

Ivan Christadas

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Education: Bachelor of Commerce **Age & DOB:** 53 Years, 28 Sep 1967 **Nationality:** Indian.

Me, as a person:

Passionate, optimistic, fun loving, simple, persistent, enthusiastic, achiever, forever learner, meticulous, dependable, family man, and approachable are certainly the characteristics my friends and colleagues will agree. Well, I am more than that, much more and seasoned!

When I am not playing with the data or making decisions or supporting the management at work, I am improving my cooking skills, watching Netflix or YouTube for interesting stuff. Following geeks and their inventions online. I can be good company for social activities, or motivational chat which takes us back on memory lanes, the experience talks!

Me, at work:

I love to dig into detail, data, and trends to evaluate improvement opportunities (includes digging into discrepancies and problems to ensure those are addressed before they accumulate and cause loss to the business). A firm believer of getting basics right on almost everything, while also believing few exceptions are part and parcel of every business. A natural troubleshooter with great understanding on the process in both the industries I've worked to date. To accomplish this, I focus on using the available technology with detailed observations of people, processes and transactions. Creating, scaling, and optimizing the existing process to minimize the discrepancies to deliver the best results possible are the positives delivered over the period, which has made me grow within the organization, especially the present one where I am assisting the top management with broader view of the risks to be managed and, constantly assisting with development strategies. The journey which got me here is because of few of the following aspects:

- My thought process is always centered and balanced around customer service and my organization's profitability.
- I love excelling in execution of big ideas, projects within the given support and constraints.
- I trust my instinct strongly; however, I back that instinct with data for the decisions I support or make.
- I love to win (all of us do, don't we?). I would gladly accept and learn when the other party is right. On rare occasions, I do give up when there are other priorities to be dealt with.
- I relate and narrate well to make others understand and get involved with interest.
- I constantly learn because I always want to move ahead.
- I stay calm and focus on quality decisions.

My vision:

To keep learning to succeed; to teach, share and motivate others to follow suit. To enjoy everything I do, to be appreciated and remembered for the contributions I make in every business I was and am part of. To achieve more with meaningful and productive efforts. To grow, to lead and ensure growth of others along the way. To gather knowledge and spread the same. To make my career journey fruitful and worthy of travel, to me, to others and to the organization that I am working for.

Interests to succeed in:

- | | | |
|---------------------------------|--------------------------------|-------------------------------|
| - Asset Management | - Strategies & Development | - Customer Service & relation |
| - Reports & Data Analysis | - Team Management | - Process Management |
| - Internal Audit & Control | - System Administration | - Communication |
| - Debts & Collection Management | - Sales & Hire Desk Management | - Great Human Being |

My strengths:

- A creative data analyst with in depth knowledge of equipment rental business process to help make the right managerial/executive decisions.
- Versatile person with the capability of adapting to the need of the hour, to ensure proper solution is presented and effective results are achieved.
- Proven skills in 'Rental Asset Management', by optimizing the asset performance, minimizing idle time of the rental assets with traction/trend of utilization over the period.
- An individual, with a proven track record of success in team-building, customer relationship management, improvisation of policies & procedures, asset management, internal control, operational audits & quality assurance.
- Excellent working knowledge of ERP such as Microsoft Dynamics AX and Syrinx Rental Management Software. Key understanding and skill in ERP implementation as Subject Matter Expert (SME) and mapping activities for such implementation & Key exposure and expertise in ERP implementation for Rental Business including process review, re-design, scoping of work, data migration, set-up and roll out, training and mentoring with continuous process review and improvements.
- Highly regarded as resourceful trouble shooter with extensive leadership & management skills and rich exposure to fostering a cooperative working environment. (I believe that my greatest strength is the ability to solve problems quickly and efficiently. I can see any given situation from multiple perspectives, which makes me uniquely qualified to complete my work even under challenging conditions. That problem solving allows me to be a better communicator. I am just as comfortable speaking to senior executives as I am in addressing junior team members. I think my ability to see all sides of an issue has made me a great asset to the organization).
- Implementing and executing successful strategies leading to effective operational excellence and improved work ethic, culture and performance.
- Specialized competencies include: Reports & analysis of operational efficiency, people development, CRM, data mining, statistical analyses, problem solving and solution oriented.
- An excellent communicator and team person for a range of employee related issues with the ability to work under pressure in a fast-paced environment with proven ability to interact effectively with people of diverse nationalities and comfortable working in multi-cultural setup.

Career Path, So far:

Byrne Equipment Rental LLC (www.byrnerental.com)

A leading Equipment Rental company with current presence across 17 operational bases in the UAE, Qatar, Saudi Arabia, Oman, Kuwait and Bahrain. The main industry sectors catered include construction, Marine, Oil & Gas, Infrastructure, Events and Facilities management, etc.

Promoted to this position, reporting to Chief Operating Officer, responsible for rental process compliance & business analysis for the Group, in the Gulf region (UAE, Qatar, Saudi Arabia, Oman, Kuwait and Bahrain) which includes 17 Business Units.

What am I responsible for?

- Define the problem concisely and hypothesize the proposed solution. Perform quantitative and qualitative analysis to drive the proposed solution. Consolidate the findings from the analysis and present solutions to the management. Develop and present a plan to implement the recommended changes
- Insert/provide inputs on capital expenditures and ensure all checks and balances are recommended to management to support profitable investment and avoid unnecessary costs to the capital expenditure.
- Develop and oversee asset management system including procedures and policies of acquisition, movement, maintenance, rentals, disposals, sales and transfers, rental asset demand management & disposal / transfer plans.
- Execute and monitor implementation of asset acquisition and ensure uniformity across the regions in the way they are aligned in the system.
- Investigate and report on variances, discrepancies, non-standard operational actions and make necessary recommendations to resolve and update the system. Frequently monitor and advise respective operational and technical teams to ensure turnaround time is maintained is minimal.
- Monthly monitoring of asset acquisition and disposals and ensure respective departments/regions are recording the transaction in accurate and timely manner. Constantly guide respective teams to ensure accurate data, traceability, and optimal performance of the rental equipment across the group.
- Disposals and internal transfers based on low utilization is recommended periodically with proper reasoning and ensure it gets executed within the timeframe to ensure better utilization of the rental equipment. Suggest with clear and concise manner, of the non-performing rental equipment to be disposed, to avoid any further loss in terms of space, interest or depreciation.
- Periodic debt analysis, highlighting aged debts and advising the local teams on the same to ensure debts and debtor days are within the company standard and control.

What are my key achievements?

- Led and designed various analysis, graphs and presentations to help business management understand real time status of various functions within the business across all regions including comparisons over various periods, functions and regions through Business Intelligence Dashboard.
- Headed the cross functional team consisting of various operational teams to ensure inventory module, rental fleet maintenance budget and cost capturing through the ERP system and budget approval matrix.
- Developed and implemented inter-company asset performance to compare between the regions to ensure visibility of the asset performance across the regions, which in turn can be transferred to achieve optimized utilization and profitability. The 'Go to Guy' within the company for any suggestions, problem solving or advice within the group.
- Developed and managed rental asset Key Performance Indicators (Including fleet utilization) to ensure optimized usage of rental asset resources within the group. Participated in the design of operational processes, including development of internal controls and evaluation of control environment.
- Assisted all plant departments within the group to ensure internal rental fleet resources are managed efficiently whilst maximizing our ability to meet the customer's needs.

GROUP HIRE DESK SUPERVISOR**October 2010 – August 2015****HIRE OFFICE SUPERVISOR****October 2008 - October 2010****What did I do?**

- Oversee, nurture & motivate the hire desk teams and provide necessary support and training to ensure the highest levels of customer service and delight benefiting in better conversion and revenue. This included mentoring, training and recruiting hire desk personnel.
- Monitor day to day management of hire desk operations, co-ordination with other related departments such as Plant & Yard, Transport & Logistics, Sales and Finance for cross functionality support and issues and ensure all standards and expectations are met.
- Prepare, analyze & project various periodical reports and KPI's on plant utilization, sales team performance to the management. Backing all business managers with reports and analysis enabling them to take informed decision including suggestions & improvisation where necessary, keeping business interests in mind.

What were my key achievements?

- Contributed as a lead member representing the Sales & Hire-desk operations for the Microsoft AX ERP System implementation project (and earlier Syrinx rental management software) across the group. Have taken the lead role in user training of the ERP system and development of the system to suit the business process.
- Key member of the Data cleansing exercise carried out throughout the group and also ensure that the Data updated in the system post implementation conforms to process requirements. Integral part of the Change Management Process for the group during migration to the new ERP system.
- Conducted a complete post implementation review of the ERP system including work flow, documents & reports, approval and authorities, Internal checks and controls, Processes and procedures as well as recommend change requests to be implemented.
- Conducted Controls visits to all depot businesses and proactively communicated any identified risks and control issues in business operational process reviews. Suggested improvements based on the internal control review visits. Monitored and ensured the improvements suggested were followed up and closed effectively within the agreed timeframe.
- Provided self-assessment tools to help local businesses and projects to adopt and sustain proper processes & controls.
- Recommended corrective measures/plans after analyzing control failure in any of the operational processes.
- Designed & implemented a Hire Desk Procedure Manual and accountable to ensure compliance of the same across the Group.
- Become one of the internal auditors on Quality Assurance / Quality Control during the process of ISO accreditation.
- Key member from the operational side in implementing the Business Unit concept within the company to maximize the efficiency which also enhanced the visibility of profitability of each business units.

Before taking up a Career in Plant Hire Business:**Various Hospitality Establishments (Restaurants and Catering Companies)****August 1987 – September 2007****Mumbai, Bangalore, India, Kuwait, Bahrain & UAE**

Post my graduation, I started my career in hospitality industry in 1987. Being a keen learner, progressed myself through the ranks to become a very successful Restaurant Manager at the end of my career in Hospitality Industry, which spanned over a period of 20 years, prior to jumping in to Rental Industry in 2007.