

# Prabhat Ranjan Parashar

## Assistant General Manager - COE People Mobility

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### Work experience

Assistant General Manager COE People Mobility 2018-10 - Present

ISS Facility Services India Pvt. Ltd

*Multiple accounts Pan-India*

- Instrumental in winning account worth of revenue of INR 40 cr. from a US global banking client,
- Developed, proposed and implemented a new business model for end to end transport delivery eco-system from Booking till Billing,
- Ensured elimination of unethical practices while ensuring compliant, Audits, Risk & Contract Management,
- Commercial savings achieved for 5% for Fleet, 7% for automation technology.
- Maintained a customer satisfaction rate of 95% and above for 2019 as 4\* & 5 \* rated journey experiences.
- Driving complex, diversified, competitive dynamics service delivery eco-system. Responsible for business governance and delivery. Monthly 1, 23, 000 trip transactions for more than 23,000 end users through 2000+ vehicles across multiple accounts for ~ \$ 20.5 millions annual business portfolio.
- Manages P&L for People Mobility Solutions, optimizations and value proposition's.

Senior Manager Administration (Transportation) 2013-07 - 2018-10

ISS Facility Services India Pvt. Ltd

*Account specific Noida India*

- Strategic Planning & Process Governance - worked directly with banks top leadership on long and short-term goal, process governance,
- Vendor Management: Conceptualizing performance scorecard, structured - transparent business allocations to exceed SLA's.
- Transport Operation Management: Delivered KPI for transportation services at multiple business sites of shared services.
- MI, Budgeting, Invoicing Account's profitability, Cash flow, realistic forecasting, expenses monitoring, reconciliations of INR 90cr.
- Facility Management: Provided support to drive efficiencies and cost effectiveness of contracted services. Integrations @ ISS.
- 100% compliant & green audits from KPMG, Price Water-coopers, R&G, Barclays Internal local & global Auditors.
- Through efficient & proactive management of no shows been able to ensure a cost avoidance of ~ 2% of total spend.

Assistant Manager Corporate Real Estate Solutions 2013-06 - 2016-08

Barclays

*Noida, India*

- Quality Award (Best Six Sigma Award) end to end invoicing automation @ Barclays,
- Revamped compliance module to cover Physical, Regulatory and Statutory compliances, Instrumental with Risk & control assessments- RCA, CAP & MSA, Contracting, PR, PO, CN. ISO 27001 certification for info-security.
- Internal & external audits periodic Quality Checks incorporated,
- Delivered constants SLA's, KPI for transportation services at multiple business sites,
- Strategizing the long and short-term directions, forecasting, designing structured process governance model to deliver diversified & Inclusive, convenient, safe-secure, compliant, cost effective services with human touch.

Assistant Manager Real Estate Site Operations 2007-02 - 2008-12

### Portfolio

An independent and self motivated professional with proven track record for 17 years of performance-driven service delivery experience of workplace enablement services : Transportation Management, Facility Management, Vendor Management, Supply Chain, Project Management Change Management. A tactical & strategic mindset with hospitality customer services background and problem solving attitude.

### Skills

Business Solutioning



Situational Leadership



Due Diligence



Corporate Transportation Managements



Facility Management



Automations & Project Managements



Supply Chain



Key Account Management



Change Management



Vendor Management



## IBM

Gurugram, India

- Implemented Transport Management System (Route-pro) Baan solutions for NCR,
- GEM Award (Going for Extra Miles) TMS pilot & domain expertise Business in 2007,
- Individually responsible for Transportation delivery to entire Business unit 5000+ users,
- The cafeteria from its hygiene & timely layout of meals & weekly menu finalization,
- Delivered constants SLA's, KPI for transportation services at multiple business sites of shared services. Ensuring availability, handled escalations of service delivery issues (quality / timeliness), BCM, emergency situation. Adherence, safety & security on board, 360 degree grievance redressal.

Senior Executive

2004-07 - 2007-02

Intellicom Contact Centers - Jindal X

New Delhi-India

Enjoyed authority to; take all relevant decision Allow/Sanction expenses on expenditure accounts as per Guidelines in operation manual/in accordance with senior manager Admin.

Asst. Manager Front Office

2001-09 - 2003-02

Golden Waters Resorts

Backwaters, Kumarakom, Kerala, India

- Responsible for Providing complete solution of Front Office while managing operation through my team and rendering unmatched services towards the organization.
- Special focus on dealing with foreign delegation, generation of relevant reports. Worked under and immediate control as well as reporting to G.M. Operations.
- Headed entire front office department for short span of time. Prepared training manuals and conducted training for front office

## Education

Bachelors BA Hons.

1995 - 1998

Delhi University

Political Science

Diploma in Hotel Management

1996 - 1998

Trade wings institute of Management

Specialization in Front Office

## Certificates

Transition Management

2020 - 2020

ISS Group Transition - TPF Module I Certified

Situational Leadership

2012 - 2012

Ken Blanchard ( Situational Leadership II)

Lean / Six Sigma

2011 - 2011

Barclays

## References

Available upon request !!

## Governance

Auditing , Risk & Compliances

Six Sigma

Financial Managements

MIS & Analytics

Operations Management

Strategic Management

## Honor / Awards

Ecological Sustainability Award

iNFHRA - Workplace Excellence Award  
2019-2020 Green mobility - Eclectic Vehicles

GREAT in Transport Award

ISS - Subject Matter Expertise award ILC  
2019 in presence of global CEO

BCM Award

Barclays - For seamless business  
resilience management

Quality Award / Six Sigma

Barclays - Bagged top quality award

Ace Award

Barclays - The Red Carpet Club

GEM / Going Extra Miles

IBM - Transport Management System  
automation Pilot award