**First Name of Application CV No 1687530**

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**Professional Statement:**

A experienced, practical and forward thinking individual who has a thorough understanding of how Facility Management works, also able to resolve any Facility problems in a fast, effective and efficient manner, Having a comprehensive understanding of facility management, and a proven track record of managing workplace environments, who thrives on innovative and conscientious self-starter with excellent interpersonal skills in a variety of working environments with Effective communication skills.

**Objective**

To associate myself with an organization that provides fresh challenge with a successful and dynamic professionalism that has a culture of respect, challenge and innovation.

**KEY SKILLS:**

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| **Office Skills:** | Eleven + years of experience in ◼ Facility Management (Business Management ) ◼ Soft Service ◼F&B ◼Maintenance & Engineering ◼Hotels, Restaurants, Bar, Coffee shop ◼Project handlings◼ Client Service management ◼Hospitality Service Management ◼ POs, PRs Creation  ◼Staff Hiring ◼ Handling Multiply Vendors ◼ Event ◼ Annual Budgeting ◼ Audits ◼ Compliance Strategy ◼ Safety Awareness  ◼ Client service◼ Productivity improvement ◼ MMR,SOR,MIS ◼ Administrative ◼ Reports, Invoices, Billings ◼ Vendor Management◼ Complaints Handling◼ Demonstrating of Leadership Skills◼ Staff Training & Development |
| **Computer Skills** | Word ◼ Excel ◼ PowerPoint ◼ Outlook ◼Designing project works |

**CAREER HISTORY**  
**ASST FACILITIES MANAGER (** Business Manager**)** – March 3rd 2015 - present  
Employers name - **Jones Lang LaSalle** (In conjunction with **FLIPKART INTERNET PVT LTD**)   
**Employment Responsibilities:**

* Managing 3,50,000 lakh Sqft area, implemented an innovative office environment achieving objectives for enhanced corporate image and improved communication, Team work and productivity
* Designed Developed and administrated monthly management structure for direct & indirect cost recovery, space management data, accruals, facility cost tracker asset tracking , space utilization, ROL, FIT and MIS resulting in vastly improved structure
* Developed a BCP Program which had a positive outcome during the Bhandh’s and Crises time also Enhanced Safety system for Employees by creating a control tower which minimized the time frame to address the incidents
* Managing the Transitional operations of entities & Employees by lasing up with stake holders. Improvised and facilitated the operational & asset movement.
* Managing yearly agreement renewals with land lord’s negotiating on the CAM, Maintenance, Utility, and HVAC Charges with a better lock in period.
* Managing all the critical Equipment’s AMC‘s, UPS up gradations, HVAC systems, RO water system, Data collection, waste management, Annual power shutdown
* Developed and managing F&B operations Structures, implemented Cost efficient and value for food counters, introduced a variety of food options , guest counters food festivals Tuck shop and caterers.
* Managed Capital Expenditure(Capex) and Operating Expenditure(Opex) Annual Budget

Creating Procurement Requests, Procurement Orders, finalizing L1, L2, and L3 Vendor with the best rates & Quality

* Managed Soft service operations enhanced eye for detail in team, analysed specific needs and implemented , improved the visibility increased proactivity of the team and achieved the client standard level
* Managing all audits, Compliance audit for LL & Office, CMO Critical Equipment’s audit, Soft service, F&B and Vendor’s audits.

**International services orientation program at Bangkok (Thailand):**

Program and service study @ Major 7star and 5 star hotels Prince Suites, KC palace, JW Marriott.{Study date January 1st 2015 to January 31st 2015}

**Work Experience: 1 year of work experience as Integrated Facility Management and Hospitality Services.** Worked as (Duty Manager) Facilities Senior Executive Soft Service and F&B Dept., Hospitality Clients Service Dept. – Jones Lang LaSalle {in conjunction with Gold Man Sachs’s from Nov 2013 – Oct 2014}

**Work Experience: 4 months of work experience Facility Executive F&B Dept., & Hospitality Clients Service Dept.** Worked as Senior Facility Executive F&B Dept., & Hospitality Clients Service Dept. – Johnson Controls {In Conjunction with **Shell Technology & Shell Labs** Pvt Ltd from July 2013 to Nov 2013}

**Work Experience: 3 years of experience in F&B Dept., & Hospitality Clients Service Dept.** Worked as F&B Executive – Tenon Property Service {In Conjunction with Goldman Sach’s Pvt Ltd -From August 2009 to July 2013}

**Work Experience: 1year of experience in F&B Dept. & Hospitality Clients Service Dept.** Worked as F&B Supervisor – IPMS & ILFS Pvt ltd {In Conjunction with Goldman Sach’s Pvt Ltd -From June 2008 to August 2009}

**Work Experience: 3 years of experience in Hospitality Client Service Dept. & F&B Dept.** Worked as F&B Service Supervisor – SLN Enterprises Pvt ltd {in conjunction With **INFOSYS Technologies** Ltd- From Oct 2005 to June 2008}

**Worked Experience: 4years of experience in Restaurants, Coffee shop, Room Service & Banquets** Worked as Apprentice steward completed and promoted as senior Steward - Taj West End {TATA Groups of hotels from Sep 2001 to Oct 2005}

**Work Experience: 10 months of experience in Restaurants, Coffee shop, Room Service & Banquets** Worked as Steward – St Mark’s Hotel {Raheja group of hotel from Dec 2000 to Sep 2001}

**Job Responsibilities**

**(Duty Manager) Senior Facility Executive F&B & Hospitality Services**

* Managed & Handled Soft service, F&B services ,cafeteria operations, front office operations & Hospitality services
* Handling Multiple vendors-catering, vending machine, retail vendor, event organizers
* Handling HSSE policy (Sop, Work Hazard) (Initiated, safety awareness, deflated work hazard to 6% in Shell Technology)
* New Vendor on boarding, Negotiation ,trial run , Access control , reporting
* Vendor Audit(Monthly & Quarterly) F&B and soft service
* Handling Monthly Food Test & Water test, reconciling data
* Cafeteria Refurbishment ( New Counters, Equipment’s, vendor)
* Handling Cafateria & Kitchen Equipment’s procurement & maintenance AMC’s
* Handling Beverages Liquor consumption & Stock indent
* Handling Reception operations and staff reporting, Visitor data management
* Client Service , Cabin setups, fine Dinning arrangements
* Handling in house event, liaising up with Admins, Secretaries & coordinators.
* Managed Outdoor Events ( New joinee Events, Team outing)
* Managed MMR ,MIS report , KPI Reports and accruals
* Vendor Negotiations & Development Training KPI Vendor management, Training classes & Standard Operation Procedures ( Sop)
* Weekly Menu Planning and food ordering as per the requirement
* Handling Housekeeping & Pantry boys, Preparing duty chart, Task assignment
* Stationary Store Indent & Housekeeping Store indent
* Managed Petty Cash and monthly cost tracker
* Supporting AV Team for conference room bookings and meetings
* Out sourcing Vendors for the events ( stage, florist, photographers )
* Catering Hotels & Restaurants for In House & Out Door VIP Events & Menu Planning
* Incorporating with the chef for monthly food festival & theme events menu planning and executing
* Maintaining check list for all the vendors, first in & first out checklist for food & stored stock
* Filling database & Record management , hard copy checklist & soft copies
* Responding to all the mails Regarding Events , food complaints & Hotel bookings

**Major Events Handled:**

* BBD BIG BILLION DAY 10 Days Event across country ( End to End setup & execution of event)
* Family Fest (Gold Man Sach’s 5000 Pax) consecutively every year
* 10Years Celebration (Gold man Sach’s 30000 Pax)
* Finical Fever (Infosys) (20,000 Pax)

**Core Accomplishments**

**Flipkart Internet 2015 June to 2015 OCT**

* Entity Transaction Project: Liaised up with stake holders, partners and obtained smooth transition of Assets, employees and facility infrastructure.
* Critical Equipment’s Project: Up graded 120 KVA Ups and installed back up of 80X2 KVA UPS along with 20X2 40 KVA support for uninterrupted Power supply.
* Asset Reconciliation: Developed and managed Asset data Segregated Client and Landlord assets, reduced cost by stopping excess procurement of Capex.
* Annual Power Shut down : preventive maintenance activity for ensuring 100% uptime of all  the base building critical equipment which was completed successfully

**Cafeteria enhancement, new vendor, Retail counters, Track on the sale and consumption** Gold Man Sach’s Cherry hills & Sun river Building: December 2013 to 2014

* Initiated: Cafeteria setup, New 3 Cash & carry counter, MMR track for all vendors, New Equipment, Transition of new vendor & Safety Awareness.
* Cafeteria: Improvised on the setup of cafeteria as customer friendly, new vendor on boarded, 3 new cash & carry counters.
* Operations Management: Tracked all the vendors Sale & consumption, initiated BCP mode for vendors

**Cafeteria Refurbishment (RFP Mode) Vendor Change Project: July to Aug 2013**

* Shell Technology Bangalore and (Cafeteria Design, New Equipment’s New Counters and RFP mode for Vendor Change)
* Initiated: New Cafeteria Design and Additional Food Counters, Deli Coffee Shop, Combo Counter, New Equipment, Transition of new vendor & Safety Awareness.
* Cafeteria: Changed New Food Vendor, Introduced Combo counter, 24/7 retail shop, initiated Quality management system, Service friendly environment, food festival, monthly vendor audit.
* Operations Management: Managed Café project, F&B Dept., Reception, housekeeping operations, Vendors Sourcing, New Vendor On boarding.

**Sunning Dale Project Management: February 2011to July 2012**

* Initiated : Full Fledge Operations of [ Organic food stall ,Board room ,Pantry’s , Pantry Equipment’s, Cafeteria Operations , Cafeteria Equipment’s, Vendor Staffing , Water Stations, Snack vending, Introduced New vendor ]
* Cafeteria: Introduced 24/7 live Pizza Counter, Dimsums counter, Dosa Counter, Tea counter & Chat counter.
* Operations Management: Handled all the F&B functions related to [Sunning Dale Buildings]

**Sun River Project Management: December 2010 to December 2011**

**Gold Man Sach’s Sun river Building (New building)**

* Initiated : Full Fledge Operations of [ Board room ,Pantry’s , Pantry Equipment’s, Cafeteria Operations , Cafeteria Equipment’s, Vendor Staffing , , Snack vending
* Cafeteria : Introduced continental live counter , Dosa Counter , Tea counter & Chat counter
* Operations Management: Handled all the F&B functions related to [Sun river Buildings

**BCP Project Management: June 2010 to December 2010**

Gold Man Sach’s Vayu Building (BCP – Business Continuations Plan Site)

* Initiated [Cafeteria, Pantry’s] which resulted in [positive outcome].
* Cafeteria: Organized Breakfast, lunch, Dinner, Midnight Snack for 700 Staff overnight. Trained staff to achieve standards & quality [The outcome was positive]
* Operations Management: Managed - Cafeteria, pantries, stationery, Mail room, Housekeeping. Handled all functions related to [BCP Program]

**ACADEMIC QUALIFICATIONS**

* Completed - Security Awareness Fundamentals Course Program 2014
* Completed – BBA Bachelor in Business Administration (SS International University Anugraha Study Center Bangalore – 2007
* Completed –(DHM) Department of Hotel Management Orientation Program from-( Acharya Institute of Management and Science Bangalore – 2005)
* Completed Apprenticeship training from – Taj West End (TATA Groups of hotel Bangalore-2001 to 2003
* SSLC passed - From (Sacred heart Boys high School Bangalore- 2001)

**Honours:**

* Community team work ( Best Employee)
* Best employ of the month (Twice in Gold Man Sach’s)
* On time Project completion Award
* Appreciation mails from Clients

**Personal Profile:**

Date of Birth : 04-06-1983

Marital Status : Married

Nationality : Indian

Language Known : Kannada, Telugu, Tamil, Hindi & English

Interests : Reading Books, learning new things