

MITHU P. KUNDU

CONTACT



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PERSONAL INFORMATION

Nationality: British

AWARDS

2020 SDCE 100 [Supply & Demand Chain Executive] award for delivering successful and innovative transformation project that deliver bottom line value across the supply chain – Mercedes Benz ME



CORE COMPETENCIES

- Leadership
- Programme / Project Management
- Business Transformation
- Organizational Change Management (OCM)
- Strategy Design and Delivery
- Target Operating Model
- Supply Chain Management
- Strategic Procurement and Outsourcing
- Business Process Re-engineering
- Lean Methodology
- Post-Merger Integration
- Value Management
- Key Account Management
- Innovation Management & Design Thinking
- Executive Coaching

SUMMARY: BUSINESS TRANSFORMATION & CHANGE LEADER

Versatile, results driven professional with 25-plus years of comprehensive corporate experience developing exceptional relationships with clients, peers and senior leadership to provide sustainable business solutions.

A trusted advisor to CxO level clients, with superb project leadership abilities and personnel management skills, specializing in delivering Digital Transformation programmes by deploying specific skills in Program/Project Management, Process Re-engineering, Organizational Change Management, Value Engineering and Operating Model Design. With proven problem solving and analytical thinking skills, has the ability to adapt to evolving industry trends quickly.

A dedicated professional with the drive and skill-set to excel in a fast-paced leadership role, enhancing a company's ability to increase revenue, improve profitability and reduce costs.

SELECTED CAREER HIGHLIGHTS

TRANSFORMATION AND PROGRAM MANAGEMENT

Innovation Led Customer Analytics Using Big Data – Leading Bank [\$22B Group]

- Delivery Engagement Head
- Delivered first of a kind innovation led project to better target a leading bank's 300K High-Net-Worth customers through analytics, big data and sentiment analysis using structured and unstructured data from multiple sources. Goal was to provide a one-stop dashboard for each high net customer that the bank's account managers could use to market and upsell their products
- **Deliverables:** A successful pilot led to a further rollout of the solution at the client

PMO Set-up to Manage Global ERP Upgrade and Rollout – Oil & Gas (£1B Division)

- Project / PMO Manager
- Set-up the Program Management Office and managed the implementation of program management processes to manage and control scope, schedule, risk, quality and budget of projects across all aspects of its global SAP roll-out programme
- **Deliverables:** Delivered an effective programme delivery framework within the Exploration and Production division, embedded programme management disciplines and transferred appropriate knowledge to client resources which resulted in effective programme control and 15% reduction in costsExpert business transformation and change manager

INDUSTRY SECTORS AND CLIENT DELIVERY

- **PUBLIC SECTOR:**
Ministry of Defense / UK Government / BBC / UAE Armed Forces
- **FINANCIAL SERVICES:**
Financial Service Ombudsman / Emirates NBD / EAJB Private Equity
- **AEROSPACE & DEFENSE:**
BAE Systems / EADS / Rolls-Royce / AWE / Siemens AG / Alstom Power
- **AUTOMOTIVE:**
Daimler Automotive & Trucks / Michelin Tyres / Al Futtaim Motors / JLR
- **OIL & GAS AND UTILITIES:**
Saudi Aramco / Shell / PDO / DEWA / ADNOC / BP Oil / Weir Group
- **CHEMICALS:**
Bayer AG / Henkel Loctite / SASREF / Orpic / Dow Corporation / Cabot Corporation
- **CONSUMER GOODS:**
Avon Cosmetics / Universal Music / Diageo / Nokia / Seiko Epson
- **LIFE SCIENCES:**
Bayer Diagnostics / Chiron / Baxter Pharmaceuticals

Program Delivery ERP and CRM Implementation – Diversified Business (\$3B Group)

- Delivery Manager
- Working with the System Integrator (SI), Group IT and Business Heads, delivered multiple aspects of business transformation for the project including Organizational Change Management; Business Impact Analysis; Training Needs Planning and Execution; Go-Live strategy; Post-Go Live Support (CCOE) structure; Business Readiness Assessment and PMO activities
- **Deliverables:** A critical project recovery, provided structure, leadership and best practice approach in all aspects of program and transformation management at a critical point in the SAP implementation project, as well as managed delivery of work streams to enable successful and timely Go-Live

LEADERSHIP

Interim Head of Transformation – Automotive (\$1B Business)

- Multi-year engagement to optimize the operations of a premier automotive manufacturer following a major system implementation
- Responsible for driving the transformation and improvement agenda across Finance, Marketing, Procurement, Sales, After Sales, Parts/Warehousing and HR. Led strategic workshops to identify improvement projects, delivered roadmap for improvement and managed multiple project Workstreams
- **Deliverables:** Identified \$15M-\$20M in benefit opportunity. So far, in excess of \$8M delivered to date.

Head of Logistics and Planning – Chemicals (£100M Business)

- Managed a unionised workforce of 90+ people of a large petrochemical company covering Planning, Order Management, Warehousing and Distribution
- Consistently delivered year-on-year improvement of 10-15% through efficiency improvements, better planning, automation, customer engagement and outsourcing
- Part of leadership team in negotiating change in working policies

CHANGE MANAGEMENT

Major IT Transformation – Large Government Agency

- Senior Change Manager
- Developed Concept of Operations (CONOPS) and managed the Business Change team for the end-to-end change activities during the life-cycle of the IT development and implementation
- Delivered an integrated change management plan; stakeholder management, process maps to understand change areas and their impact, organisation change readiness; Training Needs Analysis, communications plan; day-in-the-life development and road-map aligning agile IT release with change management requirements
- **Deliverables:** Successfully executing the integrated change management plan ensured the organisation was prepared and trained in alignment with the IT transformation taking place within the critical timeframes

EDUCATION

- **MBA Business Administration**
Cranfield Business School, Cranfield University, UK
- **MSc Mechanical Engineering**
School of Engineering, Cranfield University, UK
- **B.Eng. (Hons) Chemical Engineering**
University of Sheffield, UK

CERTIFICATIONS

- **Master Certification** – Global Business Transformation Manager
(University of Applied Science, Basel)
- **Professional Certificate** – Business Transformation Program Leader
(University of Applied Science, Basel)
- **Professional Certificate** – Excellence in Delivery Management
(SAP Internal in Project Management)
- **Supply Chain Operations Reference (SCOR) practitioner** – industry-wide supply chain configuration model

CAREER SYNOPSIS

FUTURESOFT BUSINESS CONSULTING –

AUG. 2017 TO NOW; MENA / UK

- Director
- Established 3-years ago, delivered year-on-year growth by focusing on building excellent customer relationships and by helping clients achieve value from their digital transformation journey

SAP MENA LLC – NOVEMBER 2012 – JULY 2017; DUBAI UAE

- Managing Principal; Digital Business Transformation Services
- Consistently achieved personal and company measures including team utilization, project profitability, new business generation and key account management
- Helped growth of the MENA Business Transformation Services Team three-fold

ATOS ORIGIN – MARCH 2009 TO OCTOBER 2012; LONDON

- Principal; Operations Optimisation Group
- Delivered complex transformation programs across public and private sector organizations; solution development; account management; and sales revenue targets

ATOS KPMG / KPMG LLP – JUNE 2004 TO JANUARY 2009; LONDON

- Senior Principal; Business Effectiveness Group
- Responsible for developing and delivering complex business solutions to leading European organisations, new business development and product/service development

PWC'S PITTIGLIO RABIN TODD & MCGRATH (PRTM) –

AUG 1997 TO APR 2004; OXFORD

- Promoted from Consultant to Manager to Senior Manager
- Managed Global and European-wide programmes that have delivered significant P&L impact through implementing process, service, organisational and cost improvements

CABOT CORPORATION – JUNE 1988 TO JULY 1997; VARIOUS LOCATIONS

- Held variety of operational management roles in manufacturing and supply-chain including
 - Head of Logistics and Planning for UK, Ireland and Nordics
 - Manufacturing Unit Manager
 - Senior Process Engineer
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