

USMAN KARNALKAR A. R.

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FACILITIES MANAGEMENT | CORPORATE REAL ESTATE SERVICES | GENERAL ADMINISTRATION | PROCUREMENT | INFRASTRUCTURE

Professional Summary

Seasoned professional with 27 years of proven expertise in Education, Hospitality and facilities management. Adept at steering large-scale operations and delivering excellence across asset management, project management, general administration, vendor relations, employee transport, electro-mechanical services, and regulatory compliance.

Demonstrated success in managing complex projects, including renovations, expansions, and implementing innovative systems, driving organizational growth and operational efficiency. Skilled in coordinating with diverse stakeholders, including government bodies, vendors, and internal teams, to ensure seamless operations and compliance with industry standards.

Recognized for strategic planning, leadership, and the ability to optimize resources while maintaining high-quality standards. Committed to leveraging extensive experience to enhance organizational performance and foster environments conducive to success across education, hospitality and facilities management sectors.

Key Competencies and Skills

- **Operations Leadership:** Proficient in driving large-scale operations in facilities and infrastructure, positioning organizations for long-term profitability and enhanced productivity.
- **Strategic Facility Management:** Expertise in formulating and implementing strategies to streamline facility management, track inefficiencies, and devise innovative solutions for cost reduction and operational efficiency.
- **Risk and Continuity Management:** Skilled in implementing risk management frameworks, ensuring business continuity, and maintaining operational resilience.
- **Team Leadership & Development:** Strong leadership and people management skills, with a proven ability to lead, train, and motivate teams for optimal performance and organizational alignment.
- **Resource Optimization:** Adept at managing men, infrastructure, and functions to ensure smooth operations while controlling overhead costs and maximizing resource utilization.
- **Effective Communication:** Excellent interpersonal and communication abilities, fostering collaboration among stakeholders and maintaining transparency across organizational functions.

National Head of Administration, Facilities, Infrastructure, and Procurement

Radcliffe Group of Schools — May 2022 to December 2024

Radcliffe Group of Schools, a prominent chain of 19 CBSE and IB schools across India, serves approximately 15,500 students with 7,00,000 sq. ft. of building structures and 13,00,000 sq. ft. of open spaces.

- **Leadership & Reporting:**
 - Directly report to the CEO and Director of Operations, managing a team of 30 professionals to oversee Pan-India operations, ensuring compliance with regulatory standards and fostering an optimized educational environment.
- **Strategic Planning:**
 - Spearhead infrastructure, facility planning, and projections to support organizational growth, aligning resources with the group's vision and objectives.
- **Procurement Management:**
 - Identified and cultivated a network of vendors, negotiating contracts to achieve cost-effective procurement solutions.
 - Implemented systematic purchase evaluations, ensuring quality standards and timely delivery of goods and services.
 - Maintained comprehensive records of orders, delivery timelines, vendor performance, and invoices to enhance transparency and efficiency.
- **Pan-India Administration:**
 - Streamlined operations across multiple states and cities by developing standardized administrative policies and procedures.
 - Monitored and ensured compliance with CBSE and IB educational regulations, facilitated inspections, and maintained mandatory certifications.
 - Supervised budgeting and financial planning, optimizing resources to maintain cost-effective operations.
- **Facilities Management:**
 - Oversaw maintenance of school facilities, ensuring functionality, safety, and compliance with health standards.
 - Coordinated renovations, facility upgrades, and ongoing maintenance contracts to maintain optimal learning environments.
- **Stakeholder Coordination:**
 - Fostered communication among school principals, staff, parents, and external stakeholders to streamline processes and address concerns effectively.
 - Organized student services, including admissions, transportation, and extracurricular programs, supporting a holistic educational experience.
- **Achievements:**
 - Enhanced operational efficiency and resource optimization, contributing significantly to the institution's reputation for delivering high-quality education.

Head of Administration, Facilities, and Infrastructure

C P Goenka International School — Jan 2019 to Mar 2022

C P Goenka International School, a prominent chain with 11 branches in Mumbai and Pune, serves 17,500 students across a consolidated area of 12 lakh sq. ft.

- **Leadership & Reporting:** Reported directly to the Trustee, leading a team of 7 direct and 72 indirect reportees to manage the full spectrum of administration, facilities, planning, projection, and operational readiness.
- Project Management:
- Facility & Infrastructure Oversight:
- Operational Readiness:
- Health, Safety, and Compliance:
- Event and Resource Management:

Zonal Manager (Administration)

Vibgyor High — January 2015 to January 2019

Vibgyor High, a leading chain of schools in India, manages 15 campuses in the West Zone (Maharashtra, Gujarat, and Uttar Pradesh) serving 32,000 students across 19 lakh sq. ft.

- Leadership & Reporting:
- Facilities Management:
- Operational Planning:
- Cost Optimization:
- Risk & Downtime Mitigation:
- Event & Resource Management:

General Manager

Tulip Inn Pvt. Ltd. (Bergruuen Group of Hotels) — April 2009 to January 2014

Pune, Maharashtra

- Project Management & Hotel Setup:
- P&L & Financial Management:
- Vendor & Contract Management:
- Leadership & Team Management:
- Business Development & Facility Expansion:

Deputy General Manager

Suvarnamudra Hotels & Resorts Pune Ltd. — May 2008 to April 2009

Pune, Maharashtra

- Hotel Operations & Management:
- Guest Service Excellence:
- Team Leadership & Staff Development:

Assistant General Manager

The Ambassador Hotel, Pune — May 2004 to May 2008

Pune, Maharashtra

- Revenue Growth & Financial Management, Operational Efficiency, Employee Engagement & Retention, Debt Recovery.

Manager Operations

V. Sanghavi Associates, Pune — Sept 1997 to May 2004

Pune, Maharashtra

- Core Group Leadership & Project Management, Sales & Budget Management, Customer Satisfaction & Internal Environment:

Education & Certifications

- Bachelor of Business Administration (BBA)
- Diploma in Hotel Management
- Office Automation
- TCS-Vibgyor ERP Training on Process Building

Awards & Recognition

- **Leadership Award for Corporate Services & Facilities Management**
Awarded by CE Worldwide & Facility Management Leaders Association at their Annual Leadership Summit 2023 (Pune & Mumbai) for excellence in corporate services and facilities management.
- **Leadership Award for Excellence in Facilities & General Administration**
Awarded by CE Worldwide & Facility Management Leaders Association at their Annual Leadership Summit 2018 (Pune & Mumbai) for outstanding leadership in facilities management and general administration.
- **Professional Excellence in Facilities & General Administration**
Awarded by CE Worldwide & Facility Management Leaders Association at their Annual Leadership Summit 2019 (Pune & Mumbai) for exceptional professional achievements in facilities management and general administration.
- **Professional Excellence in Asset Management & Facilities Management**
Awarded by CE Worldwide & Facility Management Leaders Association at their Annual Leadership Summit 2021 (Pune & Mumbai) for excellence in asset management and facilities management.
- **Record of Achievement**
Awarded by the World Health Organization (WHO) for contributions to COVID-19 Operational Planning Guidelines and the COVID-19 Partners Platform in supporting country preparedness and response in April 2020.
- **Community Immunity Ambassador Program Completion**
Successfully completed the "Let's Break the Chain of COVID-19 Infection" course from the MBRU Community Immunity Ambassador Program in December 2021.