


Ammar Ansari

PROCESS EXCELLENCE MANAGER


Professional Profile:

Results oriented & self-driven Process Excellence Manager with 4+years of extensive experience and comprehensive background in developing and implementing new business processes & procedures, conducting business forecasts, and coordinating new staff. Effective leader & communicator with important ability to work under pressure, great analytical skills, & excellent time management skills.


Academic Qualifications

 05/2021 -6/2023


Masters of Management Studies (MBA) Operations,
from NMIMS (Narsee Monjee Institute of Management Studies), Mumbai, Maharashtra.

 06/2018 - 11/2020


Masters of Management Studies (MBA) Marketing,
with aggregate 72% from Maratha Mandir Institute of Management & Studies (MMBGMS) Mumbai University

 05/2015 -6/2018

Bachelors of Management Studies (BMS) Marketing,
with aggregate 52% from Guru Nanak Khalsa Institute of Management & Studies (GNIMS) Mumbai University

 03/2015

Passed HSC examination with 67.08 %
(MSBSHSE)

 03/2013

Passed SSC examination with 58.18 %
(MSBSHSE)



INDIA, Transit Camp Tank
Pakhadi road, Byculla Mumbai-
400011



ansariammar69@gmail.com



+91 8369883902



+91 8369883902



ammar_ansari_390



[https://www.linkedin.com
/in/ansariammar](https://www.linkedin.com/in/ansariammar)

Work Experience:



15/01/2024-(6 months) Currently Working  Mumbai, Maharashtra, India

Process Excellence Manager

Rentokil PCL (HiCare Services) Private Limited

Key Accountabilities:

Excellent Communication:

- Demonstrated active listening, verbal and written communication skills with the ability to communicate to internal and external audiences
- Strong organizational, communication/presentation, planning, and analytical skills
- Demonstrated experience managing vendors and contractors to ensure service level compliance, labor costs and collaboration with colleagues
- Proven ability to communicate effectively and forge successful relationships with both business stakeholders and teams

Process Assessment and Documentation:

- Collaborate with various departments to understand their processes, workflows, and procedures.
- Conduct thorough process analysis and documentation, capturing detailed steps, inputs, outputs, and decision points.
- Utilize process mapping tools and software to create comprehensive visual representations of current processes.
- Utilizing the latest technology developments to automate process capture and documentation.

Process Mapping and Visualization:

- Develop clear and concise process maps, flowcharts, and diagrams that effectively represent complex workflows and interactions.
- Ensure process maps are easily understandable by stakeholders at various levels of the organization.
- Incorporate best practices and industry standards in process mapping to enhance clarity and accuracy.

Process Improvement, Mining and Optimization:

- Identify opportunities for process improvement, efficiency gains, and risk reduction based on process maps and analysis.
- Collaborate with teams to design streamlined, optimized processes that align with organizational goals and objectives.
- Integrate feedback from stakeholders to implement improvement recommendations.

Cross-Functional Collaboration:

- Engage with cross-functional teams to gather insights, requirements, and feedback on existing processes.
- Facilitate workshops and meetings to ensure a shared understanding of processes and to promote collaboration in process improvement initiatives.
- Ability to establish solid relationships with vendors in support of initiatives; ability to negotiate and manage outside vendors and strategic partners against deliverables
- Experience in managing both internal & external consultant to deliver planned initiative with strong project & program management discipline
- Demonstrate success in diversified environment/business involving cross-functional collaboration and influence
- Collaborate, problem-solve, and/or strategize with team members on upcoming client meetings

Project Management:

- Significant experience in building and managing project plans and matrix resources
- Ensure that assigned projects are completed within budgets and schedules while meeting business objectives
- Responsible for project documentation including project plan and weekly status reports
- Work on projects with leaders in Continuous Improvement to define scope, map project milestones, track progress, set KPIs and escalate issues
- Develop and maintain project schedules and resource plans clearly defining dependencies and gaps
- Conduct Project Team meetings and situational analysis regularly to ensure project health and clear communication to all sponsors and stakeholders



03/09/2019 – 2023 (4 years 2 months)



Mumbai, Maharashtra, India

Assistant Manager Operations

ZICOM SAAS Private Limited

Roles & Responsibilities-

MIS/System & Process Management

- Control & Command Centre monitoring system management, queue management, accounts creations.
- Retain intricate understanding in order to troubleshoot technical issues.
- Metrics Maintenance of client, reports preparation, processing documentation, Log maintenance of customer service and safety records.
- Create PowerPoint presentations/review on weekly, monthly basis; debrief echelon Team & superior's to analyze target areas.
- Establish & monitor Executive/Operator team performance.

People Management & Team Lead

- Perform management processes such as selection, training of staff & preparing KPI/KRA Scorecards
- Develop Shift wise Roster & Schedule of Staff for facility operations, attendance & shrinkage management
- Train team members on required programming steps for SOP and support functions
- Provide training to ensure that employees are performing assign task in the given alignment & in accordance with Operational SOPs, Procedures.

Customer Success/Service Delivery Management

- Own the entire relationship with assigned clients, including On-boarding, implementation, training, adoption, retention, and satisfaction
- Establish relationships as a trusted and strategic advisor to help ensure the continued value of our products and services
- Develop and maintain customer-success strategies and best practices, as well as customer-support content, with help from the creative team
- Communicate effectively with both internal and external senior managers to better understand customer needs, maximize retention and growth, and share learning's
- Maintain existing customer-success metrics and data as directed

- Implement and co-administered Operational process in order to identify, troubleshoot and resolve customer concerns appropriately.
- Develop and harmonize procedures and processes across lines of operations to ensure individual and team growth and customer satisfaction.
- Develop operations procedures and policies that reduce response time, customer impact, parallelly promoting individual accountability.
- Establish operational standards and tracking improvements
- Respond to escalate customer inquiries, and exceed established performance metrics relate to 24*7 Command Center Management and quality service delivery.
- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting both
- Review the customer journey, determine how its supported, and use a consultative approach to help clients overcome issues and achieve their goals
- Facilitate interaction and workflow among project team members, including third-party service providers, to ensure timely deliverables
- Prepare documentation or visuals of campaign performance for client; analyze trends in CSAT and NPS scores to identify areas for improvement
- Work with sales and marketing teams to boost customer referrals and develop case studies.

Achievements & Certificate

- Advance Excel (Certification)
- Personal Impact Quotient (Certification)
- Corp-Groom Program (Certification)
- Digital Marketing (Certification)
- Insta-Groom Current News Sense (Certification)
- Retail Marketing (Certification)

Academic Projects Undertaken:

- Project On Android V/S IOS (Consumer Behavior)
- CSR Activities by HUL

Interpersonal Skills:

- Ability to work in challenging environment and adverse situations.
- Leadership Skills.
- Decision Making and problem solving.
- Good Written and spoken communication.
- Meticulous and quick learner.

Languages Known:

- English: Read, Write and Speak.
- Hindi: Read, Write and Speak.
- Urdu: Speak (Beginners).

Interests and hobbies:

- Chess
- Reading (Psychology)
- Swimming
- Writing (Urdu Shayari)
- Always Open to explore new Technical Developments