



# MAHESH GAWADE

HEAD- SERVICE MANAGEMENT



## CONTACT

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Nigdi, Pune 44

## EDUCATION

2013- 2015

PUNE UNIVERSITY

- Master of Business Management (Operations)

2005- 2010

PUNE UNIVERSITY

- Bachelor of science

## SKILLS

- Project Management
- Customer Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Human Resource management

## KEY ACHIEVEMENTS

- Recommended and executed improved processes, significantly enhancing client relations.
- Successfully transitioned over 500 properties in two years with 95% efficiency.

## PROFILE

With over 15 years of experience, I bring a proven track record in customer service, administration, sales, marketing, and human resources. My expertise spans telecom, tech support, real estate, Marketing and CRM, focusing on areas like voice and data services, billing operations, order management, and transition management, Business development

## WORK EXPERIENCE

### Lavasa Corporation limited

2013 - PRESENT

Officer - Technical services

**A flagship initiative by the HCC Group, this service delivers innovative infrastructure and efficient city management solutions**

- **Key Contributions:**
- Assisted in recruitment, training, and conducting new hire orientations.
- Managed office operations, including meetings, travel planning, documentation, and correspondence
- Handled scheduling, office supplies, and ensured compliance with labor laws and policies.
- Maintained vendor accounts, processed orders, and ensured data accuracy.
- Supervised operations across office buildings, villas, apartments, and retail spaces.
- Managed digital campaigns, social media presence, and promotional events to attract potential buyers.
- Onboarding newcomers to the organisation
- Supporting employee opportunities for professional development
- Built strong vendor partnerships for timely and cost-effective project delivery
- Conducted safety inspections and handled emergencies effectively.
- Managed electricity billing, consumer number processing, and dispute resolution.
- Oversaw city maintenance payment collections and recovery.
- Coordinated technicians, housekeeping teams, and utility service departments
- Prepared monthly reports (MIS) and ensured smooth complaint handling
- Administered lease management, budgeting, and collaboration with legal and planning authorities.
- Managed housekeeping, pest control, waste disposal, and overall building maintenance.
- Coordinated preventive maintenance schedules, reducing emergency service calls by 90%.

## **Transition Management / Customer Relations:**

- Streamlined property handovers from project teams to customers.
- Managed pre- and post-possession activities and approved handovers after thorough inspections.
- Oversaw residential property upkeep and resource management.
- Supervised contractors and teams to resolve customer and housekeeping concerns.

### **Cipla Pharmaceuticals Limited, India**

2010 - 2013

Territory manager

- Launched Cipla's pediatric critical care division in Kolhapur.
- Promoted India's first innovative drug formulations to pediatricians.
- Organized CMEs, doctor forums, and round-table meets to educate healthcare professionals.

### **Mphasis an HP company**

2009 - 2010

Senior - Transaction Processing Officer

- Provided technical support and troubleshooting for HP notebooks via chat.
- Mentored team members and resolved escalated issues.
- Supported process improvements and enhanced productivity.

### **Tech Mahindra (Pune)**

2008 -2009

Customer Service Associate

- Managed data processing and revenue reconciliation for British Telecom.
- Prepared reports and handled work allocations to associates.