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Since June- 2023

Administration Officer Lucknow

Council on Energy Environment and Water (CEEW)

Administration: This involves overseeing the day-to-day operations of the office, managing administrative tasks, and handling commercial aspects such as contracts, agreements, and negotiations.

Facility management: Ensuring that the office space is properly maintained and equipped to support the needs of the organization and its employees. This includes managing utilities, security, cleaning services.

Vendor management: Identifying and managing relationships with external vendors and service providers to ensure that the organization's needs are met efficiently and cost-effectively.

Budget management: Planning, preparing, and managing budgets for various aspects of the organization's operations. This includes analyzing budget vs. actual expenses, identifying areas for cost savings, and ensuring that expenditures align with organizational goals.

Repair & maintenance of office & equipment: Overseeing the maintenance and repair of office facilities and equipment to ensure smooth operations and minimize downtime.

Housekeeping, horticulture, fire & safety equipment: Managing the recruitment, deployment, and salary structures of staff responsible for housekeeping, horticulture, and fire & safety equipment maintenance. Ensuring compliance with relevant regulations and standards.

Event management: Planning and coordinating events and functions hosted by the organization, including logistics, budgeting, and vendor management.

AMC negotiations with cost-saving initiatives: Negotiating and managing annual maintenance contracts for equipment and services, seeking opportunities to reduce costs while maintaining quality.

Petty cash handling: Managing petty cash funds for small, day-to-day expenses, ensuring proper documentation and accountability.

Liaison with local bodies: Interfacing with local authorities and regulatory bodies as necessary to ensure compliance with relevant laws and regulations.

Monthly consolidation & bill updating on Zoho: Compiling and consolidating financial data for monthly reporting, updating bills and expenses in Zoho software.

Office Payment- Electricity bill / Internet Broadband /house Tax and Water tax payment.

IT Support – To provide IT support to employee to join / Exit for asset handover / takeover, business card.

Stationery Procurement, Records & Printing: Coordination between head office to regional office for stationery requirements. Maintained the stock inventory in Lucknow project office for stationery. Coordinate with rate contracts vendor for procurement the assets to the Lucknow project office printers for design & procurement of all printed material including project printing work and events.

Physical verification of Stationery stock on monthly basis.

Miscellaneous Coordination Work: Liaoning with Shalimar authorities like cleaning of common area, Elevator and Washroom. Maintaining attendance of office boy, guards, cleaning etc. those who do not report daily to the offices

Managing hotel bookings for professionals & CEO for official visits in Lucknow Project office.

Lease Agreement. Corresponding with the Landlord regarding Lease deed renewal. corresponding with the head office to renew when the Landlord has ready for renewal, coordination with Head office to get renewal lease deed.

After received the Lease deed from Head Office to send the branches, signed the lease deed from the Landlord then send the scanned copy to Head office.

Since April 2023 to June-23

Assistant Manager Administration

Bharat Financial Inclusion Limited (A 100% Subsidiary of IndusInd Bank Ltd.)

Significant Attainments: Procurement, of office furniture, fixtures, fittings for regional office & Branches office

Ensure smooth functioning of all branches and negotiate, maintain rates contracts with vendors, coordinate & ensure timely completion of repairs & maintenance required if any branches like electrical Inverter Battery problem, water and any type of repairs, procure, distribute & maintain stock of housekeeping materials (including pantry consumables) every month for all offices, liaison with service providers for water, electricity, fire etc. as required

Ensure timely payment of all utility bills, electrical water and RC vendors, initiate & acquire new land for regional and branches setup.

Filing & Archiving: - manage office storage space including filing & archiving. Supervise inter-office coordination as required for the same, supervise junior staff for filing & maintaining an updated index per office as well as a master index, physical verification of books & files every month on a test check basis.

Stationery Procurement, Records & Printing: Coordination between head office to regional office for stationery requirements, Maintained the stock inventory in regional office for stationery, for branches, dispatched the stationary stock to all branches in Udaipur,

Coordinate with rate contracts vendor for procurement the assets to the branches printers for design & procurement of all printed material including business cards, letterheads, company profiles etc. (annual & monthly requirements) physical verification of Stationery stock in all MFI and Retail branches for stationery stock to the Admin Head.

Miscellaneous Coordination Work: Liaoning with govt. authorities like Electricity, Water, and Nagar Nigam etc.

Maintaining attendance of office boy, guards, cleaning etc. those who do not report daily to the offices managing hotel bookings for professionals & SMT for official visits and training in Udaipur regional office.

Lease Agreement: Corresponding with the Landlord regarding Lease deed renewal, corresponding with the head office to renew when the Landlord has ready for renewal, coordination with Head office to get renewal lease deed.

After received the Lease deed from Head Office to send the branches, signed the lease deed from the Landlord then send the scanned copy to Head office.

Oct- 2019 to April 2023

Assistant Manager Administration

Mercados Energy Markets India Pvt. Ltd.

Significant Attainments

Administration & Commercials, Facility management, Vendor Management, Travel Booking, Budgeting Management I.e. Provision and preparing budgets, managing budgets (Analyzing Budget vs Actual expense & Comparatives), Repair & Maintenance of Building & Equipment's both (Office/residential)

Handling the shortlisting/deployment/salary structure of Housekeeping, Security, Drivers, Chefs, Maintaining Horticulture, Fire & Safety Equipment's, Event Management, AMC's Negotiations with Cost saving initiatives, Petty Cash Handling, Transport & Fleet Management, Liaison with government & local bodies/stake holders etc.

Travel Desk – To provide flight ticket, hotel booking, Local travel & out station travel for office staff Delhi, Mumbai, Hyderabad, Utter Pradesh, Uttaranchal and Madhya Pradesh.

General Administration - To maintain proper discipline among administrative staff, ensure their punctuality, attendance and equitable distribution of work. Facilitating employees with safe, healthy working environment, hygienic canteen facility, safe & timely transportation, guest house management, hospitality, hotel booking.

Guest House - Control budgets for guest house operations and monitor expenses, coordinate staff when responding to emergencies and alarms.

Office Payment- Electricity bill / Internet Broadband /house Tax and Water tax payment.

Ensure compliance to all relevant health, safety, security and environmental management policies, procedures and controls across the department to guarantee employee safety, legislative compliance and a responsible environmental attitude.

Negotiation with vendors and suppliers after identifying the competent agencies for supplies. Documentation/Vendor record management, Issuance of Work Orders / Purchase Orders

IT Support – To provide IT support to employee to join / Exit for asset handover / takeover, Internet, Laptop issue repair and maintenance, printing of company Letter Heads, ID card, Business card, office /guest house.

April -2014 to Oct- 2019

Deputy Manager Admin / Infra

Progressive Cooperative Credit Society Ltd.

Significant Attainments

Worked as Deputy Managers Operations, Administrator and Infrastructure in Progressive Cooperative Credit Society Ltd.since April 2014 to Oct 2019.

Manage the Team Engineers, working for Desktop Support, Server Support, Network support, Asset Support. Project monitoring and auditing of assets with central team & Administrative support, meeting planning with regional manager. Monitoring and Analyzing the Calls logged with the Helpdesk and ensure that Transactions are followed as per Quality Norms Conducting training for project entity in using tools and techniques monthly & yearly.

Planning and scheduling Meetings with the Customers on day-to-day Operations. Involve in the Day-to-Day Operations.

Ensure Wing to Wing resolution of incidents within SLA, handle Critical issues, provide feedback to Managers and workwith customer IT and Managers.

Coordinate with multiple hand support teams for escalated issues and participate in con-calls and Bridge- calls fromremote support groups.

Customer relationship and Personnel Management

Coordinate shift roasters, conduct team meetings, track & analyze Performance of all the Engineers. Manpower backupplanning to ensure right resources availability

Prepare Shift Reports and periodical MIS Reports for measuring SLA yield. Prepare &document various Reports in compliance to Process and Productivity.

Participate and conduct Internal Process Audits & Process Reviews for ensuring strict adherence to the Process Parameters/Systems.

Oct-2013 to Feb-2014

Branch Manager

Avancar Security & Access Service Pvt. Ltd.

Significant Attainments: SLA Management with Temple Services, supports on CCTV, DVR, Time Attendance System & etc, responsible for the entire management for the Office

June'13- to Dec-2013 UPLC (Laptop Project)

Cluster Manager

Aforeserve.com

Significant Attainments: Calls Management in Lucknow, Varanasi, with UPLC Laptop within the SLA, supports on Laptop PDI, Student demo Teachers training and Service center signoff, managing user govt. Customer and college with proper assignment of rights on resources.

Provided training for college and support to the entire organization on software and hardware's.

Responsible for the entire management PDI, Student demo Teacher training & Service center Sign-off

Manage Company E-mails, Spreadsheet and Documents, all calls reports.

Nov 2007 to – May'13: PCS Technology LTD., (Projects)

Team Lead IT Support

TATA Motors

Providing support to all engineers at TATA Motors Project in Lucknow office. Responsible for conducting, leading and coordinating FMS activities throughout the project, including key design decisions for the technology, structure and

configuration of the system. Daily watch on team member's work.

Managing calls through BMC tool and SLA. Monthly reports, Delegation of work in depth research on new technologies. Managing Development program, serve clients, identify their needs and provide feedback on the success of filling jobs.

Cluster Head UP East

Future Group Project Big Bazaar & Pantaloons

Significant Attainments

Keep all infrastructure backbone active for SAP and other Centralize software functional, (VPN & VSAT connectivity), coordination with civil project team, vendors and HO/ZO IT team for new store opening, right from creation and configuration of new Databases, testing, installation of all applications and data sync process.

Consolidate daily reports & checklists of all Future Group-formats in U.P East region, coordinate with Service Delivery Manager & IT Team on various rollouts & operational activities of entire U.P region.

Coordinate with centralized IT-Support Team (GSMC) to resolve customer's problems & issues.

Business support & initiatives - Helping operations in forming Operational procedures as well as commercial, Visual Merchandiser, HR, SCM and other departments, get the user training program conducted by Store IT to all representatives from store departments - All applications, impart understanding of Application features, tools, enhancements.

Asset Management, Vendor lassoing & development – AMC Schedules, Procurements of hardware, consumables.

Keep tracking of all Databases synchronization process with the Central Server, smooth running of Applications and Maintenance – SAP, Retail Enterprise Manager, Gift Voucher, Plutus (AXIS, HDFC and ICICI Bank) and other s/w.

Team Building- IT Team (multi store locations) coordination within/between teams and personal development of members.

NTPC Ltd. SHAKTINAGAR/ UNCHAHAR

Significant Attainments: - Technical Support for Dynamic & Static IP Configurations on Beetle Modems.

Level 2 Supports on LAN\WAN, ISDN, PPP, TCP/IP Protocol, dial up and emails, Installation and Maintaining Local Area Network in the office, managing user profiles with proper assignment of rights on resources, taking the back-up (Acronis True Image) such as Daily, Weekly and Monthly of the entire client PCs, provided technical support to the entire organization on software and hardware's, updating Operating System, Antivirus, Service and Packs.

Installation and up-gradation of hardware and software, responsible for the repair and maintenance of 450 desktops, Laser printers, DeskJet Printer, DMP, Office jet & MFD. Manage Company E-mails, Spreadsheet and Documents, Payment.

Education: -

Graduate in Arts from Allahabad University in 2001

Intermediate from UP board in 1996

High school from UP board in 1994

Diploma in Hardware Technology from Indian Institute of Hardware Technology

Certifications:

Certification in Software Application from IIIT Lucknow

Certification in 'T' Level from CEDTI Aurangabad

Certification in Computing (CIC) from IGNOU

Microsoft Certified System Engineer (MCSE) on Windows 2003 with MCSE ID: 8123022

Personal Dossier

Date of Birth: 18th August 1979

Residential Address: Villa No, 170 Eldeco City IIM Road Lucknow

Linguistic Skills: **English, Hindi and Bengali**

Hobbies: Singing & Listening music