

SAMIR MARU

OPERATIONS MANAGER

ABOUT ME

Seasoned Operations & Administration professional with 17+ years of experience managing end-to-end administrative functions across multiple office locations and industries. Proven track record in cost-effective facilities management, process improvements, vendor management, employee transport, event coordination, and new office setups. Adept at collaborating with cross-functional teams, driving operational excellence, and creating streamlined SOPs.

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EDUCATION	WORK HISTORY
<div>Masters in Human Resource Management March 2012<ul style="list-style-type: none">Welingkar Institute of Management</div> <div>Bachelor of Commerce March 2005<ul style="list-style-type: none">Mumbai University</div> <div>CORE COMPETENCIES<ul style="list-style-type: none">Operations & Facilities ManagementProject & Vendor ManagementOffice Administration & LogisticsProcess Automation & MIS ReportingAsset & Inventory ManagementTeam Leadership & Stakeholder CoordinationCafeteria, Transport & Capacity ManagementEmergency Planning & Safety ComplianceCSR & Event ManagementSOP Development & Contract Design</div> <div>ACHIEVEMENTS<ul style="list-style-type: none">Received a Certificate of Appreciation for successfully coordinating and managing the Diwali Party 2024 event.Played a pivotal role in establishing the Bangalore and Hyderabad offices, contributing to seamless setup and operations.Earned recognition for implementing cost-cutting strategies that led to significant savings for the organization.Appreciated for contributions to automation initiatives, enhancing process efficiency and productivity.</div>	<div><div>EisnerAmper India Consultants Pvt. Ltd. Operations Manager Jul 2022 – Present</div><ul style="list-style-type: none">Manage operations across offices in Mumbai, Bangalore, Hyderabad, and Ahmedabad.Oversee building systems (HVAC, electrical, plumbing, fire safety) ensuring regulatory compliance.Implement preventive maintenance schedules and energy efficiency initiatives.Drive emergency preparedness, budgeting, vendor negotiation, and cost-effective service delivery.Lead employee transport, cafeteria (Pluxee card processing), and office expansions.Mentor and manage a high-performing admin team while optimizing inventory and space planning.</div> <div><div>Deloitte Shared Services India LLP Senior Admin Executive September 2017 – June 2022</div><ul style="list-style-type: none">Oversaw 24,000 sq. ft. branch office (350-desk capacity) at Worli, Mumbai.Led a team comprising of security, housekeeping, and admin staff.Handled refurbishments, renovations, and all facility compliance.Managed service budgets, vendor payments, and procurement.Supported Deloitte's GST project and internal audit readiness.Develop and manage the facilities budget, ensuring cost-effective solutions for all maintenance and operational activities.Monitor expenses and implement cost-saving measures without compromising on quality.Prepare and present regular reports on facility operations, maintenance activities, and budget performance.</div> <div><div>BMR Business Solution Pvt Ltd Senior Admin Executive March 2015 – September 2017</div><ul style="list-style-type: none">Managed AMC renewals, vendor contracts, and cost-effective facility operations.Maintained inventory of cafeteria and housekeeping supplies.Coordinated firm-wide events and managed employee travel, visa, and accommodation support.</div> <div><div>Hapag-Lloyd India Pvt. Ltd Admin Coordinator September 2010 to March 2015</div><ul style="list-style-type: none">Coordinated with Finance, HR, and Operations for seamless admin execution.Handled PAN India vendor evaluation and insurance procurement.Managed facility upkeep, housekeeping, fire safety drills, and client visit arrangements.Led ID/visiting card, letterhead, and stationery printing and distribution across offices.</div>

LANGUAGES KNOWN	WORK HISTORY
<div><ul style="list-style-type: none">EnglishHindiGujarati</div> <div>SOFTWARE PROFICIENCY<ul style="list-style-type: none">MS Office SuiteFacility Management SoftwareVendor Portals</div> <div>PERSONAL DETAILS<ul style="list-style-type: none">Date of birth: 18th January 1983Marital Status: MarriedNationality: Indian</div>	<div><div>Arshiya International Ltd</div><div>Admin Executive</div><div>April 2010 to August 2010</div><ul style="list-style-type: none">Maintained vendor payments, petty cash, and admin MIS reporting.Ensured timely renewals of utility services and lease-related payments.Ensure all facilities are in compliance with health and safety regulations, including fire safety, emergency preparedness, and environmental standards.Conduct regular safety inspections and audits to identify potential risks and implement corrective actions.Develop and implement safety training programs for staff</div>
	<div><div>Compass Business Process Outsourcing Pvt Ltd</div><div>Facilities Officer</div><div>Sep 2007 to Mar 2010</div><ul style="list-style-type: none">Oversaw complete admin operations for a 350-employee facility.Led transport, cafeteria, housekeeping, and procurement functions.Coordinated with teams for event management and cross-functional operations.</div>
	<div><div>Ambit Netcom Pvt. Ltd</div><div>Admin Executive</div><div>January 2007 to Sep 2007</div><ul style="list-style-type: none">Managed recruitment across all organizational levels, ensuring timely and effective hiring.Led the end-to-end recruitment lifecycle, from sourcing to onboarding.Designed and implemented comprehensive induction programs for new hires.Coordinated training and onboarding schedules to ensure smooth integration of new employees.Oversaw the completion of all joining formalities for new team members.Facilitated seamless exit processes by handling employee separation formalities.</div>