

# Mohamed Anas Ravoof K

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## Professional Summary

Proactive and detail-oriented Assistant Operations Manager with over 2 years of experience in operational systems and administrative management for a globally recognized company. Proven ability to optimize processes, manage cross-functional teams, and redesign processes to deliver seamless operations. Certified Six Sigma Green Belt, with a strong focus on driving organizational efficiency and effectiveness.

## Professional Experience

**Assistant Operations Manager**      **Genpact – Bengaluru**      **May 2022 – June 2024**

- Managed trade promotions and sales operations for an FMCG company under the Supply chain and Logistics.
- Processed pricing for 4,000 SKUs, ensuring standardization and contributing to millions in revenue.
- Improved ticket accuracy KPI by 2.95% YoY, achieving 98.95% and enhancing customer satisfaction.
- Reduced SLA TAT by 1.5 days through process optimization and automation projects, cost-saving of 1 FTE.
- Implemented workflow tools to enhance request tracking, reducing ticket loss to 0.35% (3% YoY improvement).
- Delivered weekly and monthly performance reports to senior leadership, ensuring compliance with audit policies by maintaining comprehensive documentation of process changes and best practices.
- Collaborated with stakeholders to address and resolve operational challenges, mitigating risks associated with process changes and improvements.

**Marketing Research Intern**      **Hindustan Petroleum Corporation – Cochin**      **May 2021 – June 2021**

- Conducted extensive market research for 100 retail outlets to improve customer satisfaction and financial performance.
- Analyzed resource deployment and provided strategic insights to improve product offerings and customer service.

## Education

- Master of Business Administration from **Indian Institute of Management, Amritsar**      2022
- Bachelor of Business Administration from **Kannur University, Dharmadam**      2020

## Certification

- KPMG Lean Six Sigma Green Belt      2020

## Skills

- Operational Expertise:** Process Improvement, Administrative Operations, Office Coordination, Workflow Management, Process Innovation, Data Analytics
- Technical Proficiency:** SAP, Microsoft Office Suite ( Word, PowerPoint, Excel )
- Soft Skills:** Analytical Thinking, Communication, Problem Solving, Team Collaboration, Leadership Development

## Key Projects

- Automation of Workflow Processes:** Designed and implemented automation tools to streamline workflows, saving time and reducing manual errors.
- Strategic Campaign Analysis:** Collaborated with Key Account Managers to provide data-driven insights, enhancing sales strategies during campaigns.
- New Associate Onboarding:** Developed onboarding systems, ensuring seamless integration of new hires into operational processes by creating process manual and training materials.