Bharti Satya

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**Date of Birth : 01st May 1981**

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| **Professional Summary** | | |
| * Experienced Professional with over 10years’ experience in Facility operations and General administration. * Considerable experience in setting up Policies & Cost effective Support Services Operations with best of service levels | | |
| Current Work Experience | | |
| **Organization Jones Lang LaSalle India Pvt Ltd** | |
| **Duration** | **26th  Sep 2016– 2nd Feb 2019** |
| **Designation** | **Facility lead (North India &HQ Facilities GE Account)** |
| **Overall responsibilities** | **Team Size: 5**   * Heading facilities Operations for North India region, with an area of approx. 2.5 lakh Sqft. * Responsible for corporate office functioning and F.M operations. * Establish and develop relationships with local client business and employee representatives to understand their business and to ensure that our services and solutions meet their needs while taking the business requirements into account. * Operate and maintain all services / facilities in immaculate condition in accordance to planned maintenance program. * Responsible for occupancy planning and reporting to regional team. * Responsible for smooth cafeteria operations and selection of vendors. * **Budgeting, Management & Cost Control:** * Managing internal costs by regularly negotiating and monitoring contracts to keep costs down. * Conducted special analyses, cost comparisons and purchase research. * Controlled workflow resulting in smooth operations. * **Vendor Management:** * Ensuring statutory compliance adherence by service-providers. |

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| **Previous Work Experience** | |
| **Organization GSH India Pvt Ltd (Nokia account)**   |  |  | | --- | --- | | **Duration** | **15th April 2015– 23rd Sept-16** | | **Designation** | **Area Manager (North India Facilities)** | | **Overall responsibilities** | **Team size 8** | |  | * Heading facilities Operations for North India region, with an area of approx. 2 lakh Sqft. * Design and maintain Real Estate OPEX, operational CAPEX and drive concurrent cost management programs. * Drive customer satisfaction within Client organization proactive initiatives, account planning and engagement programs * Accountable for day to day churn and space management   Planning/projects.Keeping the premises, directly under our  control, in immaculate condition and up to standards as  defined by each client. This also entailed providing  Maintenance services in the region.   * **Budgeting, Management & Cost Control:** * Managing internal costs by regularly negotiating and monitoring contracts to keep costs down. |   **Organisation Johnson Controls India Pvt Ltd** | |
| **Duration** | **Feb 2009 – 20th March 2015** |
| **Designation** | **Deputy Manager Facilities**  **Motorola Solutions India Pvt Ltd.(Gurgaon & Mumbai)** |
| **Overall responsibilities** | **Team Size: 7(Gurgaon & Mumbai)**   * Keeping the premises, directly under our control, in immaculate condition and up to standards as defined by each client. This also entailed providing maintenance services and monitoring the work of the Preventive Maintenance team and ensuring that AMCs were validated on time. * Responsible housekeeping activities with proficiency in planning/ organizing manpower and resources for managing daily operations. Managing Catering, Engineering, Front Office, Help Desk, Employee Transport and Mail Room. * Supervising & monitoring the overall project performance on regular basis & taking steps for further improvements with a view to complete project within stipulated time & budget. * **Vendor Management:** * Ensuring statutory compliance adherence by service-providers. * Developing reliable vendor network keeping in mind quality for procurement of office consumables. * Ensure timely payment to all the suppliers   **Achievements**   * **Awarded best employee for outstandingperformance for seamless transition of Motorola India separation project.** * **Awarded Above and beyond call of duty for Driving cross functional training for engineering and soft services staff for Pan India.** * **Achieved saving of 16% reduction in facility operating cost rationalising all the AMC / service contracts for the facility.** |

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|  | **Organization** | **Manpower Services India Pvt. Ltd.** |
| **Duration** | **Jan 2008 - Dec 2008** |
| **Designation** | **PROJECT CO-OORDINATOR(IBM India Pvt. Ltd.**) |
| **Overall responsibilities** | * SPOC for DLF to handle IT project requirement PAN India * Responsible for complete back up procedure -From getting the order form the customer, loading it to IBM system, getting financial approvals, coordinating with Procurement to release PO to Vendor, then Coordinating with vendor till the delivery to Customer. * Providing Quarterly forecast to vendors and Finance department internally so as to soothe the procedure * Responsible for Capex approvals and ensure timely publishing of financial report. * Ensure monthly account receivables and payable report submitted to the management**.** * Responsible for vendor performance for DLF project**.** * Conduct periodic review process with suppliers and initiate necessary process changes to improve satisfaction. * Develop reliable vendor network keeping in mind quality and economy for procurement |
| **2** | **Organization** | **Johnson India Pvt. Ltd.** |
| **Duration** | **Mar 2007 – Dec 2007** |
| **Designation**  **Responsibilities** | **Executive – Facilities** (**CSC India Pvt. Ltd.)**   * Manage building / facilities management contract to ensure that the service delivery and contractual obligations are delivered and executed in a manner that fosters and achieves customer satisfaction. * To be the focal point person with the client representing the company and maintain Excellent Customer Relationships * To co-ordinate and provide management reports as required and directed * Operate and maintain all building services / facilities in good serviceable condition and in accordance to the planned maintenance program. * Responsible for smooth cafeteria operations and selection of vendors. |

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| **Organization** | **True Line Systems Pvt. Ltd.** |
| **Duration** | **Sept 2004 – May 2006** |
| **Designation**  **Responsibilities** | **Admin. Executive / Programmer Assistance**   * Dealing with head hunters for interviews of candidates * Fulfilling primary requirements as getting completion of Interview Assessment Sheet, TA Form, conduction Aptitude Test and submitting all papers to concerned official. * Screening Resumes, Preliminary Interviewing, Short-listing and Conducting Technical Tests. * Completing of all the joining and exit formalities of employees. * Scheduling of interviews for shortlisted candidates. |

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| **Education** | |
| **Masters in Computer Applications** | KurukshetraUniversity Haryana |
| **Bachelor’s in Arts with Mathematics** | Punjab UniversityChandigarh |