

SINDHU
PILLAI

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SUMMARY OF EXPERIENCE & SKILLS

- A Business Management graduate with 14 years' experience in Facility / Site management / General administration / facility operations.
- Experience in admin and facility management, team management, stationary and inventory management, liaising with clients, report generation etc.
- Communication and co-ordination skills.

ORGANISATIONAL EXPERIENCE

From August 2023 onwards with K Raheja Corp as Building Manager Operations for the corporate towers at Mindspace (appx sq feet area is 7L).

Key Responsibilities

- Responsible for complete corporate tower operations which includes major R&M, AMC renewal, PPM activities, soft service, event management.
- Monthly meetings with tenants and ensuring closure of their open points.
- Ensuring release and PR PO generation from procurement dept
- Vendor co-ordination.
- Co-ordination with security team.
- Co-ordinating with event management team.
- Working closely with outsourced Integrated Facilities Management service providers and ensuring all R&M and soft service are addressed daily.
- Ensuring site is well maintained.
- Budget forecasting.
- Being a part of RSM audit
- Carrying out pre-monsoon checks.
- Co-ordination with project team.

From March 2023 to July 2023 with JLL Work Dynamics as Facility Manager, Mumbai cluster.

From Oct 2022 to Feb 2023 with CBRE South Asia Pvt Ltd as Deputy Manager (Transitioned from Wipro HR Services to CBRE as part of organizational restructuring with same role &

responsibilities)

From Feb 2020 till Oct 2022 with Wipro HR Services Pvt Ltd as Senior Service Manager, Admin Dept

Key Responsibilities

- Plan, schedule and coordinate general maintenance, major repairs of existing buildings/equipment as per laid down schedules. Supervise and closely work with outsourced Integrated Facilities Management service providers /vendors as per operational /functional requirement.
- Inspect facilities and equipment routinely to determine necessity of repairs or maintenance. Investigate complaints, concerns and resolve problems as per management policies/OEM guidelines. Ensure all building compliances are followed as per statutory regulations.
- Renewal of contracts & agreement in line with organizational policies.
- Prepare, manage & Manage overall Corporate Real Estate budget (OPEX, CAM and support to establish annual budgets)
- Reconciliation of assets periodically & report the variances.
- Building Compliances & Statutory regulations to IT Parks/buildings
- Labour compliances & coordinating with builders on all statutory compliance requirements.
- Setup strategy to monitor compliance to the established systems & processes and best practices, implement internal reviews/audits & provide gap analysis.
- Liaise with Govt. /Statutory bodies for all statutory /compliance requirements
- Drive implementation of corrective / preventive action plans.
- To lead team of Organization staff and multiple contractors deployed through outsourced IFM service provider
- Assist Corporate Real Estate team on leasing & registration of Office lease.
- Maintenance of properties/Infrastructures as per schedule and within budgets.
- Ensure work place safety and organizational EHS /OHASA policies are adhered by the staff and contractors to ensure safe & secure work environment.
- Manage & Deliver the Housekeeping & Pest control activities line with industry standards.
- Deliver & Manage the Cafeteria /Pantry Services, Mail room, Event /Client visit Store & Inventory management.
- Ensure regular drills/ preparedness to meet the business requirements.
- Coordinate with Central procurement to assist in sourcing & vendor selection /Bill of Quantity & define Scope of work.
- Set up quality procedures, identify areas of improvements and introduce modifications.
- Actively participate in innovating new concepts as per market trends/Industry best practices, conduct feasibility tests etc.

- Maintain 360 degree feedback mechanism to enhance the service deliverables.

May 2019 – Jan 2020 with Lodha Group as Deputy Manager – Hospitality and Property Management

Lodha Group is one the largest real estate companies in India. It has developed more than 85 million sq. ft. land area. They have projects all across India as also overseas.

Site: New Cuffe Parade, Wadala

Key Responsibilities

- Liaison between end client & site project team.
- Prepare snag list & follow up with project team to get them cleared
- Hand over the finished flats to the end customer
- Supervising and coordinating work of onsite housekeeping staff.

Oct 2018 – May 2019 with Cushman & Wakefield as APM – Soft Service Manager

Commercial Site: Neptune Mall (15L sq. ft)

Key Responsibilities

- Single point of contact for the mall clients and Neptune HO authorities.
- Interacting with mall clients on regular basis and address their grievances if any.
- Resolve the snag list of clients by follow up with the project team.
- Oversee the general upkeep of the site in terms of cleanliness, security, maintenance etc.
- Manage the budgeting of the said facility in a cost effective manner.
- Advising the client on increasing energy efficiency of site in a cost-effective manner.

Nov 2013 – Sept 2018 with Sodexo India – Facility Manager

Corporate Sites: Novartis India Ltd (Worli), Cipla Ltd, Vikhroli (5.6 lacs sq feet)

Transition sites: Loreal India Ltd (Chembur & Lower Parel), Novartis India

Ltd Key Responsibilities

- Single point of contact for the client as well as for Sodexo head office for the entire site.
- Managing multiple sites of the client on PAN India basis.
- Working with Project team during transition.
- Overseeing and agreeing contracts and providers for services including security, transport, cleaning, catering, technology etc.
- Manage the budgeting of the said facility and ensuring cost-effectiveness. Monitoring budget on a regular basis vis a vis variance
- Advising the client on increasing energy efficiency and cost-effectiveness

- Vendor management- Oversee acquisition, installation and commissioning of equipment's that are required for the facility – IT Systems, air conditioning, Vending machines, consumables etc.
- Negotiate with telecom service provider's w.r.t providing best corporate tariff plans for Company Associates.
- Preparation of MIS reports on a regular basis
- Supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security
- Ensure all the statutory requirements are adhered to, along with the required documentation on a regular basis.
- Liaison with Government agencies.
- Ensure safety measures are adhered to and followed by the team at site.
- Recruiting, selecting, orienting and training staffs on site and communicating job expectations.
- Drafting SOP as per site requirements
- Conduct rewards & recognition and other customized programs to motivate and boost the morale of the onsite staff
- Organizing special events like Diwali/Dasera/Christmas celebrations, Board Meeting, HR interviews, Sports Day etc.

April'10 to Oct 2013 with Jones Lang LaSalle – Assistant Facility Manager

JLL has more than 280 corporate offices operates in more than 80 countries and has a global workforce of more than 70,000. In India it has a geographical footprint across 11 cities with over 8500+ employees.

Commercial Sites – Natraj by Rustomjee (Andheri), Platina (BKC), India Bulls (Parel)

Residential Sites – Eldora C.H.S - Hiranandani, Powai, Villa Orbit – Napean Sea Road

Key Responsibilities

- Planning, budgeting and coordinating of all operations for the said facility.
- Supervising and coordinating work of contractors. Ensure that work by staff or contractors have been completed satisfactorily as per SLA requirements / company norms and following up on any deficiencies.
- Vendor management in terms of compliance with vendor service level agreements (SLA's), vendor contract review & negotiations, report tracking and statutory compliances.
- Front office management for the client
- Procurement of equipment, supplies and materials to perform required duties efficiently and effectively.
- Make routine and scheduled inspection of the entire site.
- Acting as info-hub for providing administration related information and supervising administrative activities like general admin, verification of stationery

stock, petty cash, courier, florist, pest control, housekeeping, etc.

Dec'08 – April'10 with Reflexite Safety India Pvt Ltd – Manager, Presales

Reflexite Safety india Pvt Ltd is a leading manufacturer of retro-reflective safety products for any market where safety and visibility is paramount.

Key Responsibilities

- Introduction of the company and its products to OEM's, Vehicle body manufacturers etc.
- Generate leads for the sales team on a sustained basis.
- Training of the sales team on technical aspects on a regular basis.
- Support the sales team with elaborate quotations and customized solutions
- Liaison with the product development & marketing team.
- Provide after sales support to the client.
- Ensure repeat orders from the clients on a regular basis

March'04 – Nov'08 with Vidyalankar Classes – Centre Manager

Vidyalankar Classes is a leading test preparatory class for several competitive entrance and University exams for over 50 years based out of Mumbai.

Key Responsibilities

- Build, manage, motivate and train counsellor team for performance
- Direct the daily centre workload; manage, prioritize and delegate to meet targets
- Motivate team by effective daily communication
- Key role in conversion of walk in students
- Conduct seminars for students on a regular basis
- Have the centre ready for clients at all times by maintaining hygiene standards

ACADEMIC PROFILE

- Post Graduate Diploma in Business Administration (**PGDBM**), WILLM (AICTE approved), Batch of 1998.
- Bachelor of Science (**BSc-Chemistry**) University of Mumbai, Batch of 1994

IT CERTIFICATIONS

- Advanced Diploma in Systems Management from Welingkar's College, 1996.

LANGUAGES KNOWN

English, Hindi, Marathi, Malayalam

References Available on Request.