

Tirthankar Basu

Mobile: +1.416.880.8276 | tirthankarbasu@gmail.com

OBJECTIVE

Experience (20+ years) in the development and implementation of strategic, technology, and process improvement related projects across various industries. Main objective is to apply business performance management experience, presentation and communication skills, analytic and thought leadership abilities in a fast-paced work environment.

SUMMARY

As a Business Head in Project Management Consulting role with Mazaya, I have managed multiple new project based ventures aimed at developing corporate strategy, executing operational set-up, improving operational processes and developing / enhancing technology capabilities. I am an assertive, organized, and versatile individual with a data driven and thought leadership approach to project management.

In addition to my project experience, I have a proven track record of developing and retaining strong client relationships by understanding business needs and delivering services. Over the past 4 years, I have managed stakeholders at all organizational levels, and lead cross-functional teams in technical and business environments. I am accustomed to dealing with executive level associates as well as directors and CXO's for overall project status reporting and adapt rapidly to fast pace environments and complex organizations.

CORE COMPETENCIES

- Project Management
- System Development
- Business Analysis
- Business Process Improvement
- Change Management
- Aircraft (Gulfstream G450, G550 & G650)
- Yacht Management (Gulf Craft Majesty 61 & 125)
- Family Office Management
- Customer Relationship Management (CRM)
- Business Process Modeling

EXPERIENCE

01/2014 to 2018

Business Head – New Project Development Consulting at Mazaya Oman — Muscat, Dubai, UK, USA

Role Description: Setting up new ventures and project management. Strategic Planning for new business set up across the GCC region. Leading a team to deliver a number of small to medium sized projects across the **luxury segment, aircraft management, yacht management, hospitality services including Food & Beverage**. Newest venture being state-of- the-art **hydroponic greenhouse** technology to produce the highest quality, locally produced fruit and vegetables, using the latest in sustainable and efficient hydroponic technologies.

The structuring and VAT/US tax planning for the acquisition and build of **two private Gulfstream G650 and managing one G450 & one G550 Operations and two super yacht**. The refinancing and restructure of £60 million+ European luxury apartment and a €100 million European luxury Chalet management. Also, the structuring, planning and development, and operational management of a substantial £100 million+ UK private residence.

Reporting to the owner/director, responsibility is both a strategic and hands-on operational role, key to supporting and driving the rapid growth of the business.

Brands Handled: Weslodge Saloon (JW Marriot), Dubai; Morah by Byblos (JW Marriot), Dubai; The Yellow Chilli Restaurant (Sanjeev Kapoor), Muscat; Gulfstream Aerospace Corporation; Gulf Craft Yachts.

- Met with project stakeholders to determine project background, root cause / gap analysis, and process impacts.
- Developed standard / required documentation such as initial intake forms, milestone definition of success criteria, detailed project plans, change request documents, etc.
- Managed the project stakeholders, project team, action items, and project schedule to accomplish deliverables.
- Created / updated policies, procedures, control plans, process flows, and developed communications / training.
- Lead / assisted in developing project plans and executive summary status reports and presented findings.
- Provided daily / weekly updates to upper management, executive team, and project team members.
- Brand building & increasing the voice and consumer awareness of our Mazaya brand, including its identity and worth.
- Deliver on agreed the businesses goals and targets, while effectively managing budgets.
- Managing Mazaya's new Project towards CSR efforts to include hydroponics a self-sustaining food production system.
- The process includes the farming of plants in water to create a sustainable food production system constructed for being a strong advocate of environmental sustainability.
- Ensure the businesses maintains entrepreneur and investor relationships at the highest level of the business.
- Evaluating new projects to foray into Oman, the GCC market & UK.

10/2011 to 01/2014

New Project Management Consultant – Senior Management at VAB Ventures Ltd. — India

Role Description: Served as a project manager on the Ops Implementation team supporting the Venture Capital.

- Liaising with the board of directors, formulating strategic initiatives, attending board meetings, ensuring sound financial practices of the organization, managing the strategic plan, ensuring a healthy working environment and overseeing revenue generation and general operations.
- Partnered with business channels, compliance department, IT and other stakeholders to identify change opportunities and develop strategic action plan.
- Implemented changes to Operations, Front Office, and On-line System processes to increase efficiency.

10/2011 to 01/2007

Corporate Communication – Senior Management at Regent Finance Corporation Ltd. — India

Role Description: Strategic Planning in protecting and building the reputation of the Company. Monitoring overall IT, administration, Human Capital Management, research, marketing and communications and developing the alternate channel for product distribution.

- Acted as liaison and coordinator between business units and technology to identify solutions for existing operational problems.
- Managing External and Internal Communications - relationships with the media and play a leading role in financial communications.
- Managing Brand and Sponsorship – brand building activities to deliver the brand promise, deeply embedded in the organisation and culture.
- Knowledge Management and Developing eMedia - designs, functionality, usability and content management of the Corporate Website and intranet, which are vital channels for communicating with our stakeholders.
- Change Management ensuring benefit realization, using Balance Score Approach for identifying value articulation gaps and leakage, improved value realized improved of customer satisfaction index.

12/2005 to 06/2006

Customer Service Advisor – Cooperative Financial Services — United Kingdom

Role Description: Team management- 10 Advisors, Trainees & Support staff. Co-ordinating with Financial Advisors, Regional Sales Manager, Underwriters, Claims, Regional Operation Manager, Regional Process Coordinator, etc.

- Insurance Advisory & Technical Support to customers from UK & Ireland.

- Responsible for monitoring KPI's, targets and also for staff reviews/appraisals.
- Identifying training needs and delivering training for new recruits.
- Complaint Handling and resolution.

06/1997 to 08/2003

Food & Beverage Management – at Taj Hotels— India

Role Description: Strong and consistent management of the F&B team to ensure consistent levels of service and product are delivered through excellence.

- F&B outlets service operations including stock ordering, special purchases and inventory maintenance.
- Designing, planning and execution of Food Festivals, Cocktail Nights and Theme Parties.
- Responsible to monitor and achieve the F&B revenue target.
- Coordinated and conducted training programs for apprentices, trainees and staff.
- Responsible for monitoring KPI's, targets and also for staff reviews/appraisals.

EDUCATION

2004 MBA

Masters of Business Administration, **Manchester Metropolitan University (MMU)** — Manchester, Lancashire, UK.
Research Project involving UK SME's: Analyzing the barriers and factors for adoption of ICT.

[Alumni Stories: Click to view Tirthankar's Profile](#)

2000 BBA

Bachelor of Business Administration, Annamalai University – India
Elements of Insurance, 1st Class

1997 Diploma in Hotel Management

IHMCT&AN – National Council for Hotel Management & Catering Technology, New Delhi, India – 6 months
Industrial Training at Taj Bengal, Kolkata.

PERSONAL

Date of Birth : 23rd June 1976 (42 Years)

Nationality : Indian

Passport No. : Z3291092

Passport Expiry: 18 May 2026

Current Visas : USA (Business Visa) Valid Until 2025, UK (Visit) Valid Until 2021, Canada (Visit Visa) Valid Until 2026.

Interview & Feature: [Faces Magazine \(Click to Read\)](#)

[Bride & Groom Magazine \(Click to Read\)](#)