***Professional with 8 years’ experience in the Corporate and Service Sector aspiring to move into more global projects in the areas of Facility Management and***

***Administration, Strategy & Planning***

**PERSONAL DETAILS**

Date of Birth: **04 May 1989** Gender: **Male** Status: **Single**

**PROFESSIONAL EXPERIENCE**

**Kleenwel Facility Management Services December 2009 – Present**
**Manager - Facility Services India**

**6 years 1month**

***Key Projects:***

* + Managed 11 projects including international banks and leading commercial offices
	+ Maintenance of facility (Royal Bank of Scotland, NV)
	+ Janitorial and Cleaning Services (Naval Dockyard, Mumbai)

***Key Highlights:***

* Handled 3 projects with cumulative value of INR 40 Lacs with total manpower of 160 people in 5 different locations including sub-contractors.
* Prepared **future scenarios planning** along with quarterly **budget analysis** to drive business excellence (operational and financial).
* Prepared focused presentations on **company performance analysis** results.
* Revamped processes to streamline Quality Control, Procurement and Site Based Organization.
* Instituted new performance monitoring and target based control procedures in order to facilitate more accurate project control, cost control, manpower assignment and incentive issuance.
* Overlooking and formulation of marketing strategies to ensure wider customer base and developed new corporate clients.
* Expansion of customer base through a variety of effective sales techniques.
* Responsible for the overall performance of the firm.
* Documentation different contracts and Service Agreements to the Clients
* Coordinated activities between 5 different sites and attained 20% improvement in resource utilization.
* Headed a project that resulted in the company being awarded with a **Certificate of Excellence** by our client, VRG DIGITAL CORPORATION LTD. (VRG)

**GVK (Chatrapatti Shivaji International Airport Ltd.) India**

**OPS Terminal – Duty Terminal Officer 2009**

***Key Projects:***

* + Maintenance of Airport Terminal Services
	+ Managed the International Airport (Arrival, Departure and Gates)

***Key Highlights:***

* Coordinated with 7 managers for entire terminal services during my tenure.
* Implemented & put in practices relevant Terminal Operations’ processes for efficient passenger flow through check - in and security points and ensure adequate measures are in place for the safe and secure movement of all passengers in the terminals.
* Worked in close liaison with airline ground personnel and ensured high standards of service delivery.
* Assisted and supported passengers and other staff in the terminal during all emergency situations including bomb threat, fire and civil exigencies.
* Monitored and tracked the performance of various operational facilities like passenger baggage trolleys, operation of inter terminal coaches plying from airside, high standards of cleanliness of lounges, washrooms etc. in the terminals.
* Ensured serviceability of CCTV / FIDS / PA system / Fire alarm system / various installations like lifts, conveyor belt, escalators, aerobridges, lighting, air conditioning etc. in the terminals

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**JP Morgan Chase (Credit Card Debt Collection Tier III) , India**

**SENIOR CSA 2008**

***Key Process:***

* + Collection of Credit Card Debt

***Key Highlights:***

* Voice call process (Outbound Calling) to collect or recover debt on credit card
* Taking supervisor calls or escalated calls from other CSA’s on floor
* Briefing and training of team in absence of Team Leader.
* Functioned as lead assistant to the Process Leader by coordinating major functions of the process.

**AOL (Internet Troubleshooting Process) India** **Customer Service Representative**  **2007**

***Key Process:***

* + Internet Service Provider Troubleshoot

***Key Highlights:***

* Voice call process (Inbound Calling) to troubleshoot networking problems
* Taking escalated calls from other CSR’s on floor
* Was promoted to SME (Subject Matter Expert) on being awarded the best trainee.

**EDUCATION**

**Mumbai University India**
***Bachelor of Commerce and Administration (CCF: 279:0873 No. 73624)* March 2012**

**International Air Transport Association (IATA)** **Canada**
***Airline Cabin Crew Training (Reg No: 19552)*****April 2009**

**Don Boscos Institute of Technology India**
***Bachelor of Mechanical Engineering (Incomplete)* June 2006 - April 2008**

**St. Andrews College (HSC) India**

***Higher Secondary Certificate (CCF No: F 2007169)* June 2004 - April 2006**

**St. Stanislaus High School (SSC) , India**

***Secondary School Certificate (CCF No: D 1781619)* June 1994 - April 2004**

**ADDITIONAL INFORMATION**

* **Languages:** English (Native), Hindi (Good), Malayalam (Basic), Marathi (Basic)
* **Certifications/Participations:**
* Participated in Clean India Program held at Bombay Exhibition Centre 2013, 2014
* Worked for Expo Turkey and Alumni India Exhibitions in 2012.
* Organized events at Ambey Valley Lonavala, a property of Sahara group in 2010.
* Received 1st prize in Science exhibitions in St. Andrews College for F.Y.J.C. and S.Y.J.C.
* Best Trainee Award in AOL First source while in training.
* Received the Outstanding student and best student award while in school.
* Possess working knowledge of industrial cleaning machines such as Taski, Diversey, Numatic, Clearock and Lavorjet.
* **Interests/ Hobbies:** Playing Music, Football, Snooker and Cricket; Enjoy swimming, cycling, reading & writing and travelling to new places.
* **Computer Skills:** MS Office 2010 & Visio, Adobe, CorelDraw x7, Auto CAD 2009, C++
* **Key Skills:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Communication** | **Planning & Organizing** | **Problem Solving** | **Team Player** | **Analytical** |