



JAY S. PARIKH

2039 Jordan Terrace • Buffalo Grove, IL 60089
(847) 383-5088 • jay@csinternationalinc.com
www.csinternationalinc.com

Agency Certifications & Approvals • Standards & Codes • Regulatory Compliance • Business Development • Training & Seminars

SUMMARY

A proven professional in international business development, operations, customer relationships, project management, consulting, and engineering, with extensive experience in planning and executing business development initiatives, establishing and supporting international operations, nurturing and managing customer relationships, and delivering engineering services.

Identifies and applies best practices to business and operational problems, researching, synthesizing, and assessing data to extract the critical knowledge, control costs, and maximize performance and profitability.

As a flexible, result-oriented leader, possesses a contagious drive to achieve. Develops, directs, and motivates problem-solving teams to meet targeted objectives on time and on budget. A forward-thinking, enthusiastic team player with excellent follow-through and coordination abilities that adapts to changes and secures effective internal and external business relationships to maintain strong leadership. Highly customer-focused with dedication to detail, and strong inter-personal, analytical, organizational, communication, listening, and research skills.

KEY ACHIEVEMENT HIGHLIGHTS

- **Business Establishment in India:** Planned, researched, organized, and led execution of establishing an operation in India to provide customers with the local testing, certification, and quality registration services for access to the international markets. This initiative resulted in revenues of \$ 2,000,000 in 2003.
 - **Business Development:** Developed planning process along with strategic and tactical plans that factored in critical issues and industry dynamics for business growth and revenue enhancement. Participated in trade shows, various industry forums, and customer focus groups for developing new services and business.
 - **Strategic Services and Programs:** Worked with numerous industries and customers, engineering societies, standard-writing and code-making bodies, to develop new revenue generating certification programs and services for fire protection, restaurant & food service, and heating, ventilating, and air conditioning industries. These programs and services include performance, environmental & public health, and energy efficiency evaluations of products in addition to safety certifications.
 - **International Operations Support:** Managed operational support for the offices in eight Asian, seven European, and three Latin American countries with regards to the business, revenue, legal, financial, customer, and human resource issues. Led the staff training initiatives to provide effective local services in these countries.
 - **Customer Relationships:** Established, nurtured, and managed effective relations with the customers and key constituents to understand the critical concerns and needs, and provided quality service to maximize satisfaction and retention, and win new customers. Participated in the customer surveys to improve and enhance the service.
-

EXPERIENCE
Underwriters Laboratories Inc. (UL), Northbrook, Illinois2003-2004 Principal Engineer

Provided global technical leadership to engineers and other staff for product standards, certification, quality, and business growth. Developed technical competency criteria, updated certification documents for consistency and quality, and provided consultation to engineers and other staff on technical and certification documents, and international certification.

1999-2003 Senior Staff Engineer

Managed business and operations activities for international regions and affiliates in planning, training, customer relationships, and engineering. Developed annual strategic and tactical plans. Increased UL-India's revenue by planning, delivering staff training, and providing local service.

1991-1999 Staff Engineer

Established UL's operation in India, and planned/executed growth of UL in India from 2 to 62 staff and 167 to 700 clients. Launched a new product certification program for energy efficiency, and a new service for performance testing/ratings to meet industry requirements. Evaluated UL's options to buy or build a performance test facility. Counseled clients to provide international compliance service. Completed ISO/QS9000 Lead Assessor training courses, and conducted audits for auditor qualification. Cross-sold UL services at trade shows, factory visits, industry meetings and other events.

1987-1991 Engineering Team/Group Leader

Led engineering and administrative staff in providing clients with quality product certification services and new product development. Developed and revised UL and other organizations' standards. Provided consultation to customers, industry/trade organizations, consultants, design engineers, architects, and contractors on UL certification requirements, standards, codes, and international trade matters concerning product acceptance.

1978-1987 Project/Senior Project Engineer

Provided project management for certification and other services to clients in fire protection, building, heating/ventilation/air conditioning, and restaurant/food service industries. Enhanced UL revenues by conducting presentations on UL services and programs in industry seminars, workshops, forums, and meetings with manufacturers, government officials, inspectors, researchers, contractors, representatives of utilities, standards/codes bodies, and trade associations; and publishing technical papers in industry journals on UL's services, research, and certification programs.

CREDENTIALS**Education**

- M.B.A., Management - Roosevelt University, Chicago, Illinois
- M.S., Mechanical Engineering - Illinois Institute of Technology, Chicago, Illinois

License

- State of Wisconsin, Regulation and Licensing Department, Registered Professional Engineer (PE)

Memberships

- UL's Standard Technical Panel for Grease Exhaust Systems
- ASHRAE Technical Committee 5.10, Kitchen Ventilation

Awards

- Foodservice Consultants Society International (FCSI) Award in Recognition of Industry Contribution
- UL Professional Engineer Awards for establishing a new Product Category for Smoke Dampers and for Mathematical Fire Modeling