**SENIOR LEVEL PROFESSIONAL**

**General Administration | Facility Management | Vendor Management**

**Location Preference:** **India (Mumbai) | Middle East |Overseas**

**PROFILE SUMMARY**

* Committed, goal-driven professional offering over **18 years of experience** in Insurance Operations, Personal Finance Management, Real Estate Management, Quality Compliance & Team Management
* Excellence in coordinating with **CAG and Statutory Auditors for Branch Premises** related **issues and compliances** and successfully carried out **IRDA Audit for the Maturity Payouts**
* **Strategic ability** in formulating **comprehensive guidelines** for acquisition of premises on **lease, preparation of interior layout plans, preparation and verification of estimates, tendering process**, certification and payment of bills, etc.
* Expertise in managing operations with **key focus on top line and bottom line profitability** by ensuring **optimal utilisation of available resources**
* Resourceful in **identifying, developing and negotiating with vendors** for the **procurement of necessary items**, supplies and material for the smooth running of operations of the organization
* Excellence in coordinating with external agencies for negotiations, **preparation of tender / contract documents**, cost **estimates, including billing, variation proposals** and interpreting contractual obligations & rights and evaluation of problems for **management reporting**
* **Out-of-the-box thinker** with proven track record **of establishing processes & SOPs, streamlining workflo**w and creating environment to **enhance productivity**
* Proficient in managing **Facility Management Services** involving managing both **technical & soft services, maintenance of utilities, client interaction, back office support, vendor development and management of AMC**
* Effective leader with excellent motivational skills to sustain growth momentum by motivating peak individual performances

**NIRANJAN N AMIN**



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***SKILL SET***

***A person with very strong self drive , good written and verbal communication skills, ability to engage effectively across the organization, high energy, ability to take on new initiative, Senior management handling skills and good leadership to run the Mumbai and Pan India branch locations.***

- **General Administration**

**- Facility Management - Utilities Operations & Maintenance (Soft Services)**

**- Budgeting & Cost Control**

**- MIS Reporting**

**- Liaison & Coordination & Statutory Compliance**

**- Inventory / Vendor Management**

**- Space / Asset Management**

**- Project Management in co-ordination with Project Consultants**

**NOTABLE ACCOMPLISHMENT ACROSS THE TENURE**

* Pivotal in training interviewing, appointing and supervising 11 Regions and 9 Advisors (Utilities & Administration)
* Chaired meetings with 2 MD & CEO’s of SBI Life on implementing the process of decentralization and standardization of all SBIL Branches
* Merit of being Rated as:
* ‘Top Performer’ (Ist Grade) for the financial years 2007-08, 2010-11 & 2011-12
* ‘Far Exceeds’ (Ist Grade) for the financial year 2008-09
* Merit of successfully rolling out 137 branches (PAN India) for SBI Life within TAT for the financial year 2010 -11 and 79 branches in the financial year 2011-12
* Played a key role in presenting timely completion status report to committee consisting of Board of Directors, MD & CEO, Executive Directors, Compliance Officers, Country Heads and Regional Directors
* Instrumental in preparation of ‘Referral Guide’ pertaining to branch set up process on account of decentralization process to the Regional Head and Committee Members for eight regions across the country
* Steered efforts in opening up of 713 SBI Life branches and commencement/Login of Business

**ORGANISATIONAL EXPERIENCE**

**SinceNov’03 SBI Life Insurance Co. Ltd. (JV between SBI & BNP Paribas Assurance, A French Co.), Navi Mumbai as Associate Vice President - Administration**

**Key Result Areas:**

**Branch Infrastructure and Expansion:**

* Steering administrative functions of SBI Life branch set up as per norms and guidelines given by HO and establishing new branch offices at different locations on PAN India level and upgrading present branches
* Lead the project management initiatives of an organization for identifying new office space, vendor selection to execute office design and development project execution, refurbishment and commissioning of the office in all aspects.
* Management and Supervision of Interior fit-outs, office ambience and handing over of the premises for operations.
* Statutory Compliance – To ensure statutory compliance such as Shops and Establishments Act certification are renewed (PAN India)
* Office Maintenance – To ensure PAN India office maintenance, extending support to PAN India office for maintenance issues reported by the branches.
* Security & Fire Safety – Ensure all fire safety arrangements are in place and due health checkup of equipment’s at regular intervals.
* Assisting in approving the tenders for Interior work like Civil and Furnishing work, Electrical and Air-conditioning, in co-ordination with VP (BDA) and assisting Branches in engaging services of Architects and issuance of work order
* Evaluating premises proposals for commercial viability, title verification report by the Local advocates, POA issues, landlord/s undertaking, etc.
* Preparing reports on:
* Pendency and follow ups
* CWIP status of branch roll out.
* Monthly Control Reports sanctioned at HO and other regions
* IRDA reports of new branch premises to compliance department.
* Scrutinizing and maintaining of accounts of all capital works in progress / EMDs / security deposits.

**Operations Department**

* Submitting periodical reports as required by the CPC (Central Processing Centre) and the branches and built an effective MIS system to facilitate efficient information flows at the CPC.
* Working in coordination with new business dept. & handling the portfolio for following up on pending requirements of new proposals received across the branches.
* Updating the agency & the Bancassurance channel heads for the pending requirements on a fortnightly basis
* Managed a team of 7 people in the Maturity Payouts for Ulip and Non-Ulip
* Facilitating Operations Management by:
* Processing the applications & scheduling activities, ensuring accuracy & on time completion and establishing the new process & re-structuring the existing ones to enhance efficiency.
* Coordinating with PAN India branches for process operations and following-up for pending requirements and issuance of policy documents & preparing weekly/ monthly report for the corporate agents & brokers
* Sending Policy Dockets to RMC (Record Management Company – Crown) by arranging weekly pickups and submitting monthly MIS for proposals received and policies dispatched and coordinating for retrievals of policy dockets for claims, cancellation, surrender, change of address, legal aspect etc. and with internal department.
* Maintaining updated records of total proposals & policies within the operations department from in warding to dispatch

**Administration and Facility Management:**

* Manage the entire administration function in the location independently, under the guidance of President (Ops, IT & IB) & Senior Vice President – Administration.
* Discharging responsibilities on whole gamut of administrative areas ranging from Policy Compliance by employees to travel, accommodation, vendor management, contract administration, inventory management, security and safety of assets.
* Responsible for ensuring facilities management, including utility operations and maintenance for all offices in the location.
* Ensure healthy and hygienic operation of Canteen / cafeteria through identified vendor / contractor.
* Drive contract negotiations and finalization with selected vendors / contractors.
* Overall premises management including integrated BMS, Attendance & Access control, CCTV, FAS and PA systems
* Regular upkeep, maintenance and repairs of assets, etc
* Analyzing the need, developing and executing the support systems and putting in place required systems for services like security, safety, housekeeping, preventive maintenance, pantry operations, office stationery and parking management.
* Responsible for transport management, including company vehicle (if any) and parking management.
* Responsible for complete arrangement for annual events, conferences, seminars and other functions of the firm organized from time to time.
* Budget – Preparation of Administration Budget and Controlling admin spend and ensuring adherence to budget vis-à-vis monitoring costs and analyzing variances.
* Oversee facilities and employee support services (housekeeping, hospitality, cafeteria, transportation) for corporate office & Regional Offices.
* Ensuring adherence to compliances, statutory requisites, upkeep and renewal of required licenses for all offices.
* Oversee management of EPABX system.
* Managing procurement of assets, office supplies & contracts of various services.
* Liasoning with Government Authorities like CIDCO, NMMC, MTNL, MSEDCL, Licensing department, Police Commissioner’s Office, etc for smooth and seamless compliance with required statutory and legal requirements.
* Team Management – Manage a team of staff members to discharge these responsibilities and will need to work closely with the senior executives of Organization.
* Plan, organize, direct and control the work activities of the team members to provide prompt and efficient services to internal customers.

Tendering and Procurement - Preparation of Tender / RPF proposal for procurement of items as per Company’s requirement.

* Receive quotes, negotiate and enter into contracts with Lowest 1 Bidder.

**Special Assignment:**

* Led special project on Purchase of Commercial property for SBI Life which entailed:
* Observing in Building Committee Meeting (BCM)
* Planning, scheduling & arranging meeting for building committee and Reality Consultants (RC)
* Formulating Minutes of Meeting (MoM), Scope for RCs, Tender Documents, Notes to Board and MD & CEO
* Drafting premises related documents like Term Sheet, Instruction documents to Bidders, Advertisement Format, Evaluation Criteria documents for selection of premises
* Facilitating appointment of Process Auditor, Reality Consultant (RC), Technical Committee & External Members

**PREVIOUS EXPERIENCE**

**Feb’01 – Oct’03 Trimurti Estate Consultants (Partnership Firm dealing in Real Estate to Corporates) – Navi Mumbai as Office Executive**

**Aug’99 – Dec’00 Trupti Investments (Proprietorship Firm working for a large Insurance Co.), Navi Mumbai as Office Administrator**

**Apr’97 – Jun’99 Varsha Commercial Institute (A Govt. Recognized Unit), Navi Mumbai as Clerk cum Typist**

**PROFESSIONAL TRAININGS**

* Undergone trainings on:
* Insurance related product training at CBD Belapur in 2010
* Operational functions of an organization at CBD Belapur in 2012
* SBI Life Insurance all India Training at State Bank of India Training Center, Hyderabad in 2005

**ACADEMIC DETAILS**

**Pursuing** **PG Diploma in Business Administration (Operations)** from Symbiosis, Pune

**2003 LLB (Legal Law),** K C Law College, Mumbai, Mumbai University

**1999 B.A. (Economics),** ICEL’s M J College, Mumbai, Mumbai University

**Other Achievement:**

* Appearing for Licentiate Exam conducted by Insurance Institute of India

**IT SKILLS**

* MS Office (Word/Excel/PowerPoint) and Internet Applications

**PERSONAL DETAILS**

**Date of Birth:** 28th September 1977

**Address:** JN 2 / 50 / B-2, Avani Apartments, Sector-9, Vashi, Navi Mumbai – 400703

**Languages Known:** English, Hindi, Marathi and Tulu

**Nationality:** Indian

**Marital Status:** Married

**Cost to Company:** INR 21.93 Lacs