

CAREER ASPIRATION

Aim to be associated with a progressive organization that gives me scope to update my knowledge and skills in accordance with latest trends and be a part of team that dynamically works towards the organization and gains satisfaction thereof.

SEEKING ASSIGNMENT - ADMINISTRATION / TRAVEL MANAGEMENT**Key Resulting Areas – Administration & Travel Management**

- Selection of Travel vendors for Air bookings, Rail bookings, Hotel / Service apartments, Cab facilities etc. on the base of their facility backgrounds, Infra setup & financial capacities.
- Implementations of Company Travel Policies.
- Educate employees about travel program and correct procedures. Gather feedback from company employees to optimize travel program. Collaborated with employees and management to optimize program.
- Minimize costs through proactive analysis and employee instruction. Draft reports for management detailing program costs and trends.
- Collected and analyzed data on travel costs and usage trends. Prepared detailed reports and models for management
- Training, Conference, Event Management etc.
- Monitor preparation and submission of required MIS on a periodic basis or as requested by the Management to ensure timeliness and accuracy of the same. Monthly expense MIS and Records for travel arrangements.
- Provision, Budgeting, Actuals & Reporting for expenses.
- Budgeted vs. Actual reporting.
- Successfully handled petty cash for all companies.
- Housekeeping – Vendor selection process, check on statutory docs, manpower planning, salary structure setup as per min. wages reporting, vendor billings
- Security – Vendor selection process, check on statutory docs, third party & police verification, manpower planning, salary structure setup as per min. wages reporting, vendor billings
- Maintenance – Vendor Selection process, check on statutory docs, team evaluation, manpower / shift planning, preventive maintenance schedules & reports, checks on AMC services & maintenance, monthly cost analysis, vendor billings
- Cafeteria management
- Ensuring maintenance of optimum inventory levels & distribution process setup and Vendor coordination for material quality management for printing & stationary.
- Monitor all activities related to Facilities Management through IFM Vendor to ensure cost effectiveness and adherence to service standards.
- Ensure timely and accurate raising of requisition with respect to engagement of third-party vendor for various processes
- Ensure compliance to all applicable regulatory statutory requirements with respect to Facilities Management related activities
- Ensure cost effectiveness and adherence to service standards in all Facilities Management related activities.
- Coordinate with and provide recommendation to the Commercial Department for the selection and engagement of third-party vendors for various services.
- Respond to and resolve all issues of exceptions and escalate the matter to relevant parties for further probing and action
- To ensure compliance to internal service standards and guidelines in all the hospitality management related processes

Cost Control Activities

- Introduced Service apartments as an option of Hotel Stay
 - Saved Rs. 20.00 Lacs + in comparison of Entitlement vs. Actual during 2010-11.
 - Cost / Night decreased from 3000.00 to 1400.00
- Introduced New Cab Vendor with better facilities @ better negotiated rates.
 - Saved approx. 2.00 Lacs / annum for fix commitment business
- Introduced Economy range of hotels for outbound sales training & off roll training programs.
 - Saved approx. 3.00 Lacs / annum

Key Resulting Areas – Customer Service Delivery

- Worked in Inbound call centre to facilitate Corporate Customers and high billing customers.
- Worked for solutions on call logged to Nodal officer.
- Team members of QRC team.
- Weekly / Monthly / Quarterly report submission to Team Leaders and Project managers

PRECISE

- 7+ years of experience in Administration Travel Management.
- 2 years of experience in Customer service delivery.
- Currently associated with JIO (Reliance JIO Infocomm Ltd.) as a Area Lead – North Gujarat
- Ability to support and sustain a positive work environment with administration & Travel management skills.

Organizational details

Sep 18 to till Date	JIO (Reliance Jio Infocomm Ltd.)	Area Lead – North Gujarat
Feb 11 to Sep 17	MTS (Sistema Shyam Tele Services Ltd)	Facility Manager – RE & Admin
July 10 to Jan11	Videocon Telecommunications Ltd	Executive – Admin & Facilities
Sep08 to July 10	Bharti Airtel Ltd (Outsource – Payroll)	Executive – Admin & Facilities
Aug 06 to Aug 08	Bharti Airtel Ltd (Outsource – Payroll)	Executive – QRC Co-ordinator

Achievements:

- Appreciated by MD & HR Director of Bharti Airtel Ltd for organizing inter company cricket tournament.
- Appreciated by user functions for extended admin support.
- Awarded Best Batsman Award during MTS inter company cricket tournament.
- Spot awards “Inspiration to be door” & “Delivering excellence” received from HR dept. for event management within budgeted cost.
- Awarded for Monthly Champ for arranging Aadhar card camp.

Academic credentials

- Bachelor of Arts with English from Gujarat University, Ahmedabad, Gujarat in 2005.

Personal details

Date of Birth	17 th January, 1983
Languages	English, Gujarati, Hindi
Hobbies	Cricket, Music & Travelling
References	On Request