

# Nitu Kashap

## Contracts Manager



### Qualifications & Training

- SIA Licence (Security)

### Courses:

- SIA Licence (Security Guarding)
- IOSH Managing Safely
- CSCS (Community Safety Accreditation Scheme)
- GDPR Training
- Complaints Handling
- Appraisal and Performance Monitoring
- ACT (Action Counter Terrorism Awareness Training)
- Innovise (Introduction to Timegate)
- Supervisory Management
- Driver Safety Awareness Training
- Fire Warden at Work Training
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### Current Role

Highly analytical and detailed-oriented professional with 14 years of progressive experience in operation and project management. Instrumental in streamlining and improving processes, enhancing productivity, and implementing technology solutions. Stellar record of leading and training high-performance teams to surpass revenue targets, drive performance improvement, reduce costs, and impact bottom line profitability. Proven expertise in assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Managing corporate business sites ensuring operational excellence through authentic leadership. Mobilizes and transforms organizations by setting up world-class processes focused on business performance management and operations efficiency.

### Experience

Nitu has 14 years working experience in both frontline and managerial roles within Aviation Security and Cooperate sector. Nitu is responsible for ensuring that the high standards of service our customers have come to expect are repeatedly delivered and surpassed. She has a wealth of experience in operational management across a variety of sectors. She is responsible for customer satisfaction, compliance, and all operational personnel within the contracts he manages. He has a solid understanding of current security legislation and British Standards.

Prior to joining SSG, Nitu has worked as a Head of Security at Chiswick Business Park – Home to 77 global business headquarters. She also has 12 years of experience at Heathrow Airport where she managed the operations at Terminal 2.

Nitu strives to deliver operational excellence through motivational teams.

In previous security roles, Nitu has worked in operations and management with the following responsibilities:

- Ensuring employees are compliant with all Health & Safety regulations.
- Client retention.
- Ensuring all client related queries are processes in a timely manner.
- Keeping accurate logs on information and data
- Staff training, recruitment and presentation.
- Ensuring sites are always manned with trained officers.
- Ensure client satisfaction is always achieved.

### Core Competencies

Security Management  
Staff Management  
Risk Analysis

Performance Management  
Client Relationship Management