

Resume

Martand Dinkarrao Eklarkar

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CARRIER OBJECTIVE:

The objective of my life is accepting challenges in my carrier for any organization. I believe in hard work and devoting everything for my work.

Current Employer:

Company Name: Dusters Total Solutions Services Pvt Ltd.(DTSS)

Tenure-Dec'19 to June'22-Area Relationship Manager

Tenure-July'22 to June'Nov'23-Sr.Area Relationship Manager

Job Profile: Dec'23 to till Date-Asst. Manager Operations.

Sites: Aptiv Components, Dell International Services, Veritas Software Technologies, Cisco System, VMware Software, Wipro Limited, ECLERX, Philips, John Crane, Amazon, Workspace, Nutanix , Harbinger Systems, NTT Data Global Delivery Services, Danfoss Systems Limited, Bosch Chassis Systems, Persistent Systems Limited, Skf India Limited, Magna Automotive, FPL Technologies, Spring Board, Convergys India Services, JPMorgan Chase Bank

Experience in the areas of:

- | | |
|--|--|
| <input type="checkbox"/> Facility Operation | <input type="checkbox"/> Policies / Process & Procedures |
| <input type="checkbox"/> Revenue / DSO | <input type="checkbox"/> GCM / P&L |
| <input type="checkbox"/> Company Cash Flow | <input type="checkbox"/> Team Management |
| <input type="checkbox"/> Quality & Compliance Audits | <input type="checkbox"/> Customer Relation / Vendor Management |

Job Responsibilities

Facility Operations: -

- Managing daily operational activity.
- Adept at handling day-to-day activities in co-ordination with internal / external departments for ensuring smooth operations.
- Handling operational issues, Implementation Policies and Procedures, Client satisfaction, managing all events and Client visits thru operation team, keeping track on internal audits which Help for Day-to-Day Smooth Operation.
- Conducting weekly meetings with site leads, & monthly meeting with Supervisors to have smooth operations at sites, as well as to address their ongoing issues to have quick closer on same.
- Oversee day-to-day operations for clients and lead timely closure on operational issues.
- Keep monitoring Various Checklist, Schedules, Training, Briefing, Debriefing, inventories & internal audits which help for Day-to-Day Smooth Operation.
- Oversee timely and accurate Invoicing & on time collections for all clients; Track and monitor Target vs. Actual periodically in order to ensure zero delay in execution as well as minimal Accounts Receivable build-up for each client.
- Lead the client feedback process at Closure/ contract termination stage to gain inputs on how 3 organization could improvise on aspects of execution/client relationship management and other factors that will lead to longer association with key clients; Provide inputs gained during such interactions to the Branch Head.

- Collecting the Monthly Material requisition from various sites and processing the indent and ensure to timely delivery.
- Daily site Visits and Monitoring the day-to-day operations for Quality of Service and avoid issues at site.
- Preparing the attendance within three days of TAT for payroll process to further salary payouts.
- Preparing daily visit Schedule and sharing MOM to the clients for the update.
- Preparing & representing the Monthly MMR for updating the status to the client.
- Keep monitoring of Expenses and Revenue on Monthly basis to Maintaining the GCM.
- Managing almost 850 Staff including, Site In-charge Supervisors, Technical Manpower, Support staff and Janitorial staff.
- Responsible for new sites mobilization & transition & ensuring for smooth transition.
- Responsible for Addition of revenue on Monthly Basis through the New Gaining the business, Additional one-time business, and MW of Revision.
- Resolving the Site level staff Grievances.
- Responsible for Site Level Audits and It's closer within seven days of TAT.
- Participate into the Sales & New Business.

Finance & Accounting: -

- Basis on the attendance Inputs coordinating with the invoicing team to prepare the first-time right invoice.
- Sharing the invoices to the clients along with Necessary Supporting's on Monthly basis and keeps records of the invoices.
- Responsible for the upload the invoices in clients portal e.g Ariba, Coupa, JLL.
- Taking follow-ups with clients on monthly basis to get the client payments on time to maintaining the DSO.
- Responsible for payments reconciliations against the invoices to be paid.

Administration & Vendor Management: -

- Monitoring the day to day the daily operations of Sub vendors for Security services, Pest Management Services & AMC.
- Responsible for Vendor Invoice process, Vendor Payments & Vendor Management.
- Handling Monthly Invoices, expenses, and billing cycles.
- Preparing reports, MIS & other documents for the keeping the track.
- Responsible for ensuring smooth and efficient operation and facility management.
- Sub Vendor negotiation & Finalization.

Previous Employer:

Company Name: Sumeet Facilities Ltd.

Tenure-Sept'18 to Nov 2019

Job Profile: Filed Officer

Sites: Tata Consultancy Services, CBRE-Maersk, CBRE-Ecolab, CBRE-DST Worldwide, Triple Point, EXL, Wika, MMIT College Lohgoan, IDBI Bank, Deepak Fertiliser.

RESPONSIBILITIES HANDLED:

- Managing facility operations- soft services.
- Responsible for client services i.e housekeeping carpet cleaning, water tank cleaning and other onetime work.
- Responsible for manpower sourcing or recruitment of site level Staff i.e Housekeeping, support Staff, Technical Manpower as well mid-level staff.
- Coordinating with the new joiners for his joining formalities and induction.
- Responsible for processing of new employees BGC, PVC and medical forms for getting their reportson time and maintaining their record on weekly basis.
- Tracking of daily site manpower count for avoid the shortages.
- Coordinating with the client's representatives on day-to-day operational activities.
- Preparing and implementing daily, weekly, monthly reports and trackers and data analysis.
- Maintaining good communication to avoid any type of confusion with the various clients.

- Coordinating with the site representative for collecting the attendance on monthly basis for preparing the wages and invoices.
- Coordinating with the various clients' representatives for recovery of payments getting on time.
- Co-coordinating with Clients for their invoices, and compliances, preparing and initiate the monthly Budget sheet and processing to the Finance department for further process.
- Attending to the clients of their Statuary compliances audit and invoice related queries also coordinating with office staff for clearing the issues for the same.
- Distribution and tracking of stock on regular basis of H K material, consumable, stationary, Uniforms and shoes.
- Taking rounds of client's side premises for the track of maintain cleaning quality of service i.e. Housekeeping, pantry, and Various manpower Supply.
- Responsible for internal and external audit for monitoring the quality of service i.e. housekeeping and maintain their checklist and the requirement.
- Responsible for briefing of site level Staff i.e., soft services and Support services for their grooming and appearance as well as improvement in quality of services.
- Assistance with site Supervisor, Facility Executive as well as Facility Manager for smoother operations of the site level.
- Monitoring the performance of services of various clients for avoid the escalations.
- Coordinating with the training team for arranging the training on monthly basis for the quality and improvement of services to the site level staff.
- Visits to the various clients for the site survey of the new business development.

Previous Employer:

Company Name: BVG IND LTD.

Tenure: May'15 to Aug 2018

Job Profile: Admin Officer-Operations

Sites: Savitribai Phule Pune University, Sumankirti Cars Pvt Ltd. Baner, Essar Steel Ltd, Sanaswadi, Cummins India Ltd.

RESPONSIBILITIES HANDLED:

- Preparing daily, weekly, and monthly reports and provides the same through e-mail to the clients.
- Coordinating with Facility department of the organization to ensure timely service to the clients.
- Coordinating with all branch offices located in different cities.
- Proper coordination with the clients regarding quality of service.
- Handling queries from branches regarding status, outstanding etc.
- Collect work completion data, certified documents, attendance sheet, From client for invoice preparation.
- Coordinate with commercial department for submitting the invoice on time as well as legal department for compliances.
- Maintain all databases including financial and staff reports & prepare expenses budget and operate within its limits.
- Solving the Problems related to Documentation.
- Daily, weekly and Monthly generation of reports to track the process.
- Responsible for Internal audit regarding quality and customer complaints.
- Ensure operations adhere to policies and regulations.
- Periodically check / amend checklist, operation steps, spares parts consumption analysis.
- Handling manpower management with approx. 300 staff.
- Maintain discipline and quality of work by all staff.
- Coordinating for payments of the site contractors and sub vendors.

- Procurement of office stationery & housekeeping consumables for issue to various departments and maintain their proper records.
- Take care of Stock & Stationary at the site level.
- Maintain material & consumables inventory, check stock to determine inventory levels & anticipate needed supplies, verify receipt of supply, Co-ordinate with agencies, organizations, and groups.
- Identifies staff development and training needs and ensures that training is obtained.
- Assistance with manager for facility operations of the site.

EDUCATIONAL QUALIFICATIONS:

- 2009, 10th , Latur Board ,57%
- 2011, 12th , Latur Board 41%
- 2015, BCA, SRTMUN , 60.63%
- 2023, MBA, Symbiosis Center for Distance Learning (SCDL)-Pursuing.

Technical Expert:

- MS- Office, (Hands on Excel,Word & PowerPoint)
- Internet Applications
- Windows XP/07
- Internal Applications of DTSS-Blue tree-E Invoicing, E attendance, Curia.

Extra-Curricular Activities:

- Participated "**ARM Your Self**" Training Program at DTSS
- Participated "**EMERGE**" Learning Program for Self-Improvement at DTSS
- Attended PMS (Performance Management System) Training provided by office at BVG.

Achievement:

- Got **Star Performance Award** during the H1 Meet of Oct 2020 for **Digital E-initiatives-E attendance at DTSS.**
- Got appreciation from Management for the Support During the Covid Period.

PERSONAL DETAILS

Nationality	:	Indian
Gender	:	Male
Date of birth	:	15th May 1993
Marital status	:	Unmarried
Language Proficiency	:	English, Hindi, Marathi.
Hobbies	:	Surfing the Internet, Listing Songs.
Permanent Address-	:	Sai Exotique,D wing 308,Patil Nagar,Dehu Alandi Road,Chikhali Pune – 411214

DECLARATION

I hereby promise that information provided above is true to the best of my knowledge and believed.

Martand Dinkarrao Eklarkar