|  |  |  |  |
| --- | --- | --- | --- |
| **Career Summary**  A performance driven Operations professional who creates market leading organizations in highly competitive environments and delivers exceptional results through innovation and by continuous improvement of operational efficiencies to reduce costs and overheads.  Is focused on delivering top and bottom line success through a positive growth strategy based on agility and diversification, by geographical and sector expansion. Underpins this strategy by building brand reputation through creating positive relationships, enhanced productivity and improved quality and consistency of project deliverables.  **Areas of expertise**   * International Operations * Operational & Strategic Planning * Process Optimization * Project Management & Delegation * Turnaround Situations * Reviewing progress * Cost Reduction * Managing staff   **Key skills**  **BUSINESS OPERATIONAL SKILLS**   * Proven track record of achieving and managing a team to exceed targets. * Responding positively and promptly to requests. * Proven track record of developing and implementing business strategies. * Managing change to meet business requirements. * Writing up effective reports and business plans. * Decision making in a pressured, commercial driven environment. * Ability to plan, organize and prioritize workloads. * Discreet with all confidential information. * Excellent attention to detail. * Strong skills in the areas of communication and people management.   **PERSONAL SKILLS**   * Willingness to learn, improve and adapt. * Able to take tough decisions and sustain momentum, pushing for timely action. * Incredible drive, enthusiasm and commitment. * Ability to communicate in a clear and effective manner. * Having the patience to deal with multi decision maker sales processes. * Organized, calm and never buckling under pressure. * Having a positive ‘can-do’ approach towards change. * Accepting responsibility for mistakes and wrong decisions.   **Technical Skills**   * Microsoft Outlook * Microsoft Excel * Microsoft word * Microsoft Power Point * MIS system | Rishik  **Assistant Operations Manager**  [Rishik.332975@2freemail.com](mailto:Rishik.332975@2freemail.com)  **Work Experience** Assistant Manager (Research and Development)Apsalt Technologies, Trivandrum (June 2016 - Till date)  * Introducing new products and promoting them through regular visits and frequent communication with clients. * Responsible to ensure the implementation of the relevant company policies & systems and legislative requirements to follow a standard approach toward the work. * Regular interaction with client for progress reviews, contractual obligations and matters pertaining to overall project management. * Ensures implementation of Project Management System. * Assisting with the business case. * Planning and monitoring. * Eliciting requirements. * Translating and simplifying requirements. * Requirements management and communication. * Requirements analysis. * Develops and implements research and development procedures and techniques. * Data collection and analysis. * Qualitative data research. * KPI & SLA’s  Assistant Operations Manager (August 2013–June2016)Navigant BPM India Pvt Ltd. Trivandrum  * Conduct payer research and contact payers, directly by phone, to resolve unknown status and/or denied claims, in real time. * Answering inquiry, questions & complaints of clients in order to keep revenue generation of the division. * Great communication abilities with medical groups insurances companies customers etc. * Building and Managing Personal Relationship with different Clients. * Responsible for activities regarding sales, marketing, customer acquisition, customer relation management, & maximizing revenue. * Highly numerate with the ability to understand and analyze performance and make effective decisions to ensure KPIs are delivered. * Designing and applying various methods to accomplish targets on monthly, quarterly, and yearly basis. * Develop and maintain high levels of client satisfaction. * Participate in client calls and understand their requirements both from process perspective and for targets  Team Leader Inventory OperationsTrans Gulf LLC. Dubai (June 2010 – May 2011) .   * Provide real time and weekly feedback on product and sales performance. * Ensure inventory levels and product assortments meet customers’ needs. * Lead in the planning, implementation, and follow-up of store operational tasks and projects. * Monitoring and maintaining current inventory levels, ensuring quantities that appear in the system are accurate for planning of purchase, promotions and marketing activities. * Provide quality report to the responsible authority   **Education**   |  |  | | --- | --- | | **MBA/PGDBM (June 2013)** |  |  **Business Management from** Noorul Islam University in HRM and Business Management**B-TECH (2010):-** **Information Technology** from Mount Zion Engineering College, Mahtma Gandhi University, securing first class with 62%**.****.**  **Awards & Achievement**   * **Attrition Warrior 2016:** (Business Operations) at Navigant Technologies**.** * **Service Excellence 2016 :**( Navigant Cymetrix)Effective Handling of Escalation desk"​highlighting customer concerns on real time get the resolutions by co coordinating with different Circle departments. * **Smart Spending Award 2015:** (Navigant Cymetrix) Our teams idea of streamlining work allocation procedures with available infrastructure and completely eliminating usage of paper from the process flow, was awarded the best idea within the vertical and this went onto win the SMART SPENDING AWARD in 2015 * **Best performer 2014:** (Navigant Cymetrix) Received annual performance bonuses based on solid evaluations from management. |

**Domain Expertise**

* **Operations Management:** Executing service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation. Preparing & presenting various weekly/monthly MIS reports pertaining to process and productivity.
* **Process Management:** Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. Time to time calibration of process methodology.
* **Quality Management:** Ensuring uniformity in the process understanding at the organization's end. Implementing QMS to process development in order to achieve process Excellency through Quality reviews and Quality Projects
* **Customer Relationship:**  Mapping clients, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* **Team Management:** Managing team functions viz. manpower planning (Capacity Management & Utilization), induction, performance appraisal, training, etc. Leading & monitoring the performance of team members to ensure efficiency in process operations.

**Key Responsibilities**

* Being proactive and systematic to avoid client escalations / issues and promptly resolving and/or appropriately channelizing any escalations
* Supporting Operations Manager in preparation for client reviews.
* Maintaining sustainable and trustworthy relations with the clients.
* Developed, reviewed and assisted to improve the performance of MIS.
* Clearly defining and communicating operational targets to direct reportees.
* Participating in the ongoing review of procedures and process changes and ensuring the same has been carried out in the day to day process.
* Consulting team members for the further development and improvement of processes and systems.
* Identify gaps in the process knowledge and take appropriate actions to fill the same.
* Participating in the selection process to ensure the right talent is selected in a timely manner.
* Develop groom and coach team members so that they will be able to perform better as per the business objectives.
* Clearly define and communicate KRA’s and KPI’s for direct reportees
* Evaluate current operational strategies and recommend improvement

**Personal Profile**

|  |  |  |
| --- | --- | --- |
| **Name** | **:** | Rishik |
| **Date of Birth** | **:** | 8 July 1987 |
| **Gender** | **:** | Male |
| **Languages known** | **:** | Fluent in, Malayalam, Hindi English, Elementary knowledge of Tamil |
| **Hobbies** | **:** | Reading, Music , Cricket, Football |
| **Place of Birth** | **:** | Trivandrum |

I consider myself familiar with **Business Operations Aspects**. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

**Date:**

**Place** **(Rishik)**