

Sameerkhan Pathan

Facility & Admin Operations Professional | Scrum Master

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Career Summary

A professional Scrum Master - Agile Methodology & a professional having work exposure of **Administration, Facility, Operations, Safety and Security, Events, Audits, Retail, Statutory Compliances** with experience of 22+ years in the corporate industry. Having good **Leadership Quality and Team Management**. A very Competent & Diligent Team Leader & Administrative professional. A professional with a powerful knowledge in **Planning, Strategizing, Scheduling, Time Management, Quality Assurance, Coordination, Communication, Mentorship and Problem Solving** techniques. Currently employed at **Tata Consultancy** as a **Senior Executive : Administration Lead**.

Career Goal

- Adaptable, goal-oriented, with extensive experience in supporting the essential bearing of large-scale projects and overseeing risks while meeting overall organization objectives

Scholastics

Shree Sahajanand Arts & Commerce College
(Gujarat University) Ahmedabad, Gujarat India |
April 2001 | Bachelor of Arts (English Literature)

Competencies

- Documentation & Compliance
- Customer Service & Relation
- Correspondence Management
- Office Management
- Payment & Invoices
- Policies & Procedures Manuals
- Data/ Record Management
- Presentation
- Scheduling Meetings
- General Accounting
- Problem Solving
- Office Equipment Operations
- Telecommunication
- Transportation
- Inventory Management
- Supervision
- Event Planning
- Training & Development
- Budget Planning & Expense Reduction
- Implementation of Scrum practices and Value
- Awareness of Agile Methodology

Career Path

Tata Consultancy Services Limited

Administration lead: Senior Executive | Jan 2016 -present Ahmedabad

- Driving a group of experts whose portfolio incorporates Security executives, Housekeeping, CCTV and BMS and Media transmission.
- (VVIP pads for High profile guests) Everyday upkeep of 315 private Pads and 10 Travel Quarters (General Fix and Support, Security, Negligible Money, Housekeeping, Clothing and Merchant The executives).
- Capex/Opex Quarterly and Yearly planning, Acquisition and Receipt handling in general liability regarding supervising the execution of approaches, techniques, and projects that will guarantee all around made due, very much kept up with structures and offices.
- Start to finish Acquisition Activity, Seller The executives, Budget Planning with Board of trustees, SCM for Supply and RFQ, BOQ, Examination of statements and Seller determination for necessity of Merchandise and Administrations, Yearly Support Agreements.
- FMS-Office The executives Framework and SMS - Seat The board Framework.

Core Competencies: Administration, Capex/ Opex, Procurement, Liability, Supervising, Security, Budget Planning, Supply Chain Management, Scrum Events and Practices, Transportation, Hospitality & Facility Management

Vodafone Shared Services Limited

Jr. Executive – Property & Facilities Management | May -2010 to Dec-2015 | Ahmedabad

- Physical security management entails the safety and protection of property and physical assets, as well as the development assessment, and improvement of administrative systems, policies, and procedures.
- Management of transport (day and night operations) as well as client visits.
- Office activities such as meetings, conferences, interviews, orientations, and training sessions must be planned, scheduled, and promoted.
- SPOC for branch Health, Safety, and Wellbeing / ISRS SPOC for branch.
- Housekeeping, General repair and maintenance, and Cafeteria Management are all responsibilities.
- BMS operation, as well as internal and external Audits, as well as legal and legislative compliances for facilities
- Admin and HSW orientation.

Core Competencies: Administration, Safety & Protection, Development, Policies & Procedures, Transport Operations, Visits, SPOC: Health, Safety, Wellbeing/ISRS, Audits, Compliances, HSW

IT Skills

- Ms Office Suite : Word, Power Point Presentation, Excel, Outlook & Microsoft Teams Meet
- Google suite: Word , Power Point Presentation, Excel, Gmail & Google Meet.
- Video Conferencing : Zoom, Google Chat, Ultima tix, etc.

Projects Handled

- 199 Additional workstations created in two phases
- 90-Seater Learning & Development Room, 3 New Dry break out areas created
- 6New VC room created
- 50 Seated War room created with collapsible

Professional Trainings

- Accredited ISRS Auditor Course
- Industrial Security Management
- Defensive Driving: Road Safety
- Certified Life Saver & First Aider

Certification

- Administrative Professional
- Environment, Health & Safety Foundation
- Governance, Risk & Compliance (GRC)
- Logistics Management - Induction
- Certified as The Art of Articulation
- Excellence in Customer Relationship (ECR)
- Certified as a Professional Scrum Master -I

Languages Known

- English: Fluent in Speaking, Reading and writing.
- Hindi: Fluent in Speaking, Reading and writing.
- Gujarati: Fluent in Speaking, Reading and writing.
- Urdu: Good in Speaking

Declaration

- I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Rajmeen Photo Gallery Pvt. Ltd

Assistant Manager – Production / Administration | Jul -2008 to May -2010 | Ahmedabad

- General repair and maintenance, Housekeeping Management, Security Management, and telecommunications are all areas of expertise.
- Client management (booking of tickets, taxis, and lodging).
- Hiring, training, and supervising the production staff.
- Production reports, presentations, and production analyses are all available.
- Transportation Administration
- Targets that have been designed, a specific data base, and Power Point presentations

Core Competencies: Repair & Maintenance, Housekeeping, Security, Telecommunication, Client Management, Recruitment, Training , Production, Presentation, Transportation & Administration

Airtel (Bharti Airtel Limited)

Officer– Customer Service Department| Apr -2007 to Jun -2008 | Ahmedabad

- Front desk - Handle walk-in customers.
- Examining and analyzing their billings, taxation, and other charges/compliances/discrepancies.
- Customer Complaints, Queries, and Requests are escalated to the first level.
- GPRS Queries and Value-added Service Solutions Expert.
- Handling cash receipts and petty cash in the office.

Core Competencies: Customer Service, Complaints, GPRS Queries, Value-added Service Solutions & Cash receipts and Petty cash

HDFC Bank (ADFC Payroll)

Jr. Officer– Customer Service Department| Oct -2005 to Mar-2007| Ahmedabad

- Working in the phone banking department to answer client questions.
- Customer service for 2Wheeler/4Wheeler and Personal Loan, Current and Saving Accounts
- In charge of daily, weekly, and monthly MIS
- For revenue Generation, cross-sell on attended calls.

Core Competencies: Client Handling, MIS report, Revenue Generation

Airtel (Ma- Foi Payroll)

Officer– Customer Service Department|Jan -2005 to Oct -2005| Ahmedabad

- Front desk – Walk in customer handling.
- Handling customer queries, Complaints.
- Expert in GPRS Queries and Value-added service solutions.
- Handling office cash receipts and petty cash.

Core Competencies: Customer Service, Complaints, GPRS Queries, Value-added Service Solutions & Cash receipts and Petty cash

E-City Entertainment Pvt Ltd (Zee Network)

Team Member-2 Customer Service Department-Retails | Jul -2001 to Dec -2004 | Ahmedabad

- Responsible for sales & operation in specialty retail store “HOURS”
- Mobilize seasonal, festive, anniversary promotions, lucky draws& campaigns, new product line.
- Planning and organizing Customer delight activities
- Weekly & Quarterly sales, stock Inventory reports

Core Competencies: Retail Sales & Operations, Promotions, Events

Date:
Place:

Sameerkhan Pathan