**Babar SHEETAL Hanmant**

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**Seeking assignments in Facilities & Administration/ HR Operations/ Vendor Management / Client servicing with an organization of repute**

**Profile Snapshot**



* A competent administrator with rich experience in **General Administration, Facility Management, Operations & Maintenance, HR Operations, Housekeeping, Security, Vendor Management and CRM.**
* Experience in managing **administration &** **facility management** including Operation & Maintenance, Housekeeping, Security, Vendor Development, Asset Management, etc, demonstrated abilities in working on **initiatives,** thereby bringing **down facilities breakdown** & achieving **annual costs savings**.
* Handling the preparation of **annual reports & MIS** with vendors and companies for various assets.
* Exposure in managing general administrative activities like back-office operations, outsourced annual service contracts in compliance to statutory requirements.
* A keen communicator with the ability to relate to people across all hierarchical levels in the organization.

**Academic Credentials**



PGDBM (Service Excellence) Welingkar Institute 2020

B.A. (Economics) Mumbai University 2001

H.S.C. Mumbai University 1998

S.S.C. Mumbai University 1996

**Organisational Scan**

**Currently working with Piramal Realty Ltd. as Manager-customer services & Facility operations since Sept 2022 to till date**

**Sites Handled till date**: -

Currently managing Piramal Mahalakshmi/ Vaikunth Thane project

**Key Deliverables:**

* + Ensured seamless handover processes and enhanced customer satisfaction through coordination with cross-functional teams, including Sales, CRM, Construction, and IT.
  + Supported Annual Operating Plan (AOP) activities and developed MIS dashboards for operational transparency and performance tracking.
  + Maintained accurate documentation and file readiness to facilitate timely and efficient society handovers.
  + Supervised end-to-end fit-out execution, ensuring adherence to design specifications, quality standards, and project timelines.
  + Monitored deviation trackers and refund processes, ensuring compliance with internal controls and accuracy in reporting.
  + Fostered strong relationships with key stakeholders to drive customer engagement, satisfaction, and long-term retention.
  + Planned and conducted regular customer meetings to gather feedback and strengthen client relationships.
  + Led the transition and operational takeover of facilities from project teams, ensuring a smooth and structured shift.
  + Successfully executed society handovers within three months post-project completion, ensuring full statutory and operational compliance.
  + Enhanced customer satisfaction by analyzing survey results, implementing action plans, and improving Net Promoter Score (NPS) metrics.
  + Managed vendor partnerships, billing processes, and AMC (Annual Maintenance Contract) agreements to ensure uninterrupted service quality.
  + Promoted employee retention, motivation, and productivity through structured training, performance management, and team-building initiatives.
  + Resolved customer complaints during both pre-possession and post-possession stages, ensuring high service standards and satisfaction.
  + Maintained optimal turnaround times (TAT) for customer complaint resolution and email query responses.
  + Oversaw smooth possession of residential units by implementing efficient, customer-centric processes.
  + Managed inventory operations to ensure adequate stock availability and proper documentation for audits and tracking.
  + Regularly monitored and reported Customer Satisfaction (CSAT) scores; coordinated with Facility Management Heads to resolve low-scoring areas.
  + Shared critical customer insights and feedback with senior leadership to support continuous service improvements.
  + Oversaw building maintenance and operations, ensuring efficient functioning and minimal service disruptions.
  + Implemented a structured grievance redressal mechanism with defined turnaround timelines for resolution.
  + Prepared and processed Purchase Requisitions (PRs), negotiating favorable vendor terms and ensuring timely delivery of services.
  + Addressed escalations, feedback, and service queries promptly to uphold service excellence.
  + Shared comprehensive MIS reports and Handover-Takeover (HOTO) trackers with stakeholders to promote operational accountability and transparency.

**Worked with L&T Realty Ltd. as Manager-customer services & Facility operations since Sept 2017 to Aug-22**

Sites Handled till date: -

* Currently managing L & T Pan India residential projects. (Raintree Boulevard/Crescent Bay/Emerald Isle/ Rejuve 360, L&T Seawoods)

**Key Deliverables:**

* + Managed, coordinated, and monitored building maintenance and operations across multiple sites.
  + Prepared Purchase Requisitions (PR) in the SAP system and handled material management functions.
  + Coordinated with all sites to address SFDC-related queries and generate relevant reports.
  + Prepared budget notes and purchase requisitions for all sites using the SAP system.
  + Generated and submitted escalation MIS reports on a daily and monthly basis.
  + Processed vendor invoices for all sites, ensuring timely and accurate payment.
  + Addressed customer feedback, queries, and requests promptly to maintain high satisfaction levels.
  + Collaborated with Sales, Marketing, Accounts, Legal, Engineering, Finance, and other departments to resolve customer issues.
  + Managed the society formation process, coordinating with vendors to ensure timely completion for all projects.
  + Oversaw customer complaints and ensured timely resolution, maintaining TAT (turnaround time) for email responses.
  + Responsible for ensuring smooth possession of all apartments and managing inventory effectively.
  + Reviewed all housekeeping checklist reports, ensuring adherence to standards.
  + Coordinated snagging and de-snagging activities, ensuring apartments met quality standards prior to possession.
  + Addressed customer complaints during both pre-possession and post-possession visits.
  + Customized and prepared site-specific snagging/de-snagging checklists, ensuring accuracy and completeness.
  + Followed up with project teams to ensure timely resolution of snag points identified in apartments.
  + Ensured apartment cleaning was completed as per the scheduled timeline.
  + Managed escalation emails related to FM services, logging them into the FM module (ePMS, My Gate, etc.) and following up until closure within the prescribed TAT.
  + Sent immediate acknowledgment emails with ticket numbers to customers upon receiving escalations, ensuring prompt communication.
  + Provided closure emails to customers upon complaint resolution, including ticket numbers and job card copies.
  + Conducted complaint analysis to identify trends and areas for improvement.
  + Administered quarterly resident feedback surveys, publishing results and analysis for continuous improvement.
  + Evaluated vendor performance quarterly through evaluation forms, analyzing results and maintaining records.
  + Tracked all AMC/contract renewals and ensured timely renewal 30 days before expiry.
  + Monitored and reported CSAT (Customer Satisfaction) scores for handovers and complaints, raising tickets for low scores or negative feedback, and coordinating actions with the respective FM Heads.
  + Tracked and followed up on Minutes of Meeting (MOM) from resident representative groups and society meetings, ensuring timely communication within 24 hours of meetings.

**Worked with OCS group India Pvt. Ltd. as in Asst. Operation Manager**

**Since July-2016 to August-17.**

Sites Handled till date:-

* Responsible for 11 malls operations of Mumbai.

**Key Deliverables:**

* + Oversaw operations for 11 malls, managing facilities for Runwal, Raheja, Ruia Group, and Blackstone.
  + Addressed manpower shortages by managing recruitment processes and ensuring recovery of staffing gaps.
  + Ensured timely submission of all reports, including Monthly Management Reports (MMR), to clients on a monthly basis.
  + Managed, coordinated, and monitored operations across all sites, ensuring seamless facility management.
  + Coordinated equipment procurement and ensured proper documentation at each site, adhering to standard processes.
  + Maintained housekeeping operations within approved budgets while upholding high standards.
  + Managed contract negotiations, employee training, and organized employee engagement activities.
  + Actively involved in the recruitment process for supervisor and middle management roles, including Unit In Charge, Facility Manager, and Assistant Manager.
  + Handled general office administration, coordinating effectively with site managers and department heads across locations.
  + Managed event planning and execution, including organizing major sales events such as the Flat 50 sale.

**Worked with Aramark India Pvt. Ltd. as in Facility Manager**

**Since June-2015 to July-16**

Sites Handled till date: -

* Altisource Ltd. of approx. 1, 40,000 sq. ft area.

**Key Deliverables:**

* + Overseeing and managing day-to-day operations to ensure smooth facility functioning.
  + Maintaining and managing inventory of soft and technical consumables, ensuring adequate stock levels.
  + Preparing Monthly Management Reports (MMR) and Management Information System (MIS) reports, presenting them to clients for review.
  + Managing, coordinating, and monitoring building maintenance and operations to ensure optimal performance and compliance.
  + Coordinating schedules and projects with the client and operation manager to ensure alignment and timely execution.
  + Planning, scheduling, and implementing activities in collaboration with facility departments to meet operational objectives.
  + Managing housekeeping operations, ensuring they remain within approved budgets while maintaining high standards.
  + Processing payroll for staff, ensuring accuracy and timely disbursements.
  + Ensuring timely invoicing and payment recovery for services rendered as per contractual agreements.
  + Overseeing event management and cafeteria operations to ensure smooth execution and customer satisfaction.

**Worked with Sodexo On-Site Service Solutions Pvt. Ltd. as Assistant Facility Manager**

**Since Aug 2011 till June-2015**

Sites Handled till date:-

* The Hong Kong and shanghai Banking corporation Ltd. Of approx. 125,000 sq. ft area from Aug 2011 to Dec 2013.
* Wipro Ltd. Of approx. 90,000 sq. ft area from Dec 2013 to June 2014.
* Siemens India Ltd. Worli of approx. 240,000 sq. ft area from June 2014 to June 2015.

**Key Deliverables:**

* + Managed, coordinated, and monitored building maintenance and operations to ensure seamless facility management.
  + Coordinated work schedules and tasks as per daily assignments from the client and operation manager.
  + Collaborated with clients and operation managers to align schedules and manage ongoing projects efficiently.
  + Provided business administration services, including catering, pantry support, housekeeping, and cleaning for Wipro Limited’s Head Facilities.
  + Ensured full compliance with regulatory and accreditation agency requirements to maintain facility standards.
  + Monitored production, workflow, and schedules, implementing changes to enhance efficiency and work quality.
  + Coordinated planning, scheduling, and implementation of activities to meet objectives in collaboration with facility departments and services.
  + Managed coordination of plumbing and carpentry-related issues, ensuring timely resolution.
  + Handled AMC coordination and vendor management, ensuring consistent service quality and timely deliveries.
  + Managed inventory and consumables, ensuring stock levels were maintained for operational needs.
  + Processed payroll and ensured accurate and timely compensation for all staff members.
  + Prepared Bill of Quantities (BOQ), obtained necessary approvals from the admin team, and supervised job completion. Followed up with the accounts team for bill processing and payments.
  + Ensured prompt invoicing and recovery of payments for services rendered, adhering to contractual agreements.
  + Managed staff grooming, hygiene, cleaning standards, uniform policies, and overall professionalism.
  + Assisted with recruitment, selection, and induction of new staff, ensuring a smooth onboarding process.

**July 2003 Metlife India Insurance Co. Ltd.**

**to June 2011 as Senior Executive - Facilities & Administration Cum Operation & Services**

**Key Deliverables:**

* Managed the complete vendor lifecycle, from selection to final sign-off, ensuring effective vendor relationships and contract compliance.
* Organize and prepare materials for meetings, including agendas and presentations.
* Take minutes and follow up on action items from meetings.
* Assist in planning and executing company events, conferences, and functions.
* Manage and coordinate the executive’s calendar, appointments, and meetings.
* Schedule internal and external meetings, ensuring proper time management.
* Handle travel arrangements, including flights, accommodations, and itineraries.
* Draft, edit, and proofread emails, reports, presentations, and other documents.
* Prepare expense reports and manage budgets for executive-related expenses.
* Serve as a point of contact between the executive and internal/external stakeholders.
* Administered vendor payments and resolved any payment-related issues to maintain smooth operations.
* Oversaw office maintenance and procurement, ensuring a conducive work environment.
* Managed financial accounts for the Western Region, including extensive reconciliation of various vouchers and bills.
* Supervised housekeeping and security personnel across all branches to ensure operational efficiency and safety.
* Liaised with landlords, property owners, and government officials to address and resolve queries related to office premises.
* Coordinated with the Head Office to monitor and resolve outstanding payments and payment discrepancies.
* Authorized and verified petty cash disbursements for all branches, ensuring appropriate allocation and usage.
* Controlled and optimized direct expenses across all branches to adhere to budgetary constraints.
* Ensured all branches complied with statutory regulations, promoting legal and operational integrity.
* Procured financial assistance for new premises and handled related administrative tasks as required.
* Managed all administrative activities to ensure a productive and supportive work environment.
* Maintained various Management Information Systems (MIS) for housekeeping, security, vendor management, and other related activities.
* Led recruitment efforts, overseeing the onboarding process for new employees.
* Verified and processed employee applications through to policy issuance, ensuring accuracy and compliance.
* Recruited and onboarded Financial Advisors, overseeing the issuance of their FA codes.
* Processed financial instruments and daily cash transactions, ensuring accuracy and efficiency.
* Addressed customer queries and requests related to policy servicing, ensuring a high level of client satisfaction.
* Provided support to both external and internal clients, fostering strong business relationships.
* Collaborated with Bangalore and Gurgaon offices to resolve queries and streamline operations across locations.

**IT Proficiency**



* Well versed with Windows XP, MS-Office, Corel Draw, Photoshop, Page Maker & Basic Internet know how and Outlook Express, Salesforce, SAP System.

**Personal Details**



Date of Birth 4th July 1981

Languages Known English, Hindi & Marathi

Marital Status Married

Nationality Indian

Hobbies & Interests Listening to Music & Playing Badminton

**Date:**

**Place: Sheetal H Babar**