






# Sayli Fernandes

Administrative professional with experience in managing office operations, coordinating schedules, and overseeing administrative staff. Adept at streamlining processes, ensuring compliance, and maintaining high standards of organisational efficiency. Strong communication skills and ability to handle multiple tasks simultaneously.

## CONTACT

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## SKILLS

- Vendor Management
- Facilities Operations
- Event Management
- Maintenance Management
- Leadership
- Improvement Initiatives
- Project Management
- Budget Oversight

## LANGUAGES

- English
- Hindi
- Marathi
- Konkani

## CERTIFICATIONS

- C++ & Java
- CPR
- Data Protection and Data Security
- Zero Accident Mindset

## WORK HISTORY

### *Administrative Manager*

Spectrum Talent Management Ltd - Mumbai, India

- 07/2021 - Current
  - Maximized performance by monitoring daily activities and mentoring team members.
  - Maintained professional, organized, and safe environment for employees and patrons.
  - Managing and monitoring day to day administration function & infrastructure / managing cafeteria, housekeeping & security staffs.
  - Observing timely Planned Preventive Maintenance activities.
  - Develop new ideas for promotions, festivals and other special events and managing fun at work activities.
  - Vendor Management : Procurement, Contract Negotiations, Billing.
  - Monitor inventory of office supplies and purchasing of new material with attention to budgetary constraints.
  - Accomplished multiple tasks within established timeframes.
  - Managed front desk team and helped promptly resolve workday issues to back up employees.
  - Assessed office supply needs, placing orders in a timely manner to prevent shortages and maintain workflow.
  - Organised company events, including annual conferences and staff parties, overseeing all aspects from planning to execution.

### *Facilities Manager*

HDFC Ergo GIC Head Office (PSI PL & SODEXO FACILITIES MANAGEMENT) - Mumbai, India

- 06/2018 - 05/2021
  - Performed start-up functions on systems based on project plans, specifications and contract documents.
  - Accounted for building usage and organizational needs when planning maintenance activities.
  - Created management reports outlining important facility statistics.
  - Oversaw finances and made recommendations to reach or exceed budget in unforeseen circumstances.
  - Evaluated facility operations and personnel for safety and health regulations compliance.
  - Oversaw all aspects of equipment installation, maintenance, and repair for both internal and external services.
  - Analyzed building control and HVAC system performance and recommended improvements.
  - Controlled expenses to meet budget requirements.
  - Documented records on pricing, energy consumption and activity

reports.

- Interviewed, hired and trained qualified maintenance employees.
- Led facility management staff and consultants in producing business plan that focused on facility operations.
- Planned maintenance activities following budget, building use needs and operational requirements to maintain high standards.

#### *Assistant Facilities Manager*

Mumbai International Airport T2 - Mumbai, India

- 04/2017 - 05/2018
- Supervised 150 staff in day-to-day activities.
  - Conducted inspections of facility grounds, external structures, systems, and equipment.
  - Evaluated facility operations and personnel for compliance with safety and health regulations.
  - Coordinated with cleaning and janitorial services to keep the facility clean and presentable for occupants.
  - Maintained inventory and ordered supplies to keep facility resources readily available.
  - Maintained facility grounds, equipment and safety compliance.
  - Ordered, maintained and distributed supplies and inventory.
  - Held classes to teach staff facility procedures.
  - Prepared reports and schedules with accuracy.

#### *Assistant Facilities Manager*

FM Services (I) Pvt Ltd. - Mumbai , India

- 10/2016 - 03/2017
- Ensuring that response time is minimum and confirmation of job done is obtained from concerned employees.
  - Ensure that Rules of Society are implemented.
  - Take weekly rounds to ensure that there are not risks to building during renovation of flats or other civil work.
  - Ensure that pumps (for fire, drinking and flush) are working and that schedule is maintained.
  - Maintain details about car parking, Flats on leave and license, empty flats in Society.
  - Managed day-to-day communication with maintenance contractors and service providers, acting as principal site contact.

#### *Sr. Facility Executive*

Kalpataru Groups (PSI PL) - Mumbai, India

- 10/2013 - 09/2016
- Communicated with general managers and facility teams regarding upcoming repairs and projects.
  - Served as point of contact for internal and external customers seeking support and information.
  - Maintained physical condition of facilities, applying available resources and personnel to achieve safe, clean, and functional environment.
  - Directed vendors, facilities staff, and service providers as required to create efficient and non-disruptive work environment.
  - Built relationships with vendors and contractors to support timely and cost-effective services.
  - Collaborated with other departments to foster efficient use of facility space and resources.

#### *Front Desk Executive*

Apar Chematek Lubricants Ltd - Mumbai, India

- 11/2011 - 08/2013
- Oversaw front desk operations with eye for hotel reputation, staff productivity, and operational efficiency.
  - Resolved guest issues with rooms or reservations with knowledgeable and friendly service.
  - Used quick response and dynamic service skills to build relationships with patrons and improve customer retention rate.
  - Ran reports detailing daily guest numbers, accounting expenses, and income and room service usage.
  - Controlled cash and credit card payment transactions at front desk to successfully reduce errors.
  - Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
  - Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.

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## EDUCATION

2020

Bachelor of Commerce Business Administration And  
Management

North East Frontier Technical University - India