

## **Rituraj Mehra**

mehrarituraj26@gmail.com

24 years of work experience.

**Current Location:** New Delhi, NCR region

**Preferred Location:** Anywhere in India

### **Key Responsibilities:**

**Security Operations, Facility Management, Administration, Client Relationship Management**

### **Objective:**

Conduct ethical, mature, and transparent Business and Support Operations, with strategic leadership on and value proposition along with Team Building, stakeholders, and Business Partners, considering P&L-Profitability, and Cross-functional Team Leadership to achieve business objectives and create a niche for personal growth.

### **Profile:**

- 15 years of Security and Facility Management, Risk Management, Adherence to all the SLAs laid, Credit Control, and Financial Management, Ensuring growth through profitable business. Preparation of SOP for smooth Operations, Generation, and monitoring of MIS, Administration, Client Relationship Management, and Key Account Management. Cross-selling for vertical and lateral Growth of Business. All India Operations.

### **Work Profile:**

**Currently working with Elite Industrial Security** as G.M. Operations from June 2019 to date

Worked with **Platoon Securitas (P) Ltd.** as AGM Ops. (All India Operations).from **Feb.17 to June 19.**

Worked with **Elite Industrial Security** as G.M. Delhi NCR. Since Oct.13.to February 17.

Worked with **Skylark Securitas**, Gurgaon as G.M. Operations Held various responsibilities.

Started as Branch Manager Delhi/NCR). Joined Dec.2010 to October 13.

Worked with **A2Z Infra Services Ltd.** As Senior Manager of Operations for the Facility Management.

Project-based assignment from **April 10 To November 10.** The project was **CWG 2010** for Facility Management of all Sports Stadiums.

Worked with **G.I. Securities**, Kolkata as Branch Manager, Rajasthan. **June 2008 to March 2010.**Facility, Security, and Outsourcing (payroll) Operation.

Worked **HCL Technologies**, as Team Leader in the customer contact center. ( Feb. 2005 to May 2008). Third-party customer service for British Telecom . UK.

Worked with **GM Corporations** as Manager Sales for Ready Made Garments (1996 to Dec.2004).

**Business and Operations:**

- \* Strong hold on Governance, compliance, and Company Policy.
- \* Develop and enhance service operations policies and procedures (SOP) to ensure business goals and objectives are fulfilled.
- \* Guide and train employees for the challenges associated with rapid developments, internally and in industrial.
- \* Provide intentional ways to connect all employees with the vision and mission of the organization. Develop Team relationships.
- \* Strategic business development and Client Relationships.
- \* Excel in the client relationship. Retention and cross-selling main objectives.
- \* Deliver and overall management of P&L.

**Other Support Functions:**

- \* Best practice to enhance operational production to achieve business goals.
- \* Standards and Procedures: Establish and maintain standards and do periodic Audits to keep checks and balances for the growth.

**Major Achievements/Clients:**

Handling varied nature of clients, from the government to Corporate Giants, Universities to Hospitals, Hotels, and Power Plants. To Retail, Real Estate, and Condominiums. Entertainment

Special mention of **CWG 2010, for Facility Management.**

Reliance Energy Sassan, Lanco Power Ltd.,

Abhijeet Group, Future Group, Hilton Hotel, DPS, L&T Group, Unitech, Supertech, EMMAR MGF, ERA group, DHL, Delhi University, IIT -Indore, DIMTS-BRT, Safdurjung Hospital, Mayo Hospital. KPMG, Flour Daneil, Philips, Hotels Oberoi's Gurgaon, Trident Gurgaon, DLF Properties .

**Personal Information:**

Graduate B.Com . LkoUniv.1991

Married

D.O.B: 26/11/1969.

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