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Proficiency Matrix

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- Strategy Transport Mgmt.
 - MI & Trend analysis
 - SLA monitoring
 - Change Management
 - Automation Projects
 - Policy Formulation
 - Auditing
 - Compliances
 - Contracting
 - Process manual & SOP's
 - Process Enhancement
 - Compliance and Governance
 - Provisioning
 - Invoice Management
 - Vendor Management
 - Customer & Client Engagement
 - Performance Mgmt.
 - Project Mgmt. Go-Green Project (Sustainable environment friendly ecosystem)

OBJECTIVE

A proven leader in the Corporate Real Estate, driving Employee mobility initiatives to realize bottom-line results through curated transportation experiences to enhance employee engagement in the pursuit of organizational objectives across diverse set of multiple geographic based organizations, quantifiable goal oriented, I am seeking a challenging opportunity to manage and lead large projects and engagements where my advance skills, education, extensive training, strategies and years of experience can be fully utilized

EDUCATION

Graduated from Delhi University
Diploma in computers
Diploma in Hotel Management

CERTIFICATIONS

- Lean Six Sigma
- Situational Leadership

PROFICIENCY

Hospitality professional with Customer Services background, Subject Matter Expertise, Risk Management & Reporting, Info. Security, ISO 27001, Transportation Strategists, People Mobility Specialist, Operations Expert, Key account Management, CRM specialist, Project Management, Automation expertise, Pan India Transport Management, Curated Transportation, auditing, Transport Diagnostic, Financial Management, Budgeting, Forecasting, Due Diligence, Vendor Management, Customer Relationship, Supply Chain, Contracting, Situational Leadership, Process Governance, Data Analysis, Reporting, Strategic Planning, Business Continuity Management, Operational Risk Analysis, Risk Control Assurances, Compliances, Service Levels, Key Performance Indicator Competencies improvement driver, Business Process Re-engineering, Integration, analytics, simulations, re-modeling, Successfully driven Transport automation (TMS, Baan RoutePro, Routematic, Safetrax (MTAP) as SME & PMO. Multiple geography dynamic business deliveries management. Ability to create and deliver service excellence on employee transportation function.

EXPERIENCE

ISS Facility Services Pvt. Ltd (Barclays Global Services Center India), Noida, India July' 2013
Designated: AGM (**AVP**)

Functional: Shared resource, Lead Automation Governance (Pan India), SME for people mobility at multiple accounts PAN India (Banking, BPO, Engineering R&D ability centers), Business developments, part of core team of board of director's & dotted line reporting to Country Manager (CEO)

Barclays Shared Services Pvt. Limited, Noida, India Dec' 2008 till Jun' 2013

Asst. Manager Corporate Real Estate Solutions

IBM, Gurugram, India, Feb' 2007 till Dec' 2008

Team Lead, Asst. Manager Real Estate Site Operations NCR region

Intellicom Contact Center, New Delhi, India, Jul' 2004 till Feb' 2007

Sr. Executive Administration

Golden Water's Resort, Kumarakom, Kerala, India Sep' 2001 till Feb' 2003

Asst. Manager Front Office & Lobby



Contributed and lead:

Quality project on Customers
Centricity & Cost effectiveness

Record-management, ISO27001
certification for data security.

Audited by KPM G, Price Water-
coopers, R&G, Barclays
Internal/Global, ISS internal / Global
Auditors.

Implemented TMS (Cyber Delta &
Baan Integration)

Successfully implemented End to
End Transport automation
Routematic (Nivaata)

Projects:

Integration @ ISS
User Touchpoints

Service with Human Touch
Carbon Footprints reduction
Sustainable Mobility Solutions (EV's)
Metro - alternate mobility solutions
Standardization of policy, guidelines

Holds the credit of serving as India
Business Governance

Awards / Laurels:

3 awards and 7 memento's for
delivering outstanding client and
employee relationship

GEM Award (Going for Extra Miles)
TMS pilot & domain expertise
Business in 2007

Peer to Peer Award- Highest number
of appreciations

Red Carpet Club award @ Barclays
for Project Top gear

Quality Award (Best Six Sigma
Award) end to end invoicing
automation @ Barclays

Top Manager's award
Multiple Apple awards

GREAT in TRANSPORT award 2018

ADDITIONAL SKILLS

Performance-driven hospitality professional with 15 years of rich combined expertise in Employee Transportation and Administration with key focus on safety, compliances, cost effectiveness & optimal utilization of resources with ITES, BPO & Captive Banking environment, Strategy architect with tactical ability to implement innovative path-breaking initiatives to streamline processes to enable compliant delivery.

Strategic Planning & Process Governance:

Strategizing the long and short-term directions, forecasting, designing structured process governance model to deliver diversified & Inclusive, convenient, safe-secure, compliant, cost effective services with human touch. Plans for acquiring, grooming requisite skills and competencies to key service enablers. Formulate guidelines, SOP's, Policies, for operating in controlled service with human touch in a quality environment.

Monitoring adherence SLA's, KPI's, E-SAT. Key drivers for optimization to obtain integrated business delivery model. Logistics leadership and expertise to business units in achieving competitive advantage in its end-to-end supply chain solutions through proactive Business process re-engineering. SOW, RFI, RFP, Contractual review.

Identify, secured, led multi-disciplinary project teams, individuals with a wide range of specialist knowledge and expertise. Implementing End to End transport Automation Project to have more cutting edge technology. Have leveraged business / industry experiences & Intelligence (IP) replicated and automated through development teams.

Managed and led Transport related projects e.g. Automation, Green Fuel (CNG/ Electric Vehicles)

Stakeholder Management:

Pan India Transport management and governance, CRM for dynamic, diversified & multi-demographic with 23,000 plus colleagues at multiple accounts. Internal & external Key stakeholder management, responsible to deliver key performance. Periodic calls, Review and presentations of Business health-card, Synopsys, Structured, proactive information to steering committee, Leadership team and APAC leads.

Transport Operation Management:

Delivered constants SLA's, KPI for transportation services at multiple business sites of shared services. Ensuring availability, handled escalations of service delivery issues (quality / timeliness), BCM, emergency situation. Adherence, safety & security on board, 360 degree grievance redressal

Compliance, Audits, Risk & Contract Management:

Revamped compliance module to cover Physical, Regulatory and Statutory compliances, Instrumental with Risk & control assessments- RCA, CAP & MSA, Contracting, PR, PO, CN. ISO 27001 certification for info-security. Internal & external audits periodic Quality Checks.

MI, Budgeting, Invoicing

Account's profitability, Cash flow, realistic forecasting / accruals, expenses monitoring, reconciliations, timely & accurate invoice processing. Detailed financial transport analytics, cost structures, business case, insights on initiatives / processes. Constant focus on ways and means to optimize cost, ensured information and insight on initiatives / processes with India Offices. Realistic forecasting / accruals. Error proof Invoice processing through appropriate checks & balances. Evolved a system with appropriate controls to be audited at any given point of time.

ADDITIONAL SKILLS

Vendor Management

Conceptualizing scorecard / dashboard, performance monitoring, structured - transparent business allocations, due diligence, segmentations, and onboarding to achieve and exceed service level deliveries. Supplier evaluation, assessment's. Systematic & Transparent business allocation to supplier's to achieve and exceed service level deliveries.

End-User facing enhancements

Conceptualized/devised and produced quantifiable, meaningful business insights on 360° feedback management. Developed TAT and escalation matrix based grievance redressal system. Conducted multiple periodic survey's to gauge employee centricity, Pulse-check, improvise eNPS, cNPS. Revamped Incident Management, QRT, ERV's

Client Relationship Management

Working as Key account resource for multiple accounts (clientele) in a capacity of mobility SME. To provide strategic, operational and account development support. New account developments, Bidding, Operational commercial modelling, consultancy, Initiatives, project managements, system process automation. Leveraging best practices and guidance to multiple DGM/ GM and client representatives (VP/Directors of Admin/ Real estate & General Services) on creating a robust transportation system with appropriate governance. Reporting in to organizations board of director's & Country Manager (CEO).

Facility Management:

Provided leadership and volunteered participation to reduce work load on management with no additional expenses. Improved efficiencies and cost effectiveness of contracted services through proper selection and management of vendors including: janitorial, landscaping, security, plumbing, communication and construction. Conducted quality assurance inspections on maintenance and submitted reports to superiors. Coordinated team training, created lesson plans, produced mock scenarios.

Managed program budget on monthly basis to ensure appropriate expenditure and revenue collection. Established and managed standards, processes, communications, training systems to ensure quality and safety management, compliance. On-site supervision of food service and maintenance staff. Enjoyed authority to: Take all relevant decision Allow / Sanction expenses on expenditure accounts as per guidelines in operation manual / in accordance with senior manager Admin. Liaison with various Govt. bodies as required.

The cafeteria from its hygiene & timely layout of all the meals and finalization of weekly menu is the responsibility. The complete facility management including housekeeping, furniture, fixtures, water, electricity, stationary and telephones are being managed through devoted team of Administration Executives on 24x 7 bases.

Supervised and assisted while coming up with a new 500-seater facility (Business Unit) at our office premises. To ensure adequacy of Ticketing & lodging facilities, Means of communications – telephone, fax phones and Internet access. Administrative supports required in day-to-day operations at corporate office. Event management, effective maintenance of all the key infrastructure facility equipment's, to ensure effective housekeeping for premises. Monitoring security services for safety smooth operation of the facility, review checklist related to the security services, deployments and physical security for employees and company's assets.

Hospitality:

Responsible for managing operations and delivering services for Front Office, lobby, housekeeping, F&B services of a luxury resort. Dealt with foreign delegation, generation of revenue and relevant reports. Headed entire front office department for short span of time. Conceptualized Training manuals, grooming, team-building.

