojects IN Controlled Environments)** Certification course with distinction marks
* **Class 12** with distinction from R.P.T.P. Science College, Anand, Gujarat.
* **Class 10** with distinction from Bai Avabai High School, Valsad, Gujarat.

**Summer Training**

**ATUL LTD., Valsad (Duration: 2 months)**

* Conducted a market research to help Identify Market Segments, Select the Target Markets and increase penetration of API of Atul Ltd. in pharmaceutical industries.

**Extracurricular Activities & Awards Received**

* Represented College in Paper Presentation Competitions in different colleges during B.E. Course and awarded **First Prize** for Best Paper Presentation in State Level Symposium during 2003.
* **Second Prize** was awarded in **National Invitation Karate Championship** held at Baroda in 2003
* Represented College in Inter – College Sports Meets as the Captain of Volleyball Team.
* Was Member of Placement Committee at K.J.Somaiya Institute of Management Studies and Research, Mumbai.
* Volunteered in Asia 2006 Marketing Conference, SIMSR, Mumbai.

**Personal Details**

Date of Birth : March 05, 1980

Languages : English, Hindi & Gujarati

Hobbies : Participating in Religious Meets, Listening to Music, Karate

Passport No : F8623677, India