

NIHALA WINCHESTER

OBJECTIVE: - “To work with an Organization, which utilize my qualifications, interest and skill strengths in my work to explore, to innovate, to excel and to perform better along with organizational goals”

EDUCATIONAL QUALIFICATION

Commerce (**B.COM**) Graduate from North Bengal University -2005

PROFESSIONAL QUALIFICATION

- Diploma in **Computer Fundamentals and Net Working** (Datapro) from **DATAPRO INFO**.
- Certificate course in **Office Management**.
- **MBA**- from NDIM. 2006-2008.

PROFESSIONAL ACHIEVMENT

- Certificate of Excellence in Administration from **Drishti Soft Solutions Pvt Ltd**.
- Award for exhibiting strong Teamwork and Leading to exemplary Team Performance

WORK EXPERIENCE

Presently Working with **Saviance Technologies Pvt Ltd**. (Software Development Company)

As Assistant Manager – Facilities & Administration (Jun '09 to Till Now) (India, USA and UK)

Duties and Responsibilities

Procurement & Vendor Management

- RFP and Quotations.
- Vendor Identification.
- Vendor Selection.
- Price Negotiation or Bidding.
- Contract Preparation and Management.
- Monitor of Vendor performance.
- Communicate constantly
- Preferred Vendor List.

Assets Management

- Installation and Maintenance - Technology Items.
- Installation and Maintenance - Fit outs and non tech items.
- Asset tracking.
- Relocations and Asset movement.
- Inventory management and Control.
- Preventive maintenance schedule.
- SEZ/STPI/Bonding.

Expats Services

- Visa Processing
- Air ticketing
- Passport Assistant
- Staying Arrangement

Facility Management

- Managing Admin Help Desk.
- Building & Infra management

- Property selection and leasing
- Client Visit – Organizing and Booking conf/meeting room/s, presentation tools, refreshments, lunch etc.
- Employee Health Insurance.
- Hotel/Guest House Booking.
- Air/Train ticketing
- Seat Allocation /Seating plan.
- Joining Process - Joining kit.
- Employee Health Insurance.
- Access Control System – Temp and Proximity cards.
- Employee Photo ID cards / Access Cards.
- Office Supplies & Stationery.
- Housekeeping Services.
- Pantry/Cafeteria Management.
- Petty Cash Management
- Employee clearance process.
- Keys management.
- Car Rental and Travel & Entertainment
- Courier and mail service.
- Postage/stamp paper and Freight.
- Allotment of Office Parking.
- Bulk Water Management.

Employee Relations

- Issue and Distribute Meal Coupons to all employees.
- **Pantry Management** – Tea, Coffee and Snacks.
- Organizing events and cultural meets.

Utilities/Engineering services

- **Facilities Finance/Lease management** - Check and clear monthly billing as per contract. Raise flag in case of change in consumption pattern of utility services and billing.
- **Building Repair and Maintenance** - Carry out all building upkeep and general maintenance work. Maintain a schedule of activities to be carried out on a year round basis.
- **HVAC** - Work in co-ordination with Building Management.
- **Common Area Maintenance** i.e. Lobby, Front Terrace, elevators and basement parking.

Transport Management

- **Fleet management** - Identify and deploy fleet of vehicles based on requirement
- **Routing** - Prepare weekly routing of all employees requested for pick ups and Drops.
- **Billing** - Review monthly billing sent by the vendor and cross verify actual usage to ensure accuracy.

Reprographics

- Ensure all printers/copier/scanners/fax/Shredder are in working condition.
- Co-ordinate all maintenance work and AMC's.

Telecommunications

- **Connections** - Procure and install new connections as per approved requests.
- **Maintenance and User control** (call log monitoring)

Janitorial

- **Consumables** - Replenishment, reorder and monitor consumption pattern.
- **Services** - Maintain service levels and ensure routine checks.
- **Billing** - Check billing on the basis of services utilized.

Security Management

- Physical security
- Visitors control
- CCTV
- Gates pass procedure – In & out Inventory Record.
- Access Control

Emergency Services

- First Aid and emergency medical services.
- **Fire Protection System** - Upkeep and maintenance of fire protection equipment.
- Risk/Emergency management (**BCP Plan**).
- Guest House Booking with Hotel and Ticket Reservation.

Miscellaneous

- **Employee Induction** - Induction procedure and facility presentation to new employees.
- Attendance Tracking and Record.
- Pest Control.
- Statutory compliance.
- Indoor plants/landscaping.
- Courier In and Out.
- Any type of Renovation.

In Brief, “**Job would involve Infrastructure Management, Office Equipment Management, Fire & Loss Prevention Management, Attendance & Leave Management, Hotel & Guest House Management, Transport & Travel Management and Asset Management** “

Worked with **Drishti Soft Solutions Pvt Ltd. (Telecom Software Company) Gurgaon, Bangalore, Mumbai, Kolkata and Philippines’)**

As a **Executive – Facilities** (Jun’07—Jun’09)

Job Profile & Key Responsibilities: -

- Responsible for upkeep and maintenance of office premises, equipment’s and furniture (i.e. air-conditioning, electrical fittings, carpentry, painting, fire fighting/detection system, pest controls etc) and also handling Purchase of office utility items & fixed assets.
- Personal Management of support staff in the office (i.e. Monitoring of Drivers, Cleaners, Security Guards etc)
- Liaisoning with Vendors like House Keeping Agencies, Travel Agencies.
- Dealing with Government Agencies like Electricity, BSNL, STPI, Telephone Deptt, Excise, Custom etc.
- Responsible for repairs as well as maintenance of office equipment and Annual maintenance Contracts for office & Building
- Procurement of stationery items, sundry items of consumable stores and cleaning materials for the day to day operation, maintenance and housekeeping.
- Manage the overall work of admin. Support team member including record keeping, transport facilities (for staff for pick & drop facility), Managing courier services, Imprest maintenance, cafeteria facilities, Vendor management, Asset management, security management, Facilities verticals and other department, Taking care of Travel Booking Air/Rail & looking after Hotels reservations for executives traveling & for official Conferences, Arranging parties etc
- Monitor the inventory of all stationery and office supplies and take charge of the ordering of these items. (Stationery includes pens, papers, letterheads, files etc. Office supplies include toners for fax and photocopiers and other items like crockery.)
- Handling mails provide daily supervision, training and assistance to all the Deptt.
- Looking after HR issues at Regional Office i.e. Grievance Handling etc.
- Maintenance of office Decorum, attendance of personnel, gate passes etc.
- Client facilities at their highest and best use. Assists in the preparation and presentation of cost efficiency analysis and energy management strategies.
- Inspects facilities on a routine basis. Provide technical advice to Client and staff.
- Staffing, training, scheduling, and evaluating operations personnel.
- Check on a regular basis the conditions of all office equipment and systems and ensure that they are working efficiently. Ensure that all defects, faults, damage and breakdowns detected or reported on time and repaired immediately or as soon as possible with the minimum disruption to the day-to-day operation of the Office.
- Ensure that the common areas such as the toilets, corridors, lift lobby and service areas are kept clean and tidy by the building management and to ensure that action is taken speedily by the building management to rectify any problem.
- Manage administrative activities including official formalities related to premises and personnel.
- Responsible for overall monitoring the security set-up & fire fighting.
- Planning, implementing, and coordinating automated office and building control systems

- Monitor the Office lighting and air-conditioning systems and ensure that all defects, damage and faults reported by users are repaired / corrected as soon as possible with minimum disruption to the Office operation.
- Manage and maintain an up-to-date record of all Company materials kept in archive storage.
- Follow-up for timely payments of Electricity, Telephone, Water etc for Center.
- Prepare written purchase request for office related items, submit for approval.
- Establish internal controls to protect against waste and mismanagement.
- Monthly Accrual and Variance Report, Capacity vs. Occupancy Report, Churn Report, Quarterly Operations Report.
- Develops positive relationships with Client's and vendors/suppliers/contractors.
- Electrical, Mechanical and Plumbing repair and maintenance.
- Vendor Management.
- Housekeeping Management.
- Security Management.
- Co-ordination with the Head Office.
- Prepare MIS and reports on various admin tasks.
- Storage of documents, files, office equipments.
- Administrative support & team work.
- Follow ups with vendor.
- Bill payments of vendor.
- Purchase of office furniture and equipments.
- Personal and admin related work
- Invoice verification.
- Inventory management.
- Reprographic services.
- Transportation routing and coordination.
- General maintenance of office and Building.
- Employee welfare activities.

In Brief, **“Core process involves Performance Appraisal Management, Handling existing & ex-employee queries, Looking after HR issues at Regional Office i.e. Grievance Handling etc”**

PERSONAL DETAILS

Father's Name	Md .M. Ali
Language known	English, Hindi & Bengali
Marital Status	Single
Nationality	Indian
Date Of Birth	13 th Feb 1984
Strength	Perseverance and Hard work.
Weakness	Inability to squeeze out time from my hectic work schedule.

Wisdom

There is no short cut success.

I have learnt that anyone who looking for success must have three things –
Patience, Perseverance and a sense of humour.

Salary Expected

Negotiable

Date :.....

Place :.....

(MATIUR RAHAMAN)