

SHASHIKANT YADAV

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SUMMARY

A highly organized and results-oriented professional with over 14 years of extensive experience in project management, warehouse operations, commercial building fit-outs, and interior design for corporate offices, retail spaces, and branch locations. Possesses expertise in MEP services, facilities management, contracts, planning, estimation, BOQ preparation, cost analysis, and project execution. Demonstrates a strong track record in vendor management, technical auditing, and ensuring projects are completed within budget and on schedule. Skilled in HR management, administration, travel management, procurement, cost control, team leadership, office management, and process improvement. Committed to delivering exceptional service and upholding the highest standards of quality in facility and project management.

WORK EXPERIENCE

Manager Infra Operations, Rozana Rural Commerce Pvt Ltd. Feb 2024 - Present

- **Project Planning & Execution:** Develop and manage detailed project schedules, allocate resources, define milestones, and set deadlines to achieve deliverables. Oversee the execution, erection, and commissioning of Electrical & Mechanical systems, including HT/LT electrical works, fire alarms, security systems, HVAC, chillers, and fire suppression systems.
- **MEP Coordination:** Ensure proper integration of MEP services (Electrical, Plumbing, Fire Fighting, and Fire Alarm systems) with technical and safety standards. Collaborate with vendors and subcontractors to maintain quality and adherence to specifications.
- **Cost Estimation & Supervision:** Lead cost estimation, execute MEP works, and supervise electrical installations, such as transformers, panels, cabling, and system earthing. Verify BOM against drawings and contracts to ensure accurate material usage.
- **Monitoring & Reporting:** Track project progress, organize weekly review meetings, and document updates via MoM. Conduct regular site inspections to verify compliance with technical standards and safety regulations.
- **Vendor & Contractor Management:** Coordinate with vendors to ensure material quality and timely deliveries. Monitor contractor performance, review monthly bills, and provide on-site guidance to maintain schedules and quality standards.
- **Issue Resolution & Compliance:** Address MEP-related issues, recommend corrective actions, and ensure project implementation aligns with approved drawings and safety standards. Present progress reports and resolve project challenges through collaboration with vendors and senior management.

Administration Manager, Freshcartons Retail and Distribution Pvt Ltd.

Jan 2023 - Feb 2024

- **Facility & Infrastructure Management:** Ensure seamless day-to-day facility operations, including electricity, water, internet, and HVAC systems. Supervise preventive maintenance, repairs, and safety compliance across all infrastructure.
- **Operational Efficiency:** Oversee a 300,000 sq. ft. area, maintaining office and warehouse spaces, infrastructure, cleanliness, and equipment uptime to ensure peak efficiency and minimal downtime. **Vendor & Contract Management:** Manage vendor onboarding, procurement, and contracts, including SLAs and commercial terms. Ensure timely invoice verification and payments.
- **Compliance & Safety:** Adhere to regulatory standards and internal policies. Conduct regular audits to ensure compliance with health, safety, and environmental guidelines.
- **Security & Maintenance:** Coordinate security operations and supervise maintenance tasks like plumbing, electrical repairs, and housekeeping to maintain hygiene and safety.
- **Expense & Budget Management:** Monitor and optimize budgets for utilities, maintenance, and operational costs, ensuring cost-effectiveness and resource efficiency.
- **Project & Facility Development:** Manage office setups, expansions, and refurbishment projects, ensuring adherence to timelines, budgets, and quality standards.
- **Travel & Logistics Coordination:** Oversee travel arrangements, including accommodations and logistics, ensuring seamless experiences for team and executive trips.
- **Team & Stakeholder Management:** Lead and train facility teams while fostering strong relationships with internal stakeholders and external vendors.
- **Documentation & Reporting:** Maintain facility-related records for audits and compliance. Provide performance reports and identify cost-saving opportunities.
- **Strategic Planning & Process Improvement:** Drive long-term infrastructure planning, process reengineering, and operational improvements to align with organizational growth and efficiency goals.

Manager-Admin & HR, Orangewood Research & Advancement Pvt Ltd.

Feb 2022 - Dec 2022

Sourcing & Recruitment:

- Collaborate with HODs to define job requirements and post openings on platforms like Naukri, LinkedIn, and Indeed.
- Screen resumes, forward shortlisted profiles, and conduct interviews (online/offline). **Onboarding & Employee Lifecycle:**
- Manage end-to-end employee lifecycle, from onboarding (offer letters, asset allocation, HR portal setup) to exit (exit

interviews, asset recovery, release letters).

General Administration:

- Travel & Expense Management: Plan travel, process reimbursements, and approve payments for official bills.
- Facility Management: Ensure operational efficiency of utilities and oversee maintenance services.
- Vendor Management: Negotiate contracts, manage vendor agreements, and ensure timely payments.

Compliance & Audits:

- Adhere to government regulations, support audits, and maintain compliance documentation.

Team & Resource Management:

- Oversee team performance, manage stock and office supplies, and ensure pantry hygiene. Financial Management:
- Handle budgeting, payroll, accounts payable, and timely invoice processing. Other Key Responsibilities:
- Ensure security protocols, maintain effective communication with stakeholders, and drive process improvements.

Administration Manager, Delhi Bazar Pvt Ltd.

Sept 2017 - Sept 2021

Recruitment & Talent Acquisition

- Candidate Sourcing: Leverage platforms like Naukri, LinkedIn, and Indeed to identify potential candidates.
- Resume Screening: Shortlist candidates by reviewing resumes and applications.
- Interviewing: Conduct online and offline interviews and assessments to evaluate suitability.
- Vendor Management: Handle vendor onboarding, negotiations, and compliance, ensuring invoice accuracy.

Facility Management & Operations

- Branch Oversight: Manage operations and administration of three branches (35,000 sq. ft. total). • Facility Maintenance: Ensure smooth functioning of utilities, IT equipment, and building repairs.
- Safety & Security: Coordinate with security teams to protect employees, assets, and facilities. Performance & Productivity
- Employee Productivity: Monitor performance, address inefficiencies, and reduce costs while maintaining profitability.
- Process Optimization: Improved productivity by 40% and reduced headcount by 20% through process improvements.

Accounting & Financial Management

- Accounting Tasks: Manage Accounts Payable, Payroll, Vendor Payments, and Employee Attendance tracking.
- Compliance & Audits: Ensure accurate and timely internal/external audits and regulatory adherence. Legal Compliance & Licensing
- Licensing: Maintain registrations under the Shops and Establishment Act and ensure valid Trade and Food Licenses.
- Compliance: Ensure signage and displays meet local legal requirements. Government Relations & Compliance
- Liaison: Build relationships with local government officials to support smooth operations.
- Regulatory Compliance: Align operations with national and local regulations to avoid compliance risks.

Senior Test Administrator, NSEIT Ltd.

Dec 2009 - Aug 2017

- Site Acquisition & Setup: Manage property searches, legal vetting, site acquisition, agreements, and timely possession of branch offices. Oversee infrastructure setup, including trade licenses, utilities, and smooth branch operations.
- Facility & Security Management: Coordinate security deployment, track attendance, and oversee maintenance of IT and non-IT systems (ACs, lifts, UPS, DG sets, IT assets). Ensure timely servicing and repairs.
- Procurement & Vendor Management: Handle regional procurement, cost control, vendor contracts, AMCs, and bill processing for infrastructure, IT, and stationery needs.
- Admin & Staff Oversight: Lead a team of 110, manage day-to-day admin tasks, travel desk operations, expense tracking, and internal communication across branches.
- Compliance & Liaison: Ensure statutory compliance (licenses, NOCs), manage petty cash, and act as a liaison with government authorities.
- Operational Excellence: Drive cost optimization, enhance efficiency, and ensure smooth communication between branches and HQ.

Senior Executive, Aegis Ltd.

Oct 2006 - Sept 2009

- Team Management: Monitor daily productivity, ensure team meets targets, and foster collaboration across departments.
- Performance Monitoring: Track performance, conduct quality checks, and audit follow-up calls for compliance and accuracy.
- Denial Management: Analyze and resolve claim denials, develop strategies to reduce denials, and improve approval rates.
- EOB Management: Review EOB reports, reconcile accounts, and ensure accurate claim adjustments.
- Process Improvement: Identify areas for efficiency, reduce denial rates, and implement enhancements.

Team Leader, Magus Customer Dialog Pvt Ltd.

Oct 2005 - Sept 2006

- Target Management & Reporting: Drive daily and monthly performance targets (calls, sales, customer interactions). Ensure timely and accurate MIS and ACD report generation for performance insights.
- Performance Monitoring: Assess team and individual performance through data analysis and call monitoring. Identify training needs and implement development plans to address performance gaps.
- Team Motivation & Counseling: Foster a positive work environment and motivate team members to achieve targets. Provide coaching and actionable feedback to improve underperformers.
- Shift & Activity Management: Plan and manage shift schedules for optimal coverage. Organize team-building and motivational activities to boost morale.

Customer Care Executive, Customer First Services Pvt Ltd.

June 2005 - Sept 2005

- Inbound Call Handling: Manage customer calls professionally and efficiently.
 - Customer Solutions: Address PTB customer needs with high satisfaction.
 - Issue Resolution: Resolve concerns promptly, escalating complex cases as needed.
 - Service Information: Provide detailed product, service, and promotion information.
 - Customer Relations: Build strong relationships with personalized service and follow-ups.
 - Data Management: Log interactions accurately in the CRM system.
 - Performance Goals: Meet or exceed targets for call handling and customer satisfaction.
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SKILLS

- Project Management: Planning, monitoring, milestones, and resource use.
 - Cost Management: BOQ preparation, cost estimation, financial dashboards.
 - Systems Expertise: HVAC (Chiller, VRF/VRV), firefighting, electrical (HT/LT), AHU.
 - Compliance & Operations: Government liaison, facility management, security, risk assessment.
 - HR Activities: Employee relations, compliance, payroll, workforce management.
 - Tech Integration: CCTV, security systems, access control, emergency response.
 - Inventory & Accounting: Marg accounting management.
 - CRM & HRMS Tools: CRM, Keka HRMS, Adrenalin, Pay Square.
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EDUCATION

BA in Environmental Studies - Grade 60%

Veer Bahadur Singh Purvanchal University (VBSPU)

2005

ADDITIONAL INFORMATION

- Total Experience: 17 years
 - Date of birth: 10/19/8
 - Gender: Male
 - Marital status: Married
 - Language: English, Hindi, Bengali and Bhojpuri
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SOCIAL LINK

<https://www.linkedin.com/in/shashikant-yadav-7b14731>