MG

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Professional Summary

An organized leader with 17+ years of experience in Hospitality, General Administration & Facility Management. Expertise in managing Material Procurement, Vendor Development, Housekeeping, Budgetary Control, Back-office Operations and Outsourced Annual Service Contracts. Ability to keep track of multiple streams for different stakeholders while also having impeccable memory retention capabilities.

Work History

OP Jindal Global University – Deputy Director
Sonipat, India
09/2023 - Current
Key Responsibility Areas:

- Successfully opened new dining building built up with 300000 sq.ft. area with RASA / Food court / Faculty & students dining.
- Laundry operations and students' grievances management.
- Handling the students' community service management.
- Implementing Tech-Savvy technologies in admin functions to upgrade the facility services in campus.
- Overlook on faculties and admin employee residentials management. Ensuring employee satisfaction level to be achieved.
- Ensuring safety and security process adherence to the staffs and end users.
- Focusing on breakdown to breakthrough of processes and continual improvements
- Ensuring smooth housekeeping upkeep, maintenance free and assets security with inventories.
- Ensuring Repairs and maintenance of the site to be done within a TAT
- Managing & coordinating purchase operations, contract negotiations & vendor management for optimizing operating costs.
- Preparing and implementing the processes in existing FM systems to achieve efficiencies in operations followed with compliances and audit process.
- Responsible for Staff and Students dining management and operations.
- Taking care the smooth operations of laundry plants for students, staff and faculties.
- Managing and reviewing the vendor contracts and agreements for the admin functions.
- Ensuring asset management process implementation.
- Developing various processes and policies for admin functions.
- Preparing the annual budgets for Laundry, dining's and facility management under Capex, Opex and projects heads.
- Actively involving in new projects of the University. Currently leading the new projects dining building with 3.5 lacs sq. ft. in size where in getting end to end readiness and dining setup.
- Participating for internal and external audits and ensuring that required compliances are in place.
- Compliances e.g., NAAC, BCI, ETP and Waste Management data submission.

Skills

- Material Procurement
- Vendor Development
- Housekeeping
- Budgetary Control
- Back-office Operations
- Outsourced Annual Service Contract
- Collaborator
- Communicator
- Project management.
- Written and verbal communication skills.
- Supervisor.
- Scheduling and planning.
- Leadership.
- Organizational skills.
- Attention to detail

Technical Skills

- Windows/ 2000/2010/XP/Vista/ Outlook
- MS Office (Word/Excel/PowerPoint)
- Internet Applications

Education

2023
Indian Institute of Management
Indore
Post-Graduation Certification Program: Corporate & Public Leadership Program in VUCA World

2012
United Business Institutes
Europe
International Executive MBA: Operations Management

Yash Technologies - **Consultant to Administration General Manager**
Indore, India
07/2023 – 8/2023
Key Responsibility Areas:

- Consulting admin roll and managing end to end admin operations of Indore corporate office.
- Formulated various data formats to capturing the FM operations activity and monitoring the operations in efficient manners.
- Ensuring the statutory compliances, health and safety to be in place.
- Focusing on breakdown to breakthrough of processes and continual improvements
- Managing & coordinating purchase operations, contract negotiations & production operations for reducing operating costs.
- Preparing all types of MIS reports of admin, infrastructure, MS and facility management.
- Facility including Pantry, Cafeteria & infrastructural & safety management conducting audits to improve the processes for better facility services deliverables.
- Asset management process implementation done online.
- Assisting the events, conferences.
- Quality, price & market reputation.
- Developing policies for various admin operations

Impetus Technology India Private Limited - **Manager Admin (Admin head)**
Indore, India
01/2021 – 15/06/2023
Key Responsibility Areas:

- Contributing admin roll and managing end to end admin operations of Indore corporate office and branches
- Ensuring the statutory compliances, health and safety to be in place
- Focusing on breakdown to breakthrough of processes and continual improvements
- Ensuring smooth housekeeping maintenance, asset security & transportation while adhering to legal and statutory requirements
- Ensuring Repairs and maintenance of the site to be done within a TAT
- Managing & coordinating purchase operations, contract negotiations & production operations for reducing operating costs, local travel agreement & so on and improving inventory levels
- Preparing all types of MIS reports of admin
- Facility including Pantry, Guest Houses & Cafeteria & conducting audits at Centre on quarterly basis
- Ensuring asset management process implementation
- Visiting offices and branches for ensuring the maintaining the requirements and analyzing the requirement to allocating manpower & budget
- Spearheading the events, conferences, open forums, and other activities & appointing vendors for smooth operations of Events, Pantry Services to the Centre's w.r.t
- Quality, price & market reputation
- Developing policies for various admin operations
- Participating for internal and external audits and ensuring that required compliances are in place.

HDFC ERGO General Insurance - **Sr. Manager Admin**
Mumbai, India
11/2018 - 01/2021
Key Responsibility Areas:

- Leading admin roll and managing the end-to-end admin operations of Mumbai corporate office and branches
- Ensuring the compliances, health and safety to be in place

2008
Kohinoor IMI
Indore
Diploma: Hospitality Management

2005
Art & Commerce College
Indore
BA: Arts

Certifications

- Certification in Disaster Management from IGNOU, Mumbai in 2017
- Lead auditor certification in ISO 1400:2015, Mumbai in 2016

- Perusing Certification program from IRA Skills in Data Science and AI Machine Learning

Core Competencies

- A team player & focused professional with over 17 + years of experience in Hospitality, General Administration & Facility Management
- Merit of supervising & developing a Facilities and Admin. Team for managing Infrastructure, Facilities and Administration activities in line with various quality management certifications & compliance such as ISO 14001/27001/2000, TL 9000, physical security and surveillance audit and TBEM.
- Recognized as the SPOC for EOHS, contributing in the overall profitability of operations through strategic utilization of available resources such as manpower, money and materials.
- Skilled in identifying, developing & negotiating with vendors for the procurement of necessary items, renewal of facilities AMCs & ARCs, supplies & material for the smooth running of operations of the organization.
- Expertise in performing facility management functions & negotiating with service providers for cost-effective solutions to ensure effective & seamless operations, establishing SOPs & steering

- Engaging in housekeeping maintenance, asset security & transportation while adhering to legal and statutory requirements
- Managing & coordinating purchase operations, contract negotiations & production operations for reducing operating costs, local travel agreement & so on and improving inventory levels
- Preparing all types of MIS reports of admin
- Facility including Pantry, Guest Houses & Cafeteria & conducting audits at Centre on quarterly basis
- Visiting offices and branches for ensuring the maintaining the requirements and analyzing the requirement to allocating manpower & budget
- Spearheading the events, conferences, open forums, and other activities & appointing vendors for smooth operations of Events, Pantry Services to the Centre's w.r.t
- Quality, price & market reputation.

United Office Systems Private Limited - **Manager Admin**
Mumbai, India
01/2018 - 08/2018
Key Responsibility Areas:

- Heading admin functions and managing the end-to-end admin operations as PAN India
- Including the manufacturing unit facilities operations
- Ensuring the compliances, health and safety to be in place at all PAN India offices
- Supervising Corporate Services Team & formulating policies w.r.t
- Facilities & mail management, stationary management, Cafeteria management, office support & communication devices, health, safety, vendor & contract management, business operations property services, routine & adhoc maintenance in close coordination with internal teams
- Networking with various hotels for stay, meeting, team out bounding, annual function, team Get-together & ODC (Outdoor Catering) & others activities
- Engaging in housekeeping maintenance, asset security & transportation while adhering to legal and statutory requirements
- Managing & coordinating purchase operations, contract negotiations & production operations for reducing operating costs, local travel agreement & so on and improving inventory levels
- Creating all types of monthly & quarterly reports of admin
- Facility including Pantry, Guest Houses & Cafeteria & conducting audits at Centre on quarterly basis
- Visiting sites for analyzing the requirement and accordingly allocating manpower & budget; making arrangement for the clients for business point of view
- Understanding & maintenance of R&M, office, guest house & residential colony activities
- Spearheading the events, conferences, open forums, and other activities & appointing vendors for smooth operations of Events, Pantry Services to the Centre's w.r.t
- Quality, price & market reputation.

Tata Communication Ltd - **Senior Team Member**
Mumbai, India
12/2013 - 12/2017

Jones Lang LaSalle - **Senior Executive**
Mumbai
06/2011 - 11/2013

Business Continuity Programs

Training

- Title: The Grand Resort, Goa 6 Months

Role: Trainee
Description:
Gained exposure in training programs in Front Office, Food & Beverage and Housekeeping Department

- Title: OSHAS awareness program 7 days

Role: Safety In charge
Description:
To understand and implement the required safety standards at all across offices.

Trident Bandra Kurla Complex - **Housekeeping Supervisor**
Mumbai
01/2008 - 05/2011

Declaration

The information mentioned above is true to the best of my knowledge.