

## **Rani Venkata Satya Suryanarayana Murthy**

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### **Objective:**

Seeking Opportunity in Facility operations/ Procurement & Vendor Management/Space Management/ General Administration.

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### **Experience Profile:**

- 20+ years of experience in operations role managing facility and administration work in MNCs – IT, Manufacturing & Service Industries. several years of experience in Facility Management & Administration with reputed organizations. Strong interpersonal and organizational skills; well versed with the implementation of Facilities Operations policies, standards and procedures, statutory compliances and client liaison functions for facilities management including planning, organizing, and controlling activities. An effective communicator possessing excellent relationship management skill with ability to relate to people at any level of business. Strong team leader, problem solver and decision maker with proven abilities in managing project from concept to completion. Excellent coordination with all internal and external parties involved with the running of the facility and its associated infrastructure.
  - Present, working as Operations Head VB Engineering India Private Limited.
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### **Core Competencies:**

Facilities Management, Procurement and Vendor Management, Business unit Operations, Space Management, General Administration, People Management, Risk Management, MIS Reports Generation, Statutory Compliances

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### **Education:**

- **Bachelor of Science (1986), Andhra University.**
  - **Bachelor of Law (1991), Andhra University.**
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### **Certifications:**

- Lean & Six Sigma Yellow Belt from Capgemini for the case study Implemented in SAP IDP (Industrialized Development Practice) – Business Unit.
  - ISO9001, The Internal Auditor Training for ISO 14K & OHSAS from GSK
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### **Experience Summary:**

- Extensive experience in Facility operations, business unit Operations in general administrative activities, procurement and vendor management, space management, personnel management, and facilities management across assignments.
- A keen communicator with the ability to relate to people across all hierarchical levels in the organization.
- Highly focused with a comprehensive knowledge and understanding of various sectors such as operations, estates, technical services, asset or property management.
- Possess ability to motivate people to achieve organizational objectives. Possess excellent communication skills, problem resolution abilities & maintains confidentiality.

## Experience in Detail:

<p><b>Facility Management</b></p>	<p>Facilities maintenance including monitoring and improvement of facilities and associated equipment to ensure high quality of output and high uptime.</p> <ul style="list-style-type: none"> <li>• Ensures that all facilities are operated and maintained in a cost-effective and safe condition in accordance with the approved budget and the customer's requirements to fulfil contractual obligations.</li> <li>• Manages, directs and schedules day-to-day and long-range activities for assigned properties and ensures that the staffs are properly following processes and procedures. Responsible for providing all necessary support services for Workplace, HR, IT, and Finance and partners to assure excellence in service delivery and experiences for the local team.</li> <li>• Follows and complies with all local, state and local regulations, laws and standards including all job-specific guidelines and codes (e.g. Health and Safety standards, hazardous material handling, etc.); Ensures organization guidelines, processes and direct staff are trained on current standards and future initiatives</li> </ul>
<p><b>Procurement</b></p>	<p>Vendor Evaluation, Proposals/quotations (RFP, RFQ, RFI), Negotiations, ensuring timely delivery &amp; Insure timely payment to vendor, submission of invoices to Finance department with cost centre details, Utilization of Warranty benefit, Service Contracts – Housekeeping Security, Cab facility, Beverage Vendor, Pest Control services, AMCs, SLAs with Hotels &amp; others</p>
<p><b>Business unit operations</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the seat management within the unit for all Capgemini locations Pan India.</li> <li>• Coordinating with the teams for the infrastructure assets desktops and laptops for the resources.</li> <li>• Responsible for allocating laptops for the resources on the temporary need basis from the available pool for the resources.</li> <li>• Responsible for managing the bench resource.</li> <li>• Responsible for the resources time cards on time submitting and approval within the business units.</li> <li>• Responsible for global on boarding graduates within the business unit.</li> <li>• Coordinating with the RMG group for resource management internally.</li> </ul>

<p><b>General Administration</b></p> <p><b>Statutory matters</b></p> <p><b>MIS reports</b></p>	<ul style="list-style-type: none"> <li>Coordinating with the vendors for the business project teams.</li> </ul> <p>Housekeeping, Pest control, Security Management, AMCs for various office equipment's, Repairs and Maintenance of assets, Asset verification, Finalization of Contracts, Company Leased Accommodation, Company Leased Cars, Printing, Telecom, Mailroom.</p> <p>Facilitating Employees Relocation, Fire Drills, Medical First Aid facility, medical check-ups, Hygienic Cafeteria with mineral water, snacks, beverages, ovens &amp; refrigerators. Heading the Emergency Response (ERT), Environment Health and Safety (EHS) . and facility related invoice processing.</p> <p>Labour Law audits for Security &amp; House Keeping persons, PF, ESI Inspectors Inspections for the contract staff</p> <p>Preparation of Monthly reports</p>
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### Employment Summary:

#### July 2020 till date as Operations Head at VB Engineering India Pvt Ltd

##### Highlights

Responsible to deliver on all aspects of Operational targets including Safety, Productivity and Efficiency. positioned to drive implementation of business process enhancements, organizational metrics, together with timely ramp up of new products and services.

Maintain the organization 100% Audit ready with respect to quality, regulatory and safety. Managing budget, Capex and manpower. Ensure financial budgetary requirements and improvements. Create a culture of continuous improvement through thoughtful deployment of Lean six sigma. Formulate and execute long terms strategic priorities and overseeing business contracts. Contribute to the development, communication and promotion of the corporate core purpose, vision, mission and values.

Overseeing money handling, accounting, and bank processes Overseeing business operations, controlling costs and initiating organizational structures.

**January 2020 till June 2020 at Advance Auto Parts Capability Center on CBRE roles deputed at client place Advanced Auto Parts.**

**Role:** As Facility Manager at Advance Auto Parts.

**Highlights**

- Managed the operation of the Facility in getting ready for soft launch and go live of the facility
- Coordinated in executing the agreement with Hunger box for running the Cafeteria services
- Coordinated with project management team in identifying and fixing the project snags.
- Mentoring the facility team on ways of working in alignment with client objectives.
- Managed the employee transport and client transport on visits.
- Coordinated with project management team in identifying and fixing the project snags

**September 2019 till December 2019 at PepsiCo Global Business Services India LLP as Transition FM on CBRE roles deputed at client place PepsiCo**

**Role:** As Facility Manager at PepsiCo.

**Highlights**

- Managed the operation of the Facility in getting ready for soft launch and go live of the facility Including the cafeteria operation.
- Coordinated in executing the agreement with Hunger box for running the Cafeteria services.
- Coordinated in fixing the internal audits for EHS and rodent control at site.
- Coordinated in executing agreement for the site from the CBRE registered vendors.
- Coordinated with project management team in identifying and fixing the project snags.
- Mentoring the facility team on ways of working in alignment with client objectives.

**March 2019 till August 2019 at Indeed India Operations Pvt Ltd as Facility Manager.**

**Role:** As Facility Manager for client, Indeed India Operations Private Limited.

**Highlights**

- Regularly promoting a positive and productive office culture
- Manage and coordinate office events and calendar
- Oversee general office communications and announcements.
- Facilitate educational and wellness events with outside vendors
- Manage office expansion and improvement initiatives
- Manage office security and in-house maintenance works
- Help promote HR initiatives to office as needed
- Build, negotiate and manage vendor relationships
- Greet and train new hires on office programs and incentives
- Carry out health and safety audits
- Oversee all snack, food and beverage orders
- Successfully coordinated in giving inputs for setting up new floors with workstation projects at Sky View non SEZ location Hyderabad .
- Coordinated with Indeed procurement for raising PR's and for receiving the vendor invoices.

### **November 2016 till February 2019, Visa Consolidated Support Services India PVT LTD, Bangalore**

**Role:** Manager contracts for client, Visa Consolidated Support services India Private Limited.

- Responsible for Vendor Management which includes Vendor Evaluation, Development and raising purchase requests for the vendors.
- Contact suppliers to schedule or expedite deliveries, Co-ordinate the delivery schedule with the Procurement.
- Regularly consult with the Senior Managers on procurement issues and developments.
- SPOC for providing all type of supplies rates cards for all the existing & new clients as and when added in future.
- Responsible for finalizing the rate contacts for consumables for local suppliers, with the help of regional procurement team.
- Solely responsible for overall contracts with respect to the corporate real estate facility.
- Processing of invoices of Facility vendors & compliance checks.
- Complying to SEZ rules in getting delivery of the materials and on the invoicing.
- Co-ordinating with vendors and Building Manager and finance dept. in solving their payment related problems.
- Coordinating with finance department for payment processing.

#### **Highlights**

- Successfully achieved in finalizing contracts for setting up 2 new floors with workstation projects.
- Worked on Oracle module for raising PR's and for receiving the vendor invoices.

### **Dec 2011 – Until March 2016, CAPGEMINI INDIA PVT. LTD, Bangalore.**

**Role:** As a Senior Consultant- Facility in charge for Capgemini 6B building at RmZ Ecospace Bellandur Bangalore.

Individual contributor within roles of FM, managing the building facility of 260000 sq ft area and grounds of the organization, leading and directing the support staff and overseeing the upkeep of office facilities, infrastructure, assets and supplies with periodic maintenance schedules in focus to Facility Management, Cafeteria Management, Engineering, and Administration.

- Solely responsible for overall maintenance and administration of office facilities, infrastructure and assets
- Managing responsibilities across functional areas of housekeeping, employee safety, ensuring physical safety protocols and building maintenance
- Managing procurement, invoicing, payment and Purchase orders.
- Preparing Monthly reports,
- Periodic review of Vendor performance and taking corrective actions to ensure timeliness and quality of supplies and services
- Managing the Statutory compliance audit for all vendors periodically

#### **Highlights**

- Successfully achieved the densification of workstations project – An achievement of increasing workstation with the current space.

*(Dec 2001 – May 2013) - Associated through Randstad India Limited, Bangalore.*

**Jun 2008– Nov 2011 BBS ELECTRONICS INTERNATIONAL LIMITED**

As Senior Administrator - Administration / Inside Sales, Customer Support Officer.

### **Managing the Marketplace Trading Desk**

- Responsible for inventory management.
- Ensuring the timely follow-up on valid sales opportunities; tracking and expediting all orders placed through the point of delivery

### **Coordination with Sales Personnel and Internal Operations**

- Responsible for coordinating with sales personnel across India to accomplish daily activities.
- Responsible by coordination with Finance, Marketing and Operations.
- Collaborate with the operations departments to ensure successful customer participations for Lattice, Radisys Product Promotion events conducted in India.

### **Inside Sales**

- Converting requests for quotations into purchase orders; ensuring that all orders are entered into and managed through fulfilment via sales platform.
- Reporting of POS and S&D, entering quotes through Siebel to Lattice US

### **Vendor Management and Office Administration**

- Managing vendors - Security, and Pest control, Electrical, and Transport Services. Execution of AMCs - Job entails maintaining different lapse registers as a constant tool of monitoring their service levels.
- Responsible for opening courier accounts for import shipments from FedEx, UPS and DHL
- Responsible for negotiating with Sindhu cargo as clearing agent for clearance of import shipments.
- Responsible for general office administration of daily activities.
- Responsible for daily financial transactions and maintaining petty cash expenses.
- Coordinating with the financial auditors for the yearly expenses of office administration.

### **Reporting**

- Maintaining MIS report related to Employee business customer visit transportation, maintaining different registers for Transport, Housekeeping, and Maintenance etc.
- Maintaining monthly financial expenses and sending to management.
- Reporting consolidated monthly booking billing report of all regions to the management.

### **Transportation**

- Responsible for all the contracted vehicles used for employee's conveyance for their business travels. Maintaining agreements with transport agencies with cost effective rates and competitive quotes. Taking care of employees' requests and solving complaints in the most appropriate manner. VISA management for international travelers.

### **Guest Relations and Hospitality**

- Managing global client visits of our business partners, from Surf communications, Israel, Linear Technologies Singapore, Radisys, Epson, Everlight.

## **April 1997 – June 2008 GLAXO SMITH KLINE CONSUMER HEALTH CARE LTD**

As an Executive – Procurement and Quality, Customer Care officer & Sales –

- Implementation of EHS Environment, Health and Safety guidelines in the production area issued by the management.
- Co-ordinate with process validation, equipment validation (Design, Installation, Operational & Performance Qualification), analytical methods validations and to standardize the procedures.
- Implemented Quality Management Systems at the site and coordinated with annual Global Quality Audits.
- Controlling manufacturing areas, hygiene and GMP of the facility. Also up keeping of SOPs & COPs related to GMP.
- Responsible for conducting cGMP, GLP and personal hygiene training to operators and shop-floor personnel, comprising of both class room training and daily prayer meeting and maintaining records as part of QMS.
- Implemented GSK Quality Procedures in installing and maintenance of existing vending machines tracked the performance.
- Streamlined the implementation of Quality management systems in the installed vending machines and implemented the usage of packaged drinking water in the vending machines at the installed outlets.

### **Achievements:**

- Received GSK spirit award from the Vice President Quality for implementing QMS and implementing usage of packaged drinking water in the vending machines.
  - Received appreciation from VTS management for managing & showing growth in Sales Numbers by timely Order Loadings & Payment Follow ups for Billing Close-up
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### **General Administration & Management - Skills.**

- Work with the Operations team to identify opportunities for improvement.
- Strong interpersonal and problem-solving skills & Demonstrated ability to meet deadlines.
- Good team player Effective communication with experience in successfully leading & managing teams.
- Support Introduce and Implement new learning and development initiatives.
- Sound judgmental skills to identify and resolve problems.
- Experience of supervising teams by appropriate communication, delegation and planning.
- Ability to motivate and lead people, employing appropriate management styles
- Strategic thinking and experience of working with Senior management
- Ability to work under time constraints & focus on agreed objectives and deliverables.

### **Training Programs**

- Project Management Methodologies – CAPGEMINI
- Lean Six Sigma Training Methodologies- GSK
- Quality Management Systems ISO 9000- GSK

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