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# Pramod Kumar Mishra

## Branch Head

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New Delhi, India  
pramod.m69@gmail.com  
XXXXXXXXXX/

*Administration and HR Leader  
offering over 27 years of rich  
experience across Aviation, Port &  
Logistics Industry, Waste  
management Industry, Coaching  
institute domains*

### CORE COMPETENCIES

Strategic Planning & Leadership  
General Administrative Functions  
Facility/ Event Management  
Vendor Management/ Negotiation  
Strategic HR Management  
Industrial Relations/ Govt.  
Relations  
Talent Management &  
Development  
Manpower Planning  
Team Management & Leadership  
Business Development

### EDUCATION

**1994:** Bachelor of Arts from  
Purvanchal University, Uttar  
Pradesh

### SOFT SKILLS

Collaborator  
Communicator  
Innovator  
Planner  
Thinker  
Problem-solver  
Decision-maker

### PERSONAL DETAILS

**Date of Birth:**  
1<sup>st</sup> March 1969

**Languages Known:**  
English and Hindi

### PROFILE SUMMARY

- Expertise in managing a wide spectrum of administrative tasks including, procurement of material & services, formulation of purchases & procurement policy, security, budget & budgetary effective cost control systems
- Directing, coordinating, and planning essential services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal, and recycling
- Expertise in manpower planning & integrated talent management, transformation, and development with honed skills in sourcing the best talent from diverse sources along with other corporate HR-related functions
- Excellent in reviewing compensations & benefit plans, reward & recognition schemes, HR policies & ensuring their effective communication across the organization in compliance with labor/ administrative laws
- Implemented a holistic HR strategy to meet short & long-term business challenges with a focus on areas such as talent & leadership, culture & values, and engagement & connect,
- An out-of-the-box thinker with a proven track record of establishing processes/ SOPs, streamlining workflow, and creating an environment to enhance operational effectiveness

### WORK EXPERIENCE

Since Oct'2021: Paramount Coaching Pvt. Ltd., Delhi as Branch Head

**Key Result Areas:** *Please confirm these additional points*

- Formulating branch corporate goals, short & long-term budgets; developing business plans for the accomplishment of target & goals of the organization
- Conceptualizing and implementing the competent strategies with a view to penetrate new student accounts and strengthen existing ones
- Creating SOPs and implementing stringent security systems/ measures in the premises to establish and maintain high-security standards
- Front-leading operations involving decision-making, information management, problem-solving, project and program planning, resource management, and monitoring
- Coordinating organization's response to a crisis, in an effective, timely manner; planning crisis/ disaster/ emergency management programs
- Spearheading the Human Resource Management and General Administration function
- Conceptualizing the HR Policies, SOPs, Budgets as per changing business environment
- Effectuating talent development plans to strengthen employee skills and develop them for the new roles while also improving the performance management process and goals
- Generating & scrutinizing the MIS reports and HR dashboards for workforce planning, attrition management, scenario analysis, performance reviews & compensation delivery
- Identifying growth opportunities for enhancing market share and deploying resources to convert the same
- Effectuating business operations for the profit center with a view to realizing pre-planned sales & revenue targets; formulating profit center budget for operational / business activities

### PREVIOUS EXPERIENCE

Aug'2021 - Oct'2021: Aakanksha Enterprises, Location as Admin Head

**Significant Achievements:**

- Led the General Administration for Estate & Facility, Transportation Facility, Storage Facility Management for Consumables

**Correspondence Address:**

CA 24, Janakpuri, Uttam Nagar East,  
New Delhi-110059

**Permanent Address:**

S 2/40, TR Shivnagar Colony,  
Pandeypur, Varanasi, Uttar Pradesh  
-221002

- Administered the Communication Facility, Medical Facility, Canteen Facility & Housekeeping Facility
- Planned and implemented events through meetings, training & trips

**Oct'2015 - Nov'2019:** Celebi Delhi Cargo Terminal Management India Pvt. Ltd., [Location](#) as Senior Executive Administration

**Significant Achievements:**

- Resolved & managed the administration complaints as per the satisfaction of the organization
- Pivotal in SAP Implementation for SAP MM with proper stores and Admin set-up successfully
- Received appreciated by management for effective liaison with Govt. officials like customs for their admin related facilitation
- Credited for supervising Blue-Collar Canteen (~2000 employees) & White-Collar Canteen (~200 employees) including vendor selection, monitoring, checks & balances
- Accomplished city-wide transportation arrangements for Staff and Custom Officials through adequate planning & optimum cost
- Prepared the Administrative and Staff Welfare program budget for the company
- Planned & organized the events for company and employee
- Analyzed the HR/IR plans related to the company's strategies for staff welfare

**Jun'2013 - Aug'2015:** Esdi Maritime Private Limited, [Location](#) as Admin Officer

**Significant Achievements:**

- Led the end-to-end supervision of General Administration including Canteen, Security, Housing Keeping, Transport Administration, Office Maintenance, Guest House, Company Property, Residential Flats & Store Facilities
- Managed the Contract Labor, ensured all statutory compliance as a Principal Employer and worked with Service Providers, Customs, other Government Agencies & Event Management

**Mar'2008 - Jun'2013:** APM Terminals, Pipavav (Gujarat Pipavav Port Limited) as Officer- HR/Admin

**Significant Achievements:**

- Managed the publication of advertisements, received the application, shortlisted, planned interview, performed the LI/PI test, LI score, and PI graphs; supported interview board in salary negotiations, supervised the joining formalities like offer letter, appointment letter, induction program
- Maintained employees' leave records, prepared Punctuality Report, updated employees' personal files, leave records, processed matters related to resignations, terminations, bonus, full & final settlement of employees, formulated Gratuity Register with details of Gratuity Payment, Annual Budget for HR as well as Admin Dept.
- Designed the MIS Reports, manpower turnover report, HR Board meeting report, Overtime analysis report, employee relations and handling of employee grievances, employee welfare like Mediclaim, Group Personal Accident Policy
- Adhered to compliances of Contract Labour (R&A) Act, 1970 pre-commencement and post-commencement under State Rules, Employees Provident Fund & Misc. Provisions Act, 1952, Workmen's Compensation Act, 1923, Minimum Wages Act, 1948, Payment of Wages Act, 1936, Bonus Act
- Filed the periodic returns under Provident Fund Act, like Monthly 12A, Form 19 and 10 for resigned employees, Form No. 5 for new employees, Form No. 9, Form 2 for nomination, Form 3A & 6A for annual return, PF / EPF / EDLI settlement of resigned / termination/ Death employees, PF transfer

**Dec'2005 - Feb'2008:** ICICI Bank Limited, [Location](#) as Training Executive

**Feb'1995 - Nov'2005:** Dewsoft Overseas Pvt. Ltd., [Location](#) as Associate/Ambassador