

RESUME

Cover Letter:

Looking to work for a reputable company where I can demonstrate my potential and prove my capabilities through sincere efforts and detailed hard work on all task assigned to me. I am seeking for a responsible and challenging position in an organization where I can contribute my knowledge.

I have a total of 8 years of full-time work experience of Hostel Administration, Branch management, Facility Management, Purchase, and also educational product sales in Education Industry in India. I believe that the skills I have acquired in the course of my professional and educational experiences will be valuable assets for your organization and/or your clients.

Academic Qualification:

- **MBA in Operations** from **Lovely Professional University** in 2022 with **60.75%**.
- **B. TECH in computer science and Engineering** from **JNTUK** in 2013 with **65.12%**.
- Higher secondary from Board of Intermediate (AP) in 2008 with **67.5%**.
- Schooling from SSC Board in 2006 with **81.5%**.

Trainings Attended:

- **M.S. Office & DTP:** Successfully completed at **5Solutions pvt. Ltd (Visakhapatnam, AP)**
- **Software Testing:** Completed Software Testing Program at **Mind Q Systems. (Hyderabad, AP.)**

Certifications:

- **ISTQB-ISEB Certified** (International Software Testing Qualification Board, Testing Foundation Level Certified).

PROFESSIONAL EXPERIENCE :-

SALES AND OPERATIONS MANAGEMENT: -

1) Worked as **Deputy Operations Manager at Mahindra's Educational Pvt. Ltd at Bangalore branch** Since April-2014 to June-2015.

Roles & Responsibilities:

Performed as a **Branch manager** and over all Branch authority of Bangalore branch.

All the Branch Facilities and Operations Management.

Team Handling and reporting to Head Office related to accounts/ store / maintenance of the branch.

2) Worked **with CAREER-POWER-HYDERABAD a unit of (METIS EDUVENTURES PVT LTD.) as Branch Operations Manager** at Hyderabad Branch. Since July-2015 to June 2018.

Roles & Responsibilities:

Implementing business development strategies.

Provide quality and exceptional assistance services to students.

Select, train, supervise and evaluate the branch staff to enhance individual productivity and enable them to function according to job description.

Maintain operational standards to provide an excellent working environment for employees.

Communicate personally with students to ensure student satisfaction.

Support sales promotion activities including promotional campaigns, micro-marketing events, and trade shows.
Ensure that the branch personnel comply with federal and state laws.
Maintain operational standards to provide an excellent working environment for employees.

3) Worked with **Aakash Education Services Ltd as a Deputy Branch Operations Manager at Hyderabad Branch.** Since June 2018 to Dec 2018.

Roles & Responsibilities:

Adherence to all admin and academic compliance necessary for smooth functioning of the center. Ensuring that the branch gets a good audit rating Responsible for daily and fortnightly update.

To ensure that branch is Corporate Guidelines Compliant.

To ensure recruitment against the vacant position, the motivation of the team, coordination between team members and it's working towards the organizational goal. Taking ownership of the Employees' performance and retention.

To ensure effective branding of the organization and events is done through various mediums as and when required after thorough negotiation with vendors.

To take care of month wise fee collection. Also, to monitor pending fees and ensures follows up is done for outstanding payments. Moreover, to ensure that refund and left-out cases are controlled to the minimum.

4) Worked with **O.P Jindal Global University (Sonipat-Haryana) as a Deputy Manager for Residential Hall-Administration and Operations** Since Jan 2019 to Oct 2019.

Roles & Responsibilities:

Handling the Maintenance of all Hostel Blocks in University,

Take Caring of Housekeeping Facilities with leading team of 30 Lower Staffs,

Inventory purchasing and maintaining issuance in ERP,

Student Grievances handling and giving solution to them within TAT,

Ensuring Compliances followed by lower staff in administration,

Preparing daily MIS Report and implementing the new cost budgeting plans and discusses with the team,

Managing the entire student hostels Maintenance, repairs, renovations and Housekeeping.

5) Worked with **Lovely Professional University (PUNJAB) as a Hostel Administration, Operations Manager for Division of Residential Services in Office Management Cell Department** since Nov-2019 to Feb-2021.

Roles & Responsibilities:

- Assist Director in reports and data preparations.
- Maintenance/ Inspection / Audits and coordination.
- Liaison with other department of the University.
- Planning hostel Allocation / Fees plan & updating.
- Looking up complete hostel operations / Policies & SOPs drafting.
- Regular interaction with students regarding all hostel activities in general.
- Responsible to (Director) for all staff related matters in his hostel.
- RMS (Request Management System) Queries Checking & Revert.
- Students Bodies - Hostel and Mentors Committees planning.
- Vetting of letters and Notes.
- Incidental Tasks by Director.
- KRA, KPI/ Planning Document -Drafting, Approvals, Uploading, amending follow-up
- Inspections of All Boys/Girls Hostel, Warden Offices, Common Rooms, Mess, Gym etc.

6) Working with **Dr. D.Y PATIL MEDICAL UNIVERSITY (PUNE)** as a Hostels Operations Head (HOD) Since Aug 2021 to till date.

Roles & Responsibilities:

- To ensure receives a comprehensive report of all the hostels on day to day basis.
- To ensure receives severe complaints of the hostel services / students at that moment of time.
- To doubly ensure that no incidents of ragging takes place in the hostel.
- To coordinate between hostel in charges and management.
- To check the Maintenance reports like category wise plumbing/carpenter/electrical.
- To ensure that maintenance engineers are working properly
- To check the hostel store department reports like indents approvals and PO's Releasing form finance department.
- To check the Housekeeping Manager Reports towards the cleanliness and hygiene
- To check the central mess facilities with the help of mess managers
- Dealing with Accounts departments for third party vendor related payments and their bills with the help of hostel account clerks.
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees
- Manage relationships with key operations vendors
- Work closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data, and reduce sub-rental expenses
- Establish contracts and pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as fire, police, health, and safety agencies.

Achievements:

- Attended **Microsoft Virtual Tech** Program.
- Participated for Work shop on **Role of Engineer as Engineering Manager** organized by The Institutions of Engineers (INDIA).
- Presented a seminar on "**Smart Quill Pen Technology**" Given in B-tech final year.

Soft Skills:

- Positive Attitude.
- Good Communication Skills.
- Time Management Abilities.
- Problem-Solving Skills.

Personal Strength:

- ***Multi Language speaker (English, Hindi & Telugu)***
- Ability to organize, co-ordinate, implement and control work related activities.
- Communication and visualization.
- Adaptability - capable of adapting to new environment and grasp work quickly.
- A proactive team worker capable of working owns initiative and meets strict deadlines.
- Experience in busy environment.

Personal Profile:

Name : **CHANDAN KUMAR SINGH**

Date of Birth : 12TH FEB 1990

Father's Name : Bhushan Kumar Singh

Marital Status : Married

Languages : **English, Telugu and Hindi**

Nationality : Indian

Hobbies : Listening to music, net surfing.

Permanent Address: S/O. Bhushan Kumar Singh

: Door No - 32-12-112/2, Renuka Nivas, Flat No -1B, MIG B20, Sheela Nagar,
Visakhapatnam, Andhra Pradesh, INDIA-PIN CODE: 530012.

Deceleration:

In view of the above, I request you to give me an opportunity to serve in your esteemed organization. I assure that the above written particulars are best of my knowledge and belief.

Place: VISAKHAPATNAM-INDIA

Date:

(**CHANDAN KUMAR SINGH**)