 **Mahender**

**Mahender.350536@2freemail.com**

Senior Ex-Army Officer (Veteran) with 20 Years+ versatile experience across diverse roles in the Military Service and in the corporate world. Served as role model Security Specialist & Training. Demonstrate leadership skills and lead persons by own example.

**PROFILE SUMMARY:**

Performance driven, honest & dedicated professional with expertise in Security and Loss prevention, Investigation, Procurement, Operations Management, ensuring protection of property & assets, Certifications, ISOs, follow Standard Operating Procedures (SOPs), training the staff to meet with emergencies, accidents, theft, pilferage & misappropriations, fire prevention, Legal aspects, surveillance, Cyber Security & Vigilance.

Result oriented approach in developing, implementing and continuously improving the policy & procedures to control & protect the assets and reduce likely security threats to the business. Resourceful and capable to operate within budget management & cost cuttings.

Expertise in handling of the Security operations, Safety, in depth Investigations, Surveillance and Fraud detections. Skillfully developing & streamlining procedures to enhance operational effectiveness. Experience, knowledge and training of handling bomb threats, terrorism, hijacking and other Risk factors Fire, accidents, disaster management and natural calamities besides specialized interrogation of hardcore persons.

**CORE COMPETENCIES:**

* **Managerial assignments & Head of the Security**- Managed bigger companies Security & Loss Preventions, Safety, Operations, Investigations of Crimes, Legal aspects, compliances, and Certifications.
* **Lead, Coordinate & Guide-** Security & Loss Prevention Teams by setting personal example
* **Complaints, settles disputes**- resolves grievances, conflicts and Negotiations
* **Sound financial & business decision making** and Training the employees to the required expectations.
* **Investigative procedures**- investigation of loss of property & Assets, theft and Customer complaints.
* **Lead & oversee smooth implementation of SOPs and Conduct of Investigations**.
* **Operation Management**- Monitoring & analyzing the operations regularly assessing the performance. so
* **Distinguished Customer Service**- Stress on guest satisfaction, continuous improvement, customer expectations, guest problems and feedback on product **quality & services.**
* **Human Resources Activities & Training -**management of claims by proper procedures & document Certifying security staff in first aid and CPR, Training of staff on proper patrol procedures & drills.
* **Planning & conduct of Investigations, Specialized interrogation of theft & pilferages cases** speedily recover the lost items. Training of persons to dealing terrorism attacks & threats to installations & Buildg.
* **Coordination of Security & Safety, Mock drills & checking Serviceability of essential Equipments.**

**EDUCATION & CERTIFICATIONS:**

 2016 **First Aid & CPR**, HABC, Government of **Dubai**, International Accreditation

2014 Indian Institute of Management, Ahmedabad (Reputed **‘B’** School of **India**)

 **Business Management** (fully Residential)

2004 **International Security & Law in Military Operations,** Rhode Island, **U.S.A**

1990 Bachelor’s Degree **(Law**) 3 Yrs**, Civil & Criminal,** Ajmer University, Ajmer

1984 **Bachelor of Arts (B.A), Jawaharlal** Nehru University, New Delhi

**PROFESSIONAL EXPERIENCE:**

**Company: Arabia Holdings Limited** (Group of Companies), **Dubai U.A.E.**

**Position: Head of the Security & Loss Preventions, Audit & Investigations, ( Sr Manager)**

**From: Feb 2016 – To date**

**Responsibilities:**

**Planning, Administration, Security and Loss Preventions**

* Advice, Lead & Formulate benchmarking functional best practices to focus on development of abilities of persons to meet present & future goals and the objectives set out by the organization.
* Conceptualizing, formulating, articulating and implementing Local laws, Company Policies & SOPs.

**Security & Loss Prevention and Operations Management**

* Lead, develop & implementation of emergency procedures, Accidents, fire & incidental occurrences.
* Maintaining all essential documents of property & Assets and improve service performance.
* Identify & evolve procedure to continuously improve the performances.
* Handle all complaints, settles disputes, resolves grievances and conflicts, or else possibly negotiate.

**Leading Security and Loss Prevention Teams by setting personal examples**

* Making financial & business decisions and training the employees to the required expectations.
* Convey Loss Prevention to concerned officials and get properly investigated as per the rules & SOPs.
* Encourages & builds mutual trust, respect, cooperation among all team members & other Managers.

**Human Resource Management**

* Oversee implementation of HR policies, manpower planning, motivation, orientation, appraisals & rewards and development of the workforce. **Certifies security** staff in **first aid and CPR.**
* Inform the Management and Head of the Human Resources on the necessary important issues.
* **Training security staff to** monitor and protect property & assets, proper patrol procedures & drills.

**Operations**

* Strategically deploying resources to achieve objectives & planning in conduct of service operations

**Procurement**

* Identifying & developing potential vendors locally to achieve cost effective purchases.
* Formulating & implementing the project procurement strategy, developing & modifying for purchase.

**Customer Service**

* Monitoring quality standards, customer expectations, feedback on product quality and service levels.
* Handling guest problems & complaints effectively and bringing to its logical conclusion.
* Provides services that are above and beyond for customer satisfaction and retention.

**Additional Responsibilities**

* Analyzes information and evaluating results to choose the best solution and solve problems.
* Coordinating & monitoring regularly training Programme and operations. Maint of Log Books& Registers

**Company: Ministry of Corporate Affairs, India** (All Companies of India), **New Delhi**

**Position: Consultant - Head of Security, Audit & Investigations**

**From: July 2015 – Jan 2016**

**Responsibilities:**

* Provide leadership across all the operations & monitoring Security, Loss Preventions, thefts, incidents
* Support training, operational compliances, contractor recruitment, logistics & risk Management,
* Lead and Coordinate vetting of all Security Providers and develop global capability.
* Lead and manage operational components of compliances of relevant rules to ISOs & Certification
* Demonstrate integrity and ethics to be adopted in the operational areas & convey complex messages
* Coordinate the regional and Country Operational risks and Incident investigation reports
* Formulation of SOPs and business operation strategies and implementation by the companies.
* Manage & motivate a large team of multicultural staff and getting the assignment performed on time

**Company: Indian Institute of Management, Ahmedabad**

**Position: Senior Manager – Operations**

**From: Mar 2015 – Jun 2015**

**Responsibilities:**

* **Coordination** & interaction with all departments incl Fin for smooth functioning of organization
* Maintaining cordial relations with contractors and Government clients and agencies concerned.
* Assist HR department in recruiting, appointing new employee orientation process.
* Managing a proactive customer service functions and managing day to day operations.
* Updating and educating the persons/employees on rules, regulations, SOPs and procedures.
* Plan, deliver & facilitate regularly staff awareness training, CCTV , Fire and Emergency procedure

**MILITRY SERVICE: Indian Army (Ministry of Defence) From Dec 1985 – Mar 2015**

Jan 07-Mar 15 Station HQ Kochi & Guwahati GM (Administration, Security & Establishments)

Dec 02- Dec 06 Min of Defence, New Delhi Dy GM, (Investigation, Training, & Security)

Aug 99-Nov 01 HQ Counter Insurgency Force J &K Dy. GM (Operations & Training & Security)

Sep 91-Aug 99 DY Directors (AGM) Training, HR, Security, Investigation & Administration

Dec 85-Aug 91 Punjab and J&K as Manager Operations, Training, Administration & Security

**Colonel, Commanding Officer (General Manager) From 2003 – Mar 2015**

* Extensively involved in handling the entire facet of more than 1500+ personnel’s General Administration, Security arrangements of entire operational areas, Personnel Management, Housekeeping, and Facilities & Transport Management, Training of personnel & development, Sports activities, Mock drill, pay rolls, compensation, benefits. ESI, PF, Grievances & Complaints and court cases.
* Handled entire operations, manpower, liaison & coordination with Govt internal and external agencies, police, CBI, Licensing & transport authorities and coordination within Departments.
* Responsible for general administration of manpower planning, recruitment, attrition, people management, employee relations & retention, negotiation, vender management and budgets.
* Preparing organisation policies, procedures (Standing Operating Procedures), monitor & supervise HR, administration and security functions of managers, staff and contract persons.
* Managing all regulatory and statutory compliances related to contract labour, vendor management, industrial relations and its operations.
* Handling Operations, logistic management, Sales, Accounting, Housekeeping, Facilities & Transport management, coordinating all Business operations in Unit, meetings, workshops/conferences with the dignitaries, events and functions.

**SECURITY & SAFETY OPERATIONS:**

* Involved in all facets & gamut of security planning, designing, implementing, monitoring of overall security aspects & projects like activation of CCTV surveillance system, operations of control room, visitors, vender management, long term settlements, safety requirements, threat perceptions, initiatives, feedback system, alarms, incidents, natural calamities, disaster management drills. Being trained & experienced in managing operations anti terrorist & hijacking squads, involving threat analysis, decision making, mitigation, problem solving and effectively deployment of security.
* Ensuring proper training of security guards, supervision, quarterly audit & inspection, review of situations, resolving problems & difficulties and reporting all the matters to head of the organisation.

**As Platoon & Company Commander in rank of Captain, Major & Lieut Colonel (AGM) 1985-2002**

* Managing Operational, Security, Loss Prevention, theft Misappropriation, Investigations, Compliance of rules & regulations, Legal aspects, handling & coordinating all complex situations and instructions.
* Operations in Counter Insurgency prone areas, terrorist attacks on Installations, Air fields and persons.
* Instrumental in handling procurement, stocking for war like & admin stores Rs. 1.5-2 Million yearly
* Holds the distinction of commanding the Military body of 150 to 1400 personnel & material and gained useful skills in Operations Management, HR and Administration. Pivotal in handling stores & equipment worth Rs.500 Millions on yearly basis and movement of troops & Equipments in crucial time.

**AWARDS: COAS Commendation Card -** For dedication, loyalty & Exemplary Service in Army

 **VCOAS Commendation Card -** For Planning, Coordination & Exemplary Team work

 **GOC-in-C Commendation Card - Exemplary** service in **Counter** Insurgency Operations

**IT Skills:** Working knowledge of MS office, IT Skills & Internet.

**Communication Skills**: Excellent Communication Skills Speaking & writing English, Hindi & Arabic Basics

**Trained in Military &** rich experience **of Installations**, air field & aircrafts **Security &**, Fraud detections.

**Personal Details:**

Nationality : Indian

Languages : English, Hindi and Arabic Learner

Visa Status : Resident Visa

Notice period : 15 days – 1 Month / Immediately as per Agreement Policy.