

Ashish Shukla

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Summary


Experienced facility administration professional with over 15 years in managing operations, compliance, and team leadership. Skilled in project management, policy review, ESG reporting, and stakeholder collaboration to drive business success. Strong ability to ensure regulatory compliance, streamline processes, and lead cross-functional teams effectively.

Core Skills

- Facility Management & Operations
- Audit & Compliance (ISMS, ISO, ESG, STPI, and SEZ)
- Team Leadership (Front office, Facility and Maintenance team, Housekeeping & Security)
- Event logistics & Hospitality Management
- Cafeteria & Vendor Management
- Domestic & International Travel Arrangements
- Front Office Administration & Reception Team Leadership
- Facility Budgeting, Petty Cash Handling & Financial Coordination
- Procurements, Bills Verification & Vendor Relations
- Logistics Coordination & Asset Management
- HR Support (Onboarding & Documentation)
- Stakeholder Communication & Process Development
- Data Documentation & Compliance Reporting
- STPI & SEZ Compliance & Infrastructure Regulations
- Customs Management
- Security Protocols & Risk Assessment
- Technical Proficiency: MS Office Suite, SAP, Oracle, Adobe (PDF)

Professional Experience


Lead - Administration, Cybage Software Pvt. Ltd., Pune, Maharashtra

 Jan 2021 – Present

- **Facility Management & Operations** – Managed daily facility operations, ensuring efficiency, safety, and regulatory compliance across multiple sites.
- **Audit Compliance & Documentation** – Led compliance efforts for ISO, ISMS, legal documentation, and contract labor regulations, ensuring seamless audits and comprehensive documentation tracking. Coordinated compliance requirements across multiple offices.
- **Policy Review & Process Enhancement** – Conducted regular policy reviews, drafted updates, collaborated with stakeholders, and ensured seamless implementation via the company intranet.
- **Vendor & Cafeteria Management** – Oversaw vendor contracts, ensuring cost-effectiveness and service quality. Managed cafeteria operations, addressing employee feedback to maintain high standards in food and facility services.
- **Event Management** – Planned and executed corporate events, leadership meets, and employee engagement activities, ensuring seamless coordination, budget adherence, vendor management, and high participant satisfaction.
- **Client Onboarding & ESG Compliance** – Assisted with client onboarding by responding to questionnaires related to physical security, ESG compliance, and facility requirements, worked closely with SEG, HR, and Legal teams.
- **Customs Management** – Handled end-to-end import logistics, ensuring adherence to customs regulations, documentation accuracy, duty calculations,


and timely clearance. Coordinated with freight forwarders, CHA agents, and internal stakeholders to streamline supply chain operations and avoid delays.

Senior Admin Executive – Cybage Software Pvt. Ltd., Pune, Maharashtra

 April 2017 – April 2021

- Led **SEZ unit setup**, coordinating infrastructure development, regulatory approvals, and government liaison.
- Managed **office setup activities**, including space planning, seating layouts, vendor mobilization, and utilities provisioning.
- Oversaw **admin compliance**, including policy documentation, audit preparedness, and internal process alignment.
- Handled **material receiving and inventory management** for cafeteria and soft services vendors.
- Maintained vendor relationships and ensured timely procurement, billing verification, and stock control.
- Supervised **soft services** such as housekeeping, pest control, and hygiene audits.
- Provided frontline **employee assistance** in admin-related matters—seating, maintenance issues, and facility support.
- Collaborated with cross-functional teams for customs documentation, STPI/SEZ reporting, and infrastructure upgrades.

Admin Executive – Cybage Software Pvt. Ltd – West Avenue Kalyani Nagar

 Jan 2010 – April 2017

- Managed **soft services** including housekeeping, pest control, pantry upkeep, and overall hygiene standards.
- Coordinated material receiving, stock verification, and inventory management for cafeteria and office supplies.
- Verified vendor bills, maintained purchase records, and ensured timely procurement and cost control.
- Handled vendor coordination, ensuring service quality and prompt issue resolution.
- Provided employee assistance related to seating, facility requests, and workplace logistics.
- Supervised front office operations, including reception staffing, visitor management, and security protocols.
- Supported daily administrative tasks, documentation, and internal process adherence.

Projects & Achievements

- **SEZ Unit Setup & Infrastructure Development** – Led the establishment of Cybage's SEZ unit at EON Kharadi, Pune, overseeing compliance, infrastructure planning, and operational execution.
- **ODC Project Coordination** – Managed Offshore Development Center (ODC) projects for clients including Google, VOVO, Amadeus, and Athena, ensuring seamless execution, stakeholder engagement, and regulatory adherence.
- **Corporate Event Planning & Employee Engagement** – Organized high-impact corporate events, CSR initiatives, and employee engagement activities to foster workplace culture and social responsibility.
- **Licensing & Branding Metro station** – Secured co-branding rights for Cybage at Kalyani Nagar Metro Station under the Pune Metro Rail Project, enhancing corporate visibility and strategic urban positioning.
- **Sustainability Initiative – Glass Bottling Plant Implementation** – Spearheaded the establishment of an in-house glass bottling plant at Cybage to

eliminate plastic bottle usage, reinforcing ESG commitments and cost efficiency.

Education

- Bachelor of Business Administration, International School of Business & Media (ISB&M), Pune – 2010

Certifications

- ISO 27001:2013 Information Security Management Systems – BSI Training Academy (2014)
- First Aid Training – Indian Red Cross Society (2015)
- Firefighting & Emergency Response – EMSAFE Emergency Management Solutions (2017)
- Advanced First Aid & Fire Safety – iSquare Safety Equipment Pvt Ltd (2022)

Languages

🌐 English | Hindi | Marathi | Bhojpuri | Awadhi

Extracurricular Activities

✦ Active participation in event management, CSR programs, sports committees, and logistics strategy planning.

Hobbies & Interests

🍳 Cooking 📝 Writing 🏏 Cricket 🛒 Online Shopping 🎵 Music 📖 History Enthusiast

Personal Information

📅 **Date of Birth:** March 20, 1990

♂ **Gender:** Male

🇮🇳 **Nationality:** Indian

💍 **Marital Status:** Married