**Shakir Ali Khan**

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**EXECUTIVE SUMMARY**

* A globally experienced customer facing professional with 10 years of extensive onsite & offsite experience in Enterprise SAAS Implementations & Support, Business Process Mappping, Project Management, Customer Success, Delivery Management, Business Analysis, User Training & Data Analytics
* Expertise in Customer Business Requirement Finalizations, Getting Customer Sign Off, Product Demo, Managing Customer Escalations & People Management
* Delivering Contract Management, Supplier Management, Sourcing, Spend Analysis & Opportunity Finding Applications
* Business Process Management - Designing, Restructuring, Automating and Improving Existing Business Processes
* PMP Trained & Six Sigma Green Belt Certified

**Key Skills in Leading**

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| --- | --- | --- |
| * **Process Analysis & Restructuring** | * **Customer Engagement & Success** | * **Account Management** |
| * **Project Management** | * **Application Lifecycle Management (SDLC)** | * **Requirement Finalizations** |
| * **Cross-function Team Management** * **Business Process & Application Consulting** * **Vendor Management** | * **Change/Transition Management** * **Training Management** * **Business Analysis** | * **Pre-Sales Support** * **Configuration Management** * **Knowledge Management** |

# **PROFESSIONAL ACHIEVEMENTS**

* Successfully implemented more than 7 projects (S2P) in a span of 3 years’
* Successfully completed, Process & Implementation Consulting, Transition Management, Spend Data Restructuring from multiple ERPs, Savings Opportunity Analysis
* Received the best of appreciations from clients for the services provided
* Privileged with the **Star Performer Award for** Customer Focus and Overall Achievement at Zycus.

# **PROFESSIONAL EXPERIENCE**

**Global Manager – Procurement Systems** Mar, 2017 – Till Date

Federal-Mogul Powertrain, Gurgaon, India

* Managing Global SAAS Implementations & Roll Out
* Contract Management, Supplier Onboarding & Performance Management, Spend Analysis & Optimization, eSourcing
* Business Presentations, Analysis & Requirement Finalizations with BU Heads & Directors
* Transition/Change Management across 109+ plants
* Ensuring 100% compliance to Business Processes
* Business Process Management - Designing, Restructuring, Automating and Improving Existing Business Processes
* Developing project plans, tasks, deliverables, dependencies and resource requests
* Created and Managing a Team of Data Analysts & Administrative Specialists across NA, EU & APAC
* Conducting fortnightly & monthly reviews for open action items
* Subject Matter Expert for global stakeholders
* Managing Vendor Relationships, Negotiations & Change Management

**Associate Lead – Training & Implementation Consulting** Apr, 2014 – Mar, 2017

Zycus India PVT LTD, Mumbai, India

* Solutions Deployed - Source-to Pay Suite (Spend, Sourcing, Contract & Supplier Management)
* Application consulting by understanding the customer’s Spend, Sourcing, Contract & Supplier Management Process (As–Is), assist team in developing the “To Be” process,
* Onsite (NA, SA, APAC & Middle East) Requirements Gathering & Project Management exercises (during project kick-off)
* Automating Procurement Workflows
* Preparing “Requirements Traceability Matrix” to align various Stakeholder Requirements
* Conducting Onsite & Offsite Workshops & Trainings to customers to enable new system
* Process improvement suggestions & best practice sharing
* Performing Data Analysis for customers to help them gain Data Insights
* Maintaining excellent relationship with client stakeholders.
* Discuss & Negotiate with Customers & Product Owner for change management
* Identifying, communicating and recommending process improvement for Customers
* Pre-Sales support in Product Demos, Developing Global Implementation Approach & Deployment Plans
* Cross-Functional Collaboration (Product Management, Product Development, Customer Support, Pre-Sales)

**Senior Product Trainer** 2012, Oct – 2014 Mar

Zycus India PVT LTD, Mumbai, India

* Conducting Customized Onsite (US, SA, EMEA, East Asia) & Offsite trainings for customers on Source-to-Pay (S2P) Applications – Spend, Sourcing, Contract & Supplier Management
* Offering Procurement Consulting, Strategic Sourcing Techniques, creating RFPs, RFQs & Auctions, Conducting Managed Sourcing Events for customers
* Onboarding partner by training them on product capabilities.
* Implemented Internal Assessment & Certification application for employee capability management
* Designed & Implemented Specialist Model Program
* Designed & Managed Training, Webinar & Capability Build Up Programs to increase adoption amongst customers.
* Identifying training needs, create & manage plan, delivery & continuous improvement of Internal Training Programs

**Senior Technical Support Specialist** 2010, Dec – 2012 Sep

Zycus India PVT LTD, Mumbai, India

* Ensuring customer satisfaction for Enterprise scale Zycus Applications
* Regular coaching to team members on product capability & processes resulting in customer delight
* Conducting Offsite Customer Trainings & Recording Product Webinars

**Recruitment Consultant**  2010, June – 2010, Dec

ASB Services, Mumbai, India

* Headhunting, Candidates from BPO, ITES field, executive search, negotiation, closing job openings

**Senior Customer Service Executive**  2009, Dec – 2010, May

Intelenet Global Services, Navi Mumbai, India

* Assisting Customers with health care products and managing their billing queries.
* Coaching representatives on quality improvement with better soft skills and telephonic etiquette
* Training OJT Batches and submitting Weekly Status Report (WSR)

**Customer Service Executive** 2008 Oct – 2009 Jun

WNS Global Services Mumbai, India

* Booking Air/Car/Hotel reservations for American Express travels.

**Customer Service Executive** 2007 Apr – 2008 Jan

Tracmail PVT. LTD Mumbai, India

* Collection on American Express defaulter credit cards

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# **EDUCATION**

**PGDM – Operations Management,** Welingkar Institute Mumbai, India On Going

**Bachelor of Commerce** – Monad University, India 2014