

Job Description

Business Technology & Process Improvement Executive

Department: Business Technology & Process Improvement Team

Location: Andheri, East.

Reporting To: Management / Director

About the Role

We are looking for a proactive and innovative Business Technology & Process Improvement Executive who will help the organization leverage technology to improve efficiency, productivity, and business growth. The role involves researching new technologies, identifying process improvement opportunities, implementing digital solutions, and supporting employees in adopting new systems and tools.

Key Responsibilities

Technology & Innovation

- Research emerging technologies, AI tools, software, and automation solutions.
- Identify opportunities where technology can improve business operations.
- Evaluate and recommend tools for HR, Administration, Sales, Operations, and Management.
- Conduct proof-of-concept (POC) and pilot projects before implementation.

Process Improvement

- Study existing business processes and workflows.
- Identify bottlenecks, delays, and repetitive manual activities.
- Develop simpler, faster, and more efficient processes.
- Create and maintain Standard Operating Procedures (SOPs).

Automation & Digitalization

- Implement automation solutions to reduce manual work.
- Assist in developing digital forms, workflows, and approval systems.
- Support document management and digital record-keeping initiatives.
- Improve reporting and data management systems.

Employee Support & Adoption

- Train employees on new tools and technologies.

- Create user guides and training materials.
- Gather feedback and continuously improve implemented solutions.
- Promote a culture of innovation and continuous improvement.

Research & Development (R&D)

- Monitor industry trends and best practices.
- Benchmark company processes against industry standards.
- Prepare reports and recommendations for management.
- Identify technology investments that can support future growth.

Required Qualifications

- Bachelor's Degree in Business Administration, Computer Science, Information Technology, Engineering, or related field.
- 1-4 years of experience in process improvement, business analysis, technology implementation, or related roles.
- Fresh candidates with strong technology knowledge and a learning mindset may also apply.

Required Skills

- Strong analytical and problem-solving skills.
- Knowledge of Microsoft 365 tools.
- Proficiency in Excel and data analysis.
- Understanding of business process mapping and workflow design.
- Basic knowledge of AI tools and automation platforms.
- Excellent communication and presentation skills.
- Ability to manage multiple projects simultaneously.

Preferred Skills

- Experience with Microsoft Power Automate.
- Experience with Power BI.
- Experience with SharePoint and Power Apps.
- Knowledge of ERP/CRM systems.
- Understanding of AI tools such as Microsoft Copilot or ChatGPT.

Salary: As per company standards and candidate experience.