



# Irshad Ahmed Shaikh

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Manager – Administration | Deputy Manager – Administration | Relationship Officer

## PROFESSIONAL PROFILE – SUMMARY

- Dynamic and multi-skilled professional with over 18 years of experience in Administrative Management in Banking and Finance Sector

## CAREER OBJECTIVES

- Contribute to the growth and success of the organization by utilizing my strong administrative experience, decision-making skills, and leadership skills.
- I strive towards productivity improvement by way of continuous monitoring and improvisation.

## EXPERIENCE SUMMARY

- Eighteen years in Administration, Customer Relationship and Back-office operations.

Company Name	Designation	From	To
Glenmark Pharmaceuticals Ltd	Manager – Administration	25 <sup>th</sup> October 2023	30 <sup>th</sup> November 2024
HDB Financial Services Ltd	Deputy Manager- Admin & Infra	15 <sup>th</sup> March 2022	23 <sup>rd</sup> October 2023
Mahindra & Mahindra Financial Services Ltd (MMFSL).	Deputy Manager – Administration	3 <sup>rd</sup> September 2012	1 <sup>st</sup> February 2022
HDFC Bank Ltd.	Relationship Officer	May 2004	August 2012

## Roles & Responsibilities

Company Name	Designation
Glenmark Pharmaceuticals Ltd	Manager-Administration (Facility Management Soft Services)

### Responsibilities:

- Managing the Admin and facility soft services of corporate office which have more than 60000 Sqft are and have 900 Employees.
- Vendor Management activity processing the purchase order, coordinating with vendor for delivery, invoice processing.
- Managing the corporate operational expenses on monthly basis and present to management for future budgeting. Operational expenses include Rent, Utility Bills and Repair and Maintenance expenses.
- Managing the corporate credit card services which include issuing credit card to the employee as per the process, coordinating with the bank, process the consolidated invoices. Over all 250 employees are using the corporate credit card.
- Corporate gift card management, coordinating with the bank for issuing the gift card to the employee as per the requirement of the company and the department. This process includes processing the card request, loading the cards, making the payments to the banks
- Coordinating with HR team for workspace allocation to new joiner and also updating the record of exit employee.
- Coordinating with Legal team for vendor rate contract and service-related agreement

Company Name	Designation
HDB Financial Services Ltd	Deputy Manager – Administration & Infra

**Responsibilities:**

- Managing all the Admin and facility activity of 2 Head Office locations which have 750 work places and 830 Manpower, 34000 Square fit area.
- Maintaining the rent tracker of 35 Mumbai locations have Average Monthly Rent 95 Lacks.
- Vendor Management activity updating their Rate contact/Agreements order processing & invoice clearance.
- Asset procurement of pan India 1500 locations which include cash safe, chairs, steel cupboard.
- Maintaining the Repair & Maintenance MIS of all the Mumbai branches which have average monthly expenses 7.5 Lacks
- Assisting in Budget calculation for facility services like housekeeping & security guard which have Average Monthly Expenses 9.5 Lacks & 12.5 Lacks.
- Work Space management of Head office locations in coordination with HR team.
- Maintaining the Shop & Establishment MIS of Mumbai & Maharashtra Region which have 126 Locations.
- Assisting fire and safety training at Branch level to have safe working environment.

Company Name	Designation
Mahindra & Mahindra Financial Services Ltd (MMFSL).	Deputy Manager – Administration

**Responsibilities:**

- Managing Administration related activities of 3 Head Office (HO) locations comprising of 626 workspaces, 660 Manpower and 62000 Square fit areas.
- Managing Business stationery requirement of 85 regions on monthly basis. The average volume is 42 lacs.
- Record keeping of operational expenses of HO location on monthly basis.
- Tracking monthly expenses related to Housekeeping, Business Stationery, Security Guard, etc. at PAN India.
- Assisting in yearly Budgeting activities related to Business Stationery, House Keeping, Security Guard, etc.
- Had managed the fixed assets requirement at pan India level.
- Waste Management activity of all HO locations. This includes maintaining the dry waste MIS with vendors and obtaining the Swachh Bharat points.
- Compliance MIS maintenance
- Sustainability record management of all the HO locations. Electricity recordkeeping, paper consumption details, water consumption details, etc.
- Monitoring admin portal for activities related to record keeping of Shop & Establishment and Trade License certificates with relevant information. This allows us to have a single window for the certificate from all the locations.

HDFC Bank Ltd.	Corporate Relationship Officer
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**Responsibilities as Corporate Relationship Officer:**

- Handling Operational as well as Customer Queries
- Coordinating with Asset Team and Investment Teams.
- Handling Weekly Corporate Desk for Cross sale activity.
- Taking care of salary credit of the corporate
- Maintaining DSR (Daily Sales Report) and reporting same to Higher Authorities
- Estimating and budgeting the targets and achievement with reference to the past year performance of the team.
- Email Support, dealing with the corporate level issues of the Relationship Managers and checking out the status of the Issues with the given TAT period.
- Keeping in touch with the Product Dept, HR Dept and with Operation Dept for updates. Involved in joining formalities and

training the team and new recruits.

- Attending the joint calls with the seniors to the corporate.

**Responsibilities as Prepaid Cards Executive in Forex Department:**

- Issuance of Forex Cards to Corporate Customer.
- Loading reloading of forex Cards.
- All kinds of forex transactions pertaining to Prepaid Cards.
- Fulfill all forex requirement of all corporate
- Responsible for Handling the Business and development of Branch /Bank
- Managing and Providing Personalized Service to Corporate Clients and Interacting with them for Arrangements of deliveries
- Involved in Finalizing Currency rate for the Purchase and Sale of Currency & Card for Corporate
- Managing the Entire Foreign Exchange Activities.

**Responsibilities as a Sales Executive in Credit Card Department:**

- Sourcing credit cards to individual customer, bank customers & corporates.
- Maintain daily sales report.
- Managing sales of credit card across different branches.

## **EDUCATIONAL & PROFESSIONAL QUALIFICATIONS**

- MBA from Sikkim Manipal University Ltd.
- Bachelor of Commerce from Mumbai University.
- One-year Diploma in Software Technology from Aptech Institute

## **PERSONAL PARTICULARS**

Date of Birth	:	11 <sup>th</sup> May 1982
Gender	:	Male
Marital status	:	Married
Languages spoken	:	English, Hindi, Marathi and Urdu
Nationality	:	Indian
Passport No	:	C3420175