

CURRICULUM VITAE

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Objective

Seeking a position to utilize my skills and abilities at workplace which offers professional growth and excellence in career.

Professional Experiences

- Working with Leading MNC **BlackRock** as a **Assistant Facility Manager** on payroll of **JLL** from 16th July (Got promoted in 3Months).
- Worked with one of the indian leading startup **Paytm** on payroll of **Jones Lang Lasalle** as **Executive Facilities & Operations** from 1st April, 2016 till 15th July 2018.
- Worked with **Citibank** - one of the renowned leading bank in world as **Facility Helpdesk executive** on payroll of **Jones Lang Lasalle** from 26th May, 2015 to March, 2016 and got promoted.

Job Responsibilities:-

Responsible for upkeep and management of 1,85,000 Sq. Ft. of Paytm & One97, Noida.

- ❑ Managed a housekeeping team of 75 individuals.
- ❑ Competently managed the in-house cafeteria and tuck shops.
- ❑ Competent event manager – Conducted 98 events for employees as SPOC for all in-house events.
- ❑ Process improvement planning in housekeeping and cafeteria related processes for better user experience
- ❑ Employee escalation handling
- ❑ Worked in close tandem with Transport and Building Management Systems Team.
- ❑ Conducted my duties and responsibilities towards the employees of Paytm with solemnity and earnestness, without a single escalation in my year of service. Received appreciations and made some great friends in the process.
- ❑ HK manpower planning and management (Attendance, Checklists, Staff Training, etc).
- ❑ Responsible for updated track of AMCs.

- ❑ Atheistic upkeep of facility from pests and derbies.
 - ❑ Stock provisioning & maintenance for HK, Pantry & Electrical Consumables.
 - ❑ Establishing policies, procedures, and work schedules.
 - ❑ Vendor Liaison & management (Special Campus, Lunches & Festivals).
 - ❑ Preparing MSDS and checking food shelf life.
 - ❑ Handling Project work as per company Standards.
 - ❑ Cafeteria Management (Cleaning, Checklists, Lunch & Dinner services, MG services etc).
 - ❑ Staff Management (For Support Functions).
 - ❑ Maintenance of Conference rooms, Cabins & lobby.
 - ❑ Maintenance of office/Floor Premises & Critical Areas.
 - ❑ Maintaining daily round up report and snag list of Housekeeping and Maintenance with proper follow-ups and closure.
 - ❑ Complete Supervision of housekeeping & Horticulture for all soft / essential services.
 - ❑ Medical Room, Hospital tie ups for emergency situations.
 - ❑ Responsible for MIS Records.
 - ❑ Staff Training and Reward & Remuneration.
 - ❑ Responsible for SOPs and workflow process.
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- Worked with **Park Plaza** at Carlson worldwide, East Delhi as **TEAM LEADER in Accomodation & Operations** from January, 2014 till May, 2015.

Job Responsibilities:-

- ❑ Assigned staff duty roster
 - ❑ Maintained QHSE standard as per company standard.
 - ❑ Daily worked on consumption tracker & inventories.
 - ❑ Maintained proper lost and found records, Training records and rooms.
 - ❑ Brief the staff about service, company policy and Standards.
 - ❑ Responsible for Maintenance, Upkeep & Ambience of Rooms/Public Areas.
 - ❑ Consistently offer professional, friendly and engaging service.
 - ❑ Lead and supervise the day-to-day operation of the department to ensure service standards are followed.
 - ❑ Handle Guest concerns and react quickly, logging and notifying the proper areas.
 - ❑ Actively participate in daily briefing, daily warm up and department meetings.
 - ❑ Ensure Room Attendants are informed daily about priorities in their section
 - ❑ Follow departmental policies and procedures.
 - ❑ Report necessary maintenance items.
 - ❑ Follow all safety and sanitation policies.
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- Worked with **Kempinski Ambience** , New Delhi as a **Desk Coordinator/Help Desk** since January, 2013 to February, 2014.

Job Responsibilities:-

- ❑ Vendor management and attending all guest queries.
 - ❑ Handling of bills & Challan and properly dispatched to billing department.
 - ❑ Follow up on trained element and task on daily basis
 - ❑ Maintaining proper DND and Discrepancy reports.
 - ❑ Maintaining proper log and complaints.
 - ❑ Taking staff briefing before shift
 - ❑ Guest satisfaction and food handling
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- Worked with **Jaypee Hotels.** (A Jaypee Group) as a **Guest Service Associate** from January, 2012 to February, 2013.

Job Responsibilities:-

- ❑ Maintaining proper hygiene.
- ❑ Attending to guest request.
- ❑ Serve proper room service as per standards.
- ❑ Guest satisfaction.
- ❑ Handling guest relating query and issue and closed them on priority basis.
- ❑ Handling of Store Stock.
- ❑ Ordering new stock, replacing old stock, making proper stock count report, call logging & Snag reporting.

Academic Profile

- **MBA** from MDU-IIM, Rohtak.
- B.Sc. (**Bachelor in Hospitality and Hotel Administration and applied nutrition**) from SRM-IHM, Chennai (Ministry of tourism & Govt. Of India)
- Intermediate in Commerce from CBSE Board, Model School, Rohtak.
- 10th from CBSE Board, DAV School, Rohtak.
- **Trained in specialized building operations by JLL.**
- **Awarded as Outstanding Performer By JLL.**
- **Trained in Food & Bio Nutrition Science.**

Strengths

- Ability to work as a resource contributing & value-adding member in team.
- Ability to group quickly and adopt flexible environment.
- Keen to learn.

Personal Profile

Date of Birth : 20th October, 1990.
Father's Name : Mr. Rajender Thakral
Language Proficiency : English , Hindi
(Punjabi & Tamil-Able to understand)
Nationality : Indian
Marital Status : Single
Hobby : Social Relations, Listening to music and
Traveling.
Salary Expected : As per Market standards.

Declaration

I hereby declare that all the information cited above is true in my knowledge.

Place: Delhi NCR(Aug,2018)

(RISHABH THAKRAL)