**RESUME**

**PANKAJ YADAV**

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**DOB: – 12 July 1992**

**Professional Overview**

Managed General Administration function including IT & Non IT Recruitment ,vendor management, Purchase management, cost control administration assets maintenance and office administration, pantry management , risk control management, facility management , housekeeping management, setting up new branches in other states, remotely managing 5 different branches administration and facility management, assets and liaison, lease and accommodation, insurance , Fire Safety & Compliance, Office Repairs & Maintenance, Office Stores & Inventory, Records Management, Annual Maintenance Contracts, Asset Issuance and Tracking, Event Management. Ensures a safe, secure, and well-maintained facility that meets environmental, health, and security standards.

**Key Competencies (Skills)**

Business Focus IT & Non IT Recruitment Process Orientation Relationship management

Change management Effective listening & Collaboration Project management Security Management

Housekeeping Management Pantry Management Cost Control & Negotiation Event Management

Scrap Management Risk Control Management Scheduling and planning Multi Activities

Administration / Facility Management Procurement Management Implementation of New Policy and SOP

Vendor Management& taking caring of agreements and other formalities.

Assets IT / Not It Procurement and Maintenance

**Total Work Experience:**

**Worked with AAJ Enterprises Pvt. Ltd.** (From, July-2017 to Till Now).

**Job Profile** – Assistant Manager HR & Administration.

**Areas of Responsibility HR (It & Non-IT Recruitment & below tasks)**

* Proven work experience in recruitment - ideally as a Technical Recruiter
* Hands-on experience with various interview formats (e.g. Teams, Zoom, Google Hangouts)
* Technical expertise with an ability to understand and explain job requirements for IT roles
* Experience using LinkedIn Talent Solutions to source quality candidates
* Excellent verbal and written communication skills
* Strong tenacity and ability to build a solid network.
* Write and post technical job descriptions
* Source potential candidates on niche platforms, like [Stack Overflow](https://resources.workable.com/tutorial/post-a-job-on-stackoverflow) and Github
* Parse specialized skills and qualifications to screen IT resumes
* Perform pre-screening calls to analyze applicants’ abilities
* Interview candidates combining various methods (e.g. structured interviews, technical assessments and behavioral questions)
* Coordinate with IT team leaders to forecast department goals and hiring needs
* Craft and send personalized recruiting emails with current job openings to passive candidates
* Participate in tech conferences and meetups to network with IT professionals
* Compose job offer letters
* Onboard new hires
* Promote company’s reputation as a great place to work
* Conduct job and task analyses to document job duties and requirements
*  Keep up-to-date with new technological trends and products
* Joining & Exit Formalities
* Payroll & HRMS
* Grievance Handling
* Manpower Vendor Coordination
* Insurance Enrollment & Employee Engagement activity
* Recruitment Management
* Talent Acquisition Process

**Key Responsibilities:**

**Administration**

* Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
* Monitor costs and expenses to assist in budget preparation
* Purchasing assets, raw material, packaging material and Taking care of entire purchase section.
* Fire NOC and other legal formalities required to maintain for Facility management.
* Organize and supervise other office activities (recycling, renovations, event planning etc.)
* Developing, reviewing, and improving administrative systems, policies, and procedures, SOP.
* Budgeting and cost control measures, Monitoring Budget.
* Petty Cash Management Under given limit and keep proper records.
* Dispatch Department Cash and Courier Partner Management.
* Identification of vendors, suppliers and other third-party contractors as required by organization.
* Overall bill processing and cost control with assets management with CAMC & AMC on Quarterly & Yearly.
* Responsible for proper Asset Inventory management and maintenance of all office equipment including periodic preventive maintenance, Company own vehicle Expense and Maintenance Management.
* Courier Partners Management.
* Effectively manage cafeteria, security, housekeeping, and office transportation.
* Vendor selections for various services and manage of Procurement, Maintenance Contracts, IT infrastructure
* Manages the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
* Responsible for new development projects in the warehouse facility such as development of the canteen area and the green area.
* Negotiate, analyses, and finalize the commercial proposals received from various vendors on an ongoing basis.
* Assets management, Cash Management, Scrap Management.
* Setup new office and warehouses completely with layout plan, electrical plan and with overall setups including purchasing new assets.
* CCTV Surveillance and feedback provided to concern department.
* Creche Management with help of creche caretaker, maintain creche assets.
* Reception and Front Desk management, with the help of front desk executive.
* Managing 5 Different branches administrations.
* Stationery, Housekeeping & Pantry essential material purchase.
* Raising PO, taking quotes, Taking approvals on same & then process the same to vendor, Managed by ERP software.
* Manage company vehicle as well, which used to pick and drop employees.
* Biometric & attendance Management.

**Worked with Space link Pvt. Ltd.** (From, Jan-2015 to Jun-2017)

**Job Profile** – Admin Executive (Administration)

**Key Responsibilities:**

* Handling field staff for installation of dish and satellites on cable and news channel partners.
* Manager fields staff expenses and staying and work allocations.
* Meetings with Dish Partners and News channel partners.
* Budgeting and cost control measures, Monitoring Budget.
* Petty Cash Management Under given limit and keep proper records.
* Identification of vendors, suppliers and other third-party contractors as required by organization.
* Overall bill processing and cost control with assets management with CAMC & AMC on Quarterly & Yearly.
* Responsible for proper Asset Inventory management and maintenance of all office equipment including periodic preventive maintenance.
* Responsible for scheduling interviews, feedback sharing and making offer to a candidate.
* Scheduling face to face interview with seniors.
* Maintaining a systematic and comprehensive database of all candidates.
* Answering phone calls and do phone calls in concern department.
* Assist and support administrative & HR staff in their day-to-day operations.
* Maintain daily office expenses & manage the documents in proper way.
* Prepared daily / weekly reports for different departments as per their requirement.
* Answered to the daily query / complaint mails by customers.
* Updated the report formats as per the instructions from the higher management.
* Provide general information to the customers & Clients.
* Manage the documents in proper way.
* Housekeeping & Security Management & Pantry Management.
* Maintaining monthly petty cash
* Stationery Purchasing and Maintaining Stock as required.
* Preparing Performa invoice and Purchase orders and following up for payments.
* To look after all general office administration & HR activities.

**Worked in Spice BPO, Noida Sec-64, Noida** (2010 to 2014)

**Job Profile** – Sr. Customer Care Executive (Inbound)

**Key responsibilities:**

* Started carrier as a customer service executive with Spice BPO.
* Enter new customer information into system in CRM.
* Answer calls and respond to emails.
* Manage and resolve customer complaints and identify and escalate priority issues.
* Answering to customers query back-to-back on escalations as a Sr. CSE.
* Taking sessions, briefings & handling the team as a mentor, working to improve their skills & meet the requirement.
* Taking the escalations, handling the floor, in the absence of TL, Support the new joined executive on floor as a floor supporter.
* After 6 months promoted as Sr. CCE.
* Worked on CRM software for input customer data and query.
* **At the time of left I was under consideration for promotion as TL or QA, but company has shifted to Gurgaon so have to left.**

**EDUCATION**

* 10th passed from UP Board in 2008.
* 12th passed from UP Board in 2010.
* B.A. passed from CCS University Meerut in 2014.
* Good Knowledge of Computer as from last 10 years working on word and excel with familiar with internet tools.

**Project & Implementations & Achievements**

* After Joining AAJ Enterprise, I get nominated for Setup the branches. **Setup of Warehouse Branches in Different States.**
* Cost control of purchase management by implementing requisition based centralized procurement.
* Streamlined administration support system and put suggestion for introducing suer friendly change, thereby achieving smoot function of the office.
* Played a role in introduction slab/limit system to control costs for fuel and maintenance for vehicles. Setup of 4 branched in different state successfully withing given timeline, it includes finding new place, processing with rent agreement finalization with owner, Plot drawing, Instructress designer with help of contractors, electric drawings and Assets purchase, Office space and Racking of warehouse, Housekeeping, Pantry and Security Establishment. Setup was done in Mumbai, Bangalore, Sonipat, West Bengal & UP.
* Implementation of EBPX, HRMS software & ERP & New Internet Connectivity with own tower facility.
* Implementation of Risk Management with 5S SOP to reduce risk and employees must be aware of working procedure.
* Implementation of Housekeeping & Security SOP.
* Implementation of SMS software & Visitor Management software.
* Implementation of Creche and fun zone for employees.
* Converted a very worst area covered with garbage into a beautiful garden, now employees use that area to relaxing, and lunch as well.
* Continually got promoted best employee of the month and year with achieving targets of 95 to 100% monthly.
* Remotely manage Administration different branches with Monthly or Quarterly visits at all locations.
* Cost control and Effective working.
* Reduce entire Organization electric bills by SOP to be followed by all departments.
* Audit for cost control and verify exact cost Monthly and quarterly and yearly visit to which help team to reduce expense.

**Date:.............** **PANKAJ YADAV**