

SANJEEV KUMAR SHARMA

Operation & Maintenance- IFMS

Address : Res: #42 Apartments, Flat G-2, Athithi Meadows, Amar Regency Layout, Horamavu Main Bangalore

PROFILE

A proficient professional having over 27 years of experience in Administration, Facilities Management, Procurement, Infrastructure Management & Vendor Management. Committed to Ethics, Integrity, Loyalty, and commitment to the organization. An enterprising leader with the ability to motivate personnel towards achieving organizational objectives and adhering to industry best practices.

EDUCATION

- **MBA- NMIMS** -Operation and Management (Awaiting Final Result)
- **M.Sc.** (Inorganic Chemistry), St. John's College, Agra.
- **Post Graduate Course** in Computer Application from CMC, Bangalore.
- **B.Ed.**, Regional College of Education, Maharshi Dayananda Saraswathi.

CORE COMPETENCIES/ STRENGTH AREAS

- Leadership
- Team Building
- Project Management
- Problem Solving
- Strategy Planning
- Vendor Management
- Quality Assurance
- Budgeting / Forecasting
- Resource Planning

ADDITIONAL TRAININGS

- Peak performance course from MILT
- Training program on Leadership & Executive Management / Capitalizing the Change / Employee Engagement Toolkit.
- Undergone Six Thinking HAT Training.
- Training on Team Building Conducted at Hawaii.
- Effective Spoken English & Human Relations from Royal Academy for Speech & Spoken English.

CAREER HIGHLIGHTS

- Certified ISO 9001:2008/18001 Internal Auditor and CMMi -L3 Lead Auditor
- Awarded excellence in Campus environment and Service improvement -2016.
- Outstanding Property Manager of the Year-2015, CBRE
- Won multiple awards from Client, also awarded by Sodexo for PAN India award for Financial Impact

EXPERIENCE

Sodexo India Services Pvt. Ltd. (June 2015- Present)

Designation: Account Manager (2015 – 2018)

Designation: Site Director (2018- 2022)

Designation: National Account Director (2022- Present)

- Managing 1million build up sqft area approximately with total 17.5 acres of land., Managing multiple client, Managing the GP between 18 to 25% average.
- Received 147% of PLI in 2022, Maintaining KPI at 85%, Ensuring 96% of SLA as per client expectation and CSAT above 90%
- Sodexo Client Survey Global – managing at 9 out of scale of 10, Travelled to China for Training and understanding the IFMS model between Sodexo and Huawei

CBRE, South Asia Pvt. Ltd., Bangalore (Feb 2011- May 2015)

Designation: Key Account Manager

- Worked at Client Locations Qualcomm India Pvt Ltd, Wipro India Pvt Ltd, Textron India Pvt Ltd and Keppel Puravankara Development Pvt Ltd.
- Supervising a team of 7 staff as direct repartees., Ensured the compliance by Liasoning with the Govt. bodies, BWSSB, BDA, BBMP, Police etc.
- Ensured 100% SLA. With KPI above 94%, Set up the complete office as a retrofit in 30 days.

Infinite Computer Solution India Limited (Sep 2008- Sep 2010)

Designation: Senior Manager (Facilities and Services) (Client Role)

- Managing facilities of 2 offices at Bangalore along with PAN India offices located at Hyderabad, Chennai & Gurgaon.
- Supervising a team of 8 members & a team size of 20 across location., Ensuring customer satisfaction internal and external with the survey with 85%
- Providing end to end support to setup BPO office of approximately 28350 sqft

Fortune Info Tech Limited, Bangalore (Jan 2007- Sep 2008)

Designation: Manager (Facilities and Services) (Client Role)

- Leading a team of 4 members as well as formulating strategy plans & budgets.
- Monitoring Cost Rationalization, STPI, Custom, Vendor Management, Security Management, Risk Management, BCP Planning & Event Management.

Speedera (Akamai Technologies India Pvt. Ltd.,) Bangalore (Feb 2005- Jan 2007)

Designation: Lead Senior Specialist – Corporate Services (Client Role)

- Achieved the Capex Operations of 1200/sft till 1150/sft & completed the entire project on the target date without any delay in 60 days.
- Merit of being nominated as the Most Valuable Player for Q3 2006.
- Travelled to USA for a week – to represent in Global Team Building Workshop.

Ionidea Enterprise Solutions Pvt. Ltd. Bangalore (Feb 2001 – Jan 2005)

Designation: Senior Executive – Administration (Client Role)

Microtech Web Development Centre, Bangalore (Aug 2000 – Feb 2001)

Designation: Centre Manager (Client Role)