



SUNIL KUMAR TRIVEDI

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Enterprising leader & planner with **21 years** of experience in streamlining operations, invigorating businesses, heightening productivity and improving systems & procedures; targeting senior level assignments in **Administration, Operations Management and Facility Management** with an organisation of high repute

Profile Summary

- Proficient in **development, implementation, evaluation & modification of administrative policies & procedures** to optimize resource & utilize capacity across various functions
- **Led entire facility management processes** such as occupational health & safety, fire safety & risk assessment, security, maintenance of utilities like power, water & so on, waste management, space planning and business continuity planning
- Expertise in **ensuring smooth day-to-day operations** in coordination with internal & external departments
- Liaised with major government departments including High Courts, Sports Authority, Indian Railways & so on for obtaining approvals / sanctions
- Established processes, streamlined workflow and created work environment to enhance productivity
- **Applied keen customer centric approach** with skills in addressing client priorities and resolving escalation within prescribed TAT, thereby attaining their delight & high satisfaction scores
- **Spearheaded teams** including recruitment & selection, performance enhancement, motivation, training & so on

Core Competencies

Administration	Operations Management	Facility Management
Process Improvement	Relationship Management	Supply Chain Management
Liaison & Control	Reporting & Documentation	Resource Management

Organizational Experience

Since Jan'07 with Global Multimedia Pvt. Ltd., Bangalore
Growth Path: Joined as Service Manager and rose to the position of Operations Manager

Key Result Areas:

- Managing overall forecasting, budgeting, procurement, distribution and consumption of resources as well as tenders, AMCs & so on
- Developing and effectuating business contingency & continuity / capacity plan to ensure uninterrupted & smooth business operations for attainment of budgeted objectives
- Enhancing overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Supervising all administrative activities like maintenance of office equipment, transport, record keeping of office stationary and so on
- Monitoring supply chain operations of consumer electronics, appliances, electronic digital display boards, sports equipment tower clock, video digital board and so on
- Directing the development & implementation of key purchase strategies, ensuring that plans are aligned with project requirements and formulating budgets for timely procurement of various critical components
- Ensuring optimum inventory levels for achieving cost savings without hampering the project process and preparing reports for the same; developing & implementing security policies / guidelines for ensuring on-going maintenance of security
- Defining service standards and guidelines that serve as benchmark for excellent customer service delivery thereby contributing towards ameliorated service revenue generation
- Performing safety audit and augmenting safety working conditions in all offices and centres

Highlights:

- Played a major role in **designing performance improvement plan** linked with incentive schemes which resulted in improving work performance of frontline sales employees and elevating revenues of the overall business
- Set a landmark in **working with key clients** such as Sports Authority of India, Titain (Supply Analog Clock), Manipur National Games, Hyderabad, National Games, Nehru Stadium, Delhi, Supreme Court of India, High Court of Delhi, High Court of Shimla, High Court of Gujarat, High Court of Nainital and Indian Railways
- Steered efforts in **completing four projects with Supreme Court and High Court**, Delhi in 2000
- **Reduced operational cost by 5%** through a detailed analysis of the daily functions as well as achieved appropriate deployment of labourers as well as strategic moves

Oct'98-Dec'06 with Innovation Inc., New Delhi as Customer Care Executive (Supply & Maintenance)**Key Result Areas:**

- Monitored operations including attending calls, messages and visitors
- Ensured smooth day-to-day operations of cafeteria, housekeeping, security and transport
- Extended facilities support and managed contractors, courier/mail room operations, reporting & documentation, tea/coffee/water services and so on
- Provided effective resolution to customer queries and improved relations with them by anticipating future requirements to ensure a positive experience
- Initiated & sustained efforts to improve client satisfaction scores

Previous Experience

Mar'97-Sep'98 with Expressly Oriental Exports Pvt. Ltd., Kalkaji, New Delhi as Documentation In-charge

Sep'96-Mar'97 with Wide Com Fax and Plotter Ltd., NOIDA as Computer Operator NEPZ Noida

Education

- Diploma in Electronic and Communication from Department of Training Technical Education, New Delhi in 1996
- BA from DAV Collage, Kanpur University in 1993

Other Course:

- Diploma in Computer

Technical Skills

- DOS, Win 2000, Photoshop, Dbase and Internet Applications

Personal Details

Date of Birth: 25th November 1972

Languages Known: Hindi and English

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