



## **AMMAR AHMED ANSARI**

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### **Career Objective**

A motivated and persevering team member, ready to use experience, and interpersonal skills, and always ready to learn new things with strong analytical mindset to identify situations and requirements and provide solutions. I want to develop an ideal career to utilize my educational and professional knowledge and my strength with opportunity. Strong willpower to do everything with good communication and leadership skills, proven ability to work in both individual and team environment.

### **Professional Experience:**

- Has worked with **PharmaSoft Medical Agency** as a **PHARMACY ASSISTANT** at Ahmedabad from **Nov'09 till Feb'12.**

*(Sales, Purchase and maintaining the stock of critical care medicines)*

- Has worked with **Harsh Medicines** as a **PHARMACY ASSISTANT** at Ahmedabad from **Feb'12 till Feb'13.**

*(Sales, Purchase and maintaining the stock of critical care medicines)*

- Has worked with **Transvista BPO Limited** as a **TEAM LEADER** at Ahmedabad from **Mar'13 till Dec'14.**

*(Started as a customer care executive and got promoted as a TL after 6 months. Handled a team of 30 members)*

- Has worked with **Tech Mahindra Business Services Group** as a **CUSTOMER SERVICE EXECUTIVE** at Ahmedabad from **Jan'17 till Feb'18.**

*(Worked as customer service executive. Based on the performance got promoted to the escalation desk. Moreover, giving floor support to new joiners as well as assisting seniors.)*

- Has worked with **Nu Future Digital (India) Limited** as a **CUSTOMER SERVICE EXECUTIVE** at Ahmedabad from **Mar'18 till Nov'19.**

*(Worked with Future Supply Chains as Customer support. Handled more than 50 clients along with the entire west zone and NEP out of which maximum customers were top clients for the*

company. Supporting the Team leader in training new joiners and monitoring service level in his absence. Constant monitoring of top 10 clients by retention and growth of these customers while frequent visits and reviews with the customers. Addressing and resolving the issues of the customers with the Operations and Management team which are impacting the service level of the client resulting in more client trust and satisfaction which helps in getting more share of the wallet.)

- Has worked with **Riddhi Corporate Services Limited** as a **BPO TRAINER** at Ahmedabad from **Dec'19 till Sept'20**.

(Migrated to RCSL from Nu Future Digital (India) Ltd. in December'2019. Promoted as process & skill trainer in February'2020. Trains new joiners for 12 different processes. Creating & updating training documents using interactive methods. Updating SOP and maintaining documentation. Handling nesting as well as Conducting PKQ for all 12 processes. Earlier worked with Future Supply Chains as Customer support. Handled more than 50 clients along with the entire west zone and NEP out of which maximum customers were top clients for the company. Supporting the Team leader in training new joiners and monitoring service level in his absence. Constant monitoring of top 10 clients by retention and growth of these customers while frequent visits and reviews with the customers. Addressing and resolving the issues of the customers with the Operations and Management team which are impacting the service level of the client resulting in more client trust and satisfaction which helps in getting more share of the wallet.)

- Has worked with **Epitome Corporation Pvt Ltd** as a **TEAM MANAGER** at Ahmedabad from **Oct'20 till Sept'22**.

(Joined in Oct'2020 in US-based Home Healthcare process for Apollo Home Healthcare as process executive. In Dec'2020 promoted to Team Manager)

- Has worked with **Kalindee Healthcare India Pvt Ltd** as a **HEAD OF OPERATIONS/SITE LEAD** at Ahmedabad from **Oct'22 till July'23**.

(After Sept'22 business was taken over by Kalindee Healthcare India Pvt. Ltd. and I got promoted to Head of Operations/Site Lead. I was responsible for all backend operations. I was the only contact person to communicate with the business leads i.e. CEO, Administrator, and Directors, and fulfilled their requirements. I was training the new staff and handling one more project (Data Enrichment) as well.)

### **Job profile:**

- **Leadership and Team Management:**

- Recruit, train, and supervise a team of home health care professionals, including nurses, caregivers, therapists, and support staff.
- Provide ongoing support, guidance, and performance evaluations to team members, fostering a positive and collaborative work environment.
- Promote teamwork, effective communication, and a shared commitment to delivering exceptional patient care.

- **Care Coordination:**

- Collaborate with healthcare providers, physicians, and case managers to develop comprehensive care plans for patients, tailored to their specific needs and conditions.
  - Ensure efficient scheduling and coordination of home visits and services, maintaining a balance between patient load and staff capacity.
  - Monitor patient progress and adjust care plans as needed to achieve optimal health outcomes.
- **Quality Assurance and Compliance:**
    - Uphold the highest standards of care by implementing and monitoring adherence to all relevant regulations, industry guidelines, and company policies.
    - Conduct regular audits and evaluations to assess the quality of services provided and identify areas for improvement.
    - Address and resolve any compliance issues promptly to mitigate risks and maintain the company's reputation.
- **Business Development:**
    - Collaborate with marketing and business development teams to identify potential growth opportunities and expand the company's client base.
    - Build and maintain relationships with referral sources, such as hospitals, clinics, and senior care facilities, to drive business and increase patient admissions.
- **Continuous Improvement and Innovation:**
    - Stay updated with industry trends, new technologies, and best practices to enhance the quality of care and services offered by the company.
    - Implement innovative solutions to streamline operations and improve the overall patient experience.

**My exposure is in the areas of:**

- **Patient Assessment:** Evaluating the needs of patients and determining the appropriate level of care required for their specific conditions.
- **Care Planning:** Developing individualized care plans in collaboration with healthcare professionals, patients, and their families to ensure that all aspects of a patient's well-being are addressed.
- **Scheduling:** Creating schedules for home health care staff to ensure proper coverage and continuity of care for patients.
- **Monitoring and Evaluation:** Regularly monitoring the progress of patients and adjusting care plans as necessary. Evaluating the performance of staff members and providing feedback.
- **Coordination with Healthcare Providers:** Collaborating with physicians, therapists, and other healthcare providers to ensure a comprehensive approach to patient care.

- **Communication:** Maintaining open lines of communication with patients and their families to address concerns, provide updates, and offer support.

### **Academic Qualification:**

- ❖ 12TH (GHSEB)– (2008)  
SHRI B.R.PATEL NUTAN FELLOWSHIP HIGH  
SCHOOL
- ❖ 10TH (GSEB) – (2005)  
THE H.B.K. NEW HIGH SCHOOL

### **Key Strengths:**

- ❖ Confident, Hard Working.
- ❖ Customer Service / Customer Relationship Management. (Through the Process)
- ❖ Good Presentation skills.
- ❖ Good communication skills, analytical ability, and adaptability
- ❖ High on Initiative.

### **Skills:**

- ❖ Communication
- ❖ Analytical thinking
- ❖ Go Getter attitude
- ❖ Retention
- ❖ Cost-effectiveness
- ❖ Team player
- ❖ Training new and existing team-mates
- ❖ Leadership
- ❖ Solution finder
- ❖ Strong interpersonal skills
- ❖ Ability to work under pressure
- ❖ Integrity

### **Languages:**

- ❖ Hindi- Read, Write and Speak
- ❖ English- Read, Write and Speak
- ❖ Gujarati- Read, Write and Speak

**Hobbies:**

- ❖ Playing cricket
- ❖ Devotional Music
- ❖ Hanging out with friends

**Personal Profile:**

**Date of Birth:** 19<sup>th</sup> October 1988

**Nationality:** Indian

**Marital Status:** Married

**Permanent Residence Address:**

44, Jupiter Mill's Chawl, Dudheshwar Road, B/s Gurudwara, Ahmedabad-380004

I hereby certify that all the information provided above is true to the best of my knowledge.

**Date:**

**AMMAR AHMED ANSARI**