

# HARISH RAMAKRISHNAN

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<b>Education</b>	<p><b>National Institute of Technology, Tiruchirappalli, India (NIT Trichy)</b> <span style="float: right;">May 15'</span> <b>Bachelor of Technology in Production Engineering</b> <i>Major Courses:</i> Operations Management, Value Engineering, Resource Management Techniques, Financial Management</p> <p>Velammal Matric Hr. Sec. School, Chennai <span style="float: right;">Mar 11'</span> Class XII (Stateboard)</p> <p>Velammal Matric Hr. Sec. School, Chennai <span style="float: right;">Mar 09'</span> Class X (Matriculation)</p>
<b>Professional Experience</b> Nov 22' – Present	<p><b>Psilog Digital Private Limited</b> <span style="float: right;"><b>Chennai, India</b></span> <b>Practice Head &amp; Digital Consultant, Psigma</b></p> <ul style="list-style-type: none"><li>• Leading the Business Technology Consulting wing, Psigma of Psilog Digital, a pure-play boutique software services and consulting firm servicing mid-market organizations globally.</li><li>• Responsibilities include spearheading discovery processes to technology strategy and program plan, process needs across various functions, bridging the gap by determining technology solutions to ensuring successful solution delivery across the implementation lifecycle</li><li>• Building a team of bright young consultants, mentoring across various stages of the requirements lifecycle and customer management</li><li>• Specialist in Low-code application platforms, to deliver quick time to market and rapid value for business</li><li>• Understanding the evolving market needs of retail &amp; construction domains, identifying white spaces to come up with solution offerings specific go-to-market approach for new business development</li><li>• Managed critical accounts across Thailand, North America ensuring revenue growth and customer delight</li></ul>
Mar 18' – Oct 22	<p><b>Psilog Digital Private Limited</b> <span style="float: right;">Chennai, India</span> <b>Lead Business Analyst, Low-code Applications</b></p> <ul style="list-style-type: none"><li>• Collaborating with multiple stakeholders to understand business problems</li><li>• Eliciting Requirements and performing gap analysis to formulate technology solutions which facilitate digital transformations</li><li>• As an Analyst in E-Commerce, CRM projects, providing end-to-end functional analysis and managing Customer Engagements</li><li>• Mentoring freshers to on-board their careers in the Business Technology Domain</li></ul>

April 17'-Dec 17'	<p><b>Tata Motors Limited</b>  <b>Customer Support Manager, Commercial Vehicles Business Unit</b> Jammu, India</p> <ul style="list-style-type: none"> <li>Engaged Channel Partners(Dealers) through workshop service process involvement for increased profitability</li> <li>Provided technical support by sharing product feedback and customer voices to the plant</li> <li>Coordinated with dealers, suppliers, vendors and parts team to improve workshop productivity and customer satisfaction</li> <li>Improved metrics like service market share and customer retention through analytics.</li> </ul>
Jan16'-March 17'	<p><b>Tata Motors Limited</b>  <b>Assistant Manager, DTC Fleet Management Operations</b> New Delhi, India</p> <ul style="list-style-type: none"> <li>Managed depot operations with a fleet of 125 low floor CNG buses to perform preventive maintenance activities and fault analysis.</li> <li>Worked on reducing the critical engine overheat breakdowns and achieved a reduction of 40%.</li> <li>Developed a framework for low parts consumption &amp; cost reduction of the annual maintenance contract.</li> </ul>
Aug15'- Dec 15'	<p><b>Tata Motors Limited</b>  <b>Graduate Engineering Trainee</b> Mumbai, India</p> <ul style="list-style-type: none"> <li>Underwent an exclusive training program, Steer-In FX, designed for an acute technical overview of the commercial vehicles sector and its business structure.</li> </ul>
<b>Research experience</b>	<p><i>Undergraduate Thesis Project – NIT Trichy</i> Jan 15' -April 15'</p> <ul style="list-style-type: none"> <li>Finite Element analysis and simulation of cutting forces during the turning process of Ti-6Al-4V alloy</li> </ul>
	<p><i>Summer Internship - Indian Institute of Technology, Bombay</i> May 14'-June 14'</p> <ul style="list-style-type: none"> <li>Light weighting of Bus Body Design (In collaboration with ARAI, Pune)</li> </ul>
	<p><i>Winter Internship - Hindustan Aeronautics Limited, Bangalore</i> Dec13'-Jan 14'</p> <ul style="list-style-type: none"> <li>Theoretical Analysis for Optimized Loading of Airbus A320 parts in Machine Shop</li> </ul>
<b>In Plant Training</b>	<ul style="list-style-type: none"> <li>Ford India Private Limited, Chennai December 12'</li> <li>Ashok Leyland Limited, Chennai June 12'</li> </ul>
<b>Awards and Achievements</b>	<ul style="list-style-type: none"> <li>Awarded 'All Rounder of the Year -2023' for overall performance at Psiog Digital</li> <li>Nominated for the 'Rising Star', an award for the best young performers at Tata Motors.</li> <li>Got featured in the Tata Motors 'Ideas and Innovations': hall of fame for developing 'Coolant system pressure tester' tool.</li> <li>Secured Third place in 'Young Ramanujan' - a State level Mathematics Quiz conducted by Sethu Baskara Mat. Hr. Sec. School, Chennai.</li> <li>Certified Lean Six-Sigma Green Belt Consultant by KPMG</li> </ul>

**Leadership and  
Extra-Curriculars**

- **President** of Amruthavarshini - the Carnatic Music Club of NIT-Trichy
- **Head Publicity** of Prodigy'15, the Annual Technical Festival of the department of Production Engineering, NIT Trichy
- **Club Services Director** of The Rotaract Club of NIT-Trichy (The NIT-Trichy wing of the Rotary International)
- **Manager** at the Organizing Committee of Festember, the inter collegiate cultural Festival of NIT-Trichy
- Performed as a **Vocalist** in at various places including Chennai, Trichy besides college campus

**Skills**

**Functional:** Business Analysis, Process Thinking, Operations Management, Engagement management, Automotive, Root-cause Analysis, Communication, Business Analytics.

**Software and Tools:** Power-BI, CRM –Creatio, D365, ERP –D365, RDBMS, RPA – Kofax, Appian