Enterprise-wide Continuous Improvement

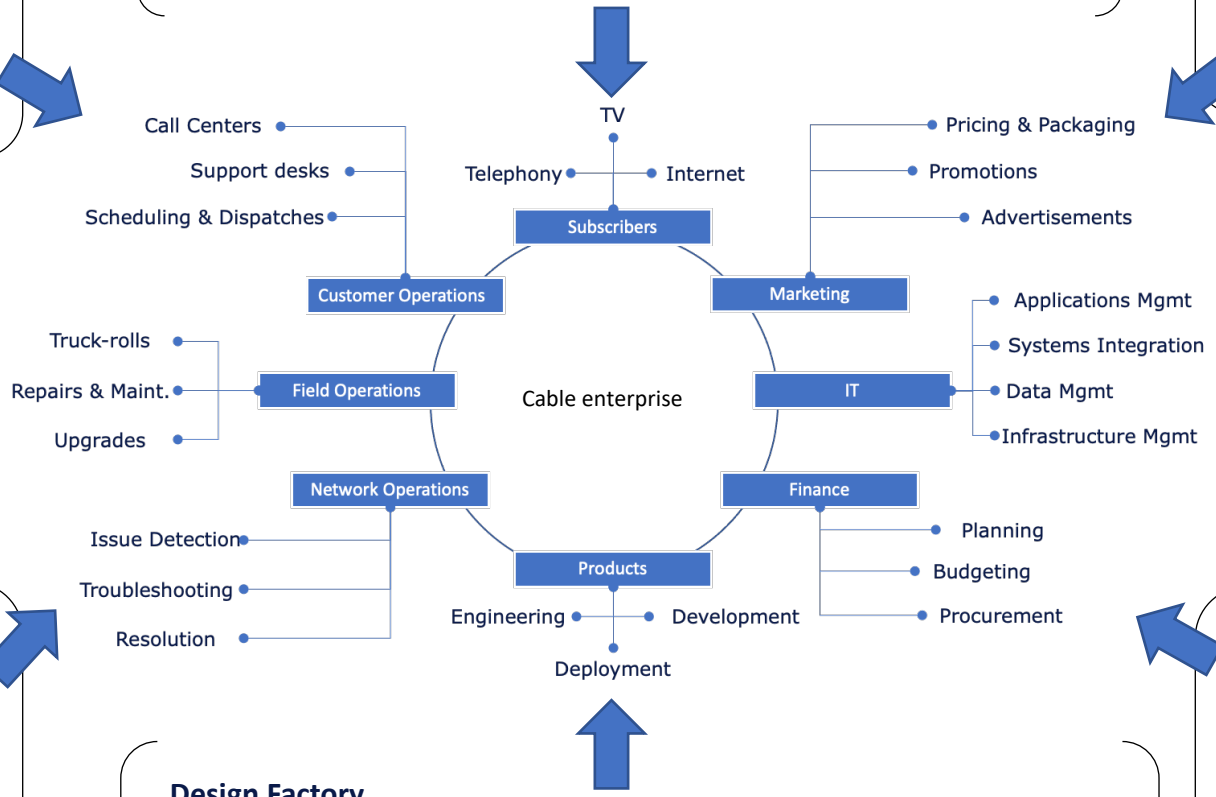
As the head of Analytics practice at IBB Consulting, and a cable industry expert, Sanjay pioneered many data-driven solutions to improve decisions and operations for clients like Comcast, Time Warner Cable, Charter Communications, NBN (Australia) and Cable & Wireless (Caribbean).

Call center Analytics
Pioneered continuous improvement methodology to improve first call resolution, reduce call volumes and improve customer satisfaction with contact centers.

Customer 360 Analytics
Leveraging diverse data sources to measure customer's experience with the service and the service provider to improve NPS.

Churn Analytics
Pioneered a data-driven approach to understand why customers disconnect cable services to develop retention tactics.

Field & Fleet Analytics
Benchmarking methodology to improve fleet operation KPIs, minimize unnecessary truck-rolls, and implement algorithm-driven approaches for maintenanace.



Streaming Data Platforms
Pioneered the adoption of this emerging tech to transform IT from data to event-driven, unlocking many valuable use cases.

Service Hardening
Pioneered this approach to automatically determine the root cause of technical issues to eliminate manual troubleshooting. This approach later became popular as AIOps in the industry.

Design Factory
Pioneered this popular approach to automate the Plan-to-Procure cycle for large capital projects by leveraging network data & automating design rules to conserve capital and avoid budget overruns.

Bottom-Up Models
Pioneered this approach to improve the accuracy of budgets and forecasts by using machine-data to eliminate guesstimates for large capital project. This was critical to support many strategic decisions in the industry.