

A highly competent, motivated and enthusiastic Senior Administrative with 8 Years of experience & working as a part of team in a busy office environment. Well organized & proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, Well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems.

WORK EXPERIENCE:

Organization : Madhavbaug Clinics & Hospitals
Designation : Sr. Administration & Infrastructure
Duration : November '16 –Till Date
Location : Thane

PREVIOUS WORK EXPERIENCE:

Organization : Accenture Services Pvt. Ltd.
Designation : Regional Admin Executive
Duration : April'16 - October'16
Location : Airoli

WORK EXPERIENCE:

Organization : Hotel Yogi Executive
Designation : Sr. Front Office Executive
Duration : November'12 –March'16
Location : NaviMumbai

WORK EXPERIENCE:

Organization : Hotel Tip Top Plaza
Designation : Front Office Associate
Duration : June'11–June'12
Location : Thane

WORK EXPERIENCE:

Organization : Hotel Renaissance
Designation : Trainee
Duration : 06 Months (July 2010 – December 2010)
Location : Mumbai

INDUSTRY EXPOSURE:

- ☐ Hotel Industry
- ☐ IT Services Industry
- ☐ Health Care

Roles and Responsibilities in Administration Department:

Vendor Management

- ☐ Forecasting levels of demand for services and products.
- ☐ Help and coordinate vendor processes and methods to approve vendors.
- ☐ Keeping a constant check on stock levels.
- ☐ Ensure to track, measure, report and evaluate vendor performance.
- ☐ Conducting research to ascertain the best products and suppliers in terms of best value, delivery schedules and quality.
- ☐ Building and Maintaining good relationships with new and existing suppliers.
- ☐ Doing Negotiation, Agreements & Monitoring the quality of service provided.
- ☐ Processing Payments and Invoices.

Asset Management

- ☐ Doing smooth and seamless back end support with respect to Assets.
- ☐ Completing physical verification once in a year & Generate variance report based on the physically verified data with Computer Software.
- ☐ Doing Inventory of all the assets with User details for all the assets that are allocated.
- ☐ All asset allocation is done within the SLA and requisite stock levels are maintained at any given point in time.
- ☐ Once new material Delivery is inspected before they are taken over. Entry of newly procured assets and assets codes generated and pasted on the assets.
- ☐ Recovery of Temp assets is tracked & assets are recovered in a timely fashion.
- ☐ All mails and queries w.r.t. to assets are replied with and tasks are tracked till closure.
- ☐ Participate in Audits and ensure 100% compliance to Audit norms and processes defined by Organization.
- ☐ Doing Coordination and Follow-up's with multiple vendors for Warranty / AMC Related issues.

Event Management

- ☐ Liaise with Management to find out their exact event requirements.
- ☐ Producing detailed proposals for events like Timelines, venues, suppliers, Staffing and Budgeting.
- ☐ Researching venue and then negotiating the price and do the booking.
- ☐ Managing and coordinating suppliers and all event logistics.
- ☐ Managing a team of staff, giving them full briefings.
- ☐ Producing post- event evaluation to inform about future events.
- ☐ Research opportunities for new clients and events.

Allied Activities

- ☐ Reporting Head for all the Regional Admins.
- ☐ Handled the Entire Central Mumbai Region.
- ☐ Day to Day Surprise visits to Madhavbaug Clinics for Auditing.
- ☐ Checking stock reports as well as Expense report at clinics.
- ☐ Arranging company CME, Induction training for new recruiters.
- ☐ Handled the Clinic Staff i.e. (Patient Care Executive and therapist) and Coordinate with Senior Management to solve queries and issues that arise at ground level.
- ☐ Liaison with Govt. Authorities & Dealing with Govt. Organizations.
- ☐ Supervision of Housekeeping & maintenance staff of office premises, furniture etc.
- ☐ To organize meetings and other ad-hoc requirements (including booking rooms, arranging refreshment, etc.) and support the team in the preparation of information, etc.
- ☐ Coordinating of the travel arrangements and logistics support for the officials and arrangement of accommodation.

Roles and Responsibilities in Front Office Department:

- ☐ Act as a Nerve Centre of hotel activities in lobby.
- ☐ Daily Briefing in Each Shift.
- ☐ Checking Registration Cards on daily basis.
- ☐ Constant interaction with the guest to update and improve service standards of the hotel.
- ☐ Ensured staff, including all new hires, is trained to meet standards and consistently follow Procedures.
- ☐ Encouraged and reward Front Desk Staff for responsive guest assistance.
- ☐ Communicated with other departments to fulfill guest needs.
- ☐ Monitored reservations made, house count, and status of guest accounts.
- ☐ Updated information in Hotel Software System.
- ☐ Kept Lobby and desk area clean and presentable.
- ☐ Opened and closed shift and verifies all shift work and deposits.
- ☐ Being knowledgeable of all the Credit cards and cashing Policies.
- ☐ Prepare outgoing mail by drafting correspondence, And securing parcels etc.
- ☐ Maintained knowledge of emergency and security procedures.
- ☐ Communicated with maintenance about any work needed.
- ☐ Attending to regular guests, VIP arrivals and long stay guests.
- ☐ Actively builds awareness of the Brand to guests.
- ☐ Maintain the desired levels of quality assurance ratings, including guest comment cards, accounting audits and inspection scores.
- ☐ Works toward a 90% walk-in conversation rate goal.
- ☐ Ensures Inn compliance of all company policies and procedures.
- ☐ Adheres to all safety procedures and informs management of any unsafe conditions.
- ☐ Attends meetings and training as requested.

SCHOLASTIC CREDENTIALS:

Post-Graduation (2019)

MAJOR: Pursuing PGDM in Operations
INSTITUTION: Welingkar Institute, Mumbai

HSC (2017):

INSTITUTION: Mumbai University
BOARD : H.S.C

Bachelor of Hotel and Tourism Management (2011):

INSTITUTION: Elphinston College, Mumbai

SSC (2008):

INSTITUTION: SIA High School, Dombivli
BOARD : S.S.C

Applications & Programs:

Microsoft Office

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PERSONAL DETAILS:

Name : Mr. Yogendra Dalvi
Father's Name : Mr. Suresh Jagannath Dalvi
Marital Status : Single
Nationality : Indian
Date of Birth : 14thFebruary 1993
Location : Dombivli