RESUME

**Address:** **3203, Building Sowmya, Nandi Deepa Apartments,**

**Kamanahalli Village, Near Nobo Nagar,**

**Near Meenakshi Temple, Bannerghatta Road,**

**Bangalore- 560076**

**Mobile: +919500111187**

**E-mail:** [**bsudhirk@yahoo.com**](mailto:bsudhirk@yahoo.com)

**Capt. Sudhir. K. Bhardwaj.**

**CAREER SUMMARY:**

**Seasoned Professional with over 19 years Of Experience in the field of - Facilities Management, Corporate Real Estate, Project Management, Security & Safety Management, Crisis Management & Emergency Response, Procurement, General Management and Administration.**

**Experience Profile:**

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| * Facility Management * Project Management * Transport Fleet Management * Procurement & Strategic Sourcing. | * Budget (Capex & Opex) and Spend Management & MIS. * Travel Management -Domestic & International Travel , Hotel & Guest House Management * Security Management. | * Statutory Compliance & Liaison with Govt Bodies * Green Initiatives-Initiating Various Green Initiatives, Energy Conservation, Waste Management & Sustainability Projects |

**EMPLOYMENT HISTORY:**

**05 Sept 2014 to Till Date CSS Corp Pvt Ltd. Chennai**

CSS Corp is a global leader in Technology Support with over 140 Clients including fortune 1000 Enterprises ,with a Talent Pool of 5500+ Employees spread across 13 Delivery Locations, providing 24/7 Support in 17 Languages.

**Vice President Administration & Facilities.**

Managing a Global Portfolio of around 6 Lakh Sq feet , Spread across India, China, Costa Rica, Mauritius, Philippines, Poland, Singapore , UK & USA.

Responsible for Real Estate, Project Management, Procurement, Travel, Facility Operations & Security.

**Major Achievements:**

* Creation of a 550 Seater (46k Sq ft.) World Class Corporate Office at Ambit IT Park, Chennai (Ambattur) ,consisting of an Impressive Visitor Lounge, Shared Services & Production Bays, Centralised Training Centre, Leadership Cabins, Conference rooms, Executive Briefing Centre & Client Banquet room. **Total Project Cost Incurred USD 750k**. The project cost was optimised by Extensive recycling of Existing Furniture and deploying Reverse Auction Methodology for Vendor Selection for the First time, resulting in **Handsome Savings of USD 600K.(**Achieved INR 1000/Sqft against INR 1800/Sqft Industry Standard).
* The Initiative Also resulted in Savings of INR 25 Lakhs/Annum (USD 41K) on Lease rentals.
* Planned and Executed a Smooth Transition of the Corporate Office to the new location at Ambit IT Park.
* Currently working on closing Lease negotiations and project planning for a new location at Manila (Philippines) & Decommissioning of our erstwhile Corporate Office & one of the Delivery centres in Chennai as part of our Real Estate Portfolio Consolidation objectives and plan.

**02 Feb 2007 to 01 Sept 2014 Accenture Services Pvt Ltd Bangalore**

**General Manager (Accenture Workplace Solutions).**

**Responsible for Facilities & Services Operations for Multiple Facilities - over 4 Million Sq ft.**

**Major Achievements:**

* **Promoted to General Manager - Jul 2010.**
* **Project Management & Execution:** Have set up 6 new facilities, around 8 lakh sq. ft. (8000 Seats) in a span of 4 years. Successfully managed & ensured smooth transition of Business to the new Facilities and assisted the Business teams to settle down. Have also executed lots of Facility Improvement Plans in Various Facilities – Renovation & Standardization of Board Rooms, Creation of Telepresence Rooms, additional Meeting rooms & Centralised F & S stores. Increasing Parking area by innovative solutions, Cafeteria Branding initiative, Modifications in Mail room, Helpdesk & Gym. Creation of Transport Waiting Lounge & Transport Vendor Helpdesk.
* **Green Initiatives : Spearheaded Two Green Initiatives using Six Sigma Methodology**
* **Go Green Pantry Project (Pan India Facilities):** Implemented the Go Green Pantry Project at a Pan India Level in Two Phases encompassing over 30 Facilities, in which we eliminated the Usage of Paper Cups in Pantry for Water and Beverages and replaced the same with a recyclable solution. Following were the results of the Project undertaken.
  + Saving of over 1690 trees & 65 M Gallon of water consumed annually for manufacturing of Paper Cups.
  + Annual Savings: Rs 92 Lakhs /USD 0.18 Million.
* **Waste Management Project:** This project was aimed at managing our waste through effective disposal, reduction and recycling not only from a cost perspective but also to put a ‘Green’ culture in place. The project resulted in an Annual Cost Savings of Rs 19.6 Lakhs/USD 41000.
* **Energy Savings Initiatives:** Implemented various Energy Savings initiatives like installation of Motion Sensors/ Timers in Rest Rooms, cafeteria, Breakout areas & kitchen equipment’s. Switching of Unwanted lights & Monitors post operational hours, Installation of LED Lights in Common Passages, Rest Rooms and Pantries.
* **Top Talent Programme 2010 :**  Selected and Completed the **Top Talent Program - which is a 9 month long Management programme**.The Selection for this programme is done by the Corporate Functions leadership team based on contribution, career potential and sustained demonstration of high performance by an individual.
* **Security Task Force:** A security Task force was constituted in the Wake of 26/11 Mumbai attacks to assess Security Risks for Accenture Facilities. Was a key contributor being part of the Security Task Force Team. Carried out an In-depth study of Contract Work Force Processes and formulated processes to strengthen the Security systems in place for Contract Work Force. Also recommended various additional security measures for strengthening Physical and perimeter security areas.
* **Transport Management:** Have led the implementation of TMS (Transport Management System) and optimisation of Transport fleet operations in the Facilities I have led which have resulted in significant savings.
* **Pan India Responsibilities :** Spearhead various additional Portfolios & Initiatives on a Pan India Level(Over 30 Facilities )
  + ATLAS – employee Exit Process ,
  + Contract Resources Exit Process,
  + Managing the Pan India Office Services Budget (Stationary, Beverages &Various Consumables and Services – Annual Budget Rs 26 Crores Approx.)
  + Pan India Commodity SPOC for Stationary, Beverages, Reprographics Services & Mailroom Services.
  + Responsible for Spearheading the Initiatives Bucket.
* **ISO27001, BS25999, OHSAS18001 & EMS-ISO-14001 Certifications:** Have successfully front ended Certification Audits pertaining to all of the above standards from a Facilities Operations Perspective, including preparation, Document review, Preparatory Audits and Front ending the Main External Agency Certification Audits.

* **Crisis Management:** Have successfully front ended and managed various Crisis Situations in the past 7 years, for e.g. Transport Crisis, Equipment Crisis, etc. Was commended on managing a Transport Crisis on the day of the demise of Kannada cine star Dr. Vishnuvardhan on 30 Dec 2009. In spite of non-availability of senior leadership team members, self-Led from the front and supported the BPO Transport operations in Bangalore without any business Impact.

**Awards & Recognitions:**

* **Six Sigma Green Belt Certificate** –**Completed the requirements for Six Sigma Green Belt Certification, Making an Impact on GS Delivery Excellence Agenda of Driving Efficiencies, Reducing Costs & Improving Client Satisfaction by directly Impacting Core Business Processes & Systems, Making them Scalable and Repeatable- Dec 2008.**
* **The Encore Awards – Dream Team – India Environment Programme.**
* **The Encore Awards – Dream Team – Business Continuity & Crisis Management Team – Nov 2010**
* **The Encore Awards – Dream Team – Project Shifting Gears – March 2010**
* **Top Talent Idol Award – Value Your Ability of Mixing Fun with Work – Class of 2010**
* **Certificate Of Recognition – Safety & Security: Special Citation for an Outstanding Contribution to Safety & Security - Sept 2010.**

**08 May 2006 to 17 Jan 2007 IBM Daksh BPS Pvt Ltd. Pune**

**Manager Administration – Site Operations**

* Responsible forTransport fleet operations for the Call Centre for over 1200 employees, Facility Management, Mechanical and Electrical Equipment Maintenance, Security, Cafeteria Operations, Courier Services, Stationary, Liaison with Government offices like Telecom, MSEB, MPCB, Police, Labour Dept, ESIC, Travel, Events, Budgeting for the Dept and preparing various MIS Reports.
* Project Coordination for the new Sholapur Road Facility.

**Major Achievements** Streamlined the entire Transportation system for the Call Centre and brought about phenomenal changes with regards to the whole process, thereby improving the overall efficiency and **bringing down the operating cost per employee for Transport drastically from Rs 3900/Employee to Rs 2500/Employee. Total Monthly savings Achieved Rs 16.8 Lakhs.**

**15 Sept 2004 to May 2006 Idea Cellular Limited Pune**

**Manager Administration (Maharashtra & Goa Circle)**

**Job Responsibility**:

* Manage property and facilities operations for all the offices in Maharashtra and Goa (Maharashtra & Goa Circle Office & 11 District Head Quarter Offices and Customer Convenience Centres).

**Major Achievements**

* Streamlined the entire Administration and management of Contract position processes and statutory compliance all over Maharashtra & Goa.
* **Projects Executed:** Successfully initiated and completed various projects. Call Centre Expansion Project, Creation of New Customer Convenience Centres (CCC)/Idea Showrooms at Various Locations - Ulhasnagar, Akola, Nasik, Margoa & Sangli.

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## 22 Sept 2003 to 14 Sept 2004 eGain Communications Pvt. Ltd. Pune

**Manager- Administration:**

* Manage Facilities operations & Procurement

**Major Achievements:** Effectively implemented various cost control measures and cost cutting Ideas and brought down the operating cost of the Administration Dept. by almost 8-10 % within 3 months of my joining the Organization.

**Procurement:** Achieved Significant Cost Savings in procurement of various Hardware and Softwares, by increasing the Vendor Base and effective negotiations. Achieved Savings of over USD 5000 in a single deal pertaining to procurement of Servers and also ensured quick delivery of the Equipment being business critical Inspite of Challenges with respect to Import procedures within two weeks of releasing the order.

**Insurance:** Did an In-depth analysis of the existing Mediclaim Insurance and Asset Insurance. Invited quotations from all leading Insurance Companies and TPA. Carried out an in-depth study of the Proposals and got the best Mediclaim & Asset Insurance Solution for the Organisation.

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**10 October 2002 to Sept 2003 ISPAT INDUSTRIES LTD Belapur/ Dolvi**

**Asst Manager (General Services):**

* Responsible for Providing Facility Management Services at the Corporate Office at CBD Belapur and Assisting the General Services Team at The Plant at Dolvi.

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**17 September 2001 to 03 October 2002 BPL MOBILE COMMUNICATIONS LTD. Mumbai**

**Nodal Officer (Deputy Manager):**

* **Job Responsibility:** Govt Liaison i.e. coordinating with the Police Commissioners, Deputy Commissioners, and Income tax Officials, Customs Dept, DRI, CBI and various Allied Govt Security agencies. Assisting in other Administrative Functions viz. Security, Safety, Transport, Organising various meetings and Training events, Stationery & Housekeeping.

**August 1996 to September 2001** **INDIAN ARMY**

**Rank: Captain.**

Responsible for managing an independent subunit comprising of over 150 personnel and job responsibility included: Man Management, Security, Administration, Managing the motor Transport fleet and Bofors guns and allied equipment, Training, Welfare activities, Managing Unit CSD canteen, Officers accommodations and other operational assignments.

**Significant Achievements:** Served at Siachen Glacier (Highest Battlefield in the World) – “Operation Meghdoot” during 1999 Kargil Operations. Also Served in the North East- (High Altitude) Arunachal Pradesh (China Border).

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PERSONAL DETAILS:

**1.** **Date of birth** - 1st December 73.

**2.** **Languages known** - English, Hindi, Tamil and Marathi.

**3.** **Marital Status** - Married

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**QUALIFICATIONS:**

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| **COURSE** | **INSTITUTE** | **YEAR** | **GRADING** |
| **Certified Facility Management Professional** | **CFMI (Chartered Facility Management Institute).** | **2013** | **CFMI-REUG- Certificate of Merit.** |
| Six Sigma Green Belt Training Certificate | Delivery Excellence Team – Accenture | 2008 | Certificate |
| MDBA (Masters Diploma in Business Administration) With specialization in HRD. | SIMS Pune | 2001 | First Class |
| PGDFT (Post Graduate Diploma in Foreign Trade) | SIMS Pune | 2001 | First Class |
| ADP (SAP)-Automated Data Processing (Systems Analyst & Programmer) Course. | School of ARTILLERY (Indian Army) | 2000 | HIGH Average. |
| CERTIFICATE IN WEAPON SYSTEMS | School of ARTILLERY (Indian Army ) – Pune University | 1997 | First Class |
| Diploma in Information & Systems Management | APPLE INDUSTRIES LTD | 1993 | Distinction |
| B. Com. | Pune University | 1995 | First Class |