

ADMINISTRATION ~ FACILITIES MANAGEMENT

Result-oriented professional, successfully driving the overall operations and attaining process excellence at minimal cost; targeting managerial assignments with a reputed organization preferably in **Navi - Mumbai / Mumbai**,

PROFILE SUMMARY

- Focused professional with **over 19 years** of experience in **General Administration, Facility Management, Vendor Management, and Infra Management**.
- A Perfect People Manager with expertise in directing cross-cultural teams using interactive and motivational leadership that spurs people to willingly give 100% effort
- Developed procedures, service standards and operational policies, planning & implementing effective control measures to ensure smooth operations and utilization & deployment of resources
- Implemented cost saving measures to achieve substantial reduction by renegotiation, effective vendor management and establishing process driven systems; directed functions for executing facilities management projects (infrastructure & shared services) including space management and structured communication
- Ensured smooth business operations & managed daily administration including procurement, safety, security, housekeeping, environment, firefighting, transport, contract, transportation, canteen, travel, and annual maintenance for owned infrastructure
- Managed Office Licenses as per government norms, acts & regulations
- Skilled in steering stakeholder communication in a cross-cultural set-up (vendors, contractors, consultants, local & government authorities, so on); maintains effective employee relations with staff across all levels on day-to-day matters through counselling, role enrichments, feedback sessions & settlement proceedings

CORE COMPETENCIES

General Administration Facility Management Assets Management Petty Cash Management Budget & MIS Management Company Vehicle Management Fire & Safety Management Vendor Management Cafeteria Management, Security Management, Infra Set up Management, Liaoning & Coordination.

ZEE LEARN LTD - Worli Mumbai, (Oct 23-to Nov 24)

- Plan and coordinate administrative procedures and systems and devise ways to streamline processes
- Recruit and train personnel and allocate responsibilities and office space
- Assess staff performance and provide coaching and guidance to ensure maximum efficiency
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations
- Manage schedules and deadlines
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
- Monitor costs and expenses to assist in budget preparation
- Oversee facilities services, maintenance activities and tradespersons (e.g., electricians, civils, carpenters,)
- Organize and supervise other office activities (admin report, renovations, event planning etc.)
- Ensure operations adhere to policies and regulations
- Keep abreast with all organizational changes and business developments Plan and coordinate administrative procedures and systems and devise ways to streamline processes
- Plan and coordinate with vendors for Finalizing new office requirement's location pan India as per business needs as per budget constraints.
- Manage day to day facilities services like canteen, Housekeeping, Security services on 3rd party payroll.
- Plan and coordinate with senior level for events organization by company.
- Manage and check monthly vendor's invoices related to services or any new procurement and forwarded to account dept with necessary approvals for further payment process.
- Manage and provide support to admin support team and motivate them person to person basis.
- Manage travel desk for Pan India flight and hotel booking for staff & guest as per business needs.
- Managed leave & License service agreement pan India basis as per business requirements.

SIGNIFICANT ACCOMPLISHMENTS ACROSS CAREERS

At AMITY INTERNATIONAL SCHOOL - BELAPUR, Navi Mumbai. (Feb -20 Oct- 23)

- Managing the Housekeeping & Maintenance staff by determining workloads & schedules.
- Supervise and managing the school security.
- Taking care of school Infra by planning with the project civil team as per school requirements and norms.
- Checking monthly vendor monthly bills for payment process.
- Taking care of school liaisoning work for getting manyatta and other school license.
- Ensure the canteen facilities are provided as per the school policy.
- Supervise and handle the transport arrangement of students and staff.
- Managing the organizing school Events and functions as and when require for students and staffs.
- Manage the staff is trained in school maintenance activities and follow the standard operating procedures.
- Manage maintenance activities of school properties such as Networking Systems (Computers/ Printer/Xerox machine), Water Purifier, Fire extinguisher, Attendance Software, TV / Music systems / LCD / Slide projector, swimming pool, electrical fittings / fixtures, ceiling fans etc.
- Interact with Municipal Corporations & other regulatory departments to formulate and arrange plans to update systems and reduce operating costs by ensuring optimum utilization of resources.
- Make all necessary arrangements for special events such as Orientation, PTA meetings, Workshops and Coffee meet.
- Responsible for effective co-ordination within the departments assigned.
- Handle emergencies & manage crisis.
- Manage vendors, involve in negotiations, ensure the services are rendered within the timeline and follow upon their payments.
- Maintain documents related to vendors / contract/ payment etc. as per the school guidelines.At Vibgyor High, Kharghar - Navi Mumbai. (April -18 to Feb – 20)

- Supervise, advice and mentor the admin team.
- Ensure all bills related to admin scope are checked and paid before due dates.
- Developing and maintaining school administrative activities.
- Ensuring High Efficiency at Low Cost.
- Handling of emergencies & managing crisis.
- Scrutinize, validate, and sanction the requisition requirements.
- Responsible for supporting the team in innovating newer systems.
- Responsible for setting up new effective practices.
- Responsible for effective co-ordination within Departments assigned. Overall Responsibility for maintaining efficiency with an oversight on processes and activities.
- Ensuring adherence to prescribed procedures.
- Grievance Handling.
- Responsible for Building Maintenance AMCs, Service Contracts, Vendor Sourcing and Management
- Organizing Events: Culminating Activities, PTMs, etc.
- Preparing Budget and maintain MIS vis-Budgets for the entire year.
- Handling Statutory Compliances as required for the school.
- Managing Field trips Prepare the Costing, arranging the travel, snacks food and first aid.
- Handling travel arrangement and accommodation for teachers attending workshops and trainings.
- Responsible for analyzing Water Testing report from Vendor.
- ☐ Responsible for Facility Management Services Soft Services such as Housekeeping, Security, Pest Control, Carpentry, Plumbing etc.

At Navkar Corporation Ltd.- New Ponvel Navi Mumbai. (June -15 to March -18)

- Acted as a Coordinator between locations & HO by resolving pending issues/matters within a suitable & tolerable TAT

- Travelled & audited to assigned locations frequently for inspection & updating on upkeep of location; ensured that company set standards with regards to administration were followed at location.
- Introduced and implemented cost efficiency to reduce Opex.
- Identified premises for Branch Office and obtained certification of completion of the furnishing work at new offices
- Ensured all renewals of Shop Act Licenses & AMCs were done well in advance
- Steered maintenance of records & documents related to company assets & property of individual locations
- Implemented company policies, guidelines, rules & regulations related to office workings at the assigned locations
- Handled Infra Set-up & repair and maintenance of the company as per company's standard.
- Effective, Efficient, and timely delivery of Administrative Services support to operations
- Acted as info-hub for provided administration related information and supervising administrative activities like general admin, verification of stationery stock, petty cash, courier, florist, pest control, housekeeping, etc.
- Ensure all Fire & Safety related equipment's should be up to date and available on time as & when require along with proper training conducted to company's staff.

At Caliber Human Capital Services Pvt. Ltd. - Navi Mumbai

(Sept - 14 to April -15)

- Steered vendor management for maintenance of branches & non-IT equipment including AMC's.
- Monitored the regularity of supplies and follow-up for logistics PAN India.
- Undertook purchase, maintenance & documentation of office furniture & fixtures likes air conditioners & workstations
- Rendered facilities support to office staff and managed vendors, housekeeping/ pantry services, security supervision, medical facility, mail room operations & record management
- Prepared proposals for the approval of new premises, relocation, additional premises & surrender of premises on lease
- Achieved cost saving of INR 2 Lakhs on 15 interior furnishings by implementing risk mitigation techniques to ensure safer & secured branch locations
- Identified new vendors which led to a decrease in the overall cost by 35%

Karam Industries. - Vashi Navi Mumbai.

(May - 2011 to Aug -2014)

- Undertook HR related work including interview, new Joining formality, joined induction, training, exit formality, pending dues and Event / festival planning in the given budget
- Steered travel management for PAN India location
- Infra Advisor to the Regional Head on all infra related issues in branches.
- Liaised with owners for rent, taxes & any other issues regarding premises; ensured attendance tracking and leave planning/ approvals of team members
- Coordinated with the HR for hiring and keeping a track on the attrition rate of the team
- Managed HR functions like recruitment, job designing, organizational structuring and workload distribution
- Designed & implemented HR programs & systems pertaining to compensation, shifts in external Labour markets, pay equity and legislative changes
- Bagged 3 awards & certificates of appreciation

At Max New York Life Insurance Co. Ltd - Andheri (W) Mumbai. (Sept -2007 to May - 2011)

- Ensure Branch Admin related activity done on time for smooth functions.
- Renewal payment follow up with Clients & Agents towards their insurance policy.
- Planning & Preparation of Event / Festivals at branch office as require.
- Handled Cash Flow of the company.
- Monitoring Day to day House Keeping & Security activities at branch office.
- Ensure timely stationery & other materials procurement locally by taking proper approval from HO.
- Monthly vendor bills checking and forwarded to HO for further process and follow ups with them.
- Bagged 2 awards & certificates of appreciation.

ORGANISATIONAL EXPERIENCE

April'18- Feb 20 with Vibgyor High, Kharghar, Navi Mumbai as Administration Manager

Jun'15 -March 18 with Navkar Corporation Ltd., Navi Mumbai as Administration Manager

Sep'14 - Apr'15 with Caliber Human Capital Services Pvt. Ltd., Navi Mumbai as Admin Manager

May'11- Aug'14 with Karam Industries, Navi Mumbai as Regional Administration Manager

Sep'07- May'11 with Max New York Life Insurance Co. Ltd.as Operations & Administration Executive

Key Result Areas:

- Providing strategic leadership and prioritizing initiatives focused on value delivery, system reliability, cost control, training, budget, and resource management
- Identifying and networking with cost effective & reliable vendors for purchase of requisite materials and controlling security operations entailing regularization of visitor's entry / exit to the premises
- Supervising facility management functions for always ensuring smooth operations; maintaining proper decorum & discipline by implementing & modifying the policies & procedures
- Managing regular Updating of databases to ensure overall operational and administrative efficiency
- Steering all administrative activities like maintenance of office equipment, transport, housekeeping, maintenance of office and record keeping of office stationery including various formats
- Visiting the assigned branches and hub locations to ensure proper branch maintenance
- Adhering to fire safety procedures and following rules & regulation related to hazards as per the training
- Undertaking canteen facilities of over 2000 employees with proper system and process
- Spearheading office premises & company vehicles insurance with proper follow-up & timely renewal
- Planning for office renovation work or any expansion of company property as per budget and timelines
- Maintaining documents & records like contracts, AMCs, lease agreements, compliances, office insurance, so on
- Coordinating with external vendors for hotel arrangements, transportations, rail & air ticketing, travel formalities for Company Officials or Foreign Dignitaries and hosting of seminars & conferences
- Reviewing the Admin MIS Reports & managing the Office Assistant, Field Assistant, Security & Drivers
- Ensuring proper functioning of alarm & biometric systems, CCTV, and other equipment
- Organizing office events & functions quarterly for staff motivation as per company budget
- Steering entire commercial operations of the organization including logistics & back-up support
- Ensuring company assets & property are taken care at all locations assigned and company set standards of administration are followed by the Admin Representatives of assigned locations
- Conducting survey & acting on employee feedbacks on upkeep of locations
- Undertaking courier TAT monitoring time before expiry date at all the locations; managing office rent, electricity bills, water bills and telephone & mobile bills; managing stationary bills and controlling the budget
- Spearheading new office set-up & office shifting at new location

ACADEMIC DETAILS

- B.Com. from Nagindas Khandelwal College, Mumbai University in 2006 with 62.43%

PERSONAL DETAILS

Date of Birth: 10th August 1982

Languages Known: English, Hindi and Gujarati

Address: Sai Prasad Flat No 401 Plot No 29 sector 34/C, Kharghar Navi Mumbai 410210.