**Sub:** Application for the post of **Administration and Support Services Head**

 Respected Sir,

May I take the opportunity to introduce myself through this letter; I have a bright knowledge and good experience with 14 Years of Administration/Facility to take up all the challenging assignments in all aspects of Administration, Operations, Infrastructure Management and liaison. Able to use own initiative and work as part of a team. Proven leadership skills, including managing and motivating other staff to achieve company objectives. An effective communicator at all levels within an organization. Good problem solving and analytical skills dealing with Administration and Operation, Planing, Recruitment and selection, Statutory and Regulatory Compliances, QCI, Security, Housekeeping, F&B, Maintenance, Transport, Legal Compliances, Hospitality Service Management, Staff Management, NABH & NABL standard, , Public Relation and Maintaining good liaison with police and local authorities.

I able to implement all safety and Administration related policies.

I have good analytical Ability and Leadership/Team building qualities.

Keeping in view my competence, I request you to give me an opportunity to serve in your Organization and call me to access my potential.

I assure you that I will come true to fulfil and expectation for you highly simulating work conductive to growth and achieving target.

Hope to hear from you soon.

Thanking you 

With best regards   
   
(Rajesh Pandey)

8527229898

9899129898

**Rajesh Pandey** 57, DDA Flats, Jasola Vihar, New Delhi

**08527229898** [hardikpandey@gmail.com](mailto:hardikpandey@gmail.com)

**Career Overview**

Administration and support services with 14 years experience in corporate, manufacturing and healthcare industry. Demonstrated ability to provide exceptional support and service for a broad-range of staff and clients.

Committed and motivated administrative assistant with exceptional customer relation and decision making skills. Strong work ethic, professional demeanour and great initiative.

**Skill Highlights**

**General Administration and Operation**

* Overseeing planning, coordinating, direction and effective execution of organizational policies, according to standard QCI directives and guidelines (SOPs or Standard Operating Procedures).
* Management & Administration of overall unit including planning, coordinating, direction and effective execution of organizational policies.
* Handled the tasks of coordinating, supervising and managing daily activities of the entire office and estate facility.
* Responsible for improving the quality of service for clients in the organization.
* Effectively interface with the clients/ visitors/ local bodies and service user.
* Handled the responsibilities of managing vendor's and financial operations and solved personnel issues
* Worked with clients and staff to maintain appropriate standards and practices in the organization
* Handled the tasks of scheduling, staffing, record-keeping, and maintenance of necessary supply levels
* Collaborated with all departments to ensure smooth work flow and efficient organization operations.
* Accountable for all operations including PR, liaison, vendor, transport, security, and maintenance etc.
* Statutory, Legal and Regulatory Compliances.
* Selection of employees' training and development, job evaluation, wage and salary administration and managing employee grievance.
* Involvement in the strategic planning process.
* Implementing policies aimed at the attainment of macro-level goals and business objectives of the company, thereby sustaining profitability of operations.
* Governing and supervising maintenance and upkeep of organizational assets like office premises, guesthouses, staff canteens, vehicles, fire fighting and estate management.
* Coordinating & organizing various activities like seminars, conferences, team activities, and recreational activities.
* Monitoring of canteen and checking the shortage of food supply & quality.
* Managing hotel accommodation, air & train tickets for the employees and executing lease agreement for expatriate & company guesthouse.

**Security, Housekeeping & Asset Management**

* Implementation of Security Policies & Processes.
* Implementing stringent security network and security measures for the safety of high-value assets and material.
* Preparing SOPs (Standard Operating Procedures) for Asset Management entailing security, monitoring security services. Recommending passive & active protection measures.
* Coordinating with insurance agencies for securing protective cover for company assets.

**Facilities Management**

* Ensuring effective maintenance of large sized facilities including Infrastructure, Buildings, HVAC / Power systems, CCTV Camera etc.
* Overseeing the effective rendering of Business Support, Supplies, and Office Shunts & Moves.
* Negotiating with & finalising Service Agreements with reliable contractors for execution of servicing works as per budgeted parameters.
* Preparing AMC agreements for equipments like UPS systems, Generators, ACs and various other equipments.
* Following and rectification of various technical problems related to UPS and electrical problems in co-ordination with respective agencies.
* Outsourcing of various activities like catering services, maintenance and operation of electrical installation and generator, AC equipments, maintenance of landscaping & gardening, cleaning, housekeeping and maintenance of plumbing & sanitary system.
* Handling negotiation & contact management in the form of Purchase order & work order.

**Legal Compliances**

* Liaison with Outside Counsels/Law Firms.
* Making sure proper law & order is maintained.
* Liaison with Govt. authorities.
* Appearance in Courts to assist the Outside Counsels.
* Ensuring proper & smooth billings and payments to Outside Counsels.
* Co-ordinate between Outside Counsel & Units representative for legal matters.

**Infrastructure Setup & Material Management**

* Interfacing with management for designing layout, defining specifications for restructure / expansion of office space.
* Identifying viable properties for Office Space, Guest Houses etc. and finalising lease / rental deeds.
* Liaising with external agencies, contractors and materials department for procurement of materials.
* Stock management

**Statutory Compliance**

* Coordinating with the govt. authorities for all formalities and seamless execution of organizational work.
* Securing necessary permissions, sanctions and approvals for smooth project execution.
* Liaising with Ministry of Home Affairs & Passport Office for Extension of VISA, Passport & Registration across the India.
* Electricity Board, Vendor’s legal compliances, Labour department, Fire office and other Govt. Officials, etc.

**Vendor Management**

* Identifying & developing vendor source for cost effective purchases and reduction in delivery time.
* Assessing of the performance of the vendors based on various criterions such as percentage for rejections, quality improvement rate, timely delivery, credit terms etc.

**Core Accomplishment**

Management Support

* Ensured smooth operations by supporting executive team.

**Professional Experience**

1. **Administrator**

August 2015 to till date

* **Asian Institute of Medical Sciences (Multi Super specialty 300 Beds Hospital)**

Day to day overall general Administration, Planning, Operation and Facility management, Maintenance, Support services, Legal and Statutory compliances, Intra Department Coordination.

Government liaison, Manpower management, stock and stationary control. Improved communication efficiency as primary liaison between departments, clients and vendors.

1. **Manager Administration and External Affairs**

January 2014 to August 2015

* **Max Super Speciality Hospital**

Day to day general Administration, Planning, Operation and Facility management, Maintenance, Intra Department Coordination, Coordination of Parent, Teachers & Students, Housekeeping, Security and Travel plane of VIP’S and CEO, Legal compliances, Vendor selection, AMCs, Court cases coordination etc.

1. **Manager Administration and Operation**

April 2007 to December 2013

* **Rama Medical College and Hospital**

Provides overall leadership and coordinates activities of all aspects of the Administration, Facility management, Maintenance, Housekeeping, Security and Travel plane of VIP’S and CEO, General administration, Liaison with local authorities.

1. **Officer Administration and Facility**

October 2004 to March 2007

* **Dharamshila Cancer Hospital**

General administration, Front Office, Housekeeping, Transport management, Facility management, Security, AMC, Stock and stationary, Vendor management and Liaison. Systematically increased office organization by developing more efficient documenting systems.

1. **Sr. Executive Administration**

January 1999 to September 2004

* **Indraprastha Apollo Hospital -**  Delhi

Handle all type of investigation and verification. General administration, Security, Vendor, Transport and Housekeeping management. Government liaison, Manpower management, stock and stationary control. Improved communication efficiency as primary liaison between departments, clients and vendors.

Administrative and facility management. Managed executive calendar coordinated weekly project team meetings and assisted in the development of meeting agendas to increase meeting efficiency.

**Education**

1. **The Indian Law Institute –** New Delhi

IPR (Property Rights) Law In October 2011

1. **Gorakhpur University –** Uttar Pradesh

Graduation Diploma (B.A.) in 1991

1. **Sh. Ramashish High School –** Belwar (Patna Board, BIHAR)

High School Diploma in 1985

* **Annamalai University** – Delhi

Diploma in Labour and Administrative Law

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| **Professional Qualification** |
| 1. BBA From Mahatma Gandhi Vishwavidyalaya, Vardha , Gujarat.Proficient in computer work. 2. Diploma in DISASTER management and EMERGENCY Services. 3. Diploma in intellectual property and Patent Rights. 4. Civil Defense trainer (Divisional Warden Faridabad). 5. Certificate course in Industrial Security and Investigation. 6. Certificate course in FIRE safety. 7. Efficient in Electronic Security Systems (i.e. CCTV, Alarms, Detectors, Hydrant etc.) 8. Proficient in SECURITY and FIRE audit and survey. |

**Salary and Other**

1. **Salary Drawing**

Rs. 6.00 Lac Per Annum

1. **Salary Expected**

As per Company rules

1. **Reason For Leaving**

For better prospects and growth

**Personal Details**

Father’s Name : Major A K Pandey (Retd.)

Date of Birth : July 1st 1970

Marital Status : Married

Nationality : Indian

Languages Known : Hindi and English

Physical Fitness : Height – 5’ 7.5”

Weight – 70 Kg.

Physical Built : Medium

**Date :**

**Place :** **Rajesh Pandey**