

PROFILE



<https://www.facebook.com/paulenin.ae>
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PERSONAL DETAILS

Name Pranadishwor Paul
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Top-performing Corporate Service Manager and Business Intelligence professional with over 11 years demonstrating leadership and a proven ability to drive business expansion through strategic policies, coordinating operational and financial activities that delivers revenue growth, market share and value; hands on experience in sales, product and project management.

Strategic thinker who is capable of bridging the gap between technology and business problems, planning and implementing relevant content and format utilizing platforms, and business initiatives to support corporate objectives. Particularly strong relationship management, team building, and general business acumen; verifiable track record of success driving unprecedented profitability gains within highly competitive organizations, industries, and markets. Ambitious, aggressive, who is excited by the potential to derive value, informed decision making and intensely focused on bottom-line results.

SKILLS

- Operations Management
- Leadership and Mentoring
- Emotional Intelligence
- Up selling and Cross selling
- Process Improvement
- Conflict management
- Vendor Management
- Customer/Client Oriented
- Human Resource Management
- Excellent Interpersonal Relationships
- Articulate Communicator
- Multilingual-English, Bangla, Hindi
- Needs Assessment
- Strategic Planning
- Sales and Marketing Research
- Branding and Profitability
- Financial Intelligence

PROJECTS/ACHIEVEMENTS

- Managed high level external facade maintenance for about 65% of Emaar Community Management, Malls and Hospitality, Index Tower, Oberoi Office, Royal Amwaj Palm and Limestone House. One of the Top Malls in the word Dubai Mall handled successfully as Project Director for Internal & external high-level maintenance work 2017.
- Maintenance of External Glass and facade cleaning using Rope Access Facade maintenance work.
- Provide high level annual maintenance of the Torch Tower, Dubai Marina since 2014, including external cleaning of both projects using Rope Access
- Member of Spider Access team that provided high access external cleaning and facade maintenance service to **Dubai Opera House, Dubai Park & Resort**, Meydan facilities, The Address Downtown Hotel, The Address Dubai Mall Hotel, The Address Dubai Marina Mall, Vida Hotel, Al Manzil Hotel, Montgomery Hotel, Conrad Dubai Sheikh Zayed Road, Raffles Dubai, Movenpick Deira since 2011.

EDUCATION

UNIVERSITY	Master of Business Administration (M.B.A.) UNIVERSITY OF ATLANTA, Sharjah, United Arab Emirates 2010-2011
	Bachelor of Commerce (Hons.) NATIONAL UNIVERSITY BANGLADESH Cox's Bazar Govt. College, Bangladesh 2002-2007
College	Higher Secondary Certificate (Secretarial science) BANGLADESH TECHNICAL COLLEGE Cox's Bazar City College, Bangladesh 2000-2001
High School	Secondary School Certificate (Science) BOARD OF INTERMEDIATE AND SECONDARY EDUCATION Howla High School, Chittagong, Bangladesh 1998-1999

PROFESSIONAL CERTIFICATION

IRATA Level 1 IRATA International License 1/86035	02/2015
HABC Level 2 Award in Emergency First Aid at Work (QCF) Ofqual License FA536643	01/2015
ISO 14001:2004 and OHSAS 18001:2007 Quality Reliance Middle East Mgt. License HSE120066	03/2012
ADNM-Server Administration, Information Technology Tata Consultancy Services, Delhi, India	01/2008

COMPUTER

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Outlook
- Microsoft Project
- Adobe Illustrator
- Adobe Photoshop
- Hardware & Networking
- Windows installation
- WAN network setup.



Q AVLON

Feb 2018 – present

Dubai | Abu Dhabi

United Arab Emirates

www.qavalon.com

HEAD OF OPERATIONS DEPARTMENT

Driving operations development efforts, profit & loss oversight, staff development & leadership to expand shareholder value also achieve organizational goals. Through my experience, I have become adept in overseeing a wide variety of operational within fiscal responsibilities to ensure optimal business performance and realize substantial revenue enhancements. My additional success in managing and mentoring teams positions me to make a significant contribution to the organization.

- Design Operations Plan, innovate new automated system and implement into operations department that will allow the company to be more productive, efficient & competitive in the market.
- Setting up a target to help company goals to raise market share by 12-15% end of 2020.
- Develop new services and products for the company that clients and customer will have more option of choices.
- Establish a department that will help to receive all the require credential / qualifications for the company.
- Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements.

SPIDER ACCESS

Apr 2014 – Sep 2017

Dubai, United Arab Emirates

www.spider-access.com

DIRECTOR - CORPORATE SERVICES

- Manage administrative staff, setting priorities and ensuring efficient and effective performance of duties operation of Corporate Services.
- Develops and maintains relationships with key stakeholders, including within government, NGOs, community and corporate sectors.
- Attends and participates in meetings of the Executive, Board, Board Committees, and internal and external committees as necessary.
- Develops, implements and administers effective financial and administration management systems & infrastructure.
- Develops, implements and administers effective administrative, financial & operational policies, procedures and guidelines in consultation with the Executive Team.
- Identifies strategies to satisfy ongoing occupancy needs, working with various departments to assess space requirements.
- Supervises vendor management, negotiation and financial projections, including facility upgrades and staff management.
- Acting as a public speaker and public relations representative on company's behalf in ways that strengthen its profile. Responsible for attending public relations program such as industrial conference, meeting & exhibition that enhances the Organization's image and position within marketplace and general public.
- Planning and supervise to establish guidelines for budget, forecast preparation, implementation and prepare the annual budget in consultation with the Finance and operations department.
- Obtains competitive bids in order to select the most cost-effective vendors.
- Maintains relationships with vendors and manage vendor contacts.
- Oversees proper implementation of maintenance agreements.
- Serves as main liaison to building management.
- Monitors expenses and budgets relating to facilities capital projects, office inventories, corporate leases, office supplies, cell phones and credit cards, auditing monthly invoices and alerting supervisors to potential problems.
- Coordinates and analyzes research and planning strategies, preparing reports, analysing problems and finding solutions & oversees all operations of the business.

VERTICO X-TREME

(Sister Concern: Spider Access)

Jan 2014 – Aug 2017

Dubai, United Arab Emirates

www.vertico-x.com

SALES MARKETING MANAGER

- Responsible for planning new market entry plans, and negotiations ensuring the club's overall value.
- Dedicate significant time to improve marketing innovation and quality improvement to continue meeting monthly quotas.
- Performs sales activities on major accounts and negotiates sales price and discounts in consultation with management.
- Accountable for the overall management and strategic direction of assigned territory/offices.
- Manage accounts receivable, negotiate financial plans, review and analyze reports/billing.
- Manage personnel on development sales volumes and sales support staff.
- Reviews progress of sales roles throughout the company, including accurately forecasting annual, quarterly and monthly revenue streams.
- Formulates all sales policies, practices and procedures; develops strategic plans to ensure revenue growth in all company's products.

SPIDER ACCESS

Mar 2012 – Mar 2014

Dubai, United Arab Emirates

www.spider-access.com

SENIOR CORPORATE SERVICE MANAGER

- Researched market trends to reflect accounts in order to analyze and adapt strategies.
- Oversaw client services from the preparation of technical and commercial proposals.
- Implemented business plans as applicable to each site.
- Demonstrated strong customer service skills in order to achieve and exceed expectations while maintaining high-level communication between all clients and potential customers.
- Managed the financial performance of the service delivery at each site by providing consistent cost management and control.
- Ensured that all services related activities are performed in an efficient, timely and professional manner

SPIDER ACCESS

Jul 2010 – Feb 2012

Dubai, United Arab Emirates

www.spider-access.com

CORPORATE SERVICE MANAGER

- Mentored and coached service provider onsite leads to be successful and develop the skills necessary to serve as the future model for this activity.
- Advised on financial matters, facility upgrades and staff management.
- Analyzed problems and find solutions, including assisting with budgets and financial projections.
- Coordinated, analyzed research and planning strategies; developed and implemented policies.
- Developed and managed administrative resources to take important administrative decisions.

TRANSGUARD GROUP

Jan 2010 – Jun 2010

Dubai, United Arab Emirates

www.transguardgroup.com

HUMAN RESOURCES COORDINATOR

- Freed up human resources bandwidth for planning and execution of strategic initiatives by increasing utilization of self-service tools.
- Improved focus of retention and recruitment efforts by generating ad-hoc organizational turnover and employee demographic reports, identifying target groups more accurately.
- Decreased new employee ramp-up time by coordinating logistics and supporting delivery of new-hire onboarding.
- Obtained required approvals from CFOs regarding all HR procedures.
- Maintained and update company's organizational charts.

MALIK GROUP LLC

Sep 2008 – Dec 2009

Dubai, United Arab Emirates

HUMAN RESOURCES OFFICER

- Examined employee records to answer inquiries and provide information to authorized persons.
- Planned and coordinated department presentations and training sessions to adhere with HR policies and procedures.
- Prepared postings for exempt and non-exempt job vacancies.
- Reviewed, audited and verified monthly benefit invoices and ledgers for monthly meetings.
- Acted as a workable resource for managers in the event of performance management issues, development, staff promotion and appraisals.



REFERENCE

Q Avalon

Ranjit K Y | General Manager
Email : ranjit@qavalon.com
Tel: +971 4 222 4477

Ffynnon Consultancy Group

Kevin Williams| Senior Consultant
Email : km2fm@hotmail.co.uk
Mob: +971 56 5373841



RECOMMENDATION

Spider Access

Mazen Harake | Managing Director
Email : mazen@spider-access.com
Tel: +971 4 457 9157

Paul is a an experienced spot-on professional, who has helped grow our organization in various different ways. He is a definitely an added value to our management team and is considered as one of the main backbones of Spider Access. Under Paul's management and supervision, Spider Access grew from a local basic rope access provider into a leader service provider in the Gulf Region. Paul's excellent skills in account management has led us to snap the majority of Emaar's prime projects in Dubai. A big thank you from all the Spider Access team.

Emaar Community Management

Jaymin Patel | Senior Association Manager
Email : JayminP@ecm.ae
T + 971 4 367 3107

Paul has built a strong reputation as someone with vision, diligence and honor someone who get things done. I have no hesitation in recommending Paul and know that he will always give of his best in endeavor.

CBRE UK

Nadine Regis | Senior Surveyor
<https://www.linkedin.com/in/nadine-regis-407aa22b>

I worked with Paul for over 2 years. During this time he displayed excellent customer service and great attitude in ensuring the work was done right the first time. He was efficient, responsive and a pleasure to work with.

[Find more recommendation in LinkedIn profile](#)

<https://ae.linkedin.com/in/paullenin>