

# MANOJ MURLIDHAR BHUMKAR

B. Tech. (Civil), PGDM (Ops), Dip. (SCM), PMP®, FMP®, SFP®, IOSH-MS®, CLIP-ISO 41001, IMS-ISO 9001, ISO 14001, ISO 45001, SAP®- MM ECC, MM S/4HANA.

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## **SYNOPSIS:**

I bring over 20 years of comprehensive professional experience, including 7 years in the GCC region, primarily in Qatar. My expertise spans Administration, Facilities Management, Property Management, Fit-out Management, and Project Management. I have a proven track record in overseeing complex projects, focusing on DLP Management, Transition Management, and Operations & Maintenance. My commitment to maintaining rigorous quality standards has equipped me to effectively meet the dynamic demands of the fast-paced commercial sector.

## **PROFESSIONAL EXPERIENCE:**

- ❖ **July 2024 – Till Date**  
**Quorum Club Pvt. Ltd. (Mumbai-India)**  
**Job Title:- Manager - Facilities**



### **Multi-Segment Facility Management:**

- ✓ The Quorum Club Mumbai – Private Member's Club
- ✓ The Business Quarter (TBQ) – Co-working Space.
- ✓ The Pavilion – Event Venue.

## **JOB PROFILE:**

- Manage facilities for three distinct business segments across separate buildings, ensuring seamless and efficient operations at each location.
- Oversee all aspects of technical services, housekeeping, security, pest control, horticulture, valet parking, and office administration.
- Lead a team of Facility Executives, technical staff, and security personnel to ensure seamless operations and high service standards.
- Supervise the maintenance of club services, central kitchen, coworking spaces and banquet hall, including electrical, plumbing, air conditioning, fire systems, civil repairs, and kitchen equipment.
- Manage relationships with vendors for housekeeping, pest control, fire safety systems, MEP systems, and kitchen equipment repairs, ensuring adherence to safety and quality standards.
- Handle annual maintenance contracts (AMCs) and warranties for equipment, ensuring timely renewals and compliance with contract terms.
- Assist the F&B team with event setups and provide technical support for conferences and major events, ensuring smooth operations.
- Ensure guest house facilities are maintained to a high standard and fully functional for guest use.
- Negotiate vendor contracts, manage quotes, and oversee invoicing for services, ensuring compliance with all relevant regulations.
- Coordinate with building management on utilities, fire systems, security, vendor permits, and all compliance-related matters.
- Collaborate with interior contractors to manage repair and maintenance work during the Defects Liability Period (DLP).
- Ensure adherence to local regulations, policies, and safety standards during repair and upgrade projects.
- Manage project work and vendor relationships, ensuring effective project execution and timely completion.

- Oversee the transition and takeover of completed projects, ensuring all work is finalized according to specifications and quality standards.

❖ **November 2021 – June 2024**  
**Global Utility Services (Mumbai-India)**  
**Job Title:- Facility Operations Manager**



**JOB PROFILE:**

- Carry out regular maintenance tasks.
- Delegate cleaning and maintenance duties to team members.
- Supervise the cleanliness and safety of the facility, including both its interior and exterior.
- Arrange scheduled inspections and necessary repairs through external vendors.
- Document inspections, maintenance activities, repairs, safety measures, and any noteworthy occurrences.
- Work closely with building owners and management to plan facility budgets.

❖ **April 2021 – October 2021**  
**Property Solutions (India) Pvt. Ltd. – Kalpataru Group (Mumbai-India)**  
**Job Title:- Manager-Operations**



**JOB PROFILE:**

- Acting as the primary point of contact for facility and maintenance management across all Kalpataru sites.
- Overseeing facility operations at multiple Kalpataru sites.
- Assisting in site budgeting for the KL accounts department and conducting monthly monitoring.
- Holding overall responsibility for all assigned sites, ensuring smooth operations.
- Coordinating with various stakeholders including the FM team, project team, service providers, and tenants.
- Ensuring the smooth and effective functioning of all services at the sites, including security, housekeeping, CCTV, PA system, FF & FAS, STP, OWC, technical asset maintenance, and complaint management.
- Identifying vendors for operational needs and negotiating costs.
- Evaluating vendors on a monthly basis based on performance and responsiveness.
- Reporting site issues to the client and management on a monthly basis.
- Negotiating quotes and preparing approval memos.
- Certifying bills and vouchers before submission to the client.
- Following up on vendor payments and ensuring timely clearance by the concerned department.
- Monitoring all statutory bills for payment and consumption.
- Renewing vendor contracts and other facility services after obtaining necessary approval.
- Ensuring and controlling fit-out activities at all sites to prevent violations.
- Maintaining proper horticulture at all sites.
- Providing monthly site reports to higher management.
- Supervising critical site complaint management.
- Monitoring DLP & AMC activities at all sites.
- Managing work orders as required.
- Managing manpower and materials for all sites.
- Inspecting documentation/checklists and PPM schedules.
- Taking over systems and equipment as per E2S from projects.
- Tracking and ensuring snagging points are completed by the project team within the timeline.
- Holding periodic meetings with project teams to update on work completion and pending tasks.
- Facilitating the handover process of all assets to society after society formation.

- Updating and managing the P&L of all sites.
- Invoicing clients and submitting on a monthly basis.
- Ensuring end-of-month and recognition & reward programs are conducted at sites as employee motivational initiatives.

❖ **Feb 2018 – Jan 2020**  
**Dome Interiors W.L.L. (Doha-State of Qatar)**  
**Job Title:- Manager-Admin & Facilities**



**JOB PROFILE:**

- Overseeing general office administration and maintaining office assets.
- Managing statutory compliance and liaising with various government bodies such as the Municipality, QCDD, Kahramaa, Ooredoo Traffic Department, Immigration, etc., for permissions and approvals.
- Handling Transport, Petty Cash, and Staff Attendance Management.
- Managing facility operations, infrastructure maintenance, building management, lease management, and maintenance of leased buildings and equipment, including AMC.
- Supervising the operation and maintenance of various hard services like HVAC, Electrical, CCTV, Fire Fighting, Fire Alarm System, Plumbing, Carpentry, Civil, and soft services like Security, Housekeeping, and Pest Control.
- Performing routine maintenance of company-leased flats, staff accommodations, and other land and building-related assets.
- Coordinating with contractors for refurbishment work according to technical drawings.
- Managing vendor and contract relationships, including vendor identification, AMC, contract negotiations, reviews, and updating databases.
- Ensuring compliance with the Procurement Policy when processing invoices for all purchases.
- Timely renewal of maintenance contracts for all operational systems.
- Maintaining Fixed Asset Registers (FAR).
- Proper bookkeeping of MIS reports, audit reports, and documents such as leases, MOUs, BoQ, bills, payments, etc.
- Addressing inquiries, troubleshooting issues, and ensuring internal customer satisfaction for all stakeholders.
- Handling the handover of premises upon lease expiry and takeover of premises.
- Assisting in the shortlisting of properties for office space.
- Coordinating with architects for designing office space and other outlets.

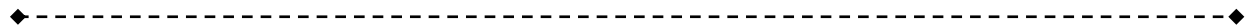
❖ **Dec 2016 – Dec 2017**  
**Tawar Mall (Doha-State of Qatar)**  
**Job Title:- Operations Manager - Fit Out & Facilities (Mall Management)**



**JOB PROFILE:**

- Oversee the comprehensive functioning of the shopping mall, covering property management, facilities and services, tenant relations, leasing support, marketing, and promotions.
- Supervise the mall team to manage the day-to-day operations of both direct and contracted staff, including Help Desk, Safety, Security, Cleaning Service, MEP Services, DG system, Centralized LPG System, Fire Safety System, Landscaping, Waste Disposal, Pest Control, Valet Parking, Customer Service, and Mall administration.
- Implement progress management for individual Tenant Units according to agreed design programs.
- Maintain a Tenant Management Schedule to track the design, fit-out, and commissioning of individual Tenant Units.

- Interface with various stakeholders, including subcontractors, consultants, government entities, Main Contractors, and senior officials.
- Monitor and liaise with base build contractors, handling logistics, permits, sequencing, and key interfaces.
- Ensure compliance with mall operating policies and procedures, including Occupational Health & Safety standards, by tenants, service providers, contractors, etc.
- Assist in preparing the annual operating budget (OPEX) for the shopping mall, ensuring alignment with higher management's objectives.
- Manage capital expenditures (CAPEX) for the mall as per the approved budget.
- Enhance overall mall profitability by maximizing revenue opportunities and minimizing operating costs.
- Foster positive tenant relations through periodic town hall meetings, gathering feedback, complaints, and suggestions for improvement, and presenting them to senior management for approval and implementation planning.
- Engage with customers through surveys and focus groups to understand ongoing needs regarding products and services.
- Establish and maintain service-delivery contracts with suppliers and contractors, setting service-level standards to ensure excellent customer and retailer service levels.
- Conduct periodic mall audits, customer surveys, and trade area analyses to stay updated on customer shopping habits and preferences.
- Handle conflicts or disputes among tenants, customers, and mall visitors in a professional manner, minimizing disruption to mall activities and safeguarding the company's reputation.
- Ensure a safe and pleasant shopping environment for customers and a thriving business atmosphere for retail tenants.



❖ **Jan 2014 – Nov 2016**

**Waseef Asset Management - Barwa Subsidiary (Doha-State of Qatar)**

**Job Title:- Fit-Out Manager (Facility Management)**



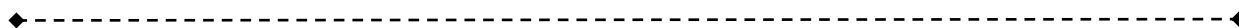
### **PROJECTS MANAGED:**

- ✓ Barwa Al Sadd – Retail Shops and F&B outlets.
- ✓ Barwa City – Retail shops, F&B outlets and Shopping Center.
- ✓ Barwa Commercial Avenue – Showrooms, Office units, F&B outlets and Hyper Markets.

### **JOB PROFILE:**

- Develop and implement the fit-out manual and procedures in accordance with the guidelines set by the Property and Facility departments.
- Assist clients and tenants in understanding the utilities and MEP services available in leased areas.
- Evaluate Fit-Out Submittals (Concept & Detailed Design) and offer feedback to clients.
- Review fit-out MEP designs to ensure compliance with local and international regulations and standards.
- Coordinate with consultants regarding Base Build issues related to fit-outs.
- Conduct regular on-site inspections of fit-out installations, addressing technical and engineering issues, drawing changes, etc.
- Periodically assess the Logistics plan and update the facility team accordingly for necessary arrangements.
- Review and revise the Tenant Fit-Out Guide for each property segment or asset class.
- Implement and periodically review fit-out procedures to maintain quality standards.
- Document and report any problems, defects, or non-functioning fixtures.
- Initiate and oversee modification work related to base build, securing approval from the Head Office as necessary.

- Ensure compliance with Quality, Health, and Safety regulations at all assigned sites.
- Attend site inspections conducted by local authorities (Municipality, QCDD, Kahramaa, Ooredoo) for completed fit-out premises and main buildings.
- Monitor the validity of all authority permits, approvals, and compliances, coordinating with specialized consultants to keep statutory documents up-to-date.
- Maintain regular coordination with the FM team, ensuring all facility services are in place for operations.
- Provide weekly and monthly reports to management on fit-out activities and other FM services.



❖ **Feb 2012 – Dec 2013**

**Knight Frank India Pvt. Ltd. (Mumbai-India)**

**Job Title:- Fit-Out Coordinator cum Acting Manager (Property Management)**

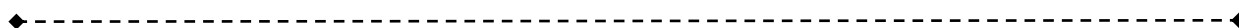


### **FM PROJECT:**

- ✓ Wadhwa Palm Beach Residency – Residential with Retail Outlet Project.

### **JOB PROFILE:**

- Ensure the safe delivery of a building project by collaborating with building professionals to design and plan the processes and specifications necessary for completing a building project.
- Set and implement building policies and regulations useful in managing the general behavior of tenants/occupants of an apartment.
- Oversee the maintenance of building services such as electrical, plumbing other MEP installations including civil repairs.
- Supervise housekeeping, security, pest control, landscape, health club services and office administration.
- Vendor management, quote negotiations & Invoicing in line with statutory compliance checks.
- Carry out assessment of a building's security team to ensure they are well poised to combat any arising security challenge.
- Evaluate the functionality of fire quelling equipment and systems to ensure they are operational and able to resist a fire outbreak.
- Assist emergency response teams in locating building sections, evacuating occupants, and containing an emergency situation.
- Lead a team of Facility Executives, Fit out Executives and other site personnel.
- Coordinate for space arrangement during preparations for a conference or other major events.
- Attend Body Corporate meetings to provide insights useful in taking decisions relating to building management.
- Proffer recommendations and advice on strategies and steps to take to ensure the smooth running of building property.
- Strictly monitoring the fit out activities on site according to fit out guidelines and controlling the property from unnecessary changes damages.
- Submit site reports (DSR & MMR) on periodic basis to the higher management.
- Adhere to policies and procedures applicable to the FM function.



❖ **Sept 2004 – Feb 2012**

**Hiranandani Construction Pvt. Ltd. (Mumbai-India)**

**Job Title:- Jr. Site Engineer (Building Construction)**



### **ACCOMPLISHED PROJECTS:**

- ✓ Evita: Luxurious Residential Tower.
- ✓ Dr. L.H. Hiranandani Hospital (Extension Project).

- ✓ Haiko Mall: Renovation Project.
- ✓ Melluha The Fern: Hotel Project.
- ✓ Light Hall 'A': Commercial Project.

### **JOB PROFILE:**

- Managing all administrative, technical, and financial supervision functions of the project to maintain proper control over contractors.
- Enforcing strict compliance with all contract provisions to meet contractual requirements.
- Reviewing technical designs and drawings to ensure accurate implementation.
- Supervising contracted staff on-site.
- Coordinating with the site store team to ensure stock availability and verify received materials.
- Ensuring project packages align with agreed specifications, budgets, and timelines.
- Collaborating with management, subcontractors, and other professional staff, including quantity surveyors and the overall project management team.
- Coordinating with stakeholders involved in on-site MEP services and facilities.
- Providing technical advice and resolving on-site issues.
- Compiling site reports and completing necessary paperwork.
- Ensuring compliance with health, safety, and sustainability policies and regulations.
- Facilitating the handover of flats and site assets in accordance with relevant departments.
- Managing and addressing post-possession queries raised by occupants.

### **TECHNICAL & EDUCATIONAL QUALIFICATION:**

- ✓ PGDM (MBA) in “Operations Management” from Prin. L. N. Welingkar Institute of Management Development & Research with Distinction.
- ✓ Diploma in “Supply Chain Management” from Prin. L. N. Welingkar Institute of Management Development & Research with Grade “A”.
- ✓ Bachelor of Technology in “Civil Engineering” from RVD (Mumbai) with Grade “B”.

### **PROFESSIONAL CERTIFICATIONS:**

- ✓ **SAP Certified Application Associate – SAP S/4HANA Sourcing and Procurement - Upskilling for ERP Experts, (C\_TS450\_2021).**
- ✓ **SAP Certified Application Associate - Procurement with SAP ERP 6.0 EhP7, (C\_TSCM52\_67).**
- ✓ **Project Management Professional (PMP®) certification from Project Management Institute (PMI) – USA. (PMP No. 2980338).**
- ✓ **Facility Management Professional (FMP®) credential from International Facility Management Association (IFMA) Credential Program – USA. (Certificate No. FMP10653).**
- ✓ **Sustainable Facility Professional (SFP®) credential from International Facility Management Association (IFMA) Credential Program – USA. (Certificate No. SFP1405).**
- ✓ **Managing Safely (MS®) certification from Institute of Occupational Safety and Health (IOSH) – UK. (Certificate No. 688647).**



- ✓ **ISO 41001:2018 Facility Management Systems** Certified Lead Implementer Professional (CLIP) – Approved by BSI, India. (*Certificate No. ENR-00814418*).



- ✓ **ISO 9001:2015 Quality Management Systems** Lead Auditor – Approved by IRCA, UK. (*Certificate No. 247921*).



- ✓ **ISO 14001:2015 Environmental Management Systems** Lead Auditor – Approved by IRCA, UK. (*Certificate No. 1627*).



- ✓ **ISO 45001:2018 Occupational Health and Safety Management Systems** Lead Auditor – Approved by IRCA, UK. (*Certificate No. NIC/2020/GR4208*).



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**COMPUTER SKILL:**

SAP ERP, MS Office, Auto CAD, True Viewer, Oracle EAM, CAFM Software (INFOR).

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**PERSONAL DETAILS:**

Date of Birth	: 1 <sup>st</sup> July 1981.
Place of Birth	: Mumbai (India)
Marital Status	: Married with one kid.
Nationality	: Indian.
Driving License	: India & Qatar.
Current Location	: Navi Mumbai (Maharashtra).

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**DECLARATION:**

I affirm that the information provided above is accurate to the best of my knowledge.

**Manoj Bhumkar**