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| **Hari Gopala Krishna**  **MobileNo.:**+91-8884111899  **E-Mail:**krishna.hari410@gmail.com&  harikrish226@gmail.com  **Skillset**  ***Facility Management***  ***Administrative Operations***  ***Housekeeping Operations***  ***Cost Containment & Control***  ***Vendor Management***  ***Cafeteria Management***  ***Material Management***  ***Invoice Processing***  ***Safety Management***  ***Event Management***  ***Compliance Management***  **IT Skills**   * MSOffice(Word,Excel&PowerPoint) * Internet Applications | **Administration Professional**  With experience of **8+ years** in **Hotel Operations and Administration Management, Facility management**  targeting assignments with an organisation of repute in **MNCs, Product based Companies in Hospitality domain**  **Location Preference: Bangalore, Visakhapatnam , Hyderabad & Delhi**  **PROFILE SUMMARY**   * Conferred with **award for outstanding performance in critical situation in INFOSYS** * Expertise in managing entire gamut of **General Administration Functions such as Stationery, Cafeteria/ Canteens, Housekeeping and Manpower Management** * **Innovative & articulate** in book keeping and filing as well as understanding the importance of responsibilities& working towards guest satisfaction or employer satisfaction * **Strong exposure in analysing the facts**& required effort before setting deadlines * **Proficientinfollowingsanitationguidelinesformaintaining hygiene;expertiseinperformingqualityinspectionstoensurethatthequalityoffoodisexcellentandlikedbytheguests** * **Skilfulinestablishingservicestandards&operationalpolicies**withprovencapabilityinreducingoperationalcoststhrougheffectivecostcontrolmeasures * **Excellenttrackrecordinspearheadingtheserviceoperations**,understandingclients’requirementsandrenderingservicesaccordinglytoensuretheaccomplishmentofservicedeliverables * **Facilitatedoperationalleadership**increatingwin-winrelationsthroughexcellentmanagementskills,therebycraftingrobustframeworks&drivingculturalchangeacrosstheorganisations   **Academic Details**   * **Masters in Hospitality Operations Management** from Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon in 2012. * **Bachelor of Hotel Management** from Dr. Narayana college of Hotel Management Osmania University, Secunderabad in 2009. * **Schooling in Kendriya vidyalaya CBSE.** |

**Organizational Experience**

**JAN’19 till now with PayU payments pvt ltd, Bangalore as Assistant Manager– Administration**

**KeyResultAreas:**

* Ensuring cleanliness & hygiene as well as proper upkeep of the facilities
* Administering facility with respect to housekeeping, infrastructure up-keep, developing vendor base for cost effective procurement of office material.
* Maintaining the different types of consumption tracker to track on the consumption; following up with vendor for the materials delivery, bills; processing all the vendor bills to Finance and maintaining the tracker
* Developing:
* Cleaning checklist to track on the cleaning standards to be met
* Attendance of housekeeping staff
* Implementing purchase schedules for the vendors and ensuring alignment with the organizational objectives
* Collaborating with the builder and in-house Maintenance Team for any maintenance of the building
* Initiating all the request of the employee and closing as per SLA
* Supervising food court and managing repairs and maintenance of the site through qualified professionals
* Confirming to maintain a high standard of hygiene, safety and cleanliness; contributing invendors management like - facade, pest control, maintenance and so on.
* CCTV, EPABX, UPS, Electrical maintenance, A/C, Fire extinguisher management.
* Taking care of full administration activities.
* Handling petty cash for office use.
* Handing HR activities for the employees.
* Coordinating for travel request for employees.
* Handling Guest House, Hotel booking.

**Highlights:**

* Monitored the overall functioning of processes, identified improvement areas and implemented adequate measures to maximise customer satisfaction level
* Conducted root cause analysis and took preventive measures for repeated escalations
* Implemented housekeeping policies, standardised systems / processes
* Ensured smooth operations at all times and maintained proper decorum & discipline by implementing & modifying the policies & procedures

**PREVIOUS EXPERIENCE**

**Mar’17to Oct'18 with L & T Technology Services, Bangalore as Associate Executive– Facilities**

**KeyResultAreas:**

* Ensuring cleanliness & hygiene as well as proper upkeep of the facilities
* Administering facility with respect to housekeeping, infrastructure up-keep, developing vendor base for cost effective procurement of office material
* Maintaining the different types of consumption tracker to track on the consumption; following up with vendor for the materials delivery, bills; processing all the vendor bills to Finance and maintaining the tracker
* Developing:
* Cleaning checklist to track on the cleaning standards to be met
* Attendance of housekeeping staff
* Implementing purchase schedules for the vendors and ensuring alignment with the organizational objectives
* Collaborating with the builder and in-house Maintenance Team for any maintenance of the building
* Initiating all the request of the employee and closing as per SLA
* Supervising food court and managing repairs and maintenance of the site through qualified professionals
* Confirming to maintain a high standard of hygiene, safety and cleanliness; contributing invendors management like - facade, pest control, maintenance and so on.

**Nov’15 – Mar’17 with INFOSYS, Bangalore as a Facility Executive**

**Highlights:**

* Acted as the point of escalation for all FM related issues
* Executed all preparation required for conferences / meetings of the client as well as scheduled VIP visits
* Ensured visitors were promptly attended by the Front Office Executives (FOE)
* Coordinated meetings with vendor for resolving service issues.
* Confirmed that the caterers maintained highest standards of hygiene in the services area
* Administered the facility regularly to identify issues in Housekeeping, Maintenance, Cafeteria and so on and initiated immediate rectification actions
* Prepared weekly shift rosters for housekeeping manpower

**Nov’13 – Nov’15 with JLL, Bangalore as Facility Executives in HSBC**

**Highlights:**

* Ensured cleanliness & hygiene and proper upkeep of the facilities
* Pivotal in managing the 250000 sqft areas of the facilities
* Administered usage of resources (office related materials) to ensure optimum usage
* Monitored events and ensured to meet arrangement in the facility
* Maintained different types of consumption tracker to track on the consumption

**July’09’ – Apr’11 with Ista, Hyderabad as HOT (Housekeeping)**

**Highlights:**

* Administered servicing for 14 rooms during the day shift and 30-40 rooms in case of turndown
* Operated and maintained Taski Ergo Disc Duo and other housekeeping equipment

**Training Attended**

**Organisation: Katriya De Royal & Katriya Hotel and Tower, Hyderabad**

**Period:** Dec’07 – Apr’08

**Designation:** Industrial Trainee

**Role:** Professional Training in all the major department in hotel

**Certifications**

* LEAD Certification (Leadership Education and Abilities Development) Programme
* Certified in "Emergency Preparedness and First Aid" from Safety Circle (U.S. Affiliation)
* Certificate for Merit Scholarship from Army Welfare Association

**Workshop Attended**

* ‘Overview of Facility Management' by Brigadier Ashok Jailty, General Manager (Training), Knight Frank
* 'Outsourcing and Security Management' by Mr. Sunil Gulati, General Manager, Peninsula Securities Pvt. Ltd.
* 'Disaster Management'- Mr. Nawab Hasan, Manager Training & Development, North India Mahindra Holiday Resort

**Extracurricular Activities**

* Got first position in the Relay Race in 12th Class inter school sports event at school
* Reached Finale of the CTC in Bengaluru for dance
* Received many prizes for dance

**PersonalDetails**

**DateofBirth:** 22nd February 1988 **Languages Known:** English, Hindi, Kannada & Telugu