



**Abhilash Pillai**

## **SENIOR OPERATIONS MANAGEMENT PROFESSIONAL**

Leader & planner with experience in streamlining operations, invigorating businesses, heightening productivity and improving systems & procedures.

Industry Preference: Business Support/  
Banking / Financial / Automobiles



### **Contact Information**

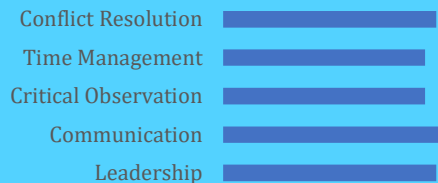
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### **Area of Expertise**



### **Soft Skills**



### **Profile Summary**

Headed the Operations Department for a private joint stock company owned by Investment Corporation of Dubai, the investment arm of Dubai Government



### **Notable Accomplishments Across Career**

- Reduced OPEX. Savings of AED 1.3 Mn during 2013 - 16
- Automated Direct Debit & Employee Savings process in line with UAEDDS system. Channel brings in recurring business of AED 32 Mn
- Paper-less Redemption with company GO GREEN initiative 2014
- 30% TAT reduction on Purchase route via Process Reengineering
- Migration to E-bonds certificates, savings AED 240k annually



### **Work Experience**

#### **National Bonds Corporation, Dubai**

##### **Deputy Operations Manager, Jun 2013 – Mar 2016**

Reporting to COO

*Manage operations department comprising of 5 individual business units.  
Team of 3 Team Leaders, 2 Specialist & 19 Officers*

- Implementation of departmental policies, procedures
- System & procedural improvement to peak efficiency
- Department and Employee Performance Management
- Enforce Compliance and Central bank regulations
- Analyse Risk and deploy control mechanisms
- Disaster Recovery - System failure, Procedural failure, People
- Business continuity Planning.
- Manage Internal, External, Central Bank and ISO Audits
- Facilitate Performance report to COO and Senior management
- Manage Application Support for Distributors, Banks and Exchanges.
- Team Recruitment, Training, Appraisal & Management
- Operational Reconciliation – Issuance vs Bank
- Document Management-Identification, Storage, Protection, Retrieval, and Retention of records
- Support Campaigns, Events & Promotional Activities
- Annual Departmental Budgeting CAPEX & OPEX
- Publish Business Plan to support Company's vision
- Advise Unit Heads on Operational matters
- Represent Department at Senior Management Committee
- Guide Business Excellence on SOP creation & update

#### **National Bonds Corporation, Dubai**

##### **Operations Team Leader, Apr 2010 – May 2013**

Reporting to Operations Manager

*Lead and direct 3 Departmental Units. Team of 13 Staff members.*

- Plan & Manage Purchase & redemption application volume
- Forecast applications volumes based on data & assign staff
- Handle escalations raised by internal & external stakeholders
- Assure inter-departmental SLA's are established and met
- Establish SLA with Mail Partners to ensure cheques delivery
- Pilot process checks to ensure policy adherence.
- Conduct team appraisals & benchmark performance
- Schedule team training and development
- Represent Unit in interdepartmental brainstorming sessions



## Career Timeline



### **National Bonds Corporation, Dubai**

#### **Team Leader – Purchase/ New Accounts, Apr 2008 – Mar 2010**

*Provide Directions, Instructions and leadership to a team of 18 staff members involved with processing Bonds purchase applications.*

- Supervise team & achieve targets as set for the business unit
- Revise and manage Standard Operating Procedures
- Track & Enhance data entry turnaround time while maintaining quality standards

### **National Bonds Corporation, Dubai**

#### **Control Desk Representative, Aug 2007 – Mar 2008**

*The 3-member Control Desk is a central point, accounting for all purchase applications that are batched, data captured and forwarded by Data processing agents within the team.*

### **National Bonds Corporation, Dubai**

#### **Bonds Operations Representative, Jun 2006 – Jul 2007**

*Worked as a part of the Data Processing Team of 15 Representative, primarily checking quality of purchase applications and capture customer information via Viking System Interface.*

### **Galadari Automobiles, Dubai**

#### **Sales / Customer Service Executive, Jun 2002 – Aug 2002**

*Customer Meet & Greet, Product Information, Sales Support, Showroom Floor Support.*



## Trainings

- ISO Quality
- Project Management from Dubai World Central
- Islamic Finance from ICD Shaaiera Board
- Anti- Money Laundering
- Fire Handling and Rescue
- User Acceptance Testing Procedures



## Certifications

- Quality and ISO 9001:2008 in 2009
- Shari'a finance and Investment in 2010
- Project Management, Dubai World Central PMO in 2011
- Internal Quality Auditor, Alpha Consulting Services in 2014
- System-Mainframes, Viking Data Entry System, Business Information System, Visio 2010 Basic in 2015



## Education

- Leadership and Management-Level 3, ILM from Zayed University, Dubai in 2015
- Bachelors in Business Administration from Mahatma Gandhi University, Dubai Class of 2006
- Higher Secondary – Commerce from The Indian High School, Dubai Class of 2003



## Personal Details

Date of Birth: 20<sup>th</sup> February 1985

Languages Known: English, Hindi, Malayalam, Arabic (Basic)

Passport Details: No. – Z 4667742 (Expiry Date: 17<sup>th</sup> Sep 2028)

Driving License Details: Valid U.A.E. and Indian Driver's License