

## Shailesh Chandrakant Shetty



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### Skill Sets

- Strategic Facility Planning & Operations Leadership
- Multi-Site Facility & Infrastructure Management
- Hospitality & Guest Experience Oversight (Front Office, Concierge, VIP Services)
- Preventive & Predictive Maintenance (HVAC, Electrical, Plumbing)
- Smart Building Management (BMS/CAFM/IWMS Integration)
- Energy Management & Sustainability (ESG, Green Building Initiatives)
- Annual Maintenance Contracts (AMC), SLA & KPI Governance
- Vendor Lifecycle Management (Onboarding to Audit & Compliance)
- Procurement, Tendering & Contract Negotiation
- Budgeting, Cost Optimization & Value Engineering
- General Administration & Office Space Management
- Security, Travel, Transport & Housekeeping Operations
- Event, Conference & Meeting Room Management
- Statutory Compliance (Fire Safety, ISO, OHSAS, BCP)
- Risk Mitigation, Audit Readiness & Documentation
- Team Leadership, Cross-Functional Coordination & Stakeholder Engagement
- Change Management & Organizational Development
- MIS Reporting, Dashboards & Financial Forecasting
- Customer Service, Complaint Redressal & Communication Programs
- Technology-Driven Facility Transformation & Smart Office Solutions

## Senior Level Assignments

~ Workplace & Facilities Management | Administration | Hospitality Services ~

Location Preference: Pune & Mumbai

### OBJECTIVE:

Seeking senior leadership roles in Administration & Facility Management where I can leverage my expertise to drive multi-site operations and premium hospitality experiences.

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### PROFILE SUMMARY

- Over 23 years of experience in General Administration, Facility & Workplace Management, Hospitality Operations, and Employee Support Services across IT/ITES, Retail, and Corporate sectors
- Expertise in managing a wide spectrum of general administrative and hospitality-related activities including Event Management, Corporate Travel & Hotel Bookings, Client Visits, Guest Relations & Concierge Services, Material Procurement, Vendor Development, Housekeeping, Budgetary Control, Back-office Operations & Outsourced Annual Service Contracts (ASC)
- Proficiency in maintaining healthy employee relations and managing employee grievances, thereby creating an amicable & transparent environment
- Excellent interpersonal, communication, and organizational skills with proven capabilities in team management, customer service, and guest relationship management
- Arranging all types of indoor & outdoor events for various celebrations including celebrity appearances, coordinating their travel, stay, and VIP hospitality services
- Proven track record of establishing facility and hospitality processes & SOPs, streamlining workflow and creating an environment to enhance productivity and customer satisfaction
- Experience in managing facility and hospitality management processes such as occupational health & sanitation, front desk operations, corporate catering, security, waste management, and business continuity planning
- In-depth understanding of hospitality and safety methods; proven skills in coordinating / leading a variety of people and projects
- Managing the procurement of materials, hospitality supplies, machinery & office equipment; ensuring correct forecasting of supplies to maintain optimum inventory and developing cordial relations with vendor base to get competitive rates
- Developing budgets & annual plans to manage both facilities and hospitality services as per organizational needs, maintaining the inventory of materials and steering procurement of the same in a timely manner
- Managing up-keep of 49 stores remotely with zero downtime & 99.9% efficiency, including support for in-store customer hospitality standards
- Directed cross-functional & cultural teams using interactive & motivational leadership; acknowledged for leading, coaching & mentoring 10-15 team members to achieve resource-wise productivity & optimization
- Skilled in conducting safety trainings & evacuation drills for all employees, including hospitality and guest-service teams

### KEY HIGHLIGHTS

- Managed admin & facility services for 49 stores with 99.9% uptime
- Hosted VIP guests during 9 store launches in 9 days
- Achieved \$52K savings through energy-efficiency measures
- Cleared ISO Audit independently for admin function
- Designed and led Leadership Offsite experiences
- Implemented Vendor Scorecards & BMS/Utility oversight protocols
- Ensured consistent SLA management across sites
- Spearheaded Compliance & Safety Audits across all properties

## ORGANISATIONAL EXPERIENCE

**P N Gadgil Jewellers Ltd., Pune**  
Deputy General Manager – Administration

May'24 – April'25

### Key Result Areas:

- Spearheaded strategic planning and execution of all administrative, facility, and hospitality functions to ensure seamless operations across the organization
- Oversaw corporate hospitality arrangements including guest management, travel and hotel bookings for celebrities, VIPs, and corporate visitors during store launches and special events
- Monitored smooth functioning and facility up-keep of 49 stores across Maharashtra & Goa, ensuring zero downtime and 99.9% operational efficiency
- Ensured 100% security coverage and maintenance of surveillance systems (CCTV, Fire Alarm, Access Control) at all locations
- Managed complete administrative services: Security, Housekeeping, Vendor Management, Asset & Inventory Control, Internal Audits, Incident Reporting, and Statutory Compliances

- Coordinated with government bodies and administrative authorities to secure necessary permissions and ensure full compliance
- Directed utilities management: Transformers, Diesel Generators, UPS, HVAC, BMS, and associated infrastructure across all retail outlets
- Supervised hospitality and logistical arrangements for senior leadership and special guests during high-profile events
- Created and presented monthly MIS & expense reports for the Admin department directly to the Managing Director
- Verified and processed all administrative and facility-related vendor bills and payments
- Handled the smooth transition and handover process from project teams for new stores on tight timelines

#### **Highlights & Key Achievements:**

- Successfully managed end-to-end arrangements for **IPO Launch Parties** in Mumbai and Pune, hosting high-profile delegates and celebrities with premium hospitality standards
- Orchestrated seamless planning and execution of festive and cultural events: **Faral Party, Dandiya Nights, Cricket Matches, Christmas Celebrations, and Monthly Achievement Parties**  
Oversaw the timely **distribution of Diwali sweets** to all 49 locations with precision in logistics and presentation
- Managed **uniform finalization and delivery** across all outlets under a tight timeline with effective vendor coordination
- Coordinated hospitality logistics and event management for the **launch of 9 stores in 9 days**, earning appreciation from senior management and customers
- Recognized for fostering a culture of collaboration, efficiency, and guest-first service experience that enhanced brand reputation

**Tech Mahindra Business Services Ltd., Pune**  
Senior Manager – Administration (F&P),

**Aug 16 – Jan 24**

#### **Key Result Areas:**

- Overall responsible for **Administration, Facility Management, and Corporate Hospitality Services** across all locations
- Managed comprehensive **Facility Operations**, including electromechanical systems (UPS, DG sets, HVAC, Fire & Safety Systems, BMS), with a focus on achieving 100% uptime across all sites
- Oversaw **contract management, physical security, housekeeping, cafeteria services, and staff transport**, ensuring alignment with service level agreements (SLAs)
- Led **visa, travel arrangements, and hotel bookings** for employees, SMT, clients, and VIPs including celebrities during corporate and store launch events
- Strategized and implemented **hospitality management plans** for client visits, leadership offsites, guest experiences, and high-profile corporate events
- Finalized **CAPEX and OPEX budgets** for the year; coordinated with SMT and clients for approvals, aligning procurement and implementation with capitalization timelines
- Identified and finalized vendors for **high-value CAPEX and OPEX procurements**, ensuring cost-efficiency and timely delivery
- Tracked **budget expenses**, implemented cost-control strategies, and managed performance metrics related to staffing, quality, coaching, and reporting
- Directed **space management** initiatives including forecasting, planning, and presenting space utilization strategies to senior leadership
- Promoted **continuous process improvement** in administration and hospitality departments by refining SOPs and aligning policies with evolving business needs
- Streamlined and standardized **SOPs across all locations** for consistency in administrative and facility operations
- Implemented regular **vendor performance reviews**; introduced measurable benchmarks and corrective actions across sites
- Led **internal and external audits** for admin, facility, and hospitality functions; compiled final audit reports for SMT review
- Directed **employee engagement programs**, organizing monthly celebrations, achievement events, and seasonal festivities (e.g., Star award parties, Diwali, Christmas, sports days) to enhance morale and workplace culture
- Delivered large-scale, complex project rollouts such as the Training room set-up within two months & ensuring proper logistical, facility, and hospitality coordination is in place
- Supervised **performance appraisals** for full-time and contract staff in the Facility & Premises (F&P) team; ensured periodic reviews and development feedback
- Continuously **motivated and rewarded the team**, building a collaborative culture and driving 100% productivity and high service standards

**Growth Path:**

Oct'07-Oct'13      Assistant Manager – Administration (Deployed in Mumbai)  
Nov'13-Aug'16      Deputy Manager – Administration (Deployed in Pune)

**Key Result Areas:**

- Creating & implementing strategic plans and actions to ensure smooth, cost-effective, and guest-friendly operations across the organization
- Coordinating with government departments and administrative authorities to obtain necessary sanctions and ensure statutory compliance for various projects
- Monitoring central services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal, and recycling, with strong focus on service quality and efficiency
- Handling overall administration for the GDC campus, including facility operations and hospitality services
- Managing security, transport escorts, incident handling, audits, and inventory control
- Overseeing employee transport, cafeteria services, and hospitality arrangements for events and client visits
- Supervising facility and soft services teams like housekeeping, pantry, and vendor staff
- Working with the Info Sec (ERM) team to plan corporate events, roadshows, and leadership visits
- Preparing daily, weekly, and monthly MIS reports; sharing updates with the India Head
- Planning office relocation activities (e.g., Powai to Airoli), assigning responsibilities to team leads
- Checking and processing vendor bills, AMC reports, and compliance documents through surprise audits
- Coordinating VIP visit arrangements including meals, travel, stay, and on-site support
- Managing key utilities like DGs, UPS, HVAC, BMS, CCTV, fire alarms, and access systems across 88,000+ sq. ft.
- Administering handover and commissioning of new facilities, ensuring all electronic and facility assets are checked before operations go live
- Facilitating corporate tie-ups with hotels and restaurants to secure discounts on food, beverages, and lodging for staff and guests

**Highlights:**

- Set up centralized **BMS Room and Helpdesk** for IT & KPO teams, enhancing operational response and energy monitoring
- Achieved **hard savings of \$52,268** at Pune GDC by introducing energy-efficient measures across utilities and chillers
- Successfully negotiated and finalized **corporate hospitality tie-ups** with reputed hotels and restaurants: Vivanta – Hotel Blue Diamond (Taj), Holiday Inn, Courtyard Marriott, Keys Hotel, Citrus Hotel, Pizza Hut, Grand Exotica
- Ensured top-notch **hospitality arrangements** for major events like:  
HCLS Sales Meet  
Client onboarding and BU-led project transitions (Co-fund, IMS, IIS)
- Recipient of multiple awards recognizing administrative and team leadership contributions:  
**Syntel Speed Award** (Q2–2008), **Synergy Team Award** (Q3–2014 & 2015), **The Extra Miler Award** (Q3–2015)
- Cleared **ISO Recertification Audit** independently from the admin perspective, meeting all compliance benchmarks
- Recognized by Location Head and BU Head for managing seamless event and facility transitions during organizational restructuring
- Organized the first-ever **vendor staff appreciation event** for security & FM teams on 26th Jan 2014, fostering vendor engagement and morale
- Managed electrical and seating expansion projects at Delphi and Winchester on tight deadlines, leveraging internal manpower effectively
- Independently led the **complete transition of security and FM operations** for the Powai location

**PREVIOUS EXPERIENCE**

**Jun'06-Sep'07 with Jones Lang LaSalle (for Option One Mortgage Corp.), Pune as Executive Facilities (Corporate Solutions)**

**Sep'05-Jun'06 with Suma Soft Pvt. Ltd. Pune as Administration Officer**

**Jul'04-May'05 with MEC Technical Engineering Pvt. Ltd. (for EXL & NCOP), Pune as Maintenance Supervisor (Electrical Department)**

**Feb'01-May'04 with Flash Electricals (for WNS Global Services), Pune as Supervisor**

**ACADEMIC DETAILS**

- Diploma in Electrical Engineering from Cusrow Wadia Institute of Technology, Pune in Feb'01

**PERSONAL DETAILS**

Date of Birth:            12<sup>th</sup> March, 1977  
Languages known:    English, Hindi and Marathi  
Passport No.:          P5491042      (Valid till 02/02/2027)  
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