

**Chetan Manohar Dalvi**

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**Dedicated & knowledgeable professional**, targeting senior assignments in **General Administration** with an organization of high repute preferably in Mumbai and Overseas

### Profile Summary

- ~ Strategic Planning
  - ~ Facility Management
  - ~ Liaison & Coordination
  - ~ Policy Formulation
  - ~ Transportation Management
  - ~ Team Management
  - ~ General Administration
  - ~ Safety/ Security Management
  - ~ Vendor Management
- A result-oriented professional with rich experience of **over 15 years** in managing the entire gamut of **Administration, Facility Management & Operations** with proven leadership qualities
  - Experienced in conceptualising and effectuating measures / modifications in the operating procedures to **optimise resource and manpower utilisation**
  - Skilled in managing **day-to-day activities** in coordination with internal / external departments for ensuring smooth business operations
  - Expertise in managing wide spectrum of **administrative tasks** including procurement of material & services, formulation of policies, vendor development, housekeeping, transport management, canteen services, visitor management, events, security, budget & budgetary effective cost controls systems and so on
  - An **enterprising leader** with capability to motivate personnel towards achieving organisational objectives and adhering to industry best practices

### Organizational Experience

**Since June'16 with BNP Paribas India Solutions India PVT LTD, Goregoan as Manager (Administration)**

#### Key Result Areas:

- Generated reports & records on entire administration management
- Managing billing and MIS for organization related assets & material
- Execution of process and implementation.
- Maintained AMC,Agreement,PO,Rate approval tracker for all expenses.
- Maintained petty cash and submitted statement to finance with approval
- Implemented, monitored and reported on all policies and instructions on facilities given by the HO
- Spearheaded provision, account & documentation of transport/taxi requirements of employees as per policies of company
- Conducted weekly/fortnightly/monthly/quarterly checks & inspections of offices to monitor and report standards being maintained in offices
- Ensuring qualitative and hygienic functioning of cafeteria service
- Cash Management for the entire office.
- Handle Food Coupon distribution, Control and Expenses tracker
- Supervised all expenses on facilities in branch offices to ensure minimum expenditure.
- Managing back found verification for all facilities contract employees.
- Managing all facilities compliance part.
- Managing all facility Audit and controls.
- Coordination for all events.
- Coordination for day to day facilities updates.
- Preparing SOP, audit documents and compliance review.
- Budgeting, cost control and new Initiative.
- Automation of cafeteria initiated
- Ensured:
  - Timely & proper installation of fire-fighting equipment and monitored their maintenance
  - 100% facility uptime to include electricity, generators, ACs, water supply and so on
  - Proper functioning, control and distribution of work of front office employees in their area of responsibility.

**Apr'16-June'16 with Sodexo Facility Management Services for Orange India Pvt. Ltd., Kanjurmarg as Facility Manager**

#### Key Result Areas:

- Generated reports & records on entire administration management
- Arranged procurement & billing for organization related assets & material; prepared contracts for vendors to provide service to the company
- Prepared PO's for purchasing resources
- Payed MSEB bills for office premises and guest houses

- Headed workstation allocation to the company employees; maintained housekeeping service in office premises
- Executed subscription, distribution, cost control, maintenance and cycling of newspapers, magazines, books and so on
- Maintained petty cash and submitted statement to finance with approval
- Implemented, monitored and reported on all policies and instructions on facilities given by the HO
- Maintained all air conditioners, ROs, invertors, signages, tea/coffee vending machines, TVs, microwave ovens, telephones and other electrical equipment in offices
- Spearheaded provision, account & documentation of transport/taxi requirements of employees as per policies of company
- Conducted weekly/fortnightly/monthly/quarterly checks & inspections of all branch offices to monitor and report standards being maintained in offices
- Supervised all expenses on facilities in branch offices to ensure minimum expenditure
- Ensured:
  - Timely & proper installation of fire-fighting equipment and monitored their maintenance
  - 100% facility uptime to include electricity, generators, ACs, water supply and so on
  - Proper functioning, control and distribution of work of front office employees in their area of responsibility

#### **Jul'15-Feb'16 with Datamatics Financial Services Ltd., Andheri as Assistant Manager (Administration)**

##### **Key Result Areas:**

- Managing and maintaining housekeeping services in the office premises
- Resolving day-to-day operational queries and issues
- Ensuring qualitative and hygienic functioning of cafeteria service
- Taking feedback, highlighting achievements, work completion status and providing suggestions during AFM meet
- Maintaining petty cash and submitting statement to finance with approval
- Making arrangement for client visit
- Coordinating for repair & maintenance work like plumbing, carpentry, electrical equipment, chairs, lockers and so on

##### **Highlight:**

- Received appreciation for improvement in housekeeping operation & provided best support during important client visit
- Successfully established a new Admin Helpdesk

#### **Feb'11-Jul'15 with Inventurus Knowledge Solution Pvt. Ltd., Airoli as Assistant Manager Administration**

##### **Key Result Areas:**

- Generated reports & records on entire administration management
- Arranged procurement & billing for organization related assets & material; prepared contracts for vendors to provide service to the company
- Prepared PO's for purchasing resources
- Formulated documents required for office shifting material as per rules and regulations; corresponded with employees for shifting material and managed information desk for direct employees at new site
- Paid MSEB bills for office premises and guest houses
- Managed:
  - Movers and packers for accurate shifting of material from earlier office to new office
  - All cafeterias and ensured their proper functioning & hygiene/sanitation as per the company's policies
- Headed workstation allocation to the company employees; maintained housekeeping service in office premises
- Executed subscription, distribution, cost control, maintenance and cycling of newspapers, magazines, books and so on
- Made arrangements of guest houses to visitors; sustained & allotted company accommodation to outstation employees
- Maintained petty cash and submitted statement to finance with approval
- Coordinated with property managers and core vendors to get the site ready; coordinated with SEZ, custom and STPI members during Office shifting
- Assigned letters to company vendors for change of office address
- Implemented, monitored and reported on all policies and instructions on facilities given by the HO
- Maintained all air conditioners, ROs, invertors, signages, tea/coffee vending machines, TVs, microwave ovens, telephones and other electrical equipment in offices
- Assisted Senior Manager to maintain company guest houses as per standards and policies of the company – if there is one within the area of responsibility
- Spearheaded provision, account & documentation of transport/taxi requirements of employees as per policies of company
- Conducted weekly/fortnightly/monthly/quarterly checks & inspections of all branch offices to monitor and report standards being maintained in offices
- Supervised all expenses on facilities in branch offices to ensure minimum expenditure

- Ensured:
  - Timely & proper installation of fire-fighting equipment and monitored their maintenance
  - 100% facility uptime to include electricity, generators, ACs, water supply and so on
  - Proper functioning, control and distribution of work of front office employees in their area of responsibility

#### **Highlight:**

- Appreciated by CFO, CEO and HR Department for smooth shifting of office from Mulund to Airoli

#### **Feb'07-Feb'11 with Jones Lang LaSalle Meghraj for Capita India Pvt. Ltd., Andheri & Thane as Executive Administration**

##### **Key Result Areas:**

- Spearheaded vendor management for smooth functioning of transport facility; contracted with transport vendor to provide transport service and prepared soft copy for all transport data
- Provided monthly report to the management and highlighted the cost impact and current cost to the management
- Explained security about transport compliance and female employee safety
- Arranged feedback sessions with the employees to provide best transport service
- Ensured that SLA was followed by the vendor
- Managed around 110 Sumo/Indica and sixteen mini buses on trip mode with the team to pick up and drop around 800 (out of 1500) employees of the organization
- Maintained smooth relations with landlord for proper functioning of the operation

#### **Highlights:**

- Attained Best Performance Award by the client within support staff for quarter 2 in 2008
- Appreciated by the client for new transport set-up for Pune site of Capita in 2010
- Won Wrist Watch for Best Support during crisis and appreciated for the same by the process and client in 2009
- Received E-Mail appreciations from the clients during BCP and regular operations in 2008
- Improved clutter billing process and appreciated by the client and Facility Manager
- Implemented opt out/in policy that resulted in 2009

#### **Jan'06-Feb'07 with GTL Ltd., Mahape as Executive Administration**

##### **Key Result Areas:**

- Prepared home pick up & home drop roster; managed around 150 vehicles on dedicated mode to pick up and drop around 2000 employees of call centre
- Supervised stationary & dispatch management
- Corresponded with accounts to process transport & canteen bills
- Attended phone calls relating to transport; checked vehicle to avoid accidents on a regular basis
- Kept records of monthly food coupons to be distributed to project employees

#### **Highlight:**

- Won voucher for Best Performance in Nov'06

#### **Academic Details**

- Post-Graduation Diploma (Business Administration) from MIT, Pune
- BA from Mumbai Hindi University, Mumbai in 2009
- HSC from Maharashtra State Board, Mumbai in 2006
- SSC from Maharashtra State Board, Mumbai in 2000

#### **It Skills**

- M.S. Word, M.S. Excel, M.S. PowerPoint
- Shortcut Keys, Excel Formulas, Internet Applications & E-Mail Drafting

#### **Personal Details**

Date of Birth: 27<sup>th</sup> December 1983  
 Languages Known: Marathi, English and Hindi  
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