



DHANRAJ BHANGLE

Mobile: +91-9820825087.

E-Mail: dhanraj_9@yahoo.co.in

Seeking Senior level position in Administration Management with an organization of repute.
Preferred Location: Mumbai

SYNOPSIS

- A **competent & result-oriented professional** with **15+ years** of rich and widespread experience in **General Administration, Facilities Management, Client Management & Servicing, Procurement, Vendor Management & Development, Recruitment, Liaising & Coordination, Event Management and Project Execution.**
- Worked with **Cyril Amarchand Mangaldas, Mumbai** as a **Sr. Administration Manager.**
- Worked with **Sodexo On Site Services, Mumbai** as an **Operations Manager.**
- Worked with **Jones Lang Lasalle, Mumbai** as a **Facilities Manager.**
- Strong ability to master a situation quickly.
- An accomplished & enterprising leader with excellent communication and people management skills that have been honed through managing multi-skilled teams and having an ability to manage & coach the taskforce in a disciplined & organized environment as well as mentoring & motivating team towards optimizing performance levels.
- Proven abilities in:
 - Defining & communicating core admin policies and standards for the organization.
 - Identifying and developing potential vendors; engaging in negotiations for managing terms of contract & scope of services that vendors provide and resolving issues related to existing agreements.
- Demonstrated excellence in handling wide spectrum of administrative tasks such as visitor's management, vendor development, housekeeping, transport management, events, security & budgetary effective cost controls systems.
- An effective communicator with good presentation skills and abilities in liaising and networking with people across hierarchical levels for smooth task execution.
- A complete Team player with strong communication, analytical, coordination & interpersonal skills.
- An extrovert, social in nature and a go-getter who loves to take on challenges.

CORE COMPETENCIES

- Infrastructure & Facilities Management /AMC's – Budgeting & MIS – Statutory & Legal Compliance – Cost Saving Initiatives & measurements – Vendor Management – Fire and Safety Management – BCP Management – Client Relationship Management – Event /Project Management – Travel /Fleet /Transport Management – Guest House & Cafeteria Management – Property /Real Estate Management – Team Leadership – Expat Management – Policies & Process implementation – Development & execution of strategies – Negotiation – Employee complaints & grievances.
- Proven track record of executing cost saving techniques to achieve substantial reduction in expenditures and work within the budget. Adept at handling day to day administrative activities in co-ordination with internal /external agencies for smooth business operations.

ORGANIZATIONAL SCAN

Organization	CYRIL AMARCHAND MANGALDAS – June '16 to January '23
Position	Sr. Manager – Administration
Key Result Areas	To effectively manage the entire facility and administrative functions (<i>handling multiple locations in Mumbai & single locations both in Chennai & Hyderabad</i>).

Administration:

- **Facilities Management** – of Utilities like Housekeeping, Canteen, Security, Contract Staff, Office equipment's, Statutory Compliances and General administration etc. at Mumbai (*both corporate & branch offices*) for total strength of approximately 670 employees.

- **Event Management** – Organizing off-site Conferences for office, Annual Day Function, Project events etc.
- **Budget** – Instrumental in developing admin budgets in coordination with Finance team. Managing and monitoring the monthly office expenditure as per the budget through MIS and periodic Cost analysis.
- **Security & Fire**
 - Monitoring and Managing state of the art security and fire control systems like CCTV, Smoke detection & Automatic Fire Alarm System; besides deployment of out-sourced physical security staff for managing the internal security.
 - Developed Committee of Floor Wardens and Emergency Response Teams for emergency evacuation process and ensuring that the team undergoes the training on “Basic Life Support & First Aid Skills” and “Fire Protection & Emergency Preparedness”.
- **Liaisoning** – with local and other statutory government bodies for permissions and compliances.

Infrastructure:

- **Contracts** – Agreements with respect to real estate owned or leased in consultation with in-house Legal team and identified strength & areas for improvement & developed a structured action plan.
- **Projects**
 - Instrumental in planning and execution of infrastructure development, renewal of existing lease premises and expansion of existing setup as per business requirements in coordination with architects, designers, general contractors, and other new vendors.
 - Interfacing with management for designing layout, defining specifications for restructure /expansion of office space at locations across the country.
 - Identifying viable properties for office space, guest houses etc. and finalizing lease /rental deeds.
 - Harmonizing with SBU’s for building a standard supportive & ergonomically safe working environment and to support BCP.
 - Appointing contractors /service providers & implementing review systems to ensure execution of projects as per predefined norms.
 - Strategizing short and long term planning for achieving business operation requirements.
- **Purchase** – Negotiations and finalization with vendors and contractors in coordination with the finance team.

Manage Commercial /Procurement:

- Monitored and managed the renewal of all AMC Agreements in time without any lapses. Also, negotiated SLA’s and rates which helped in saving considerable cost for the year.
- Developed better vendor base for procurements related to admin.
- Sustainable profit contribution of the area including management of working capital, profit and loss, balance sheet and asset management.

Employee Relationship Management

- Engage with employees on a routine basis and lead by example in providing excellence in relationship management & seek feedback and validation of service from all levels.
- Proactively lead the subordinates and application of the process in line with management’s expectations.

Leadership Initiatives:

- Successfully handled and streamlined the functions of Administration Department. Performed well beyond the expectations of the Management and proved to be the leader for the department by mentoring and inspiring 6 team members towards better performance.
- Motivated the team with regular one on one interaction. Also, identified & scheduled training needs for the team as per their profile in coordination with the training department.
- Have always worked with dedication and completed the assignments within deadlines.
- Always been creative at work and provided appropriate solutions on time and resolved difficult problems to the satisfaction of the employees.

Achievements:

- Negotiated and revised service level contracts, reduced on admin overhead expenses; thereby saving an average of INR 5 lakhs in overall administrative cost.
- Negotiated an exclusive corporate deal with UBER & OLA for local and international transport thereby saving an average of 12% in the overall transport cost.
- Negotiated an exclusive corporate deal with Telecom giants - Vodafone & Airtel for both voice and data connections.

Trainings attended: (In-house and Online)

- Delivering Service First
- Coach Approach Program
- Time Management
- Manager Excellence Program

Organization **SODEXO – October '12 to May '16**

Position Operations Manager

Key Result Areas Handled sites such as **HDFC, HDFC Ergo, Tiny Owl, Fullerton, Firstsource Solutions, Siemens, Nokia & Orange.**

- Responsible for all existing operational contracts, contract retention and profitability.
- Ensuring smooth operation of each site.
- Ensuring that all the service deliverables are carried out as per the terms and conditions agreed with the client.
- Ensuring that safety and hygiene policy is strictly followed at each site.
- Carrying out operational audits to check for confirmation to laid down processes and policies.
- Apprising the management of any serious reversal or threat to the operations on time.
- Meeting the sales and profit targets of each site.
- Ensuring that the data required for the raising of invoices is sent to the accounts department on time.
- Strictly enforcing timely collection of the invoiced amounts from the client as per the agreed terms and conditions.
- Keeping track of all the invoices of each site.
- Promoting a healthy and teamwork oriented atmosphere within each site.
- Ensuring that costs incurred at the sites are as per budgets.
- Identifying the training needs of the team and assisting in the development of modules to address the same.
- Ensuring that all the HR processes and staff welfare activities are implemented and carried out at each site.
- Staying in close communication with the client for all issues regarding services, additional business etc.
- To follow up on client meetings, requirements with applicable correspondence, reports, proposals as necessary.
- Timely addressal of all issues pertaining to the client and the operations.
- Ensuring that each site is operating with valid and up-to-date agreements.
- To maintain and continuously improve the quality of service and standards at all sites.

Organization **JONES LANG LASALLE – June '07 to September '12**

Position Facilities Manager

Key Result Areas Handled sites such as **Macquarie, Standard Chartered Bank, TCS & Volkswagen**

- To lead the Facility team and delegate duties to the team members for proper operation at the premises.
- Prepare daily, weekly and monthly reports and submit it to the client.
- Responsible for any of Electrical, Mechanical, HVAC system, BMS systems, Plumbing, Carpentry and Housekeeping issues.
- Responsible for operation and maintenance of D.G., UPS, STP, Inverter, APFC panel, Chiller plant, AHU systems and FCU unit.
- To maintain the Integrated Building Management System (IBMS) comprising of Fire Alarm & Suppression system, water leak detection and Rodent Repellar system.
- To track all Annual Maintenance service contracts pertaining to all vendors and ensure timely renewals.
- To prepare In-house /Vendor preventive maintenance schedule; maintaining History cards, Log Books & Checklists of all the possible equipment's at site and check reports post completion of the same.
- To carry out the Electrical & IBMS preventive maintenance and upkeep of engineering services.
- To maintain the Inventory & Stock details.
- To be responsible for active participation in Internal as well as External Audits.
- To do close observation on daily Power consumption & monthly Electrical Tariff plan of Reliance /TATA.
- Supervision of Help-Desk, Mail Room, Cafeteria, Security & Housekeeping services.
- To ensure Environment, Health & Safety in the office at all times.
- To offer strategic support on Space management.
- Served as a liaison between senior management, clients, colleagues and vendors to streamline flow of information.
- Designed spreadsheets, slide shows, presentations, charts, graphs and other documentation as needed.
- Coordination with external agencies for any special events.

HIGHLIGHTS

- Was instrumental in successfully launching & setting up of the "Stationery Software Project".
- Was instrumental in successfully launching & setting up of the "OLA /UBER Project".
- Was instrumental in successfully launching & setting up of the "Attendance Software Project".
- Successfully organized Covid-19 vaccination drive in Mumbai office.
- Successfully arranged one-day Adventure camp of all Secretaries.

ACADEMIA

- **E-MBA in Operations Management** from I.S.M.S. (Correspondence) with 69.57% in 2012.
- **B.E. in Electronics & Telecommunication** from K.J. Somaiya College of Engineering (Mumbai University) with 66.80% in 2007.
- **Diploma in Electronics** from Vivekanand Education Society's Polytechnic (Mumbai University) with 80.29% in 2003.
 - Was awarded **Sir J.R.D. TATA Trust Scholarship** in 2003.
 - Was awarded **Sir Ratan TATA Trust Scholarship** in 2003.
- **10th** from St. Anthony's High School, Santacruz (Maharashtra Divisional Board) with 76.66% in 2000.

IT FORTE

Operating Systems: Windows (98 /00 /XP).
ERP Systems : BAAN & SAP packages.

PERSONAL DOSSIER

Date of Birth : 28th Aug' 84
Address : 6B/801, Shubham Karoti C.H.S. Ltd., Near Lokhandwala Circle, Swami Samarth Nagar, Andheri (West), Mumbai – 53.
Languages Known: English, Hindi, Marathi & Konkani.
Nationality : Indian
Sex : Male
Marital Status : Married
Passport No. : G3430826

HOBBIES

Driving & Travelling, Listening to Music, Watching Movies, Playing Cricket, Carrom & Table-Tennis.

REFERENCES KNOWN

Available on request.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Mumbai

(Dhanraj Bhangle).