**ASHOK PAUL**



**Location**: Ahmedabad, India

**Contact**: +91 9937009896/8280064950

**Email**: paulashok1970@gmail.com; pal\_ashok@rediffmail.com

***TOP MANAGEMENT PROFILE: OPERATIONS / BUSINESS DEVELOPMENT***

**EXECUTIVE SUMMARY**

* Qualified senior management professional with nearly 25 years of experience in business development, office administration, operations and logistics in diverse roles across the organizational hierarchy.
* Significant exposure in streamlining of operations & implementing sound business practices enhancing service quality and boosting business & revenue by generating additional business from satisfied customers.
* Skilled in setting up service structure in rendering qualitative services for enhancing customer satisfaction; defining and implementing SLAs for all departments in compliance to organizational policies and procedures for enhancing service quality.
* Possess sound knowledge in analysis, comprehension / deduction of insights from activity based as well as overall performance metrics and reports in graphical/ numerical form.
* Looking for a leadership role with a professionally managed organization to apply professional competencies and industry knowledge and contribute to company’s top and bottom-line.

**AREA OF EXPERTISE**

* Strategic Planning
* Business Development
* Operations & Administration
* Logistics & Supply Chain Mgmt.
* Statutory Compliance
* Performance Management
* Planning and Administration
* Employment and Labour Laws
* Corporate Governance
* Stakeholder Relations
* Management Reporting / MIS
* Communication and Presentation
* Liaison & Coordination
* Client Relationship Management
* Team Leadership

**PROFESSIONAL EXPERIENCE**

**Head – Business Development Excellence (GM Operation), Dec 2014 to Present**

ISS SDB Security Services Pvt. Ltd., Ahmedabad

***Key Responsibilities:***

* Collaborate with the senior management & department heads in defining & implementing action plans aimed at seamless operations.
* Focus on enhancing business generation from major clients like Vedanta Aluminum Limited., Aditya Birla Ltd., Adani, APM Terminals, TCS, Bhushan Industries, Wipro, Tata Industries, Big schools, Hotels, Hospital etc.
* Interact with Labor Department for ESI, PF, Registration, Professional Tax, Shop & establishment license and other statutory matters.
* Manage day to day administrative aspects related to evaluation & approval of bills prior to payment, managing existing and renewal contracts, including general office maintenance like, housekeeping, pest control, hygiene, electrical and mechanical, sanitary and plumbing, space management
* Focus on procurement and maintenance of office equipment/furniture/fixtures to ensure serviceability and AMC including procurement and issue of stationery to various divisions.
* Optimize resource utilization by allocating tasks to team members and implementing various process improvement initiatives.
* Develop Customer Engagement Programs to align customer expectations to organizational business processes. Involved in planning, implementing & controlling service functions in compliance to budget & revenue generation.
* Interact with clients for collating & evaluating requirements for rendering customized requirements. Developed action plans based on collated customer feedback.
* Evaluate team performance & render productivity enhancement feedback. Organize training sessions for team members based on identified training needs.
* Prepare & present various status reports for the senior management and other stakeholders to enable effective decision making.

**Branch Manager (Operation & Business Development) Jul 2005 to Nov 2014**

G4S Security Services India Pvt. Ltd., Odisha & Chhattisgarh

***Key Responsibilities:***

* Ensured maintenance of effective operational controls aimed at enhancing operational efficiency and service quality leading to positive customer satisfaction index.
* Coordinated activities related to planning, organizing & controlling branch activities, operations and services. Guide employees in accomplishing bank’s business objectives.
* Built & maintained productive business relationship with existing clients & prospects for identifying & developing new business opportunities.
* Assisted the senior management in implementing process changes based on business as well as operational requirements aligned to statutory parameters.
* Maintained regular interaction with internal and external customers/ departments and authorities based on business as well as operational requirements.
* Highlighted critical technical issues to the senior management and other stakeholders to the senior management and other stakeholders for realigning policy decisions to changing market dynamics and other related factors.

**PREVIOUS WORK EXPERIENCE**

* **Sales & Logistics In-charge, Health Food Products Private Limited**, Odisha (1999 - 2005)
* **Sales In-charge (Cargo Division), Gati Corporation Ltd,** Odisha & West Bengal (1995 - 1999)
* **Store In-charge, Tata Construction & Project Services Ltd,** Odisha (1992 - 1995)

**EDUCATION**

* Certificate course of negotiation skills from Del Carnegie institute, Bangalore.
* Certificate course from IACT (Supply chain management)
* Trained in Communication Skill from McKinsey Pune

**PROFESSIONAL DEVELOPMENT**

* Post Graduate Diploma in Marketing Management

**PERSONAL DETAILS**

* **Nationality** : Indian
* **Date of Birth** : 21 April 1970
* **Language** : English, Hindi, Bengali and Oriya
* **Passport Details** : K 0998239 valid till 2022

**~ REFERENCES AVAILABLE UPON REQUEST ~**