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*Seeking to spear head corporate functions in* ***Risk Management, Safety & Security Compliance, High Threat Condition Security compliance, Intelligence Operations and SOP Development*** *utilizing 31 years of valuable experience and proven leadership skills in the Hospitality and Defence Sector*

**Professional Brief**: A Competent and loyal with 31 years of a progressive career in providing expertise in Hospitality Security risk management, Statutory Compliances, Policy Development, Crisis Management, Hotel pre-openings experienced, budget planning, Manpower Planning, Investigations and Due Diligence. A persuasive leader, result oriented motivator and dynamic manager of change with a flair for developing and implementing innovative practices in the organization with the ability to achieve the goals of the organization.

**KEY STRENGTHS**

* Risk management, planning, implementations & reviewing.
* Optimum utilisation of the technology for extra ordinary productivity.
* Logical and analytical thinking
* Excellent administrative and organizing ability
* Excellent communication and relation building skills
* Perseverance and high stress tolerance
* Ability to handle matters discretely and confidentially
* A positive, pro-active and goal-oriented approach to work
* Ability to multitask and work independently
* Ability to mentor the team members to develop & deliver excellent productivity.
* Ability to work with multi race, ethnic & diverse team.
* Ability to motivate, train and manage multi-disciplinary teams under challenging conditions
* Teaching skills to educate and train employees on all necessary regulations and industry practices.

**AREAS OF SPECIALISATION**

* **Loss prevention– Cluster security manager** for Five Star Deluxe upscale business hotel with 619 rooms, more than 18 thousand sqft of banqueting & 3 speciality restaurants. Manages & trains 350 team members and several vendors on Loss Prevention from year 2020.
* **Risk Analysis** – Conducted Risk Analysis and Audits for different upscale hotels while handling Area manager Position. Coordinated in developing and implementation of security manual for APAC team.
* **Training-** Mentor based training to develop the team of an MNC hospitality chain. Successfully trained and developed more than 70 executives & managers who are placed in different hospitality sector in India and Abroad.
* **Pre-Opening-** Through Proper risk analysis & using all required risk mitigation infrastructure have successfully opened 4 upscale hotels and 1 Luxury Brand hotel.
* **SOP Development** – Adept in Defining, Formulating and Commissioning SOPs and Policies for Risk Management, High Treat security compliance, Audits and Compliance Library for large scale hotels as pre-opening specialist.
* **Manpower Optimization** – Proficient in critical analysis of staffing patterns in an organization based on various job contents and suggest effective methods of optimum utilization of manpower.
* **Crisis Management** – Very effective leader during crisis where order has to be restored in a chaotic situation and quick decisions have to be taken to find a solution to the problem, Coordinated and supported all the hotels in India and few in APAC during Covid and Crisis management command centre was set up in Bangalore to support the hotels in Chennai during floods and other crisis.
* **Transport Safety**- Implemented Accident prevention measures for guest and staff transportation and also monitors the driver behaviours by assessing the near miss incidents and minor/ major accidents. Drives the defensive driving program for all the drivers.
* **Audits**- Coordinated and conducted OSHA audit across all the hotels in India, was part of the APAC team in transforming the paper audit to online audit.

**HIGHLIGHTS OF PROFESSIONAL EXPERIENCE**

* Specialist in Managing High Threat condition operated Properties.
* Specialist in budget & forecasting.
* Specialist in Fire Life Safety norms & Compliance.
* Specialist in Crime Prevention through Intelligence gathering and coordinating with government bodies
* Specialisation in Policy and SOP development, Corporate Compliance, Emergency Response, Risk Assessment, Site Security, Compliance Audits and Investigations

**CAREER GRAPH**

**Hilton and HGI Bangalore Embassy Manyata Tech Park. & Hilton EGL**

**January 2022- August 2022**

**Cluster Security Manager**

* Pre-Opening and Launch of the luxury & biggest business hotel & Convention Centre for Hilton in APAC.
* **Pre-Opening**: Developed & executed the Safety & Security infrastructure with project team.
* **Policy Development**: Developed, Formulated and Commissioned new policies and procedures for the Hotel
* **Risk Assessment:** Conducted threat and risk assessment for the organizational assets and employees
* **Risk Mitigation**: Developed and ensure effective implementation of safety and security measures at the Hotel
* **Vendor Management**: Aggressively conduct contract negotiations with all Loss Prevention vendors with the goal of maximizing the cost benefit to the Company. Also Audit the vendor process for statuary compliance
* **Training:** Moderating and Facilitating continuous training for the team, academic as well as stimulatory to include forming of an Investigation Unit for investigating fraud, pilferage, security incident, code of conduct violation and policy violation
* **External Liaisons**: Built external partnerships with state and local law enforcement agencies, trusted third-party security agencies, community leaders, and other organizations to ensure smooth flow of business and safety of employees
* **Evacuation Drills**: Overseeing the Conduct of Evacuation Drills and implementing Fire Safety measures.

**Area Manager Safety & Security – Hilton India**

**January 2021-January 2022**

Coordinated with all the hotels in India in Safety & Security audits, trainings and Risk Assessments

**Hilton Bangalore Embassy Golf Links**

**September 2015 – January 2022**

**Security Manager**

* **Processes and Policies**: Develop and enforce physical security policies, procedures and global standards for the company to include Formulating, Defining and Commissioning of Loss Prevention/ Security SOPs.
* **Security Guards Managing**: Team of 125 Loss prevention associates, executives, Managers & QRT squad are trained and managed for effective operational output.
* **Asset Security**: Oversee the Safety and Security of Hilton EGL and Embassy Corporate office Bangalore.
* **Risk Assessment**: Oversee physical security processes to ensure that they meet established business SLAs, Coordinated audits with Business partners (MNC)
* **Vulnerability Assessments**: Partner with business leaders and key stakeholders to ensure protection of all assets (physical and personnel) against internal and external threat.
* **Vendor Management**: Aggressively conduct contract negotiations with all Loss Prevention vendors with the goal of maximizing the cost benefit to the Company. Also Audit the vendor process for statuary compliance.
* **Critical Infrastructure** Maintenance: Ensure all the building safety & security infrastructure in working condition.
* **Strategic Planning**: Analyze, Plan, Prepare Key Strategic goals via balance score card for department, hotel & individuals.
* **Woman Safety:** In charge of ensuring woman travel safety via means of an integrated Security command Centre
* **Education and Awareness**: Develop and plan New Employee Orientation Sessions for an overall preview on the Security vertical for new joiners. Also facilitating the education for existing employees on various safety and security measures to be adopted in case of unforeseen incidents
* **Investigations**: Direct investigations related to Security Incidents to include Code of Conduct Violations, Fraud, Policy Violations & Non - Compliance
* **Training:** Moderating and Facilitating continuous training for the team, academic as well as stimulatory to include forming of an Investigation Unit for investigating fraud, pilferage, security incident, code of conduct violation and policy violation
* **External Liaisons**: Built external partnerships with state and local law enforcement agencies, trusted third-party security agencies, community leaders, and other organizations to ensure smooth flow of business and safety of employees
* **Compliance**: Ensuring adherence to security standards against which the hotel has certified itself by Designing, Monitoring and Metrics reporting
* **Security Audits**: Facilitate and support audits of physical security that are conducted on behalf of customers, industry groups, governments and others
* **Evacuation Drills**: Overseeing the Conduct of Evacuation Drills and implementing Fire Safety measures.
* **Emergency Ops Centre**: Spearheaded the special project for conceptualizing and establishing the Emergency Operations Center for managing Crisis and Threat Response across all the properties in India
* **Disaster Management Plan**: Conceptualize and Implement the Disaster Management plan for the entire Hotels in India

**Conrad Bangalore**

**Pre-Opening Team-Security Manager**

* **Pre-Opening**: Developed & executed the Safety & Security infrastructure with project team.
* **Policy Development**: Developed, Formulated and Commissioned new policies and procedures for a new Hotel
* **Risk Assessment:** Conducted threat and risk assessment for the organizational assets and employees
* **Risk Mitigation**: Developed and ensure effective implementation of safety and security measures at the Hotel
* **Service Provider Management**: Managed security service providers and monitor performance on the basis of KPI.
* **Site Vigilance**: Implement site vigilance programs per the risk mitigation strategies.
* **Audits**: Conducted Audits for Security, Fire Safety and Health issues
* **Evacuation Drills**: Conducted Mock Fire and Safety and Evacuation drills
* **External Liaison**: Liaison with law enforcement agencies.

**Doubletree Suites By Hilton Bangalore**

**March 2014 – September 2015**

**Security Manager**

* Ensured efficient and effective day to day security operation throughout the hotel through the implementation of security risk management policies. Seeking new initiatives to improve security operations within the hotel resulting in consistently high standards in all areas minimising loss or damage to guest, staff and company property.
* Plan and schedule the day-to-day activities of the security personnel to manage all hotel areas to ensure they are adequately secured at all appropriate times
* Plan, co-ordinate and implement Health and Safety Policies within the department and across the hotel.
* Assist the hotel in complying with the Local Fire Safety Legislation
* To assist the hotel to comply with Local Safety Legislation, being specifically responsible for the compliance of the security department.
* Directs and co-ordinates the activities of all security personnel, engaged in the implementation of safety and security procedures for the department and provide any possible assistance and advice to other departments in relation to security
* Prepare incident reports, inter departmental training plans and ensure all allegations are properly followed up.
* Liaise with Departmental Heads to ensure hotel staffs are aware of their responsibilities in relation to security. Provided assistance and advice which on occasions include training at staff induction
* Be fully conversant with hotel Fire and Emergency procedures
* Liaison with the local authorities.
* Implementing the theft prevention procedures.
* Handling and coordinating emergency situations.

**Taj Kovalam**

**Security Manager**

**February 2009 – January 2014**

* Heading Security, Risk and Fire and safety management
* Liaison with government/non-government officials
* To develop, implement, monitor and evaluate the hotel's safety and security procedures, including fire safety, employee and asset protection.
* Develop budgets for security operations
* Create or implement security standards, policies and procedures
* Assist in emergency and contingency planning
* Write or review security related documents, such as incident reports, proposals, and tactical or Strategic initiatives
* Monitor security policies, programs or procedures to ensure compliance with internal security
* Policies, licensing requirements, or applicable government security requirements, policies and directives
* Plan security for special and high-risk events
* Attend meetings, professional seminars or conferences to keep abreast of change in executive legislative directives or new technologies impacting security operations.
* Handling the hotel fleet & travel desk.
* Over all responsible for handling the license & compliance part of the hotel.

**Taj Residency (Trivandrum)**

**May 2008 to February 2009**

**Security Officer**

* Assist Security manager in day-to-day activities
* Impart training to staffs and security personnel.
* Liaison with Police and locals to ensure acquisition of information and corrective actions
* Imparting crisis management training to staffs and management level team
* Overseeing CCTV Control room, X-Ray Bag vision, Security Gadgets, under vehicle scanning system, Visitors Management System, Wireless communication, Metal detectors, Road Blockers (Bollards), Access control systems. Patrol Internal and External area of the premises and guards against theft, FIRE and vandalism.

**Indian Army**

**Military Engineering**

**April1991 – April 2006**

* Improvised Explosives Course (IED).
* Undergone all types of Arms T raining
* Undergone Mines Training
* Undergone Desert Training
* Undergone Commando Training
* Coordinated Filed Operations (Borders)

**EMU-DRDO,** **Hyderabad (Indian Army)**

**Apr 2006 — Apr 2008**

* In-charge of security and security personnel of the DRDO Township and scientist hostels

**Certifications**

* Marshal course (ISRAEL)
* Security manager course (ISRAEL)
* Martial Arts (ISRAEL)
* Weapon Training (ISRAEL)
* Holder of international badge of body guards and security (ISRAEL)
* Fire & Safety
* First Aid & CPR

**Educational Qualification**

* BA (History)
* Diploma In E&M (Army)

**Awards and Achievements**

* Awarded good service and long service medal from Indian army.
* Awarded war medal (Kargil) from Indian army.

**Personal Details**

**Father’s Name - Shri. G.T.Pillai**

**Date of birth - 05 Aug 1973**

**Marital Status - Married**

**Nationality - Indian**

**Languages Known - English, Hindi, Tamil, Malayalam, Telugu & Kannada**

**Reference’s**

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