

SUMMARY

Results-driven Workplace Experience Coordinator with a demonstrated track record of over 3 years in planning and executing exceptional workplace environments. Proven expertise in coordinating office operations, employee engagement initiatives, and facility management to foster a positive and productive work culture. Adept at organizing corporate events, managing vendor relationships, and implementing cost-effective solutions to enhance employee satisfaction and productivity. Excellent interpersonal and communication skills, enabling seamless collaboration with cross-functional teams. Eager to leverage my experience and passion for creating outstanding workplace experiences to drive organizational success and employee well-being.

SKILLS

- Facility Management
- Space Planning
- Vendor Management
- Budgeting and Cost Control
- Event Coordination
- Communication and Interpersonal Skills
- Employee Experience Enhancement
- Sustainability Initiatives
- Problem-solving and Adaptability

EXPERIENCE

Community Assistant Manager

Vatika Business Centre *May 2023 - Present*

- **Community Engagement:** Cultivate a vibrant and inclusive community by building strong relationships with co-working members, understanding their needs, and encouraging collaboration and networking among them.
- **Customer Service:** Provide exceptional customer service to co-working members, addressing inquiries, resolving issues, and ensuring a positive and welcoming experience for all visitors.
- **Events and Workshops:** Plan, organize, and execute engaging events, workshops, and networking sessions to promote member interaction, skill development, and community building.
- **Member Onboarding:** Guide new members through the onboarding process, familiarizing them with the facilities, amenities, and community offerings of the co-working center.
- **Facility Management:** Oversee the maintenance and cleanliness of the co-working space, ensuring that all facilities are well-maintained and operational for members' use.
- **Membership Sales and Retention:** Collaborate with the sales team to attract new members, conduct tours, and assist in the membership enrollment process. Focus on member retention strategies to create a supportive and loyal community.
- **Team Coordination:** Collaborate with the co-working center's management team and staff to ensure smooth day-to-day operations and consistent delivery of services.
- **Member Feedback and Satisfaction:** Collect member feedback through surveys

and personal interactions to identify areas of improvement and enhance overall member satisfaction.

- **Community Communication:** Maintain open and transparent communication channels with members through various mediums, such as newsletters, social media, and online forums.
- **Administrative Tasks:** Handle administrative duties, including managing member records, invoicing, and coordinating meeting room bookings.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations, implementing necessary protocols and safety measures for members' well-being.
- **Conflict Resolution:** Address and resolve member conflicts or issues with tact and diplomacy, promoting a positive and harmonious community environment.
- **Collaborative Partnerships:** Establish and maintain partnerships with local businesses and organizations to provide additional benefits and opportunities to co-working members.

Workplace Experience Coordinator

Veritas Technologies LLC (CBRE Workplace Solutions) *Dec 2021 - Jan 2023*

- Coordinated and managed the workplace experience for a multi-floor office housing over 2500 employees.
- Oversaw the day-to-day operations of the office to ensure a smooth and efficient work environment.
- Managed office facilities and space utilization across six floors, optimizing layouts to accommodate the growing workforce while maximizing productivity.
- Implemented and organized employee engagement initiatives to foster a positive and inclusive work culture, resulting in increased employee satisfaction and reduced turnover.
- Planned and executed a variety of corporate events, team-building activities, and workshops to enhance employee morale and team cohesion.
- Responded promptly to employee inquiries, feedback, and concerns, maintaining open lines of communication and ensuring a high level of employee satisfaction.
- Collaborated with cross-functional teams, including HR, IT, and Facilities, to align workplace strategies with company goals and objectives.
- Developed and managed budgets for workplace initiatives, ensuring cost-effectiveness while maintaining a high standard of service.
- Successfully coordinated vendor relationships for office services, negotiating contracts, and managing service level agreements.
- Conducted regular workplace assessments to identify areas for improvement and implemented innovative solutions to enhance the overall workplace experience.
- Assisted in onboarding new employees, providing them with a warm welcome and facilitating their integration into the company culture.
- Implemented safety and security protocols to ensure the well-being of all employees and visitors within the office premises.
- Utilized workplace management systems and software to streamline processes and enhance operational efficiency.
- Collaborated with leadership to strategize and execute office expansion plans, accommodating the company's growth.

Guest Relation Executive

Tribeca Developers *(Feb 2021 - May 2021)*

- Welcoming and assisting potential buyers and visitors during property site visits.
- Providing detailed information about properties, amenities, and available services.
- Addressing inquiries and resolving concerns to ensure exceptional customer satisfaction.
- Managing appointments and coordinating property tours for clients. Maintaining and updating customer databases to track interactions and follow-

ups.

- Collaborating with the sales and marketing team to promote properties and generate leads.
- Facilitating contract signings and handling administrative tasks related to property transactions.
- Ensuring a positive and memorable experience for guests throughout their engagement with the company.

Community Associate

Regus Business Centre *Jul 2019 - Sep 2020*

- Welcoming and assisting members and visitors to create a positive and engaging atmosphere.
- Managing front desk operations, including handling inquiries, memberships, and workspace logistics.
- Coordinating and organizing community events and workshops to foster networking and collaboration.
- Responding to member needs and resolving issues to ensure a smooth and enjoyable work experience.
- Maintaining a well-presented and functional workspace, overseeing facility management.
- Supporting the Community Manager in executing community growth and engagement strategies.
- Collaborating with cross-functional teams to enhance member satisfaction and retention.

EDUCATION

BSC in Hospitality Studies

Pune University (2020)

HSC

Maharashtra State Boards of secondary & higher education (2014)

SSC

St. Mira's Primary School (2012)

LANGUAGES

English



French



Hindi



Arabic



Marathi



HOBBIES

Reading, Event Planning, DIY,
Organizing, Interiors, Painting.