

ZENTA

Senior Vice President

- Headed Capital Markets Group which was a \$24 million business unit responsible for providing business process outsourcing and knowledge process outsourcing services to commercial real estate lenders (including 13 international Investment Banks), insurance companies, rating agencies, and bond investors
- Managed P&L and presented business unit results at Monthly Financial Review meetings
- Led all group business development efforts
- Sourced, negotiated and handled contract process (business and legal review) for all major consulting / outsourcing / offshoring Master Service Agreements
- Designed project plans and transition methodologies for all major offshoring accounts
- Directed the performance of onshore and offshore Vice Presidents of production, Human Resources, Accounting and Business Development
- Redesigned workflow to maximize utilization worldwide, increase turnaround times and improve quality
- Spent significant amount of time in satellite offices (notably London, Mumbai and Chennai)
- Was active member of strategy committee for the larger company (Zenta had over 4,200 employees, \$100 million in annual revenue and offices in New York, Los Angeles, Charlotte, Philadelphia, Florence, Dallas, London, Bangkok, Mumbai and Chennai)

Key Accomplishments:

- Led group through the most rapid growth in the company's history (all time record revenue while maintaining attractive margins)
- Converted business from a 100% onshore model to a blended onshore / offshore business model through a large scale process re-engineering study and dedicated follow through
- Attracted and retained top talent from the banking industry
- Was instrumental in building and maintaining key client relationships (including sourcing and papering a recurring consulting deal for \$3.8 million annually)
- Sourced, completed RFI and RFP processes, and won Zenta's first non- real estate related account for its Data and Analytics business (large, ongoing data aggregation account with major rating agency)
- Led group through market downturn by aligning costs to new market realities and holding onshore and offshore management teams together (all the while attracting new clients and business lines)

BLACKHEATH FINANCIAL (acquired by Zenta along with other outsourcing firms)

2003 - 2007

Chief Operating Officer

2005 -2007

- Oversaw the day-to-day operations of a Commercial Real Estate advisory firm with 120 professionals onshore
- Conducted "road show" to present company to Venture Capital, Private Equity, and potential strategic partners
- Interacted daily with existing clients as a main point of contact in bringing in deals, structuring deals and led pitch meetings for new business
- Negotiated, drafted and executed contracts with Managing Directors, legal departments and compliance / sourcing departments of Investment Banks

- Supervised Human Resources Director and Controller to ensure that back office was running efficiently
- Conducted all management level performance and compensation reviews
- Worked with PwC on intercompany pricing issues, expatriate tax issues, etc.
- Managed design and implementation of in-house quality control programs