

NEHA JAYAKAR

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SUMMARY: PMP® Certified operations professional with over 10 years of industry experience with a proven record of leading complex strategic initiatives and solving problems across cross functional business teams.. Ability to deal with fast moving, ambiguous topics and distill complex problems into simple solutions. Proven record of handling multiple projects and working to tight deadlines

INDUSTRY EXPERIENCE

NextEra Energy - Strategic Business Transformation (PMO, Engineering and Supply Chain)

Sr Supply Chain Manager– Integrated Supply Chain (Saved \$40M to date)

April 2024 – Nov 2024

- Define the vision: Lead the development and execution Engineering Supply chain including SAP and non SAP technology including building master data management business capability to ensure technical delivery operations for all Customer Success systems, including Salesforce, Intercom, NICE WFM, Medallia, multiple 3rd Party Integrations, and other systems. Build: Develop design innovation that optimizes operational efficiency, and integrates new automation and technologies. Identify applications for new processes and technology, implementing data-driven solutions to enhance end-to-end processes from inbound receiving to outbound shipping. (build for construction site – new design implementation for data center)
- PMO: Lead end to end programmatic management of transformation including contract standardization, RFP process, technology, and data establishing operating framework, data governance and analytical tools to support future of the organization.
- Collaborate with cross-functional teams to identify all data requirements and best practices across brands and define data governance policies and procedures across IT architecture of SAP Ariba, S4 Hana, Coupa, GEP.
- Drive Insights: Conduct and interpret analysis of large and complex datasets to extract meaningful insights. Identify and communicate data trends, patterns, and anomalies to inform strategic decision-making.
- Develop Dashboards: Design, develop, and maintain interactive dashboards and reports using Power BI to monitor business performance and drive actionable insights.
- Enhance Data Quality: Clean and preprocess raw data to ensure its quality, completeness, and usability. Collaborate with cross-functional teams to define data preprocessing pipelines.
- Feature Engineering: Identify and create relevant data features to enhance model performance and accuracy. Work closely with domain experts to extract valuable insights and improve data processes.
- Reporting: Prepare comprehensive reports for executive leadership and stakeholders, effectively communicating trends, patterns, and predictions through clear and insightful visualizations and narratives.
- Collaborate and Solve Problems: Work with stakeholders to understand business requirements and translate them into data-driven solutions. Build relationships, frame key business decisions, and influence stakeholders to achieve leadership buy-in and drive effective change management.
- Shape Strategic Initiatives: Support the translation of strategic direction into operational considerations. Help design programs to integrate leadership decisions into realizable results. Collaborate with functional leads to ensure initiatives align with organizational goals and long-term vision.
- Promote Data Literacy: Leverage training materials, conduct training sessions, and provide ongoing support to users to promote data literacy and adoption.

WW Sr Risk Manager – Worldwide Risk, WW Amazon Operations, Trustworthy Shopping Experience

March 2021 – April 2024

Promoted in role from WW Risk Manager in Nov'22 (Saved \$1.8BGMS WW)

WW Sr Risk Manager, Vendor Management, Trustworthy Shopping Experience, RISC

Nov 23 -Mar 2024

Scope expansion in addition to prior responsibilities (Cost Reduction & Change Management- Customer Success)

- Project Leader for Amazon dotcom WW advocating on behalf of Amazon Customers and Selling Partners (SP) – Supplier relationship management, internally and externally, and enabling initiatives benefiting and protecting the Amazon customer and selling partner community; protecting Amazon customers and revenue clients (Strategic sourcing and vendor relationship management).
- Developed and lead the “Reactive Prequalification” charter ground up and achieved savings of \$815MM GMS in 2023 in NA and 1.8B GMS WW by leading Prequalification of vendors. Built a foundational mechanism to prequalify vendors based on risk assessments and leveraging internal and external partnerships enabling vendor relationships and brand protection.
- Responsible for leading all aspects of the project planning, including scoping, business need, solution identification, forecasting, financial and engineering/design viability, value benefit analysis, and proposal development and communication to key stakeholders.

WW Risk Manager, Product and Food Safety and Escalations, Trustworthy Shopping

Mar 2023 – Nov 2023

Scope expansion in addition to prior responsibilities (Cost Reduction & Change Management including Transportation)

- Responsible for developing the foundational escalation program for supporting executive escalations (L10+ escalations i.e. escalations sent to Andy J. or Senior lead team) for selling partner organization.(Escalation management)
- Led 250+ escalations between March '23 through Dec'23 working cross functionally with 100+ stakeholders to identify the root cause and brainstorm short term and long-term solutions.
- Brand Protection: Responsible to manage 150 key strategic vendors (SRM Program Management) and ensure success of vendors on Amazon platforms.

- Responsible for Key Performance indicators for deep diving on the incidents with vendors using multiple cross functional stakeholders and developing a corrective action plan within 3 business days to report back with corrective actions and prevent similar future occurrences of same kind.

Risk Manager, Product and Food Safety (*Cost Reduction & Change Management*)

Mar 2021 - Jan 2022

- Enabling sourcing and vendor relationships for Food categories - supplements, pet food, and baby food across dotcom platform.
- Perform risk assessments to determine compliance interventions, auditing mechanisms, business gaps and regulatory impacts utilizing chemical engineering and process knowledge.
- Developed the foundational "risk assessment tool" to enable benchmarking across categories and validate the "risk" of the specific product or food category.
- Provide business case and alternatives analysis with cost-benefit and risk evaluation for future development projects (DE WEE), responsible for end -to -end project management on launch of DE WEE project (product alternatives project).
- Designing and Leading strategic projects sites/ portfolios and routing for new Amazon Private Label products performing feasibility analyses, engineering/design, project legal review, and responsible for program management including risk assessments.
- Deployed new WW Technologies such as Manage Your Compliance (MYC) and Compliance Knowledge Portal (CKP) to simplify the customer experience by 1) surfacing information in real time, 2) offering support and testing services 3) accepting document submissions in bulk and 4) enabling all compliance issues to be resolved in a single tool.

FIRMENICH

Global Project Manager - Quality Excellence, US Promoted in role in 2018

Oct 2016 – Feb 2021

Corporate Quality Excellence role to drive Supply Chain improvements across 3 BUs - Flavors, Ingredients and Perfumery

- Project Lead across QA Excellence Projects (4 Global projects) on project planning, timeline, program execution and optimization including review of acquisitions for standardization program, successful implementation of programs successfully resulting into 30% reduction across all supply chain projects with cumulative financial savings 2.1 MCHF/ 5 yr., and approval of 20 headcounts
- Leading a team of 5 to analyze and provide inputs to improve Quality, Food Safety and Manufacturing Quality performance goals
- Designed, Developed and Launched Global Quality Standards - Quality Health Safety Environment (QHSE) Principles and Codes for standardizing quality across 25+ Firmenich manufacturing sites including EHS.
- Responsible for issuance of Global Quality Metrics for all Quality KPIs globally / regionally including Customer Metrics
- Design, Management and (responsible for metrics issuance on all KGA clients and customer scorecards) on new/ existing clients
- Designed and deployed Global Quality Trainings(Sourcing standards) i.e., SAPQM Program, KGA clients, Exclusion, Quality Codes
- Leading cross-functional team engagement (250+ employees) on Global Quality, Safety, EHS and Sustainability initiatives

BARRY CALLEBAUT

Regional Supplier Approval Lead - Quality Assurance (US and Belgium)

Aug 2014 – Oct 2016

US

Managing 2 employees, Promoted in role in 2015

- Responsible for M&A projects – acquisition and integration of World's Finest Chocolate in Chicago (managing 50+ stakeholders, responsible for management of union and non-union workers)
- Regional Food Safety Lead driving identification and improvements of technical / quality challenges at 8 sites across US
- Key account manager for auditing the supplier portfolio on cocoa / non-cocoa categories (dairy, flavors, raw commodities, fats)
- Onboarding, Approval, Lifecycle, Extension, and Compliance review of 5000+ food suppliers across Barry Callebaut portfolio
- Overseeing 10+ plant personnel to ensure compliance and safety and implementing corporate policies, standards, and strategies

Belgium

- Designed and developed best business solution for over 40 in-pipeline projects within budget and agreed timescales
- Trained internal stakeholders on all food safety principles such as GMP, sanitation, allergens & food safety in manufacturing
- Developed and implemented a new Google based Supplier Portal in Oct 2016 supporting 25,000 suppliers
- Integrations: Collaborated with the new acquisitions for ensuring compliance to internal standards

DIAGEO

Sensory & Consumer Insights Scientist, US

Oct 2013 – Aug 2014

- Oversee new product development, concept refinement to provide sensory guidance to consumer insights, R&D and marketing
- Quantitative analysis to provide strategic recommendations to internal stakeholders based on product concept
- Conducted multiphase consumer science research programs for new product development, productivity testing and quality improvements by incorporation of consumer, descriptive, discrimination and analytical testing methodologies.

CERTIFICATION

Black Belt – Six Sigma certified professional

HACCP - Hazard Analysis Critical Control Point Certified

PMP – Project Management Professional - Certified

Operational Excellence & Business Acumen - certified

Principles of Internal Auditing - AIB certification

Principles of Inspecting Food plants - AIB certification

EDUCATION

MBA – Finance and Operations GPA - 3.9/4 | Mumbai University, India | Graduation: Sep 2021

Master of Food Science GPA - 3.9/4 | Drexel University, USA | Graduation: Dec 2013

Bachelor of Chemical Engineering GPA - 3.8/4 | Institute of Chemical Technology, India | Graduation: May 2012

SOFTWARE SKILLS: Seasoned project manager using Salesforce, JIRA, Gainsight, Quick sight and confluent products. Additionally, XLSTAT 2011, Excel, Word, Visio, Project Management, GANT chart, Power BI, Web designing, Salesforce, SAS, FIZZ, SIMS, SAP, Oracle, SQL, G-Sheets, Sigma, Tableau for data analysis Well-versed in Customer Success systems (Case Management & Routing, Workforce Management, Knowledge Base, Communities, etc.) and technologies (REST, SOAP) and Salesforce tools.