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PROFILE SUMMARY

Dynamic Corporate Administration and Facilities Leader with 17+ years of progressive leadership experience across pharmaceutical manufacturing, luxury hospitality, integrated facilities management, workplace operations, and executive coordination.

Built a strong professional journey from front office operations to leading luxury hospitality environments and currently driving administration and facilities governance within pharmaceutical manufacturing.

Recognized for interdepartmental coordination, structured manpower leadership, KPI/KRA performance monitoring, operational risk management, budget control, cost optimization, service excellence, stakeholder engagement, and workforce development.

CORE COMPETENCIES

- Corporate Administration & Governance,
- Integrated Facilities Management
- Soft Services Leadership
- Interdepartmental Coordination
- People Management
- Structured Manpower Development
- Vendor & Contract Governance
- Operational Risk Management
- KPI & KRA Performance Matrix
- Budgeting & Cost Control
- Revenue Enhancement Support
- Feedback & Service Recovery Expertise
- Compliance Management
- Executive Coordination

- Corporate Grooming & Personality Training
- Motivational Leadership
- Operational Excellence

PROFESSIONAL EXPERIENCE

Sanjivani Parenteral Ltd, Pune & Mumbai Maharashtra

Executive Assistant to Managing Director & Head – Administration and Facilities

May 2024 – Present

Pharmaceutical Manufacturing Campus

IV Fluid Manufacturing Plant, 27-Acre Industrial Facility, 15 Warehousing Units, Testing Laboratory Infrastructure.

Key Responsibilities

- Driving administration strategy and workplace governance
- Managing integrated facilities and soft services operations
- Leading transport, security, housekeeping, and vendor management
- Monitoring KPI/KRA performance matrix
- Managing budget utilization and cost control initiatives
- Ensuring operational risk mitigation and compliance discipline
- Supporting executive leadership through strategic coordination
- Driving manpower structuring and operational efficiency

Hilton Shillim Estate Retreat & Spa, Lonavala, Maharashtra

Duty / Operations Manager

Mar 2024 – 01/05/2024

350-Acre Ultra-Luxury Wellness Estate

Led front office leadership and estate operations across luxury wellness infrastructure. Managed guest journey execution, interdepartmental coordination with housekeeping, engineering, F&B, wellness, and security while ensuring operational continuity, guest satisfaction, service recovery, and premium hospitality delivery.

Karma Lakelands, Gurugram, Haryana

Duty / Operations Manager

05/08/2023 – 02/02/2024

200-Acre Luxury Resort & Championship Golf Destination

Managed front office and major operational coordination across resort and golf operations. Oversaw guest services, events, departmental synchronization, service quality, operational discipline, revenue-supporting guest satisfaction, and structured manpower deployment.

The Umrao Hotel, New Delhi

Duty / Operations Manager

13/05/2023 – 03/08/2023

67-Acre Luxury Hospitality & Event Estate

Managed front office and operational execution for luxury banquets, weddings, and premium guest services. Ensured interdepartmental coordination, room readiness, service quality, and seamless event execution.

The Palms Town & Country Club, Gurugram, Haryana

Assistant Manager – Front Office & Operations

08/02/2017 –28/02/2023

Elite Premium Membership Club

Led front office governance and operational coordination for premium club services. Managed member relations, reservations, guest services, event operations, feedback systems, and departmental alignment while strengthening service standards and workforce discipline.

Holiday Inn, Aerocity, New Delhi

Acting Front Office Supervisor

22/12/2014 – 14/12/2016

International Corporate Hospitality Hub

Supervised front office operations, airline crew movement coordination, guest recovery management, manpower performance, and service continuity within high-volume hospitality environment.

Hotel Ajanta, New Delhi

Front Office Associate

12/12/2009 – 20/12/2014

Built foundational expertise in reservations, guest handling, billing operations, service coordination, and operational discipline.

EDUCATION

MBA in Human Resources

Arunachal University of Studies

Jun 2021 – Jun 2023

Bachelor of Arts

Kalinga University

Jun 2015 – Jun 2018

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.

Rahul Verma