

Leela Siva Krishna I

Hyderabad, Telangana, India

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Professional Summary

Dynamic Facilities Manager with over 18 years of proven experience in managing complex facilities operations across hospitality, retail, and corporate facilities sectors. Proven ability to oversee large-scale facilities, ensuring operational efficiency, safety, and compliance. Expertise in Integrated Facility Management (IFM), budget management, vendor relations, and team leadership (including management of direct and third-party staff). Adept at managing physical and digital security, supporting project and lease activities, and implementing sustainable practices. Seeking to leverage extensive experience to excel in a challenging Facilities Management role, optimizing facility performance and contributing to organizational success

Skills

- **Facilities Management:** Strategic planning, space management, preventative maintenance, vendor management, lease negotiation, budget management, capital project management. SOP Development.
 - **Project Management:** Project Planning & Execution, New Store Openings (NSO), Pre-Opening Operations, Lease Support, budget control, schedule management.
 - **Technical Skills:** HVAC systems, electrical systems, plumbing systems, fire protection systems, CCTV, Access Control Systems, Emergency Response Systems, Microsoft Office Suite, Hospitality Management Software (IDS), Materials Control Systems.
 - **Compliance & Safety:** environmental compliance (EPA), Safety Standards Implementation, Legal Regulations Compliance.
 - **Leadership & Communication:** Team leadership, performance management, conflict resolution, presentation skills, written communication, interpersonal skills.
 - **Financial Management:** Budgeting, forecasting, cost control, financial analysis, ROI analysis. Revenue Management, Monthly Business Reviews (MBR), Quarterly Business Reviews (QBR).
 - **Security:** Physical Security, Digital Security, 24x7 CCTV Monitoring, Employee Safety Protocols, Emergency Response Planning, Business Continuity Planning
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Professional Experience

Customer Care Facilities Manager

Modi Builders & Realtors Pvt Ltd, Hyderabad

Sep 2024 – Present

- Oversees day-to-day administrative operations and manages facility-related issues, ensuring effective management of office infrastructure, equipment, and safety standards.
 - Manages procurement, vendor management, and overall office administration.
 - Prepares and manages the annual budget for facilities and administrative services, tracking and controlling expenses related to facilities maintenance, equipment purchases, and service contracts.
 - Coordinated executive travel arrangements for strategic site visits and key projects.
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Head of Operations & Sales Manager

Svenska Design Hotels, Kakinada

Aug 2023 – Aug 2024

- Managed revenue generation strategies and cultivated relationships with multinational corporations to enhance brand visibility.
 - Oversaw operations of a luxury 5-star property, maintaining impeccable service standards.
 - Maintained Rooms, Banquets, Restaurants, Bar, Spa & Pool as per company norms with regular interval checkups and maintenance of the infrastructure as per AMCs
 - Conducted periodic infrastructure audits to ensure optimal functionality and guest satisfaction.
 - Managed the employee lifecycle, including recruitment, training, and performance reviews, ensuring the workforce aligns with the company's strategic goals.
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Business Development Senior Officer

More Retail Private Limited, Andhra Pradesh & Telangana

Mar 2021 – Apr 2023

- Provided technical expertise in the design, installation, and maintenance of building systems.
 - Involved in the selection and negotiation of New Store Openings (NSO), a crucial step in expanding a retail footprint
 - Managed energy consumption, implementing energy-saving initiatives that reduced utility costs.
 - Created facilities from scratch to operational in all departments, setting the facility. Conducted regular facility inspections to identify and resolve maintenance issues.
 - Assisted in the development of capital project budgets and schedules.
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Senior Operations Manager

Satsun Properties Private Limited, Hyderabad

Aug 2020 – Mar 2021

- Managed Vanaprastha, a Senior Citizen Community with 3-star hotel standards, including facilities such as senior citizen-friendly rooms, a restaurant, meeting rooms, games, walking tracks, and travel arrangements.
 - Designed and implemented detailed SOPs for maintaining the highest standards of hospitality, including personalized guest interactions, meticulous attention to detail, and stringent privacy measures.
 - Trained staff according to these SOPs, ensuring that every team member is equipped with the knowledge and skills necessary to deliver an exceptional experience
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Business Operations Manager

Vaishnavi Super Mart & Seafood Entity

Dec 2017 – July 2020

- Directed daily business operations, aligning them with strategic objectives to drive profitability.
 - Improved operational efficiency through streamlined processes and rigorous KPI monitoring.
 - Fostered cross-departmental collaboration to enhance organizational performance.
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Facilities Head

Konuru Lakshmaiah University, Guntur

2012 – 2017

- Managed a portfolio of 80Acres Campus with 8 buildings totaling supporting 270 employees.
 - Reduced annual facilities operating costs by 40% through implementation of energy-efficient technologies and optimized maintenance schedules.
 - Led a team of 25 facilities professionals, including technicians, engineers, and administrative staff.
 - Negotiated and managed vendor contracts, resulting in 50% cost savings while maintaining service quality.
 - Developed and implemented a comprehensive preventative maintenance program, reducing equipment.
 - Initiated a 40-room hotel attached Hotel management Department in a complex endeavour that encompasses meticulous planning, maintenance, and the installation of machinery.
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INOX Leisure Limited, Vijayawada, Andhra Pradesh, India
Team Leader – Operations 2011-2012

- Played a crucial role in the pre-opening phase of a multiplex, setting the stage for successful operations.
 - Recruited a capable team, conducting comprehensive training sessions, and overseeing practical exercises to ensure team readiness.
 - Organized mock drills to review operational efficiency and smooth out any potential issues before live operations began
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MINVERA GRAND, Vijayawada, Andhra Pradesh, India
Senior Front Office Assistant | 2010 – 2011

- Actively worked for the Preopening of the Hotel for six months and involved in all departments setup and gained more knowledge in an opening a new property.
 - Implemented many successful initiatives.
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[Previous Roles – Condense Early Career Details]

- Guest Service Associate | Taj Gateway Hotel (Dec 2008 - May 2009)
- Hotel Operational Trainee | Quality Inn DV Manor (Jun 2008 - Nov 2008)
- Industrial Exposure Trainee | Green Park Hotel (May 2007 - Oct 2007)

Education

Master of Human Resource Management

Krishna University

2014 – 2016

Bachelor of Hotel Management

IHMCA, Vijayawada

2005 – 2008

Technical Skills

- Advanced Proficiency: Microsoft Office Suite
 - Industry Tools: MICROS, IDS Hospitality Management Software
 - Inventory Systems: Materials Control Systems
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Languages

- English: Fluent
 - Hindi: Fluent
 - Telugu: Fluent
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Notable Achievements

- Successfully directed pre-opening operations, ensuring timely project completions.
 - Boosted revenue through innovative sales and marketing strategies.
 - Delivered substantial cost savings via lease negotiations and optimized budget management.
 - Championed sustainability by integrating green practices into facility operations.
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