



Kamal Sharma

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Result Oriented & versatile Professional with rich experience in

General Administration

Office Expansion

Data Center Infra Management

Facility Management

Property Management

Event Management

Vendor Management

Experience in MNCs, IT, BPOs

Logistics/Transport

Public Relations

Procurement

Service Industries

Budgeting

EXECUTIVE SUMMARY

Admin Policies, Budgeting Strategy & Plan:

Formulate short & long term objectives for the admin function. Budget & Cost Control for overall Admin and Facilities Department including off roll and third-party resources. Reporting to management on Cost Effectiveness, cost Control Initiatives. Monitoring the same on regular basis.

Infrastructure Management, Security and Asset Management:

New Facility search, Commercial & Residential Property Management, Project Handover, Facilities Management, Infrastructure Management, Asset Management, Billing process management, Security Management, HUB room/Server Room Maintenance, CCTV, EHS. AMC of BMS- Biometrics & Access Control, Security system & Fire Alarm system, Business Continuity Planning.

Inventory and Procurement, Vendor Management

Stationery Management, Travel Management, Visitor Management, Responsible for purchasing, disposal, using, keeping and monitoring office assets. Procurement of CAPEX & Non-CAPEX items. Responsible for procuring company's assets from different vendors. Finalize the vendors as per the quality and cost parameters. Procurement and renewal of Software and hardware contracts. Vendor Identification, negotiation, vendor performance and agreement adherence.

IT: Data Centre / Server room management:

The Data Center Facility & Operations management which includes risk mitigation, corrective, preventative & breakdown maintenance of critical infrastructure, vendor management.

Domestic & International Travel Arrangements, FRRO & Visa:

Visa processing, Domestic & International Travel Arrangements, Hotel & Flight bookings and Forex. VISA invites for employees. Provide domestic & International accommodation, logistics support to employees. Coordinate with Travel Agencies, Custom, FRRO (Annual Visa renewals of expects & families, apply Online for FRRO appointment, etc.), Embassies, Forex Vendors. Domestic and International Client Visit On-boarding support. Domestic Travel and Relocation support for Interviews and joining. Fresh Visa and Immigration Service.

Relationship Management & Liaison with External agencies:

Ensure compliance of minimum wages acts for payments and statutory compliance, Liaison with Local Authorities, Police, Municipal Corporation, Electricity board, Pollution control board, Fire department. Identify Training Agencies, Consultants, Manpower & Housekeeping Agencies, Advertising Agencies, Event Management Companies, as per requirement.

Property/ Guest house management

To oversees overall guest house operations including, kitchen, dining area, housekeeping, hiring and general maintenance. Ensure property, rooms, lobby, common areas are well maintained and cleaned as scheduled. Ensure staff training (technical & administrative skills) for better guest experience and understanding, monitor their performance. Management of Material Resources - ensure that the appropriate use of equipment's are done. Maintain data regarding work assignments, personnel actions, attendance and prepares periodic reports.

Cabs /Transport/Logistics Coordination:

Manage transport operations, catering to employees coming in multiple shifts (24x7). Ensure effective data capturing for error free timely billing. Coordinate with Finance and Purchase for vendor selection/contractual terms and operational requirements. Oversee the compliances related to transport fleet operations, regular driver trainings, check of the vehicles. Providing various MIS reports for review and analysis. Prepare Reports for Sr. Management. Optimize transport planning for cost effectiveness and providing special arrangements for company events.

Events, Festivals, Celebrations, Off Site Team outings, Conference, Training for Employees:

Employee Engagement activities- Festival Celebrations, Outdoor activities, R&R events, Offsite Training Coordination. Cater International visitors, Organise Parties, Festival Celebrations, Annual Day events, etc. Work with Internal stakeholders for dining, medical, transport issues and facilitate timely resolution of all complaints

Career Contour:

In-Solutions Global Ltd. as "Manager-Administration" (Managing day to day admin functions for PAN India Corporate & Regional Offices).

(July 2023 till date)

Role and Responsibilities:

- **General Administration and Facility Management**- Administer & coordinate multi-sites infrastructure and facility with Site SPOCS to generate a good working environment for the employees. Manage day-to-day operations; supervise and coordinate activities of employees.
- Office expansion, new office search, BOQ clearance, Project takeover and handover of related documents to legal team, etc.
- Involvement in layout / design finalization, work with contract vendor along with GC vendors for preparation of facility as per approved layout and BOQ.
- Manage security and entries as per regular staff area & secured financial services area as per company guidelines.
- Ensure smooth Admin operations, risk controls & process adherence to meet the PAN India security audit scores in coordination with PCI-DSS checks & be a part of ISO 27001:2013 (Surveillance).
- Ensure OPEX optimization to keep operational cost under budget / control.
- Managing compliance including Fire & Safety, BMS operations, Fire drills, FAS Systems, Renewal of Trade Licenses, Shop & Establishment Certificates, etc.
- Managing interdepartmental coordination and activities. Hold regular information exchange and collaborative sessions with key support functions like HR, IT, Operations.
- Representing & leading Admin & Facilities department in business engagement forums and to communicate progress on works and business engagement for facilitating collective task accomplishments and supporting business.
- Administering Travel related activities including Air Travel Domestic & International, Hotel Accommodation, Visa, Forex, Travel Insurance, corporate deals from Airlines and Hotels for Pan India.
- Suggesting & Implementing businesses on measures to improve the efficiency and cost-effectiveness of the facility.

Skechers India as "Deputy Manager-Administration" (Managing day to day admin functions for PAN India COCO stores & Corporate Offices).

(March 2022 till June 2023)

Role and Responsibilities:

- **General Administration and Facility Management**- Administer entire infrastructure for Multiple site offices and facility management to generate a good working environment for the employees. Manage day-to-day operations; supervise and coordinate activities of employees.
- Office expansion, new office search, Project takeover, BOQ clearance, etc.
- Administering Travel related activities including Air Travel Domestic & International, Hotel Accommodation, Visa, Forex, Travel Insurance, corporate deals from Airlines and Hotels for Pan India.
- Managing compliance including Fire & Safety, BMS operations, Fire drills, FAS Systems, Renewal of Trade Licenses, Shop & Establishment Certificates, etc.
- Representing & leading Admin & Facilities department in business engagement forums and to communicate progress on works and business engagement for facilitating collective task accomplishments and supporting business.
- Managing interdepartmental coordination and activities. Hold regular information exchange and collaborative sessions with key support functions like HR, IT, Operations.
- Suggesting & Implementing businesses on measures to improve the efficiency and cost-effectiveness of the facility.
- Vetting contracts with legal team for admin related vendors & services.
- Collaborate with the procurement central team in finalization with selected vendors / contractors.
- Reviewing Monthly & quarterly expenses, spend analysis, formulating budgets.
- Advised & made implementation on increasing energy efficiency, cost-effectiveness, and sustainability.
- Monitoring and managing the major assets and technologies within the workplace to ensure maximum return on investment.
- Suggested alterations & implemented policies, standardizing processes, SOP's and implementing best practices to ensure smooth operations.
- Planning manpower requirements in coordination with senior management to support Brand events & new product launch events at & outside premises.
- Assessing On roll & off roll staff performance and organizing training sessions to ensure maximum efficiency and upscale their knowledge skills.
- Manage compliance with health and safety standards, third party payroll.
- Ensuring 100 % Compliance's, Minimum wage & meeting SLA as defined guidelines and procedures.

- Steering the execution of various activities in the organization including recycling, renovations, event management, and employee engagement.
- Procuring necessary infrastructure involving capital equipment, managing large scale movement of stores and ensuring optimum inventory control.

JLL-India, Gurugram as "Assistant Manager-Admin & Facilities (Managing 2 sites at India level)"
(April 2020 till March 2022)

Role and Responsibilities:

- **General Administration and Facility Management**- Administer Gurgaon and Bangalore site infrastructure and facility management to generate a good working environment for the employees. Manage day-to-day operations; supervise and coordinate activities of employees.
- Office expansion, new office search, Project takeover, BOQ clearance, etc.
- Managing multiple site operations and aligning with regional team for deliverables, standards, reporting and metrics.
- Responsible for all SEZ formalities, for inward & outward assets & employee joining.
- Accountable for complete facility & maintenance of utilities – preventive maintenance (PAC, CAC, CSU, BMS, UPS, Fire System, Access Control, WLD, CCTV, etc.), anticipation of eventualities for facility management operations.
- Develop and implement a facility management program including preventive maintenance and life-cycle requirements, including AMC's & C-AMC's.
- Risk management, disaster scenario planning, BCP planning.
- Responsible for analyzing the need, then develop and execute the required support systems for services like safety, housekeeping, preventive maintenance, pantry operations, reprographics, and office stationery and parking management.
- Manage compliance with health and safety standards, third party payroll.
- Ensuring 100 % Compliance's, Minimum wage & meeting SLA as defined guidelines and procedures.
- Responsible for all office space (site storage and workspace) management and related movement – including reporting of space utilization. Optimize the use of space and equipment while reducing operating costs.
- Representing & leading Admin & Facilities department in business engagement forums and to communicate progress on works and business engagement for facilitating collective task accomplishments and supporting business.
- Managing interdepartmental coordination and activities. Hold regular information exchange and collaborative sessions with key support functions like HR, IT, Operations.
- Perform analysis and forecasting budget for financial year.
- Monitor expenses and payments. Develop and implement cost reduction initiatives.
- Manage contractor vendor relationships & coordinate & monitor contract suppliers.
- Collaborate with the procurement central team in finalization with selected vendors / contractors.
- Responsible for meeting all service providers to review their performance on a regular basis through structured review meetings at regular intervals.

Previous Work Experience

Marriott, Customer Global Support Center, Gurugram as "Assistant Manager-Facilities" (September 2019 till April 2020)

SB Zygos IT Services, Pune as "Assistant Manager-Admin & Facilities" (Dec 2013 till April 2017)

GAB Technologies Gurgaon, as "Team Leader-Admin & Facilities" IT & BPO. (Jan 2010 November 2013)

With PC 24by7 Infotech, Gurgaon as "Sr. Executive Admin" IT & BPO (April 2006-December 2009)

Professional Certificates

- TECHNICAL: ITIL FOUNDATION CERTIFIED in JUNE 2014.
(ITIL Foundation -V3 certified from EXIN.)
- Participated & successfully completed workshop on Labour Laws & Statutory Compliance in 2014.
- FIRE & SAFETY: Fire Safety & Industrial Safety in FEBURARY 2023.
(INSTITUTE FOR DESIGN OF ELECTRICAL MESURING INSTRUMENTS – "IDEMI")

Academic Credentials

Graduate in Arts (Humanities) from Indira Gandhi Open University, New Delhi in 2003.

Personal Details:

Father's Name: Late Shri S.K. Sharma

Languages known: Hindi, English and Punjabi

Marital Status: Single