

Mohamed Anas Ravooof K

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Professional Summary

Assistant Ops Manager leading a highly impactful, cross-functional operational team for an internationally renowned FMCG client in Sales Operations. Adept at multitasking with diverse functional, and leadership teams to achieve operational results that exceed business goals, emphasizing process optimization.

Professional Experience

Assistant Operations Manager **Genpact – Bengaluru** **May 2022 – June 2024**

- Demonstrated excellent customer service orientation by improving the Key Performance Indicators (KPI) for the accuracy of the completed tickets to 98.95, +295 bps YoY, translating an improvement of 50%.
- Enhancing the performance targets within the Service Level Agreements (SLAs) by setting the Turnaround Time (TAT) to 2 days in the first year and to 1.5 days in the second year, thereby elevating service standards.
- Designed and executed the process improvement initiatives alongside the automation team to streamline NVA steps and decrease 1 FTE, leading to a reduction in the team's overall operational cost.
- Converted the team from using a mailbox to a workflow tool, enabling more efficient tracking of requests and reducing ticket loss to 0.35% (a reduction of 3% on YoY) leading to an increased customer satisfaction.
- Collaborated with Key Account Managers and various internal stakeholders to troubleshoot challenges in timely completion of the requests, thus preventing delays in sales orders valued at thousands of euros.
- Inspired the team members to embrace innovation and fostered an environment of continuous learning. Provided guidance on revising the standard operating procedures (SOP) for the team.
- Presentation of weekly and monthly reports to senior internal and external leadership in the governance meetings regarding performance metrics and assuming responsibility for audit and compliance policies.

Marketing Research Intern **Hindustan Petroleum Corporation – Cochin** **May 2021 – June 2021**

- Assisted the Chief Regional Manager in enhancing the financial outcomes and customer satisfaction levels of retail outlets in the Cochin retail sector by visiting around 100 outlets.
 - Engaged with various business stakeholders, including dealers, employees, and consumers, to collect feedback on how resources are allocated in the outlets and their relationship to outlet performance.
 - Performed data analysis and shared business intelligence on enhancing customer service and improving sales in the outlets.
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Education

- Master of Business Administration from **Indian Institute of Management, Amritsar** 2022
- Bachelor of Business Administration from **Kannur University, Dharmadam** 2020

Certification

- **KPMG Lean Six Sigma Green Belt** 2020
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Skills

- **Soft Skills:** Administrative Support, Communication Skills, Analytical skills, Problem Solving, Relationship Management, Attention to Detail, Interpersonal Skills
 - **Tools:** Google Suite ,Microsoft Office (Word, PowerPoint, Excel) & SAP
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Awards & Achievements

- Received **Center Sector Scheme** of Scholarship for college students by the Government of India.
- Attended the workshop on **Personal Entrepreneurial Characteristics** conducted by the Kerala Institute of Entrepreneurial Development.