MAYANK MITTAL

Innovation Leader | Digital Transformation | Product Strategy & Management

Contact

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🏢 JLT, Dubai, UAE

🖱 LinkedIn Profile

Education

📖 **Carnegie Mellon University**
Pittsburgh, PA

M.S. Information Systems
2010 - 2011

📖 **RV College of Engineering**
Bangalore, India

B.E. Information Sciences
2003 - 2007

Business Domains

- **Product Leadership**
  - Strategic Planning & Budgeting
  - Benefits visioning and actualization
  - Fostering innovation environment

- **Business Leader**
  - Defining Vision
  - Market / Channel Development
  - Customer Management
  - Strategic Partnerships

- **Program Management**
  - Cost / Benefit Modeling
  - Project Delivery Management
  - Vendor Management
  - Cross-functional leadership

Profile Summary

Established digital leader focused on providing tangible value through innovative and disruptive solutions. Mayank has transformed into a leader responsible for all aspects of product maturity including crafting strategy, building teams, and executing a go-to-market. Owing to his experience within GE as a product manager, where he was involved with monetizing big data solutions, to running a tech product company involved with IOT and SaaS based managed services products, to currently managing Innovation at Emirates Group, where he is responsible for innovation for the entire group through emerging technology solutions, Mayank has specialized his skills in – Innovation leadership, Thought leadership, Product Management, Partnerships, Product Marketing, Analytics, Market entry, Go-to-market, Financial knowhow, Business Strategy & Growth

Professional Experience

Emirates Group   Dubai, UAE
Digital Innovation Manager   Apr '18 - *Present*

Responsible for managing the Innovation portfolio (5MM) for the Emirates Group which involves web, mobile and other solution portfolios to help execute digital roadmaps strategies leveraging emerging tech and trends. Solutions include Artificial intelligence, RPA, Conversational Analytics, Virtual Reality, Big data among others

- Work with senior leadership to conceptualize and execute their business unit innovation and digital strategy
- Ensure a healthy stream of ideas aligned with organizational objectives through executive board meetings, design thinking workshops, and other engagement activities
- Built a robust well-rounded ecosystem comprising of strategic partners, startups, incubators, government entities, and academia
- Manage and lead multiple cross-functional teams to develop and implement digital solutions

Arrive Systems   Dubai, UAE
C0-Founder/ Chief Digital Officer   April '16 – Mar '18

Arrive manufactured enterprise hardware/software solutions to deliver cloud-based IOT and big data enterprise solutions.

- Led startup from idea to Product-market-fit to $Multi million in ARR. Built and led teams across Dubai, India, China and US
- Go to market strategy included pricing, customer segmentation, marketing campaigns and support to provide global rollouts
- Developed products to enable 250% annual sales across 3 geographies

Capabilities

- Artificial Intelligence
- Virtual. Augmented Reality
- Cloud computing
- Saas Capatilzation
- IOT
- Big Data
- Analytics
- Microservices

Technical Skills

- Certifications – Six Sigma Green Belt; Scrum Master; ASDA Programmer (MIT); Advanced AI
- Language – J2EE, `python, dot Net
- Cloud – Azure, AWS
- Architecture – MVC, SOA, Microservices, Hadoop

Interests & Hobbies

- Technology
- Startups
- Consulting case competitions
- Music and Travel
- Certified Scuba Diver

- B2B channel establishment through distributors and partners across UAE, India and US from scratch. Enabled sales teams in multiple regions and ensured support and upsell revenue streams
- _PRODUCTS:_ IOT Offerings to optimize energy; SaaS Based Managed Services; Meeting Room solutions (hardware and software)

Professional Experience (Continued)

General Electric

Product Manager   Apr '14 – Mar '16

- Led a critical customer-facing IOT and Big data applications within the Industrial internet profile to monetize service offerings to existing GE clients
- Defined strategic roadmaps, budgeting and timelines. Built a team of more than 40 people across the US, India and China for program execution and delivery with a budget of $4MM
- Grew the customer base of existing GE clients by more than 100%
- Deployed various enhancements to improve the customer experience including improving system performance by 40%, shortening customer feedback loop, defining SLA metrics, implementing FAQs, and integrated advanced web analytics

General Electric

Leadership Program   May '12 – Mar '14

**Global Services Life Cycle Cost**   Chicago, US

- Led the data science team to reduce the ongoing operational costs to directly impact the services revenue and maintain a healthy backlog

**Oracle ERP Finance Implementation**   Kazakhstan

- Led an Oracle ERP implementation project with a budget of $700k to improve financial controllership and reconciliation to support business growth and achieve productivity benefits of $430K annually
- Led a team of 18 members across Kazakhstan, South Africa and India.
- Received a CIO awards for this project

Accenture   Bangalore, India

SAP Consultant   Jul '07 – Feb '10

- Started as a SAP developer and got promoted to lead a three-member team
- Coordinated with international groups to ensure successful implementation of more than 10 SAP modules
- Successfully implemented the Waterfall methodology of Project lifecycle management – requirement gathering, technical analysis and documentation, project delivery adhering to the project budgets and timelines