**Resume (CV)**

Name: **Chidambaram**

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**Education:** Bachelor of Engineering (**B.E – Electronics & Communication**) from Thiagarajar College of Engineering (Madurai Kamaraj University), India. Graduated in 1984.

**Experience**: **15+** years, in the field of Business Development, Contract Management, Customer Relationship, and Business Management, in Engineering Technology Solutions & Services.

**Career Summary**

1. **Serco Middle East, UAE: 19 years**

**July 2018 onwards** Managing Transition, Transformation, Customer Relationship Management, Support to Go-Live operations of Fire Rescue Services Contract with King Fahad International Airport (KFIA), Dammam Airport Company (DACO) in Kingdom of Saudi Arabia (KSA), for Serco. Coordinated with **International Fire Training College-UK (IFTC)**, for the deployment of Fire & Rescue services in KFIA, Dammam-KSA, to meet international (**ICAO**) and regional (**GACA**) regulatory requirements.

**2015 – 2018: 4-years** managed Serco Technology business as Head of Technology Solutions, covering Dubai, Abu Dhabi, Bahrain & Qatar. Responsible for P & L and operations of the technology business covering Radio Communications, Encryption solutions, Transport Solutions and Aeronautical Systems, during this period. Collaborated with **Gaitronics-Italy, Thales e-Security-UK, Mentz DV-Germany, Searidge Technologies-Canada,** being manufacturing partners of technology solutions.

**2011 – 2015: 4-years** managed Serco Technology business in UAE (Dubai & Northern Emirates as Regional Manager. Responsible for P & L and business operations of Radiocommunication, Encryption, Aviation, Marine, Transportation & Enforcement business functions. Collaborated with **Adacel-Canada** for deploying **ATC Simulator** solutions for **Baghdad Civil Aviation Academy** – Iraq. Coordinated with **Morpho Detection-USA & Smiths Detection-Germany** in managing baggage inspection systems for Dubai International Airport.

**2010 – 2011: 1-year** managed Serco Technology business in Bahrain & Qatar (as General Manager of Aeradio Technical Services). Responsible for P & L and operations of the Enforcement, Aeronautical, Communications, Industrial, Bio-Medical and Marine business units in Kingdom of Bahrain and State of Qatar. Collaborated with **Park-Air Systems-UK, Frequentis-Austria, Rapiscan-UK, Vaisala-Finland, Sirona-Germany, Thales e-Security, etc.**

**2000 – 2010: 10-years** managed the business unit of Aeronautical and Environment Monitoring systems in the field of Technology solutions in UAE. Responsible for business development, contract management and stakeholder management in the areas of Aviation and Environment Technology solutions. **Actively pursued CNS-ATM projects for various International Airports in middle east. Engaged with, Vaisala-Finland, Skysoft-ATM-Switzerland, Enviro Technology Services-UK, etc.**

1. **Hilal Marketing Services LLC, Muscat, Sultanate of Oman: 10 years**

**1989 – 1999**: **10-years** as Services Manager responsible in developing Scientific Equipment business for Hilal Marketing & Services LLC, Oman. Managed the business development, contract management and business unit operations in Sultanate of Oman. Engaged Teledyne API-USA and **Enviro Technology Services-UK** for the deployment of environmental monitoring solutions in Oman. Received technical training from **Jeol Electron Optics, Japan.**

1. **Philips India Ltd, Chennai, India: 3 years**

**1986 – 1989: 3-years** as Customer Support Engineer responsible for installation, commissioning and maintenance support of Philips analytical equipment in India, for three years. Received technical training from **Philips Analytical, Cambridge UK.**

1. **Toshniwal Bros (SR) Pvt Ltd, Chennai, India: 1 year**

**1985 – 1986** as Service Engineer responsible for installation, commissioning and maintenance support of analytical instruments (**Shimadzu & Jeol** Analytical Instruments) in India

**Key Strengths:**

Business Development and Contract Management in Technology Solution areas of Enforcement / Security Systems, Transportation Systems, Aviation systems (CNS-ATM), Encryption systems, Radio communication systems, Marine systems, Industrial systems and Biomedical systems. Fully involved in managing CNS-ATM deployment projects/contracts for **Dubai** International Airport, **Al Maktoum** International Airport, **Sharjah** International Airport, **Abu Dhabi** International Airport, **Al Ain** International Airport, **Bateen** Executive Airport, **Ras Al Khaimah** International Airport, **Bahrain** International Airport, **New Doha** International Airport, **Baghdad** International Airport & King Fahad International Airport-Dammam, **Saudi Arabia.**

Deeply involved in Stakeholder Management, Customer Relationship Management, Staff Engagement, Safety Management, Vendor Relationship Management, Contract Management and Business Operations Management activities.

Managed and maintained comfortable JV partner relationship with Albwardy Investment in UAE, YBA Kanoo in Bahrain and Abdulaziz Salatt in Qatar, for Serco Middle East.

Played key role in synchronizing employee engagement versus management goals and expectations

**Profile Summary**:

Started the career as Customer Service Engineer in **1985**, after graduation. Heavily involved in the engineering aspects of Philips / Jeol / Shimadzu analytical instruments / equipment support, with various customers of **Philips India** Ltd and **Toshinwal Bros Pvt Ltd**, in India.

Relocated to Oman and lived in Muscat for **10** years (**1989 – 1999**) and was instrumental in developing Scientific Instruments business for Hilal Marketing & Services LLC. Managed Business Development, Contract Management and Business Unit operations.

Moved to UAE in **2000** and since then engaged with **Serco Middle East** for the last **19** years. Over the years, I moved from being Product Manager, to Business Unit Manager, to General Manager, to Regional Manager and finally Head of Technology Solutions for the last four years.

During all these years, involved in Business Development, Contract Management and Customer Relationship Management, of various business unit functions of Technology Solutions with different entities in India, Sultanate of Oman, United Arab Emirates, Bahrain, Qatar, Iraq & Kingdom of Saudi Arabia.

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**Personal data**:

Date of Birth: 02-December-1962

Current Residence: UAE (Dubai)

Dependents: Spouse, Daughter & Son