

## SUMMARY

Over 10 years of experience in managing operations in a wide range of fast-paced industries. Offering expertise in project management, grounds maintenance, operations and safety management. Exceptional skills in problem-solving, team building, negotiation, departmental budgeting, leadership and space planning.

## KEY SKILLS

- Team Management
- Billing
- Building Management
- Preventive Maintenance
- Space Planning
- Project work
- Quality Assurance Documentation

## PROFESSIONAL EXPERIENCE

### Sr. Executive - Facilities and Administration

Nov '16 – Nov '22

#### Media.net Software Services (I) Pvt. Ltd.

Mumbai, India

#### Operation Management

- Maintaining around 90 thousand Sq. Ft area of area and cafeteria approx. 6 thousand sq. Ft.
- Sourcing and overseeing contracts and service providers for functions such as catering, cleaning, parking, security.
- Assist the Head of Facilities to monitor service standards in Front of House areas, including reception, meeting, office, changing and wash rooms.
- Recommend to the Head of Facilities improvements that could be made to the cleaning and security services.
- Review and make recommendations to maintain building integrity, maintaining accurate records as required.
- Assist in the compliance of existing Health and Safety policy, liaising closely with the facilities manager.
- Manage the planned and preventative maintenance schedule on site for all buildings.
- Attend regular management meetings with in house suppliers and note follow up actions as required.
- Operate and maintain an effective filing system for the department.
- Record and monitor all costs and expenses for all Facilities budgets (Administration, Cleaning, Security, Engineering and Building).
- Process invoices and produce reports for all the budgets together with the facility manager.
- Manage and maintain stationary supplies for the Facilities Department, whilst overseeing the stationary contractor.
- Obtain monthly reports from various suppliers outlining the service used or provided.
- Provide administrative support to the Head of Facilities when required.
- Overseeing any renovations, refurbishments and building projects.
- Dealing with emergencies as they arise.
- Helping with office re-locations.
- Maintaining and reviewing reports with management like: weekly, monthly and quarterly
- Streamlining corporate communication processes to ensure timely delivery of critical projects and activities.
- Health & Safety Management.
- Occupancy Management - Seat mapping and allocation.
- Stock Management - Freebies, HK Consumables, F&B Consumables and Stationery.
- Asset Management - Procurement, maintenance and tagging.
- Petty Cash Management.
- Exit & Clearance of employees.
- Coordinating with HR team for events and activity arrangements.
- Floor walk and taking feedback from employees.

- Timely organizing training as well as rewards and recognition for vendor partners staff
- Ensuring all operations should run smoothly
- Handling SEEPZ documentation work
  - Coordinating for Gate passes for employees as well as any visitors and vendors
  - Sharing information with management related to Seepz authority
  - Taking permissions for any activity inside Seepz premise also submitting letters to Seepz authority as on when required
  - Processing Seepz authority billing to finance team
  - Asset movement co-ordination

### Cafeteria Management

- Regular Kitchen audit.
- Managing Project event and client visit.
- Organizing Food festival Month on Month.
- Training to cafeteria staff on topics like – personal hygiene/FIFO/ Ergonomics/ food handling or food poisoning etc.
- Coordination with Vendor on monthly basis for compliance management, changes in food etc.
- Root cause analysis of Negative reports.
- Food/ water/ swab parameter monitoring through third party agency.
- Competency mapping of cafeteria staff and mock drill for café vendor.
- Management of recruitment drive in terms of arrangement of food and beverage.
- Ensuring periodic medical examination cafeteria staff through NABL certified lab.
- Managing and driving food committee meeting.
- Timely processing of vendor bills, follow up with finance for payments.
- Maintaining Inventory of cafeteria equipment's, breakout area & corporate Dinning.
- Monitor and enhance efficient upkeep of storage by cleaning and sweeping away rotten food stuff.
- Maintaining and sharing weekly reports with management.
- Design exceptional menus, purchase goods and continuously make necessary improvements.
- Identify employees needs and respond proactively to all of their concerns

### Executive - Facilities and Administration

Mar '16 - Nov '16  
Mumbai,  
India

#### RBL Bank Limited

##### Handling PAN India (Approx 218 location) FM Operations includes

- Handling RISD portal of Facility issues.
- Coordinating with AMC vendors for issues.
- New procurement of inventory or material for offices and for branches.
- Maintaining and updating different MIS i.e. power issue, Assets MIS (Branches and Offices), management visit, and many others as per seniors requirement on timely manner.
- Processing bills to finance department.
- Coordinating and providing admin support to HR department for events, meetings.
- Maintaining and sharing weekly reports with management.

### Executive - Facilities and Administration

Jul '14 - Mar '16  
Mumbai, India

#### CBRE - Cognizant

##### Responsibilities

- Responsible for everything involved in the experience of a soft services & Cafeteria.
- Handling Global Service Desk portal for Mumbai includes:
  - Raising Global Service Desk based on the information received by the FMS team
  - Interacting with associates immediately after receiving remedy and forwarding to the concerned team
  - Taking frequent updates from the team on the closure of the ticket
  - Taking feedback from the associate and pass the same to FMS team
  - Make sure Global Service Desk are resolved within SLA.

- Maintaining Reports of GSD's
- Analysis of all types of complaints
- Handling Business cards for Mumbai location
- Taking care of facility by regular rounds of facility and interacting with Associates (Specially Lady Associate) to know their concerns/suggestions related to Facility
- ♦ Taking Care of Admin Outreach Event for Mumbai location includes:
  - Communicating to the Vendor Partners
  - Taking care of arrangements of event
  - Making PPT of every event
  - Taking care of Client Visit
  - Handling Housekeeping and Security.
  - Taking briefing of the Housekeeping and Security
  - Taking care of their issues and concerns
  - Conducting trainings.
  - Helping other team members for data related work

## Executive - Facilities and Administration

Oct '13 - Jul '14  
Mumbai, India

### Jones Lang LaSalle

#### Responsibilities

- ♦ Handling incoming and outgoing calls of Client Complaints.
- ♦ Co-coordinating with the clients as well as with the vendors to resolve the complaint.
- ♦ Taking time to time follow ups with concern persons to resolve the complaints.
- ♦ Sending and receiving mails.
- ♦ Handling various vendors related to facility services Maintaining
- ♦ Complaint tracker soft copy as well as manual.Maintaining
- ♦ Servimax Software of complaints.
- ♦ Sending reports on daily basis to Manager's Maintaining
- ♦ Daily / Monthly Management ReportMaintaining various
- ♦ check lists.
- ♦ Handling stationary and id - cards.
- ♦ Co-coordinating with clients for organizing their parties and events.Helping
- ♦ other department managers in their work
- ♦ Maintaining various documentations and filling.
- ♦ Managing Security, Housekeeping and Technical team
- ♦ Responsible for quantity and quality of work

## Front Desk Executive - Facilities and Administration

Nov '12 - Oct '13  
Mumbai, India

### Dun & Bradstreet

#### Responsibilities

- ♦ Handling Incoming and Outgoing Calls
- ♦ Sending and receiving mails.
- ♦ Handling visitors, clients and foreign clients.
- ♦ Co-coordinating with HR for arranging Trainings.
- ♦ Arranging Conference calls for internal staff.
- ♦ Handling stationery and id - cards.
- ♦ Maintaining office library.
- ♦ Maintaining medicines & forward medical bills.Handling
- ♦ vendors and caterers.
- ♦ Maintaining MIS and handling billing part.
- ♦ Maintaining day to day pantry records.

## EDUCATION

- ♦ B.com | Mumbai University | Mumbai, India | 2011

## Languages

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- English
- Hindi
- Marathi

## Achievements

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- Certified Industrial Accountant + from ICA
- MS-CIT with “A” Grade
- English Typing 40 wpm “B” Grade
- Marathi Typing 40 wpm “A” Grade

## Hobbies

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- Travelling
- Listening songs
- Surfing internet, social media

## Personal Details

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- DOB - 03rd April 1990

Place:

Date:

Prajakta Amol Bagwe