KUNAL DEWALWAR

Enterprise Operations & Transformation Leader

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EXECUTIVE SUMMARY

Enterprise Operations & Transformation Leader with 13+ years designing operating models, PMO governance frameworks, and enterprise systems that enable organizations to scale. Currently leads operational governance for a 70-member global Brand Studio at Atlas Copco, translating enterprise strategy into measurable delivery performance, executive visibility, and system-level transformation across APAC and EMEA.

EXECUTIVE HIGHLIGHTS

- Govern a 70-member cross-functional organization, reporting directly to the General Manager
- Built PMO governance frameworks and 20+ SOPs from the ground up, raising delivery predictability
- Sustained a sub-1% escalation rate across 150–200 concurrent enterprise engagements
- Executed a zero-downtime, zero-data-loss enterprise migration across a live global operation
- Delivered 60% reduction in enterprise system costs through full-scale platform transformation
- Generated $1.73M in revenue within 7 months through pre-sales and delivery governance leadership
- Resolved 94% of flagged operational audit discrepancies via new executive reporting infrastructure
- Achieved 69% pre-sales conversion through structured commercial and delivery alignment

CORE LEADERSHIP EXPERTISE

Operations & Governance

Operating Model Design · Business Operations Governance · Organizational Structuring · Cross-Functional Leadership

Enterprise Transformation

System Migration & Change Management · Vendor Evaluation & Selection · Workflow Redesign · Adoption & Enablement

PMO & Portfolio Governance

Program & Portfolio Governance · SOP & Framework Architecture · Risk & Escalation Management · Quality Oversight

Performance & Executive Reporting

Executive Operational Reporting · KPI Framework Development · Resource & Capacity Planning · Data-Driven Decision Support

PROFESSIONAL EXPERIENCE

Operations Manager, Brand Studio

Feb 2024 – Present

Atlas Copco Group — Pune, India

- Lead enterprise operations governance for a 70-member global Brand Studio, reporting directly to the General Manager
- Designed the studio's operating model and role architecture, eliminating operational ambiguity across business units
- Directed full-scale enterprise platform transformation (Workamajig to Zoho), cutting system costs by 60% with zero downtime.
- Institutionalized PMO governance and 20+ SOPs spanning intake, milestones, quality, and closure improving turnaround time by 20%
- Deliver monthly executive operational intelligence to the General Manager on pipeline health, utilization, and risk

Design Manager, Operations

Aug 2020 – Dec 2023

ValueLabs Pvt. Ltd. — Hyderabad, India

- Directed delivery governance and resource planning across 150–200 enterprise engagements spanning APAC and EMEA
- Built and led a coordinated pre-sales operating model, driving a 69% proposal conversion rate
- Restructured team operations for 30–45 professionals, embedding standardized governance and quality controls
- Generated $1.73M in revenue within 7 months while sustaining a sub-1% escalation rate across the portfolio
- Redesigned delivery workflows, reducing turnaround time by 20% and improving productivity by 50%

PROFESSIONAL EXPERIENCE (CONTINUED)

Design Manager

Dec 2019 – Jul 2020

Bonito Designs — India

- Led operations for a 30+ person multidisciplinary team, owning delivery governance and quality assurance
- Reversed the team's lowest-performing status by instituting performance accountability frameworks
- Delivered 100% of assigned business and financial targets through structured operational discipline

Design Manager — Architecture, Wayfinding & Experiential Design

Apr 2015 – Dec 2019

Indi Design — India

- Led a 10–15 person team across architecture, wayfinding, and experiential design engagements
- Directed end-to-end delivery governance on major programs, including the Ras Al Hamra wayfinding initiative in Muscat
- Served as primary governance interface between clients, consultants, and vendors, embedding execution discipline that scaled into enterprise operations leadership

Earlier Career — Architecture & Project Delivery

2009 – 2015

A&S Designs · Thakur Associates · Chawgule & Sant Associates

Progressed from Trainee Architect to project delivery roles across civil, institutional, and commercial engagements — building the planning, coordination, and stakeholder-management discipline that underpins current enterprise operations leadership.

MAJOR BUSINESS ACHIEVEMENTS

60% System cost reduction	**$1.73M** Revenue in 7 months	**94%** Audit resolution rate	**<1%** Escalation, 150–200 clients	**70+** Organization governed
Zero Downtime in migration	**69%** Pre-sales conversion	**20%** Turnaround improvement	**50%** Productivity improvement	**7.8/10** Adoption satisfaction

EDUCATION

Master of Design — Strategic Design Management

National Institute of Design (NID), Ahmedabad · 2012–2014 · incl. collaborative programme with IIM Ahmedabad

Bachelor of Architecture

BKPS College of Architecture, Pune · 2005–2010

AWARDS & RECOGNITION

Vega International Awards (7×) · Titan International Award — Design Management Strategy · Star of the Month, ValueLabs (2×) · IBDA 2019 Speaker · Exhibition Design Runner-up, War Memorial Design, New Delhi

CERTIFICATIONS

Project Management: Technical Projects · Using Data Effectively and Reliably with AI Analytics · Managing Organizational Change for Managers · AI & Innovation 2026 — Atlas Copco · Learning Design Thinking: Lead Change in Your Organization

TECHNOLOGY

Zoho (Projects, CRM, Analytics, Books) · Workamajig · Power BI · Miro · Microsoft 365