

MANAGER- ADMINISTRATION & FACILITIES

Executive Summary

A motivated administrative professional seeking a position in a challenging environment. Over 8 years experience successfully providing administrative and secretarial support to the operational department. Proficient in a range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A proactive problem-solver who gets the job done."

Core Qualifications

- Compensation/benefits administration
- Change management
- Inventory control
- Staff development
- Operations management
- Policy/program development
- Skilled negotiator
- Supervision and training
- Computer-savvy
- Travel administration
- Schedule management
- Self-starter
- Deadline-oriented
- Spreadsheet development

Professional Experience

Manager- Administration & Facilities

January 2007 to January 2011 Company Name - City

- Responsible for managing all the travels & transport related official activities while maintaining the healthy work environment & discipline and handling various company vehicles.
- Coordinate for air travel & hotel bookings arrangements and conference hall bookings also travel arrangement of visa for official purpose as per requirement while accountable for boarding & lodging of Management Heads and guests Liaise with vendors for purchase orders, Vendor Reconciliation, invoices & agreements, ensuring timely payments.
- SAP knowledge in efficient inventory management and vendor management.
- Liaise with various authorities and departments for smooth commercial operations for shipment of good/material between outlets.
- Maintain & update the premise lease agreement in liaison with various Government agencies like - Electricity Office, Municipal office, Telecom office etc.
- Handle & oversee the Allocation of Workplace, Telecommunication, IT infrastructure & other regular necessities to the employees at the facility Responsible for maintaining hygienic surroundings by efficiently managing various branch operations activities.
- Coordinate Housekeeping and Security management services and activities with other departments and assuring that the staff follows established safety regulations in the use of equipment & supplies at all times.
- Maintain & control uniform needs for departmental staff.
- Requisite all supplies and equipment and maintains adequate inventory levels to provide a clean, safe and comfortable environment Up keep and maintenance of equipments and machines, scheduling of cleaning shift wise, maintaining the visual appearance and aesthetic décor of the premises, problem resolution, job safety practices etc Ensure all staff is properly trained and have the tools and equipment needed to effectively carry out their respective job duties.
- Complete Event management for all the meetings and conferences and internal event of the Organization, Accountable for all the utilities & maintenance of office furniture including procurement of office furniture & equipments, various outsourced services like Security Services, Printers, Stationery Suppliers, Electrician, Water Suppliers and Travel Agents etc.

Assistant Manager

January 2006 to January 2007 Company Name - City

- Independently handled the overall functional management for Food and Beverage outlet & implemented strict measures in customer care procedures to optimize guest satisfaction & retention.
- Ensured specific control on maintenance of best practices in service and hygiene while liaising with chef for the Menu planning, Menu selection- seasonal and on festivals based on customer reviews.
- Responsible for service satisfaction to variety of guests from diverse backgrounds and successful maintenance of international standards and utmost commitment to my work.
- Handled guest relationship, planning and executing the operations to ensure quality service, managing guest requests, complaints and feedbacks and displaying cordial attitude towards them for referral & repeat business to enhance profitability; achieved a high guest satisfaction indices score.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Successfully established effective systems for record retention by creating database for daily correspondence tracking.

Training & Administration Manager

January 2004 to January 2006 Company Name - City

- Analyzed each department's training needs and developed new training programs based on the analysis. Designed training modules that implemented strategic business practices and organizational behavior training concepts. Designed and developed training and development programs based on both the organization's and the individual's needs.
- Considered the costs of planned programs and kept within budgets.
- Worked in a team to produce programs that were satisfactory to all relevant parties in the organization, such as line managers, accountants and senior managers at board level.
- Devised individual learning plans.
- Produced training materials for in-house courses.
- Assisted in managing the delivery of training and development programs.
- Ensured that statutory training requirements were met.
- Evaluated training and development programs.
- Helped line managers and trainers to solve specific training problems, both on a one-to-one basis and in groups.
- Develop the use of alternative learning methods in practice such as coaching, e learning, clinical supervisor, shadowing to support the workforce development benchmark. Independently handled the overall functional management for Food and Beverage outlet & implemented strict measures in customer care procedures to optimize guest satisfaction & retention.
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- Handled guest relationship, planning and executing the operations to ensure quality service, managing guest requests, complaints and feedbacks and displaying cordial attitude towards them for referral & repeat business to enhance profitability; achieved a high guest satisfaction indices score.
- Handling the housekeeping, general maintenance & formulating administrative policies.
- Arranging requirements such as transport facility, guest house, etc.
- Handling out-sourced staff, suppliers, budget, equipment / materials and inventory control.
- Designing the Annual Budget which contains the entire expenses in General Admin, Infrastructure, repairs and maintenance for the financial year.
- Monitored training costs to maintain the training budget.
- Created testing and evaluation procedures. Effectively trained instructors and supervisors on techniques for managing employees. Maintained corporate responsibility by staying up-to-date with laws that affect human resource training programs.
- Designed electronic file systems and maintained electronic and paper files. Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.

Education

BBM : Business Management , 2000 MYSORE UNIVERSITY INDIA - City , State , India

E commerce

Skills

Proven written and oral communication skills

- Proficient in managing business correspondence
- Ability to organize personal work priorities
- Knowledge of filing and updating records
- Ability to make travel and accommodation arrangements
- Light bookkeeping knowledge
- General office procedural knowhow
- Ability to work independently and as part of a team
- Ability to type at least 35 WPM
- Excellent organizational skills
- Expert in handling office equipment
- Internet savvy with expertise in Microsoft Office
- Excellent customer service orientation
- Ability to research and analyze data effectively
- Exceptional attention to detail and interpersonal skills
- Strong ability to use standard business software and applications

- Demonstrated ability to remain self motivated at all times
- Able to manage stress
- Flexible in working hours