



THOMSON MATHUNNI

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SENIOR MANAGEMENT PROFESSIONAL

Operations | Logistics | Quality | Team Management

Business Administration | Procurement

A qualified and experienced management Professional with result proven, quality driven career demonstrating consistent achievement of objectives, strong team leadership, managing excellent service delivery and operational development. Built excellent track record of implementing cost containment strategies and maximising workforce productivity to propel efficiency and growth. Skilled negotiator, communicator and relationship builder with employees and external business partners from broad range of cultures in different countries. Maintain uncompromising focus on high quality and safety standards.

With 7+ years of experience in various sectors and strong technical and management skills I am able to ensure sure that relevant policies and procedures are in place to enable the development, delivery, monitoring and evaluation of all Business Operational activities undertaken by the company. Experience of visionary and decisive leadership with the ability to inspire staff across the organisation to explore and to achieve the set goals.

AREAS OF EXCELLENCE

Strategic Planning
Client Management &
Relations
Quick Decision Making
Negotiations
Presentation Skills
Team Management
Budgeting & Cost Control
Facilities Management
Records Management
Excellence in Analysis/
Problem Solving
Process Improvements
Pre-Qualifications
Internal Audits
External Audits & Certification
Technical Documentation

ACCOMPLISHMENTS

- Become the Vice Chairman of an international body for Rope Access - IRATA in Middle East Region.
- BV Certified Internal Auditor for ISO 9001: 2008
- BV Certified Internal Auditor for OHSAS 18001: 2007
- Achieved IRATA and ISO 9001, 14001 and 18001 certifications for TSME and UKTS in UAE & UK.
- Achieved IRATA certification for our Business Partner- CAPE East Limited in UAE and Qatar.
- Successfully managed operations and logistics arrangements for major projects in civil and construction, marine, oil & gas and facilities management including Dubai metro, Dubai Airports, Ferrari World, ADNOC group of companies, Arabtec, Maersk Oil, Lamprell, etc.

ACADEMIC CREDENTIALS

MBA - Masters in Business Administration (Finance)
MMM- Masters in Marketing Management (Marketing)
B.Com - Bachelors in Commerce
Good knowledge in IRATA ICOP and TACS

IT SKILLS

Good Knowledge in MS office - Word, Excel, Outlook, PPT, etc
Project Management Software - Worklowmax
Finance Control Software - Xero
Inventory Control Software - Megaventory
Experience in managing all company software, domain and email addresses

PROFESSIONAL EXPERIENCE

Total Solutions Middle East LLC, UAE
UK Total Solutions Limited, UK



Manager-Operations & Quality

June 2011- till now

➤ **Overall Business Management & Strategic Planning:**

- Experience in managing all depts of the business including HR, Finance, Operations, Logistics, Quality, HSE, etc.
- Closely worked with CEO and Country manager in Business management and Strategic planning.
- Creating new processes for the better control of Business activities.
- Develop scope, budget and timeline for different projects.
- Responsible for cost control on all project expenses.
- Develop and review project proposals, contract agreements, LPOs, OPOs etc.
- Conducting Bi-weekly Management/Operations meeting in Head Office with all depts.
- Generate daily, weekly and monthly MIS reports for CEO and Country Managers.
- Coordinate and manage project team members to meet business goals.
- Involved in recruitment process with the HR manager from different countries.
- Track and monitor project progress and ensure that project deliverables meet business requirements.
- Cross checking and authorising Purchase Orders, Petty Cash Requests, and Expenses Claims.
- Coordinating with sales team in preparing technical proposals with calculations and previous job details.
- First Signatory after cross checking the invoices and the PO figures attached with the PIN sheet for the payment.
- Supporting Finance dept. in the finalization of the monthly reports with the comments from Operations.
- Review & Second approval for the payroll processing for TSME and CAPE staffs.
- Controlling the operational cost (COS) up to the maximum by implementing different strategies.
- Managing daily office administration activities of Head office.
- Monitoring and training the office operations/logistics team to increase the efficiency of their works.
- Motivating the staff to work overtime or on weekends as and when required for the Operations.
- Managing the software and email domain for the smooth running of office operations.
- Managing and authorising any urgent issues/works/memos on behalf of TSME Management.
- Identifying and supporting the future manpower requirement as per the expected sales/projects.
- Business Administration and any additional work assigned time to time,

➤ **Operations & Logistics**

- Manage and coordinate Operations and Logistics Team.
- Develop project plan based on pre-site visit reports, quotation and the productivity level of men.
- Manage project schedule to ensure project completion within the deadline and budget.
- Determine project risks and success factors and troubleshoot operations issues in timely manner.
- Preparation of Method Statement and Risk Assessment for all jobs in FM, Civil, Marine and Oil & Gas.
- Assisting HSE Manager to prepare/review Task Risk Assessment and Job Safety Analysis.
- Chasing Project Manager/Project Coordinators/Field Ops Team for the timely completion of jobs.
- Manage internal and external project documentations.
- Work with clients and project team to meet project goals.
- Schedule regular meetings with clients and project team.
- Controlling and managing the level of in-store inventory within the stores monthly budget.
- Approve necessary trainings for staff and operatives in carrying out their schedule task.
- Authorising overtime for the staffs based on the project requirement and costs

Curriculum Vitae

- Oversees the entire operations of the Work At Height training school for internal and external candidates.
- Build relationship with the workforce and maintain high retention rate among work force.
- Supporting Procurement in managing suppliers for the procurement of manpower and materials for the sites.

➤ **Quality & Certifications**

- Conduct ISO 9001, 14001 & 18001 Internal Audit regularly
- Representing the company and arranging necessary documents during the ISO 9001, 14001 and 18001 external audits.
- Responsible to handle IRATA audits by arranging necessary documents, information, stores visit, site visit, etc.
- Responsible to prepare documentation for the renewal of IRATA & ISO every year.
- Creation and addition of new documents required for each dept. as per ISO document list.
- Revision and control of company documents as per ISO standards.
- Pre-qualification documentation of company with government bodies and clients.

American Express India Limited, Mumbai, India

Relationship Manager

Sept 2008 - May 2011



- Execution of business through mentoring and monitoring the Direct Sales Team including Relationship officers and Sr. Relationship officers.
- Worked with clients from JP Morgan and Chase, Bank of America, Tata consultancy services, KPMG, Ogilvy, Credit Suisse and Tata AIG financial services for their corporate card requirements.
- Assisting clients with after sales service and promotions.
- Assisting the Merchant department to acquire new merchants through client grievance
- Conducted presentations for existing clients and prospective clients for new and additional business.
- Developing a referral data base from the existing clientele.
- Communicating ongoing offers to the existing clients to increase their spending
- Designing personalized invitations to prospective retail clients.
- Part of the team to organize events and platinum functions to acquire new customers for gold and platinum cards.
- Preparing reports on Cost Vs benefits for platinum events.
- Providing On the Job training for new recruits on Product details and Sales Policy
- Understanding and preparing presentations on competitive products from time to time
- Preparing MIS reports for new business.
- Preparing presentations on team performance to the HOD, including sales achievements projected outcome and product specifications.

Deutsche Bank, Mumbai, India

Acquisition Manager

Feb 2008 – Sept 2008



- Acquire new clients and service existing clients.
- Carry out end to end sales starting from pitching clients to closing the deal and nurturing client relations even after the deal is closed.
- Understanding client requirement and suggest products accordingly
- Analyze competitor products available in the market.
- Determining dynamic ways to acquire new customers and improve the quality of high spending customers.
- To understand all departments, process and work flow of the organization.
- Work towards building team relations and bringing in new initiatives to increase productivity.
- Responsible for Sales & Development of Platinum credit cards

Curriculum Vitae

- Maintaining relationship with existing and new HNI clients (includes, CEOs, VPs, Directors, Doctors, etc).
- Handling customer queries and ensuring customer satisfaction through quality service.
- Conduct corporate calls and crack corporate deals.
- Developing and implementing action plans to achieve business objectives.
- To understand and comply with various terminologies and policies followed by the bank and RBI.

PERSONAL DETAILS

Date of Birth: 15th June, 1985
Nationality: Indian
Marital Status: Married
Passport No: F7394329
Visa Status: Residence Visa (Valid till July -2016)
Driving License: Valid UAE & Indian driving license
Joining: Immediate
Visited Countries: UK, France, Switzerland, Qatar, Oman, Nepal
References: Available on request

DECLARATION

I hereby confirm that information provided above is true as per best of my knowledge and belief.

Thomson Mathunni