Nitin Misra
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Professional Summary:

Seasoned administrative professional with over 23 years of versatile experience in managing operations across premier educational institutions and corporate sectors. Adept at overseeing large-scale campus facilities, optimizing processes, and ensuring seamless coordination among stakeholders.Proficient in strategic planning, project coordination, and stakeholder engagement, with a proven track record of driving operational excellence and fostering organizational success.

Professional Experience:

Ganpat University | March 2023 – Present
Senior Administrative Officer

Ganpat University and the township of Ganpat Vidyanagar, a high-tech education campus is a joint initiative, purely philanthropic in nature, by a large number of industrialists and technocrats, noble farmers and affluent businessmen for the mission of "Social Upliftment through Education".

Key Responsibilities:

- **Campus Administration & Operations:** Oversee academic and general administration, hospitality events, hostel operations, and soft services across a **300-acre NAAC 'A' Grade university campus**.
- **Policy Implementation & Compliance:** Work closely with university leadership to implement institutional policies, ensure regulatory compliance, and enhance student welfare initiatives.
- **Hostel & Residential Facility Management:** Supervise hostel operations, including **accommodation allocation, maintenance, security, and student grievance handling**, ensuring a safe and comfortable living environment.
- **Technology-Driven Efficiency:** Spearheaded the **Hostel Maintenance Complaint Module**, improving user satisfaction, reducing response time, and optimizing operational efficiency.
- **Mess, Canteen & Vendor Management:** Oversee **hostel mess, cafeteria, and campus canteen operations**, ensuring quality food services, hygiene standards, and vendor contract management.
- **Event Planning & Hospitality Services:** Manage **university events, conferences, and VIP hospitality**, coordinating logistics, guest accommodations, and on-campus arrangements.
- **Security & Safety Compliance:** Ensure **fire safety, emergency preparedness, and access control** across hostel and administrative facilities.
- **Student Engagement & Welfare:** Address **student grievances, organize engagement programs, and facilitate international student support services**.
- **Provide dedicated administrative support to the Office of the Group Chancellor** by managing daily schedules, coordinating meetings, tracking follow-ups, and handling official communications with Deans, Directors, and Colleges concerning policy implementation, institutional updates, and other key directives.

Bhartiya Skill Development University | January 2022 – February 2023,
Bhartiya Skill Development University (BSDU) is a pioneering Indian University to offer skill-based programs based on the Swiss Dual System, the world's finest vocational education ecosystem. BSDU fosters a dynamic synergy between academia and industry, and imparts hands-on learning to its students to excel in the real-world environment.

Administrative Officer:

- **Workforce Management: Campus Administration Management of 55-acre with** Oversee **staff allocation, duty assignments, and shift planning** to ensure smooth university operations.
- **Interdepartmental Coordination:** Facilitate **communication between departments**, ensuring operational efficiency and problem resolution.
- **Campus Safety & Security:** Collaborate with security teams to **monitor access control, fire safety, and emergency preparedness**.
- **Facility Maintenance Oversight:** Supervise **infrastructure upkeep, hostel maintenance, and cleanliness** to maintain a safe and healthy environment.
- **Event Planning & Execution:** Organize **workshops, seminars, and hospitality arrangements for university programs**.
- **Financial & Budget Management:** Monitor **cost optimization, vendor payments, and financial planning for administrative activities**.

Footwear Design & Development Institute (FDDI) | December 2011 – June 2021,
Footwear Design & Development Institute was established in 1986, under the aegis of Ministry of Commerce & Industry, Govt. of India, FDDI is playing a key role in imparting education, facilitating the Indian industry by bridging the skill gap in the areas of Footwear, Leather Accessory & life style product, and because of its continuous contribution towards nation building, FDDI has been granted the status of "An Institution of National Importance" under the FDDI Act 2017.
Assistant Manager - Stores & Purchase

- GFR Guidlines **& Stores SOP Development:** Developed and enforced **Standard Operating Procedures (SOPs)** to streamline Store Operations, enhance efficiency, and maintain compliance with GOI policies.
- **Procurement & Vendor Management:** Managed procurement operations, negotiated with vendors, and ensured **cost-effective purchasing of goods and services** for campus operations.
- **Facility & Infrastructure Maintenance:** Oversaw the **maintenance of academic buildings, hostels, utilities, and sanitation services**, ensuring compliance with safety standards.
- **Asset & Inventory Management:** Maintained university assets, conducted **inventory audits**, and ensured optimal resource utilization.
- .**Budgeting & Cost Optimization:** Managed **administrative budgets, cost control measures, and financial planning** to optimize resource utilization.

Haryana Centre Head – Placement Linked Skill Development Program , Under Ministry of Commerce & Industry GOI. In Leather Shoe Basic Production.

- Managed **operations, training programs, and student skill enhancement** at the Haryana Centre.
- Ensured **curriculum implementation, faculty coordination, and industry-aligned training** for workforce readiness.
- Collaborated with stakeholders to **enhance skill-based learning** and employment opportunities.

Devyani International Ltd | 1.5 Years, Assistant Manager

- **Customer Service Excellence:** Maintained **high standards of customer service**, addressing guest concerns and enhancing their dining experience.
- **Staff Supervision & Training**.
- **Inventory & Stock Management**.
- **Hygiene & Compliance**.
- **Billing & Cash Handling**.
- **Marketing & Promotions**.

Global Health Line Pvt Ltd | September 2007 – March 2010
Retail Store Manager:

- **Retail Store Operations**.
- **Customer Service**.
- **Inventory & Stock Management**.
- **Regulatory Compliance**.
- **Staff Supervision & Training**.
- **Vendor & Supplier Management**.
- **Marketing & Sales Growth**.

Corporate Relationship Executive: Bharti Airtel Ltd | December 2004 – September 2007.

- **Enterprise Account Management:** Managed **Small and Medium Enterprise (SME) accounts**, ensuring strong business relationships and revenue growth.
- **Channel Sales Coordination:** Worked closely with **channel sales partners, distributors, and resellers** to drive sales and expand market reach.
- **Client Acquisition & Retention:** Identified potential corporate clients, pitched **telecom products and services**, and ensured long-term customer engagement.
- **Revenue Growth & Business Development:** Developed strategies to **increase sales, optimize pricing, and introduce new telecom solutions** to clients.
- **Service Plan Customization:** Designed **customized voice, data, and internet plans** based on the needs of corporate clients and SMEs.
- **Customer Support & Issue Resolution:** Acted as a key point of contact for **client concerns, billing disputes, and service escalations**, ensuring quick resolutions.
- **Event & Networking Participation:** Represented the company at **corporate events, trade fairs, and networking meets** to build brand presence and acquire new clients.

Devyani International Pvt Ltd | June 2001 – August 2004.
Crew Member:

- **Customer Service Excellence**.
- **Order Taking & Processing**.
- **Food Preparation & Quality Control**.
- **Cash Handling & Billing**.
- **Delivery Coordination**.
- **Store Cleanliness & Hygiene Compliance**

Education

- **MBA in Sales & Retail** | NIBMT, Delhi
- **Master's in Political Science** | Subharti University
- **Bachelor's in Humanities** | Delhi University
- **Intermediate** | Air Force School, Delhi (CBSE)

Key Achievements:

- **Campus Administration Management of 300-acre NAAC 'A' Grade university**, overseeing **operations, hospitality, and facilities**.
- **Hostel & Facility Management.**
- **Hostel Maintenance Complaint Module**.
- **Event & Hospitality Management:** .
- **Food & Vendor Management.**
- **Operations & Compliance:** Directed **procurement, transport, security, and infrastructure maintenance**, establishing **SOPs for efficiency**.
- **Student Engagement & Support**.
- **Corporate & SME Sales:** Led **B2B sales, SME accounts, and telecom corporate sales**, driving **revenue growth and client retention**.

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(Nitin Misra)