



Ranjit Jesuraj

Digital Transformation & AI Leader | Workflow Automation | Shared Services & Business Excellence

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Executive Summary

Digital transformation and AI adoption leader with 26+ years of UAE/GCC & EU experience, including 15 years working with ownership, executive leadership and cross-functional teams to deliver transformation across a family-owned multi entity group operating in EPC/construction, facility management, trading, dealership, retail and ecommerce business sectors.

Disciplined personality with strong communication skills having hands-on experience in organizational change management through driving employee led innovation, identifying gaps & strategic opportunities to leverage AI & emerging technologies, building the case & need for change, mapping AS-IS / TO-BE processes, aligning stakeholders, managing budgets, building teams, implementing ERP and workflow automations, optimizing business processes, strengthening governance, measuring adoption & business value, improving reporting and enabling systemic processes & data-driven decision support systems across finance, HR, procurement, logistics, warehouse, sales, service, planning, cost control, audit and project operations.

Value Proposition

I help organizations move from siloed operations, fragmented processes, un-realized business value and delayed reporting to a connected, efficient and AI-enabled operating model through intelligent process improvements and technology adoption.

Having hands-on experience leading transformation & change combined with deep operational knowledge, I help identify gaps & strategic opportunities by mapping current state operating model, customer experience, employee journey, spend governance, supplier performance and business value aligned to the leadership’s vision and future state operating model.

Working collaboratively alongside multicultural teams, with a passion for problem solving and continuous learning, I aim to help businesses achieve measurable value and enable innovative, systemic and digital first culture across the organization.

Competencies, Skills & Digital Tools

Digital Transformation Strategy | AI Adoption & Innovation | Readiness & Gap Analysis | Stakeholder & Team Engagement
Organizational Design | Process Mapping & Optimization | Workflow Automation | Change Management | Systems Thinking
Talent Acquisition | Team Building & Skill Development | Value & Impact Assessment | Shared Services | Business Excellence
Customer Experience | Spend Governance | Document Intelligence | ERP Implementation | Project & Data Governance
Oracle NetSuite | Dynamics 365 | ePROMIS | ERPLY | Service Now AI | UiPath | Jira | Zapier | Kissflow | Power BI | Tableau

Education & Certifications

- Executive Master in Artificial Intelligence for Business from Bologna Business School, Italy (Sep 2023 - Sep 2025)
- Certificate of Specialization; Leadership and Management (Dec 2025), Entrepreneurship and Innovation (Nov 2025), and
- Certificate of Completion; Organizational Leadership (Nov 2025), Winning with Digital Platforms (Nov 2025), Leading Change and Organizational Renewal (Oct 2025), Transforming Customer Experiences (Aug 2025), Credential of Readiness Business Analytics, Economics & Financial Accounting (Jan - Jun 2025) from Harvard Business School Online.

Key Achievements

- Led multi-year enterprise transformation; identifying business and operational inefficiencies, engaging with leadership for alignment, securing buy-in, defining strategy, re-structuring business functions, establishing program and budget, re-engineering business processes, building shared services & business excellence functions from the ground up, uniting siloed operations & teams, improving communication, leading the recruitment drive, building a digital first culture and change champion network across 6 business verticals for an AED 500M turnover group with over 7000+ diverse workforce.
- Developed & presented future state AI transformation and automation opportunity map covering; labour & equipment deployment, inventory optimization, demand planning, spend governance, supplier performance, fleet & asset utilization, document intelligence and O2C/P2P lifecycle improvement. Secured early wins and buy-in by piloting tailored workflow automation & AI assisted solutions partnering with external technology enablers (Etisalat, HITEK, Google) and delivered pilots leveraging Agentic AI solutions within the existing ERP ecosystem for enhanced visibility and decision support.

Employment History

Senior Consultant - Agentic AI Automation & Transformation Advisory

Nextea | Altea Federation, Milan, Italy | Jun 2025 - May 2026

- Engaged as transformation advisory shaping AI enabled transformation approaches, identifying use cases, measuring ROI and validation of agentic AI use cases, working with functional & delivery teams, technology partners, positioning AI and automation as business tools to improve service delivery, customer experience, operating visibility and measurable value.

Transformation Manager - Business, Technology & AI Adoption

Orient Irrigation Services LLC | Al Qasimi Group, Dubai, United Arab Emirates | Feb 2023 - Mar 2025

- Defined strategy, operating model, governance, and value delivery roadmap for AI adoption by partnering with business leaders and external technology partners to identify opportunities, run pilots, and scale successful capabilities as added intelligence layer on top of existing ERP prioritizing use cases by ROI, business value, readiness and risks.
- Led planning and execution of people strategy translating business priorities into culture shaping programmes; built transformation team through mentoring, guiding employee-led innovation and workflow optimization workshops to surface frontline ideas identifying operational pain points and convert challenges into process and service improvement opportunity.
- Led group wide ePROMIS cloud ERP transformation, third-party integrations and adoption across EPC/construction, facility management, dealership, trading, retail and ecommerce business units and supporting functions.

Shared Services & Business Excellence Manager - Sales, Finance, Procurement, HR, IT, Logistics, Warehouse & Workshops

Orient Irrigation Services LLC | Al Qasimi Group, Dubai, United Arab Emirates | Nov 2017 - Jan 2023

- Built & led the centralized Shared Services & Business Excellence function, bridging siloed business units, improving service delivery and customer experience across EPC/construction, FM, dealership, trading, retail and ecommerce verticals.
- Led recruitment of key management and support roles, capability building and built change champion network across 6 business verticals and strengthened digital first culture, alignment; restructured teams, reporting lines, introducing clear ownership, KPIs, SOPs, approval controls and management reviews to support growth, governance and performance.
- Owned deliverables including BRDs, FRDs, current state process discovery, gap and impact analysis, identifying gaps, manual workarounds, control issues and operational pain points, and translating them into clear AS-IS / TO-BE process maps, future-state recommendations and drove change initiatives from stakeholder alignment to BAU handover by securing buy-in, engaging process owners, and delivered Oracle NetSuite transformation for dealership, trading, retail and ecommerce units.
- Implemented third party solutions; facial recognition/biometric/GPS payroll & attendance for 7000+ employees, GPS fleet & equipment tracking for 350+ vehicles & 3000+ equipment, Route Optimization & AED750k/month fuel spend governance, Qashio pre-paid card reducing AED 3M/month petty cash by 90%, custom P2P Lifecycle solution using Kissflow for FM and construction projects across 200+ concurrent projects with procurement value exceeding AED 30M/month, VAT & audit compliance, enhancing efficiency, cost visibility and procurement discipline across the organization.

Business Relationship Manager - IT & Digital Operations

Orient Irrigation Services LLC | Al Qasimi Group, Dubai, United Arab Emirates | Feb 2011 - Oct 2017

- Acted as liaison between group finance, procurement, warehouse, logistics, HR, IT & sales operations streamlining O2C, P2P, R2R workflows, pricing controls, service job tracking, fulfillment planning, inventory tracking, warranty management, strengthening financial governance, service delivery, customer experience, and operating visibility across the organization.
- Digitized core master data for employees, customers, vendors, materials/products, Plant & Equipment, cost centers, chart of accounts, approval workflows and led the group's first structured digital operations program across all business units moving from legacy systems, manual processes, to integrated cloud business systems; ERPLY Inventory/Books, GreytHR, Shopify, Pipedrive CRM, GSM Tasks, bridging siloed data & process to centralized operations and governance framework.

IT Manager

Orient Irrigation Services LLC | Al Qasimi Group, Dubai, United Arab Emirates | Feb 1999 - Jan 2011

- Built the IT function from the ground up, including enterprise infrastructure, secure networks, website, servers, file management and developing in-house MS Access applications supporting inventory, sales, payroll and project billing.