**Operations and Administration Professional with 8.4 years of Experience**

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**WORK EXPERIENCE**

# Trucks & Cranes LLC (Qatar) (Dec 2019 – Oct 2020) Designation: Manager – Admin & Operation

**Key Result Areas:**

* + Managing and Developing People
	+ Working in Partnership
	+ Effectively organize, manage, track and complete multiple detailed tasks and assignments with frequently changing priorities and deadlines in a fast-paced work environment
	+ Establish and communicate clear directions and priorities
	+ Project a professional and pleasant appearance and demeanor to work with clients; utilize tact and diplomacy in dealing with customers in a deadline-driven environment
	+ Assists Complex Manager with controlling expenses and operating at peak efficiencies
	+ Handle stressful situations and lead others in providing a high level of customer service in a calm and professional manner, constantly projecting a Service 1st attitude
	+ Generating new leads, meeting new clients, tie up with companies and promotion of sales in order to supply company products
	+ Company analysis, Meetings and reviews of each vertical sales
	+ Building up good relation with old, new clients for business, making tenders and quotations
	+ Responsible in arranging and filling all project documents on day to day, weekly and monthly basis
	+ Arranging Qatar Petroleum Permit to Work for Supervisor Holder to work at Site
	+ Arranging Qatar Petroleum Gate pass from QP Coordinator for manpower and equipment’s assistance such as preparation of QP Gate Pass application and other manpower and equipment related documents.
	+ Gather information to support monitoring and assessment of markets, suppliers and contract performance.
	+ Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements.
	+ Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in procurement.
	+ Share information on market developments, performance benchmarking, innovation and other matters of mutual interest.
	+ Computes amount of material or equipment required to complete job orders, applying knowledge of product and manufacturing processes.
	+ Responsible in checking employee’s attendance and leaves
	+ Handling day to day Operations within and on site
	+ Prepare and send site correspondence like memos, letters and other correspondence for the contractors and suppliers for materials
	+ Prepare for weekly reimbursement for the employees
	+ Controlling soft and hardy copy of the documents

# 3s Sara Plast Pvt Ltd India - ISO 1009 – 2008 (Jan 2013-Nov 2019) Designation: Manager- Admin & Operation

The purpose of this role was to make sure the operations, logistic and fleets of 50 vehicles are maintained, with a footfall of 130 staff including technician, drivers, labors and executives.

# Key Result Areas:

* + Stationery: procurement of office stationery, storage and issue, inventory management recording of all receipts and issues. Maintenance of adequate stock.
	+ Complaints handling regarding admin support availability of complaint registers; registration and timely disposal of complaints, feedback.
	+ Empanelling vendors for transport, ticketing, housekeeping, gardening, security and other services as desired by the management.
	+ Ensure adequate housekeeping staff
	+ Supply of cleaning material of good quality and sufficient quantity.
	+ Ensure proper utilization of personnel of maintenance contractors such as plumbers, carpenters, electricians.
	+ Ensure compliance of labor related laws by contractors(agencies looking after outsourced work)
1. Existence of proper agreements
2. Existence and updating relevant labor office licenses
3. Monthly check of muster and wages record and other specified documents
4. Ensure submission of labor documents by contractors such as PF challans etc.
5. Discipline
6. Recruitment
7. Preparing and monitoring administrative budget.
	* Managing entire operations supervising and handling with strong and efficient team of 95 staff which has given me the exposure to solve problems
	* Monitoring each and every movement of day to day operations, handling legal Complies contacting government officers for permission and legal works.
	* Maintaining Time sheet on daily basis.
	* Maintaining a fleet of 50 vehicles which includes forklift, trailers, mobile crane and boom truck
	* Review daily key operational variables and develop a backup contingency plans
	* Preparing Weekly/Monthly reports and discussing with the Supervisor regarding Time Management, Cost effective plan and preventive measures
	* Ensuring all the vehicles are routed in timely manner and ensuring Senior Manager is aware of allocation and required headcount coordination, facilitation and leading the restoration of a service
	* Ensuring all safety norms are meet according to the company’s policy and authorities
	* Ensuring that correct procedure are followed with no errors
	* Provide direction, coaching and feedbacks around the onboarding objectives, building knowledge and relationships
	* Regular team meetings with Team Members to ensure that there is constant flow of information and knowledge
	* Preparing MIS reports monthly report and planning, keeping very close eye on, ongoing operations, Tracking each vehicle
	* Ensuring that Purchase Order is prepared well in time
	* Sending equipment’s and vehicles for maintenance, healthy relations with staff and other departments and senior officials
	* Branch revenue Vs Cost Vs Profit analysis
	* Building up good relation with old, new material suppliers
	* Taking care of B2B corporate, online sales channel sales, Institutional sales, Infrastructural sales and rental sales with the team of sales works hand in hand
	* Handling CRM keeping high standards of customer care and public relations to bring in more business

# Highlights:

* + Promoted within 1-year tenure to Manager Operations and Admin with additional responsibilities of handling fleet and sales Sara Plast Pvt Ltd
	+ Have constantly preformed to achieve Cost Profit Minimize Operations, fleet and logistics expenses

# IBM Daksh India Pvt Ltd. (June 2012 – Dec 2012) Designation: Customer Service Advisor

The purpose of this role was to provide end-to-end client experience for Anthem Insurance Products and Service.

# Key Result Areas:

* + Handled inbound US call from Customers regarding their insurance claims
	+ Insured client with quick and proper solution
	+ Making sure claims are been settled for the customer
	+ Allowing them to understand the transit time
	+ Process of submitting the claim form

# EDUCATIONAL PROFILE

* Bachelor of Commerce (B.COM) 2015, Savitribai Phule Pune University, Pune.
* Higher Secondary Class (HSC) Science 2012, Maharashtra State Boards Pune.
* Secondary School Certificate (SSC) 2009, Maharashtra State Boards Pune.

# COMPUTER SKILLS

* MS-OFFICE (Word, Excel, Power Point).

# PROFESSIONAL SKILLS

* Know the value of human relations
* High perfection in documentation
* Work under pressure
* Decision Making

# PERSONAL DETAILS

Date of Birth : 29 JUNE 1992

Gender : Male

Nationality : Indian

Religion : Christian

Marital Status : Single

Language Known : English, Hindi and Marathi.

# HOBBIES

* Listening to Music
* Playing Table Tennis
* Cooking.