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Experience:

Working as a Facilities Office/Property Manager for Multifamily Residential Property in NY  
Feb 2016 to Present

- \* Operating the properties within established financial guidelines and budget
- \* Ensuring physical plant needs and exceed established property standards, including supervision of maintenance staff
- \* Assuring occupancy is maintained at established levels
- \* Reviewing delinquent accounts and taking required action
- \* Making sure that resident' requests are responded to in a timely, efficient, and courteous manner.
- \* Make sure the tenant leases are updated
- \* Rent collections first of every month and depositing in bank and updating the data in the property management software
- \* Any delinquency in the rent payment issuing three day notice followed by eviction process
- \* Coordinating with the maintenance for the necessary repairs
- \* Revenue Management
- \* Getting quotations from contractors, negotiating the rates. Hiring them and oversee their work and make sure the project is completed within the deadline.

Worked as Facilities /Office/Property Manager in a Choice Group Hotels in New York June 2014 to Feb 2016

Day to day administrative duties to run the smooth running of Hotel as a single point of contact

- \* Ordering all hospitality supplies for the hotel from the vendor
- \* Ordering supplies for the hotel from the linen vendor
- \* Keeping a track of pantry supplies and ordering for the breakfast.
- \* Placing the work order for the repairs in the rooms to be fixed.
- \* Rent the rooms that are in proper condition.
- \* Cost optimization and budget for the hotel improvement and streamlining the process in all aspects.
- \* Supervising the front desk and resolving any issues dealing with the guest refund, cc queries, educating the guest about the cancellation policy.
- \* Preparing the income and expenses report and doing shift reconciliation
- \* Preparing the time sheet for the staffs and sending it to Payroll Company.
- \* Following the rules according to OSHA compliance.
- \* Supervise the House Keeping Staffs for the Janitorial and cleaning are up to the hotel standard and assign work to them.
- \* Interviewing and hiring the staff and contractors and vendor management in coordination with the procurement department.
- \* Conducting new orientation with the HR dept.

- \* Overseeing the conference room with all the audio and video communication systems are in working conditions.
- \* Performance management
- \* Problem solving.
- \* Taking care of the tenant issues and resolving them as soon as possible.
- \* Working continuously on the improvement of the hotel by suggesting good ideas for the refurbishment of the hotel.
- \* Working on the asset management by having a proper track on the lease renewals and other purchase for the hotel.
- \* Dealing with the local government like local State Troopers, NYCHA for approval and insurance etc.
- \* Replacing the fire extinguisher
- \* Conducting fire drill test
- \* Tracking of utilities, HVAC, Boiler etc.

#### Experience:

As Facilities and Office Manager for Computech Computers, Queens, New York, Sep 2013 to May 2014

- \* Day to day Administrative duties to run the office Operation smoothly.
- \* Vendor management
- \* Build beautiful, wonderful work spaces for employees.
- \* Ensure efficiency is built into work spaces so that employees can do their best work.
- \* Construction / Renovation / Move- Project-manage interior build-outs, including budget creation, management, and liaising with vendors
- \* Work closely with CEO, CFO, CTO, and CPO, as well as the architects, designers, and construction professionals to ensure the project is delivered on time and on budget
- \* Office Management:
- \* Passion for office management and ensuring a wonderful working environment for our employees
- \* Create, track and manage an approved budget, with an eye for quality as well as cost-efficiency
- \* Manage a team of office staff across all offices to ensure the seamless and professional operations of our offices.
- \* Work closely with the People team to track projected headcount and proactively present expansion plans to the CFO and CEO as our fast growth continues
- \* Set office management standards and processes for our company that aligns with our culture and values
- \* Dealing with the maintenance workers for assigning the tasks to them.
- \* Supervising the staff and allocate work to them.
- \* Dealing with the real estate brokers for the new space for office in the Midtown area
- \* Order supplies for the office and also pantry supplies
- \* Oversee the cleaning staff and ensure that all is under OSHA compliance.
- \* Make sure the fire extinguishers are replaced every six months
- \* Lease renewal for the office
- \* Coordinating with the building supervisor for the repairs and maintenance of office

- \* Arranging for the fire drill test
- \* Security cards issuance and oversee the CCTV is in place and in working condition.
- \* Single Point of Contact for the US Operations.
- \* New hire induction with coordination of HR Dept.
- \* Recruiting the receptionist, administrative staffs, contractors and oversee the project is completed on deadline. Independently making decisions for any operations in US.
- \* Good relationship with Police and other NYC City staff for the certifications.

#### Experience:

Worked as Facilities/Office Manager for an International IT consulting company (Mphasis Corp) in New York, NY, April 2012 to Aug 2013

#### Roles & Responsibilities:

Ensure day to day facility operations are at agreed performance levels

Stake holder management, communicate with business leaders on the overall operation status and service Levels.

Work with overseas support function team to manage day-to-day operations, implement cost savings and service improvement strategies, initiatives.

\* Develop strategic relationships with key individuals - business subsidiary leaders, key cross organizational groups.

\* Management and implementation of workplace services and processes for the Facility.

\* Manage local business relationships

\* Maintain key business metrics, measure and report on Facilities & Real Estate program performance. Report the metrics to Leadership team. Getting quotes and looking for office space within the Midtown Manhattan. Negotiating with the vendors for the competitive quote. Dealing with various Realtors in Manhattan, NYC. Knowledge of YARDI software.

\* Conduct on-going analysis of data to determine trends in Facilities spend and formulate action plan to optimize budget.

\* Responsible for the efficient management of daily workplace services

\* Hiring the receptionist and other Administrative staff and training.

\* Oversee the receptionist, administrative staffs and other external vendors for efficiently completing the project within the deadline.

\* Oversee the cleaning staff and ensure that all is under OSHA compliance

\* Negotiate (in partnership with Procurement Team) supplier contracts and service agreements for Facilities. Vendor Management: Co-coordinating with stakeholders for any requests which warrant a vendor Management of current vendors Seeking quotes from vendors as per requirements of stakeholders. In co-ordination with the stakeholder and the SCM team Respective stakeholder needs to raise the PR/PO/SR and track payment

\* Invoice Management: To ensure all admin invoices are validated and payments are made according to contract terms. Every monthly forecast spends to have a PO in place. To ensure any other invoices which reach office are sent to the concerned stakeholder for payment.

\* Services: Ensuring that the Pantry / break out area are clean at all times and Machines are in working condition. Timely replenishment of all required consumables

\* Coordinating with the Exterminator to be done on a biweekly basis. Ensure the process is maintained as per the OSHA rules and regulations.

- \* Environmental management: Promote environmental awareness within the office including recycling and reduction of waste in Co-ordination with employees.
- \* Asset disposal / movement out of the facility: Co-ordination with the concerned stakeholder for this activity. Help in providing quotes from vendors. Asset movement policy followed as per the policy.
- \* Asset movement /storage within the facility: Co-ordination with the concerned stakeholder for this activity.
- \* F&F No dues: For Mobiles / Data cards which is taken care by Y Telecom
- \* Compliance: Fire Safety issues, Access control / Surveillance. In co-ordination with the CRO team
- \* Coordinating with the building Superintendent for the fire drill tests twice a year.
- \* Also replaced the fire extinguishers wherever necessary.
- \* Conference, discussion, meeting room management: Ensure cleanliness of Conference room / Meeting rooms with proper AV equipment's. Give advice on booking and use of meeting rooms to Users Audio Visual equipment – upkeep and maintenance.
- \* Client visit: Arranging / Co-coordinating any scheduled client visits at site.
- \* Stationery: Agreements set-up with providers for procurement of stationery as per office requirement, providing stationery as per request.
- \* Business Cards: Business cards printing as per policy for employees Co-coordinating with vendors
- \* Monitoring the CCTV cameras by coordinating with the vendor DGA.
- \* Managing the access control system cards issuing, activation and deactivation for both office and the building cards.
- \* Capacity Management: Numbering of workstations Allocation / Release of seats as per requests. Implement, manage and communicate on employee experience initiatives. Responsible for allocation and release of seats in the Facilities Management System in Oracle applications
- \* Develop and manage annual direct operating expense budgets for the facility. Includes decision on areas of spend, accountability of actual vs. forecast and approval of all new out of scope expenses. Financial responsibilities also include managing all capital expenditures justifications & implementations.
- \* Manage escalations and service issues With Local building services strategies, including staffing approach, rationalization of Operations
- \* Analyze, develop and implement concepts and solutions as a subject matter expert.
- \* Managing all facility & admin functions, collaborate with all external agencies for smooth functioning of operations in the NYC office location in a timely fashion and in a professional manner.
- \* Coordinating with the building supervisor for the repairs and maintenance for the office, also arranging for the fire drill test with the help of the building supervisor, Replacing the fire extinguisher on a six month basis and testing the fire extinguisher by calling the vendor and take care of this in a prompt and timely fashion. Has online training on OSHA.
- \* Proactively prepare for hurricane and other weather related disasters.

#### Experience:

Worked for IT Software development /Consulting Co as Facilities/Office Manager/ /HR for Msquare Systems Inc, Jersey City June 2011-April 2012

#### Duties and Responsibilities:

- \* Dealing with the Govt. Contract New York City and in New Jersey and Federal Government responding to RFP, preparing paper work for RFP. Other documentation work, attending events filing for Certificates and projects. Filing for the Federal RFP.
- \* Assisting the President of the company in day to day operations, scheduling for meeting, calendar management in Google and set the task in Outlook.
- \* Research on the internet for various filing for doing business with the Govt and procurement opportunities, getting the requirements from the Govt websites and responding to the RFP by preparing all supporting documents.
- \* Doing multitasking doing some recruitment.
- \* Dealing with the landlord for the lease of office, building maintenance, hotel booking for the staff and consultants, flight bookings, maintaining expense report of the consultants and also maintaining the asset management for the office and petty cash, ordering office supplies, dealing with the attorneys for the immigration process of the consultants.
- \* Oversee the cleaning staff and ensure that all is under OSHA compliance
- \* Dealing with the vendors for the fire Drill test, repairs and maintenance for the whole building. Access cards for the staff and also for the visitors.
- \* Doing data entry for website marketing contact details, follow-up with the vendors and clients' accounts receivable and payable, and preparation of invoice, filing and maintaining proper records, light bookkeeping.
- \* Request time sheets from the consultants and provide the necessary details to the payroll company, new hire documents, providing the experience letters and exit letters.
- \* Taking care of Performance Appraisal of candidates and benefits for the consultants by helping them in enrolling to medical insurance
- \* Dealing with the attorneys for the various immigration processes of consultants like preparing the paper work for responding to RFC for all types of Visas.

#### Experience:

Worked as Assistant Property Manager/Facilities for Realty Inc April 2009 to May 2011

#### Duties and Responsibilities:

- \* Lead a team of 15 company employees
- \* Worked closely with owners and third party vendors to ensure timely delivery of services
- \* Obtained and compared quotes for maintenance and repair work
- \* Managed the database and cash flow reports for the rental properties
- \* Managed and updated databases for the rental properties
- \* Prepared and handled landlord paperwork
- \* Handled communication between owners and tenants
- \* Handled repairs and maintenance issues
- \* Conducted regular property inspections
- \* Kept track of all rent payments, deposits, late fees and, failure to pay issues
- \* Made supervision of all office administration, groundskeepers and maintenance crew
- \* Took care of all tenant complaints, concerns, questions and requests on a daily basis.
- \* Hired excellent security providers/watchmen to ensure complete & sound security
- \* Knowledge of multifamily property management, DHCR, HPD and all NYC Building regulations
- \* Consistently achieved top scores in the company's monthly Key Performance Indicators KPI

- \*Recruited 9 new clients through personal contacts and registered them as a prime vendor for the company.
- \*Developed a system for streamlining repair and maintenance work
- \*Improved the existing system for responding to tenant and owner queries

#### Experience:

Facilities Office Manager /HR for Turing Consulting Inc Technologies, NJ from May 2006 to till March 31, 2009.

#### Duties and Responsibilities:

- \*Provide administrative support to the CEO
- \*Schedule internal and external meetings, interviews and conference calls
- \*Create and maintain documents and records; prepare meeting and conference materials, coordinate travel, calendar management.
- \*Process expense reports and prepare outgoing correspondence...
- \*Provide back-up administrative support for Company Owner as requested.
- \*Maintain client mailing lists
- \*Set up and maintain office record keeping systems.
- \*General maintenance of office and order stationery.
- \*Maintain an appropriate level of office supplies.
- \*Taking care of the repairs and maintenance for the office by coordinating with the building supervisor and also for the fire drill test conducted.
- \*Dealing with various vendors for the quotations and negotiating for the best price.
- \*Maintain Petty cash for the office expenses and preparing expense report for it.
- \*Maintain employee time records and vacation/sick day schedules.
- \*Taking care of the Benefits and compensation of the Employees by coordinating with the Medical Insurance Co providers.
- \*Prepare all necessary documentation for insurance claims
- \*Ensure Owner and business licenses are renewed on a timely basis
- \*Making Hotel bookings for the consultant from India and other staff.
- \*Taking care of Guest House for the people coming from India. Tracking the list of people in the guest house. routine repairs and maintenance for the guest house is done weekly.
- \*Interacting with the landlord for the lease of office and guest house.
- \*Arranged Short term lease for the consultant in the Apartments/Extended Stay
- \*Dealing with the Vendors for the Invoice, Entering in the database all Accounts receivable and Payable. Knowledge of Yardi.
- \*Preparation of Asset Management
- \*Helping new hire with the documents.

#### EDUCATIONAL QUALIFICATIONS:

- \* Certificate in Human Resource Management from Essex County College, Newark New Jersey in Dec 2006.
- \* Did Software Quality Assurance course in Sunsoft International Inc, Jersey City, NJ Feb to April 2006 both Manual and Automated testing.
- \* B.S in Business & Facilities Management
- \* Diploma in Airlines and Travel Agencies (IATA)
- \* Diploma in Computer Applications

**SOFTWARE KNOWLEDGE:**

Operating Systems: Windows XP, MS Office,

Software: Internet Explorer, Google Chrome and Netscape Navigator, Outlook, Easy Soft, Quick Books

Oracle Property Manager, PeopleSoft HR, Choice Advantage Property Management System for Choice Group of Hotels.

Volunteered in UMDNJ in the Medical Records Department for one year