

Servicing ~ Construction Management ~ Quality Control ~ Life Safety

10+ years' rich experience in delivering optimal results & business value in high-growth environments

Proven expertise in service management, business development, customer support, quality management etc. Critical thinking, creative problem solving, advanced organizational abilities with excellent written, verbal and interpersonal communications skills. Core strengths in project planning, scheduling, monitoring, execution of construction projects without incidences of time/cost overruns. Key competencies in systemically assessing project/servicing needs of the customers and offering befitting solutions. Proficiency in Management of all types of construction Projects with Project Cost Review, Project Design review, Budgeting, Estimating and Tendering. Strong background in developing and nurturing business relations with key accounts. Demonstrated competencies in designing and implementing safety set up in compliance with statutory provisions. Adept at designing and implementing quality management systems and procedures. Focused and goal oriented in approach and has always been able to deliver within tight timelines. Excellent man-management, time management, and leadership skills; computer literate. OSHA Certified. CPR and First Aid Certified. Mold Remediation Certified.

PROFESSIONAL VALUE OFFERED

Project Management	Construction Management	Quality Management	Operations Management
Planning/Scheduling	Resource Mobilization	Materials Management	MIS/Documentation
Customer Support	Servicing/Recruitment	Warranty/AMC	Fire & Safety Management
Value Engineering	Cost Management	Budgeting	Team Leadership
Contract Management	Training & Development	Crisis Management	Analytical Skills

PERFORMANCE MILESTONES

- Distinction of achieving 100% customer satisfaction and willingness to refer as reported by Woodland O'Brien surveys.
- Credited as "Associate of the Quarter" with Toll Brothers, inc. during the 2004 4th quarter.
- Honoured with 'Ryan Homes Certificate of Outstanding Performance' for First Quarter 1997; in the communities of Park Overlook and Wyndom Woods.
- Recognised as 'Regional supervisor and head foreman' for fire sprinkler companies.
- Selected and deputed to participate on a 'Green Building Initiative' that helped set goals and achieve National recognition.
- Developed plan for regularly monitoring of Customer's feedback for continuous improvement in services and operations.
- Nominated as 'Singly Point of Contact' between builder and homeowners.
- Published as the principal Graphic Designer of Model Compounds in the Scientific Atlas titled: Infrared Spectroscopic Atlas of Polyurethane's.

CAREER PROGRESSION

Assistant Regional Manager, Backyard Buildings, Leesburg, VA, Since 2010

(National Builder of Sheds, Gazebos, Pergolas and Play Sets. 1348 E. Main Street Leesburg VA 20175)

- Accomplished responsibility for managing store audits, inventory, customer relations, monitoring daily and appointment schedules.
- Proactively contributed in recruitment and training to new hires.
- Judiciously handled accounts payable, payroll, safety, and quality control activities.
- Implemented the concept of MIS reporting to update the Management on regular basis.
- Propagated Quality Circle movement and developed quality culture in the work force to achieve quality leadership in the industry.

Regional Service Manager, EYA, LLC, Bethesda, MD, 2005 to 2009

(Residential Builder/Developer High-End Urban Infill. 4800 Hampden Lane, Suite 300 Bethesda MD 20814)

Senior Service Manager, Toll Brothers, Inc., Ashburn, VA, 2003 to 2005

(Nation Wide Residential Builder/Developer High-End Custom Homes. 20445 Stubble Road, Suite 150 Ashburn, VA 20147)

- Accountable for monitoring new home warranty, quality assurance, warranty service, and customer relations.
- Closely monitored 10 on going projects.
- Drove the initiative and enhanced customer satisfaction and willingness to refer from 74% to 100% for six straight quarters.
- Accomplished responsibility for developing and initiating a 'New Home Purchaser Understanding Program' for all New Assistant Project Managers in their development training program.
- Formulated plan to ensure effective construction management, including the control of site progress, resolutions of site problems, control of site meetings etc.
- Instrumental in examining Quality Audit documents of buildings and external services for its proper maintenance of quality as per specifications.
- Streamlined technical and commercial verification of contractor bills for clients.
- Scheduled, conducted, and participated in project meetings.
- Pioneer in managing resources while creating estimates for the project, Work Breakdown Structure, Project Plan, Contingency Plan & Schedules, identifying risks within defined scope, quality, time and cost constraints.

Journeyman Fire Suppression Engineer, Construction – Fire Protection, Road Sprinkler Fitters Local 669, Columbia, MD, 1993 to 2003 (7050 Oakland Mills Road, Suite 200)

- Responsible for disabling and re-enabling a broad range of fire alarm control panels.
- Associated closely in testing, inspection and repairing of fire pumps, dry pipe valves, pre-action systems, wet and dry pipe systems.
- Led & guided the team in testing and repairing fire alarm equipments.
- Organized employee training (residential & commercial), and handled service mechanic, job management, employee relations, advanced knowledge of prints and design, testing of fire suppression systems within compliance of local & state Fire Marshals Authorities (SPF-13, 13D, 13R.)
- Drawn up project plans, schedule of activities, budget, & cost estimates, planned, procured, mobilized, and deployed resources to deliver the project within defined time and costliness.
- Nurtured relations with Consultants and Vendors for speedy implementation of projects.
- Geared up customer care activities and provided personalized attention to customers' needs and complaints to achieve customers' delight paving way for prolonged association.
- Played pivotal role in planning and evaluation meetings to determine future project direction.

EDUCATION/ CERTIFICATIONS

- Three years (84 credits) at Montgomery Community College - In affiliation with Maryland University
Classes include: Fire Detection and Suppression Systems, Automatic Sprinkler Design, Computer Aided Design (CAD), NICET, Hydraulic and Water Supply Analysis
- NiCet Level 2 Engineering Degree for Fire Protection
- Asbestos Remediation Certified

TRAINING

- Three and a half years as warranty and quality control manager for E.Y.A. llc.
- Two and a half years in customer service with Toll Brothers, Inc.
- Nine years of sprinkler work using a wide variety of piping techniques (i.e., brazing, soldering, welding, gluing, polybutalene, crimp fitting, thread and groove pipe)
- Six years of combined office construction management.
- Three years of advanced computer training at the Food and Drug Administration.
- One year of computer experience in the medical department at IBM in Gaithersburg, MD.