

Saupayan Nag

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GENERAL ADMINISTRATION

OPERATIONS

FACILITY MANAGEMENT

An Overview

- ✓ A competent professional with **more than 9 years** of experience in **General Administration and Facility Management**.
- ✓ Presently working with “**Jones Lang LaSalle**”. As **Campus Operations Manager** taking care of multiple sites (**North India**). Total Sqft Area is more than **10, 50,000 Sq. ft.**
- ✓ Deft in managing the **wide spectrum of administrative tasks** including People Management, maintenance of office equipments, transport, cafeteria, housekeeping, procurement of material & services, price negotiations and budget & budgetary effective cost controls systems, Security, Compliance etc
- ✓ Adept in handling **facility management activities** including operation & maintenance, vendor development, purchase, asset management, etc.
- ✓ A skilled communicator with good relationship management, interpersonal and analytical skills.

Strengths

- ✓ Sound & strong managerial, leadership, execution and decision making skills.
- ✓ Flexible attitude with well developed interpersonal skills whereby develops and motivates team members to create a positive working environment.
- ✓ Drive and passion to learn new things and taking up challenges.
- ✓ Team handling; mentoring and monitoring team to ensure efficiency in process operations

General Administration

Facility Management

Housekeeping

Travel Management

Cafeteria Management

Vendor Management

Purchase / Sourcing

Documentation

Cost Management

Team Management

Financial Management

Asset Management

Contract Management

Compliance Adherence

Competency Matrices

General Administration

- ✓ Handling all administrative activities like maintenance of office equipment's, transport, cafeteria, Security, Compliance, housekeeping & maintenance of office and record keeping of office stationery including various formats.
- ✓ Overseeing staff welfare mess, pantry, canteen for staff and labour.
- ✓ Organising social activities such as picnic, sports & recreational activities, health care, etc. for increasing the moral of the employees.
- ✓ Identifying and networking with cost effective & reliable vendors/ suppliers for purchase of requisite materials and spares as well as project procurements.
- ✓ Maintaining adherence to statutory regulations, compliance with govt. agencies, legal matters and record retention

Facilities Management

- ✓ Developing budgets & annual plans to managing facilities as per organisational needs & parameters.
- ✓ Ensuring maintenance of large sized facilities including infrastructure, buildings, HVAC / power systems, etc.
- ✓ Overseeing the logistic functions and negotiating with transporters for cost effective transport solutions.
- ✓ Ensuring cost effective logistic operations & seamless materials movement to ascertain sufficient inventory levels.
- ✓ Negotiating with & finalising service agreements with reliable contractors for execution of servicing works as per budgeted parameters.
- ✓ **Cost effective initiatives driven which had resulted for 150K USD saving.**

Strategic Planning

- ✓ Assisting higher management with implementation of profit based needs and plans, to optimize revenue generations and realize organizational goals
- ✓ Devise plans to optimize operations and identifying value adds to the existing process
- ✓ Establishing, administrative policies and procedures which includes, execution of maintenance and other operational activities in the existing office/facilities/stores
- ✓ Effective implementation of office systems, layouts, budgets, procurement and vendor management

Employee Welfare

- ✓ Ensuring staff/employee deployed are provided with basic amenities for healthy and congenial work environment
- ✓ Ensuring efficient deployment, with regular breaks as per norms of refreshment; ensuring availability of canteen, water dispensers, washrooms, changing rooms near their workplaces
- ✓ Grievance handling of employees to maintain healthy work environment
- ✓ Company HR surveys and community development initiatives for employees

Procurement/Transport/Vendor Management

- ✓ Identifying and networking cost effective & reliable vendors, for all R&M related work for the facility/site
- ✓ Conducting physical verification of materials; usage and stock in hand periodically to ensure, stock compliance and understand effective inventory control measures
- ✓ Overseeing and negotiating with vendors for cost effective transport solutions
- ✓ Overseeing transport operations; tracking/logging/checking/routing

Special Projects

- ✓ Energy Management, Office Infra Renovation projects, Reduction of Travel Costs & Common Improvement Work Group

Organisational Scan

From Mar'14 to Till Date: Jones Lang LaSalle (Client Name: IBM India Pvt Ltd). Location: Gurgaon as Campus Operations Manager NCR - Integrated Facility Management. (HR Grade: Manager)

From Jul'12 to Mar'14: Yum Brands. Location: Delhi as Restaurant General Manager (HR Grade: Manager)

From April'10 to July'12: Kingfisher Airlines Pvt Ltd., Location: Delhi as In-flight F&B Service Delivery and May'06 to April'07 in Commercial Department based in Delhi as Internship

Until April'10: WNS Global Services, Location: Gurgaon as Senior Executive, in Travel Sales & Services Domain

Core Competencies:

At Jones Lang LaSalle:

- ✓ Played a key role in managing North India Operations for IBM India Pvt Ltd.
- ✓ Awarded thrice with IFM Service Gem for Q4-2013 & IFM Star for Q4 2014 & IFM Star for Q1-2015
- ✓ Handling team strength of around 45 pay roll staff & approx.. 170 outsource staff.
- ✓ Overall responsible for all operational activities inclusive of Audits/Business connect etc.
- ✓ Co-ordination with vendors & Landlords for smooth functioning.
- ✓ Cost Measurement & ensuring the proper utilization of existing team.

At Yum Brands:

- ✓ Effective managing end to end operations of the Restaurant and ensuring 100% customer satisfaction at all times
- ✓ Keeping close track of profit & loss on weekly, monthly & quarterly basis and ensuring adherence to set standards for brand
- ✓ Instrumental in creating value for shareholders through efficient operations, cost control and profit management
- ✓ Managing the entire gamut of operations including scheduling manpower, creating duty roster, conducting pre-shift staff briefings, managing shift, ordering food & supplies, following cash control/security procedures, maintaining inventory, reviewing financial reports & taking appropriate actions and preparing daily sales report
- ✓ Adhering to safety standards, ensuring all safety related observation points are addressed

At Kingfisher Airlines:

- ✓ Kept close track of In-flight Safety and First Aid as per set requirements
- ✓ Maintained the highest level of guest service at all times and efficiently resolved complaints & issues
- ✓ Facilitated the delivery of value-added customer service & maintenance of a hygienic environment and achieved customer delight by providing customised products as per requirements
- ✓ Preparation of crew rosters and welfare management
- ✓ Arranging for training plans and track records of individual crew training schedules
- ✓ Ensuring employee and customer, safety management
- ✓ Steered successful opening of a station in Bhubaneswar, for commencement of Kingfisher Airline Operations
- ✓ Office set up, general administration, employee documents and track records as per company and labour compliance
- ✓ Accredited twice as Staff of the Month

At WNS Global Services:

- ✓ Arrangement of Travel options for US customers, with selling and up-selling techniques
- ✓ Facilitated online vendor management, office maintenance for internal staff & process area
- ✓ Reconciliation of sales and service calls
- ✓ Maintaining business related MIS

Academic Credentials

- 2006 B.A. in International Hospitality Management from Queen Margaret College, Edinburgh, Scotland's Queen Margaret University with Grade Credit in 2006
- 2006 Diploma in Hotel and Catering Management from IIHM, Kolkata, AICTE Board, Govt. of India with 61.53%
- 2003 Higher Secondary from JK Public School, Shalimar Bagh, in Commerce under C.B.S.E Board

IT Skills and Other Certifications

- ✓ Well versed with MS Office – Word, Excel & PowerPoint Presentations
- ✓ Train the Trainer Certification from Yum Brands
- ✓ Safety & First Aid Course in accordance with Kingfisher Airlines Standards

Personal Dossier

Date of Birth : 3rd November, 1985
Residential Address : BW, 72- C, Shalimar Bagh, Delhi - 110088
Location Preference : New Delhi/NCR