

ARIF KHAN

CXO Leader - Global Operations

B.C.S - P.G.D.B.M

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8th Oct, 1970

CAREER SYNOPSIS

Over two decades in global operations and business transformation blending technology, governance, and customer impact always meeting organisational objectives.

KEY DELIVERABLES

- ***Catalysing Ops Efficiency***
- ***Stakeholder Value Creation***
- ***Boosting Bottom Lines***

SKILLS

- **Operational Excellence**
  - CAMC / AMC
  - Kaizen & TPM
  - Service Governance
  - Nationwide Rollouts
- **Technical Proficiency**
  - SAP ECC 6.0
  - S/4 HANA & SAP Concur
  - FSM integration
  - Cloud (AWS) & SaaS
  - Industry 4.0 practices
- **Strategic & Analytical Thinking**
  - Solution Provider
  - Scenario Planning
  - Data-driven Governance
- **Industry-Specific Skills**
  - O&M Contract Management
  - Oil & Gas Retail Automation
  - Wellness Startup Adept
- **Interpersonal Skills**
  - Client Governance
  - Stakeholder Engagement
- **Emerging Skills & Trends**
  - Agile & ESG
  - Remote / Hybrid Work SOP's
  - Digital-First Service Delivery
  - IoT & AI Implementation

WORK EXPERIENCE

Gilbarco Veeder Root (GVR)
Senior Manager – Business Operations
(2017 – 2025)

- Asia-Pacific (India, Australia, Singapore), Europe, Americas
- Fuel Dispensing, Energy & Retail Automation
- Fuel dispensers, payment terminals, IoT-enabled forecourt systems, site controllers, service & asset-management software
- IOCL , BPCL , HPCL , Nayara, fuel retailers, service providers, distributors

PRO Wellness
Head Operations.
2016 – 2017

- Western India (servicing inbound from MENA countries)
- Healthcare and Personal Medical Tourism B2C segment
- End-to-end facilitation for international patients — hospital tie-ups, travel coordination, wellness packages, concierge support.
- Medical Tourism from MENA region — UAE, Iraq, Syria, Yemen, Oman, Kuwait, Saudi Arabia

Tata Quality Management Services (TQMS)
Manager L & D, Business Excellence, IT, & Communications
1999 – 2015

- India, Europe, South-East Asia, Middle East, US & Canada
- Automotive & Manufacturing to IT, hospitality, steel, energy, retail, and financial services.
- Business Excellence Frameworks (BE, TQM, TEI), Educational Excellence, Six Sigma, Balanced Scorecard, Corporate Governance, Training & Consulting
- Tata Group companies, & other OEMs,

Bombino Express
Asst. Branch Manager
1996-1998

- India, United States, and European countries
- Logistics / Courier / Supply Chain Management
- International & domestic express logistics, freight forwarding, document & parcel shipping solutions
- B2B and EXIM houses

Apex Digital Lab
Management Trainee
1993-1995

MBTI
ENTJ
COMMANDER

TRAINING & CERTIFICATIONS

- ***Vontier Business Systems (VBS) Training:***
  - Standard Work
  - Kaizen Event Basics
  - Total Productive Improvement
  - Daily Management
  - Problem-Solving Process
  - Value Stream Mapping
  - Voice of Customer
  - 5S Experimentation
- ***Quality Improvement Associate, American Society for Quality (ASQ), 2013***
- ***Unix, C and Oracle, Tata Unisys Limited***
- ***Business Excellence***
- ***Total Quality Management (TQM)***
- ***Total Employee Involvement (TEI)***
- ***Special Training Programmes***
  - Six Sigma
  - Balanced Scorecard
  - Corp. Governance















Professional Journey: Key Projects and Achievements

1993–1998

Branch Operations Transformation: Improved billing and service delivery processes by 15%

2003–2015

Assessment Square Development: Launched internal tool for digitizing assessments, 40% effort reduction, improved transparency.

2002–2015

Enterprise IT & Cloud Migration: Standardized IT infrastructure to cloud, 99.9% uptime, 15% cost reduction.

2017–2020

National Retail Automation Rollout: Led a $75M, 12,000+ fuel station's automation program, achieving 95–98% uptime; recovered ₹20Cr LD by evidencing OMC-driven bottlenecks, protecting margins and IOCL confidence.

2022–2025

Preventive Maintenance Transformation: Shifted to preventive maintenance model, 22% equipment failure reduction, 99.2% system uptime, 35% SLA penalty cut.

1999–2015

Tata Business Excellence Model Deployment: Rolled out TBEM across 60+ Tata companies, 20% average maturity score increase

2002–2013

Executive Committee & Governance System: Managed governance for Tata leadership, Reduced decision cycle times and improved alignment.

2016–2017

International Patient Facilitation Program: Built medical tourism channels for patients. 300+ patients annually, 12% revenue increase for hospitals.

2019–2025

SAP SD Revenue Governance: Managed ₹300+ Cr service revenue invoicing, 98% billing accuracy, 10-day DSO reduction, ₹20 Cr revenue leakage prevention.

2023–2025

Field Service Management Digitization: Implemented IFS FSM for 600+ technicians, 25% turnaround time reduction, 15pp first-time-fix improvement, 95% job visibility

Operational Excellence Framework

Financial Management

Profitability
Cost control & service governance driving bottom-line impact

Stakeholder Management

Stakeholder Value
Strong client governance, 100% customer delight

Team Management

People Leadership
Boosted morale, mentored agile hybrid/remote teams

Performance Monitoring

Performance
95% SLA, <0.5 ppm errors, continuous KPI improvement



Operational Efficiency

Efficiency
Optimized O&M, CAMC/AMC, SAP & FSM integration

Innovation and Improvement

Innovation
Kaizen, TPM, digital-first rollouts, IoT & AI adoption

Strategic Planning

Turn Strategy into Execution for Growth & Transformation

KRA Weightage & My Involvement

