
Program Management ~ Project Management ~ Operations

Customer focused, highly successful with **25+ years' rich experience** in building relationships with key decision makers, seizing control of critical problem areas and delivering on customer commitments; major experience across all facets of Business Development, Strategic Management & Leadership, Project Management and executing sales. A keen planner, strategist, and implementer with expertise in devising policies & plans for improving business performance and achieving desired objectives and organizational growth. Proven Project & People Management skills, proficient in managing widely-divergent, simultaneously occurring projects within agreed cost/time lines. Successfully integrate solid management, business development, personnel leadership, and expertise in pursuit of bottom-line goals and objective. Meticulous approach with super planning, team management & Presentation skills. Excellent man-management, time management, and leadership skills; computer literate. Active Top Secret DoD Clearance with CTS.

PROFESSIONAL VALUE OFFERED

Strategic Management	Corporate Planning	Project Management	Program Management
Contract Management	Training & Development	Budgeting/Negotiation	Customer Relationship
J.V/Strategic Alliances	New Business Establishment	Operations Management	Turnaround Management
Business Development	Sales/Marketing/MIS	Advertising/Cost Control	Customer Retention

PERFORMANCE MILESTONES

Audio Video Systems

- Credited with big promotion as COO from General Manager and fetched revenue from \$8 million to nearly \$30 million over the last three years.
- Having credential of building companies from the scratch till final operations with profit margin.
- Distinction of opening new markets, expanding existing markets, achieving a high rate of customer satisfaction and repeat business as well as managing day-to-day operations of a multi-million dollar company.

MAK Enterprises, Inc.

- Having credential of developing new specialized cleaning solution market.

MaryMeg Enterprises, Inc.

- Nominated as 'Trustee' of company profit sharing/pension plan.
 - Devised effective strategies for business development and enhanced revenue up to 4 million per year and also increased the staff from 2 employees to 100+ employees.
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CAREER PROGRESSION

Chief Operating Officer, Audio Video Systems, Inc. (Chantilly, VA), Since 2002

- Overall responsible for the growth of company from 20 to over 90 employees and monitoring day-to-day operations.
- Designed and implemented new member recruitment and retention strategy.
- Structured annual operational budget and implementing control measures to contain expenses within defined limits.
- Accountable for planning, directing and approving the organization's operational policies, objectives and initiatives to ensure future growth.

- Contributed significantly in establishing and implementation of short and long-range departmental goals, objectives, policies, and operating procedures.
- Ensuring strict observance of set quality standards and monitory delivery as per Project Plan and the Contractual Agreement
- Defined business mission and performance standards across all functional areas and periodically reviewed performance with deft application of concurrent management audit procedures.
- Key player in analysis, development, and implementation of strategic business plans & policies, ensuring organizational growth, targeting maximum profitability & cost effectiveness.
- Structured project proposals complete with details of activities, time frame, and required mix of resources. Made business presentations before the clients to generate value proposition and secure financial commitments.
- Pivotal in strategic planning and futuristic solution engagement and assisting in setting-up support Teams from scratch including recruiting desired resources and training them.
- Developed a profitability model used to determine an optimum business paradigm for any location, based on location specific factors.
- Set and fine-tuned an excellent operational base which is ratified by a very high customer retention ratio, focused on productivity and operational efficiency translating into cost savings and bottom line improvement.
- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services.

President, MAK Enterprises Inc. (Fairfax, VA), 1994 to 2002

- Accomplished responsibility for managing the daily operations of a company that specializes in exterior washing of commercial and residential properties.
- Drove the initiative for customer presentations, closing sales and handling follow-ups.
- Built & nurtured relations with commercial facilities throughout Washington DC metropolitan region.
- Organized various training sessions for the team to enhance their performance.
- Introduced the concept of MIS reporting to update the Management on regular basis.
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Designed & developed strategies for ensuring the long-term financial viability of the organization.

President, MaryMeg Enterprises, Inc. (Alexandria, VA and Rockville, MD), 1979 to 1994

- Entrusted with the onus of building services maintenance contractor that operated 24 hours/7 days per week.
- Judiciously handled nearly three dozen vehicles in each of three regional offices.
- Establish goals and controls; monitor results to consistently increase profit margins, enhance market position, reduce operating costs, and meet strategic objectives.
- Pioneer in all phases of the sales cycle from presentations to closings.
- Geared the activities for developing & maintaining Organizational culture, values, and reputation in its markets, Customers, Suppliers and Global Business Partners.
- Interfaced & coordinated with clients to generate new business and strategies and resolve any problems.
- Shouldered the responsibility of purchasing numerous similar and smaller contractors over several years.

EDUCATION

- George Mason University (Fairfax, VA)
- Coursework in Business Administration

References and Verifying Documentation Furnished upon Request