

Resume

Nirmal Kumar

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JOB OBJECTIVE:

Seeking challenging assignment to achieve professional excellence through continuous learning and improvement, simultaneously striving to enhance organizational capability and efficiency through implementation & sharing practices, system & procedures.

PROFILE

A result oriented professional with more than 26 years of experience in Operations, general administration, projects handling, Customer Handling, facility management for large setup, vendor management & development, managing properties & assets, audit & compliance, transport. Liaisoning with govt. and local authorities with the ability to work in multi cultural environment and has the experience of setting up new projects.

EXPERIENCE

March 2016 till Date

Presently Working in the capacity of Asst General Manager with Adyar Ananda Bhavan, Karnataka looking after Operations, Administration, Factory operations, Projects and new business development.

May 2015 till Feb 2016

Worked in the capacity of Area manager with Haldiram's marketing pvt ltd ,delhi.

Oct 2013 till April 2015

Worked with Haldiram Bangkok, Thailand in the capacity of GM{Operations}. A unit of Haldiram's Delhi.

The entire project has been done under my supervision.

Duties and Responsibilities :

- Ensuring that premises are well maintained through effective facilities & administrative management as per the agreed standards in a cost effective and efficient manner. Responsible for establishing regular checks and a feedback system.
- Manage any outsourced facilities Management teams and support services in terms of enforcing contractual obligations and agreed SLAs.
- Implement mechanisms to ensure continuous improvement of services.
- Manage and monitor insurance and licences periodically.
- Manage office services printing and stationery as per regular needs.
- Procurement of goods and services and contract management.
- Logistics & liaison with local regulatory authorities.

- Assets and Inventory management.
- Manage Security, Health safety and Environmental compliances.

The core skills that I possess

- Managing people
- Managing projects
- Planning and organizing
- Analysing data and problems
- Managing finance and resources
- Using technology
- Managing risk
- Developing business

Jan 2013 Sept 2013

Haldiram Marketing {p} ltd,Delhi.

Worked in the capacity of Designated Area Manager.

Responsible for the smooth operations and administration of 4 outlets

August 2011 To Dec 2012

HALDIRAM MARKETING P LTD

- Worked in the capacity of Unit Head
- Job Responsibilities:**
- To look after the smooth operation and Administration of the outlet as a independent profit centre
 - Managing staff members under different designation in F & B ,House keeping, Security, maintenance etc.
 - Vendor development
 - Generating MIS for all admin related Budgets and reports and P&L.
 - Liaison with govt. and regulatory bodies like MTNL, Electricity Boards, MCD and Police
- Managing operation activity and routine preventive maintenance for essential utility services (High capacity DG sets, air conditioning plant, HT and LT panel, fume hoods, TFA systems, chillers, compressed air and vacuum pumps, water treatment plant, plumbing, lab equipments and utilities).

Nov -2010 To 30/7/2011

OHRIS GROUP{SECUNDERABAD}

The group have 28 Fine dine Restaurant's with different theme's and cuisines and 3 star Hotels .

Tansen Restauarnt is a 5 star category Restaurant.Each Restaurant have a different theme and cuisine.

- Worked in the capacity of GM {Operations} Hotel Baserra,secunderabad,Andhra Pradesh.
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- 3 Star hotel with 77 Rooms, 24 hrs Coffee shop, Multi cuisine Bar & Restaurant, Pub and also have 4 Mini Conference Halls and Open Garden for Parties .

Job Responsibilities:

- The Smooth operations and Administration of the Hotel.
- Managing a staff of 450 under different designations in F & B (operations), HR, House keeping, Security and Maintenance, Sales and Marketing, Store, Purchase etc.
- Vendor development etc.
- Generating MIS for all admin related Budgets and reports and P&L.
- Formulating and Implementing Transport, security, cafeteria and Housekeeping policy and checklist.
- looking after the entire property spread over 5 Acres of land and their maintenance
- coordinating with all the Depts for the smooth functioning of administrative issues.
- Ensure maintenance of all relevant records and data
- Interaction with vendor for the procurement of materials.
- Liaison with local statutory authority's viz., Fire, Telecom, Health, Municipal Corporation, PFA, Labour etc. in order to maintain smooth functioning of the office Event
- Take rounds of the facility regularly to identify issues in Housekeeping/security etc and initiate immediate rectification action.
- Managing all the Restaurant services. Ensuring that all the restaurants, room service division are maintaining highest standards of hygiene in the service, quality and quantity.
- Maintenance of asset record, verification, addition, deletion of equipments from the asset list, disposal of scrap
- Coordinate physical investigation (security services, access control and CCTV systems, site surveys), risk/threat assessments, executive protection, the volunteer emergency response team (ERT), fire and life safety systems.
- Responsible for awarding AMCs and their timely renewals, installation and maintenance of air-conditioners, EPABX. Operations and general administration.
- Organizing conferences, seminars and training programs. Handling all tour related bookings, travel and stay.
- Vendor management: bills and subsequent payments.
- Preparation of admin budgets and subsequent cost cuttings.

JUNE 2001-OCT 2010

HALDIRAM MARKETING (P) LTD

- Worked in the capacity of Unit Manager(Multi Cuisine QSR)
- Joined as a Asst Restaurant Manager in 2001.
- Promoted as Restaurant Manager in 2004.
- Promoted as Asst unit Manager in 2007.
- Got promoted as Unit Manager in 2008.

RESPONSIBLE FOR

- Provides effective management / balance on financial and general administrative requirements of the company.
- Ensured development, preparation, coordination and monitoring of work plans, strategies and programmes for the administrative activities of the company.
- Established a set of sound policies, proper administrative procedures, standards and tools that are consistent with company's rules and regulations ensuring financial management and control.
- Facility management / housekeeping – independently monitoring overall activities of Housekeeping agencies and cafeteria vendors of our offices. To tie up with the best vendor in the best negotiated rate following a strict site visit and ad quality audit, ensuring they follow our standard operating procedure, they should meet our quality expectation and to monitor the disciplinary measures of their employees.
- Liaison with govt. and regulatory bodies like MTNL, Electricity Boards, MCD and Police.
- Managing AMC pertaining to upkeep of office equipments, ensuring compliance with Service Level Agreements for various services. Looking over R&M activities for facilities in the region.

- Managing operation activity and routine preventive maintenance for essential utility services (High capacity DG sets, air conditioning plant, HT and LT panel, fume hoods, TFA systems, chillers, compressed air and vacuum pumps, water treatment plant, plumbing, lab equipments and utilities.
- Responsible for implementation of trackers for generating MIS and monthly reports for facilities. Preparing budgetary allocation and tracking it with expenditure.
- Closely working with other department for support and services, managing in house and outdoor activities and events,

FEB1997 -MAY 2001

**SURYA ENTERTAINMENT (P) LTD,PATIALA.
(MULTI CUISINE RESTAURANT AND BANQUET HALL)**

Worked in the capacity of Manager- Responsible for;

- Setting up the Entire project from the Scratch.
- Vendor Development.
- Liaisoning with the Govt. agencies like Police, Health, Municipal Corporation, PFA, Labour etc.
- Recruitment of work force.
- Ultimate customer satisfaction and delightful experience at the outlet.
- Managing the Unit as an independent Profit Center.
- Staff Training, Welfare and their complaint Redressal.
- Leading a team of approx 85 staff Members and contract staff under.
- Handling guest complaint.
- Maintaining standards of service and food quality.

DEC 1993 - JAN 1997

**NIRULA'S CORNER HOUSE LTD (INDIA & NEPAL) Supervisor (F&B) :09/12/93 TO 30/01/97
The largest QSR chain in India in 80's and 90's with 2 star rated Hotel's and more than 30 outlets
{Both QSR and Fine Dine}**

- Had the Opportunity handling Independent outlets as Restaurant Manager in Nepal.
- Leading a team of approx .20 staff members and contract staff under different designation.
- Responsible for maintaining standards of service, customer satisfaction, staff motivation.
- Decision making for efficient running of the restaurant and maintaining good customer relations.
- Knowledge and exposure for Smooth and efficient operation of the restaurant by maintaining highest degree of Customer satisfaction strength proactive approach.

FEB 1993-DEC 1993

NIRULAS CORNER HOUSE LTD.

Work profile as Operation Trainee

- Extensive on job training in various Departments such as Administration, Marketing, Purchase, Personnel and Restaurant operation to acquire various designations.
- Actively involved in achieving customer satisfaction and prompt Customer complaint redressal whereby maintaining good customer relations.
- Managing the inventory controlling to minimize wastages.
- Maintaining standards of service and food quality.
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QUALIFICATION

(a) Diploma in Management from IGNOU

(b) B.Com from Ravishankar University, Raipur,M.P
(C)Pursuing MBA from IGNOU

PERSONAL DATA

(a)	Date of Birth	:	25 th April 1972
(b)	Marital status	:	Married
(c)	Pass port No	:	
(d)	Hobbies	:	Listening Music & Surfing Internet
(e)	Local Address	:	:Flat No 53-B,Pocket-B,Dilshad garden Delhi-95.
	Permanent Address	:	:Bharti Niwas,cheneerkara{p.o} Kulannada{via},pathanamtitta{dist Kerala
		:	Email-Nirmalkumar1972@yahoo.co.in

CTC : 33 LAKHS PER ANNUM

(f) **Expected salary** : **Negotiable**

Date
Bangalore

(Nirmal Kumar)