



Professional Summary

Dynamic and results-oriented Operations and Administration leader with over 20 years of progressive experience across diverse industries. Recognized for my strategic foresight, operational efficiency and adeptness in aligning cross-functional teams to organizational goals. Expertise includes comprehensive oversight of operational workflows, strategic planning and seamless implementation of continuous improvement initiatives. A seasoned problem-solver and change agent with a track record of driving productivity, optimizing resources and fostering a high-performance culture within large-scale and complex organizational environments.

Professional Experience

Business Consultant | MEA Water Solutions LLC | Apr 2023 – Present, Abu Dhabi

- Conducted extensive training programs to enhance the skills of sales teams and improving customer engagement.
- Developed and implemented a feedback-driven approach to capture and analyze customer insights, leveraging these insights to refine product offerings, elevate service quality, and enhance customer retention.
- Led digital transformation efforts to elevate brand visibility and optimize lead generation.
- Strategically identified and pursued growth opportunities, expanding customer reach and increasing revenue potential.

Asst. General Manager | Colliers International | Sep 2022 – Apr 2023, Bangalore, India

- Ensured full compliance with corporate operations policies and procedures, streamlining operational efficiency.
- Facilitated collaboration among senior leaders across India, led discussions on operational challenges and generated actionable insights for strategic growth.
- Developed comprehensive business development trackers, enabling data-driven analysis to inform strategic initiatives.
- Fostered a high-performance culture, mentoring and guiding teams while actively promoting Diversity, Equity, and Inclusion (DEI) metrics.
- Supported the implementation of operational budgets, tracked expenses and coordinated project budgets to ensure fiscal responsibility and alignment with company goals.

Director - Operations | Emptech Engineering Pvt. Ltd. | Dec 2012 – Aug 2022, Bangalore, India

- Drove long-term operational strategies in collaboration with executive leadership, focusing on scalability, profitability, and aligning with organizational vision.
- Oversaw budgeting processes, financial forecasting and resource allocation, ensuring prudent financial management and sustainable business growth.
- Defined, documented and standardized operational procedures to improve quality, consistency and operational continuity.
- Partnered with HR on workforce planning, recruitment and retention strategies to ensure skill alignment.
- Strategic partnerships with vendors and service providers, optimizing contract negotiations to ensure quality and cost control.
- Established robust compliance frameworks and promoted ethical practices as part of the company's CSR objectives.

Manager - HR, Admin & A/c | S&S Constructions | Feb 2004 – Oct 2012, Bangalore, India

- Directed all financial activities and established efficient administrative protocols, ensuring compliance with legal and regulatory requirements.
- Managed recruitment and talent development, coordinating with project teams to ensure alignment with strategic objectives.
- Conducted regular performance reviews and implemented training programs to foster professional growth and development.

Executive Assistant to the Chairman | PNASF | Jan 2003 – Jan 2004, Bangalore, India

- Managed Chairman's schedule, national and international communications and handled high-level project correspondence.
- Actively supported research initiatives by managing collaboration with agencies, overseeing project budgets, and finalizing publications.

Education - Bachelor of Business Administration, Calorx Teachers University, Ahmedabad, India

Key Skills

Operational Strategy & Planning | Process Optimization & Quality Assurance | Resource Allocation & Financial Oversight | Leadership & Team Development | Customer Engagement & Satisfaction | Communication Skills | Decision-Making | Adaptability and Resilience | Compliance and Risk Management | Organizational Skills

Awards & Recognition

Awarded for exceptional coordination and management of logistics for the International Conference of Veterinary, overseeing 650+ participants from 37 countries in the presence of the Chief Minister.

Commended by the Chairman of PNASF for contributions to publication editing, layout design, and research project coordination on the release of "Food & Security, A Global Perspective" by Governor T.N. Chaturvedi.