

Alumni Webinar Talk #7 on 23rd October. 2021(11:30 AM to 12:45 PM IST)

Office of Alumni Affairs, IITA, Prayagraj, India

Brief Biodata of the Speaker **Mr. Manu Sharma**

(IITA Alumnus, MBA IT 2004 Batch)

Partner and Regional Head at Wipro Digital Consulting (Europe) Wipro Ltd. London

Topic of Talk: **“Driving Ideation and Innovation through Design Thinking”**



Digital Operations Excellence, Business Architecture, Simplification and Automation Advisory

Manu is Partner with Wipro's Digital Consulting and the Head of IBR Practice for Europe Region. He is a seasoned business consulting leader, who excels in providing ideation and execution advisory to senior client leaders, for successfully delivering business transformation, simplification, automation and operational excellence engagements, across the globe. He has extensive experience of leading and executing several Business Architecture, Operating Model Definition, Process Transformation, Hyper-Automation (Cognitive, ML, RPA), Business Resilience, Performance Intelligence and Business Process Re-engineering engagements for various Fortune 500 clients.

Areas of Expertise

- Design Thinking Operations Excellence
- Business Model & Operating Model Design
- AI & Automation Strategy and CoE Set-up
- Business Process and Data Architecture
- Lean, Six-Sigma, CEMM and Balance Scorecards Process Harmonization & Re-engineering
- Business Benefit Tracking & Realization

Snapshot of relevant Experience and Accomplishments

- Business Process & Data Architecture for a leading global Hi-Tech & Software Client in UK to define New operating model that will enable client to better serve its over 40K clients globally across its 300+ business critical software and product solutions to drive market leadership with improved NPS and optimized cost of operations.
- Lead Biz Architect for Contract and Engagement Management transformation program for Consulting Division of worlds leading technology company headquartered in Redmond, WA
- Led business architecture engagement for new-age digital platform solution for a Global Network & Communications Technology Leader headquartered in Sweden
- Target Operating Model Design for Network Equipment Manufacturer's North America BU

Industry Sectors

- Manufacturing & Hi-Tech
- Energy & Utilities
- Telecom & Media
- Banking and Financial Services
- Healthcare and Pharma
- Food & Beverages
- Retail

Education / Certifications

- MBA with specialization in IT and Marketing from IIT-Allahabad
- Bachelor's Degree in Information Systems (with Honors) from IPU - Delhi
- Certification Courses on Design Thinking, Machine Learning and RPA
- Certified Process Professional (Level-III) from BPG,
- Lean and Six-Sigma Certifications
- ARIS Business Architect and Trained in TOGAF
- BSCM Certification from APICS and SCOR-P Certification from SCC

Previous Clients

- | | | |
|----------------------|------------------|-------------------------|
| • 7-Eleven | • Comcast | • National Grid |
| • Alcatel-Lucent | • Contact Energy | • Novartis |
| • ADM | • Credit Suisse | • Origin Energy |
| • Avaya Technologies | • Cummins Diesel | • Presbyterian Health |
| • Bacardi | • Ericsson | • Philips |
| • Best Buy | • Heineken | • STC |
| • Cardinal Health | • Kraft Foods | • Vodafone |
| • Cargill | • Microfocus | • Tata Steel |
| • Ciena | • Microsoft | • Telekom Austria Group |
| • Cisco | • Millicom | • Telstra |
- Designed Target Operating Model and performed various design lead roles in Business Transformation and Architecture Programs for PLM, CRM and OTC Processes for a leading global Consumer Electronics Manufacturer in NL
 - TOM-TIM-TPM Design for Corporate Actions Utility for leading Custodian Bank in Europe
 - Business Transformation of Front Office Operations for a leading Energy Utilities in UK
 - BPM CoE Set-Up for a leading global TSP headquartered in UK
 - AI Advisory for Geological & Geographical Assessment Process for Global Energy Major
 - GBS Strategy Design and Set-Up for a global Commodity Trading Major headquartered in US