



Y.B. PRASHANT

Cluster Head

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Date of Birth: 20-04-1981

Dedicated and strategic leader with a comprehensive background in Facility Management Services and a passion for operational excellence. With a proven track record in enhancing efficiencies, reducing costs, and delivering top-notch customer experiences, I am committed to fostering robust operational practices and leading high-performance teams. My expertise in P&L management, vendor coordination, and quality assurance aligns seamlessly with the mission of advancing the industry's standards. I am eager to bring my skills to a leadership role where I can contribute to achieving the vision of transformative facility services.

Professional Summary

- Over a decade of leadership in Facility Management, steering operations across multiple high-volume hospitals and entertainment venues
- Expertise in full P&L management, achieving up to 23% cost reduction through strategic resource optimization
- Skilled in vendor and stakeholder negotiations, maintaining rigorous quality and service standards
- Proven success in launching pre-opening operations for large multi-specialty hospitals, ensuring seamless integration of services
- Developed comprehensive SOPs and training programs leading to heightened team performance and patient satisfaction
- Adept at initiating and managing large-scale process improvement programs with a focus on sustainability and innovation
- Solid background in compliance, safety protocols, and the implementation of COVID-19 measures to safeguard staff and customers

Career Timeline

- Jul 2022 - Present** **Group Head Facilities management**
Sparsh Group of Hospitals
- Jun 2018 - Jun 2022** **Regional Manager - FM South (Soft services)**
INOX Leisure Ltd.
- Mar 2016 - May 2018** **General Manager (Operations & Business Development)**
Personal Touch Service (India) Pvt. Ltd., Bangalore
- May 2014 - Jan 2016** **Sr. Manager Operation's**
BVG India Ltd.
- Dec 2009 - Mar 2014** **Contacts Manager**
Kalhat Services and Trading LLC, Oman
- Aug 2008 - Nov 2009** **Manager Housekeeping**
Embassy Group
- Feb 2007 - Aug 2008** **Assistant Manager Operations**
Manipal Service Corp. Facility management pvt ltd.
- Sep 2005 - Jan 2007** **Operations manager**
Pioneer Housekeepers
- May 2005 - Sep 2005** **Sr.Housekeeping Supervisor**
The Grand Ashok Hotel

Soft Skills

- Networking
- Teamwork
- Time Management
- Creative Thinking
- Teamwork
- Strategic Planning
- Problem-Solving
- Communication
- Conflict Resolution
- Leadership

Certifications

- NEBOSH** (Green World Safety LLC, UK - 2024)
- Sr.Leadership** (Indian Institute of Management, Vishakapatnam (IIMV) - 2024)
- Lean Six Sigma Green Belt** (2023)
- British International Cleaning Standards, UK**

Education

- MBA
CV Raman University
2015 - 2017
- BBA
CV Raman University
2013 - 2015
- 3 years diploma in Hotel Management Programme, AHLA
IAHMA, Vishakhapatnam, AP
2000 - 2003

Languages

- English
- Telugu
- Kannada
- Hindi
- Tamil

Hobbies

- Participating in leadership workshops and seminars
- Pet care

May 2003 - May 2005

Supervisor

ITC Windsor manor & Towers ,Hotel

Volunteering for community clean-up and sustainability projects

Work Experience

Jul 2022 - Present

Group Head Facilities management

Sparsh Group of Hospitals (Bangalore)

Reporting to the Chairman & CEO, participating in pre-opening of hospitals, designing SOPs, ensuring quality training, and overseeing team R&R programs

- Steered cross-functional teams for P&L management focusing on cost control via manpower management, pilferage reduction, and optimal resource utilization
- Implemented industry best practices leading to a 23% reduction in manpower costs
- Introduced mechanized cleaning and E-Housekeeping across the group
- Launched UPI scanner for women hygiene products, resulting in 15% savings in departmental purchases
- Transformed group laundry services, enhancing quality standards and reducing costs
- Developed area-specific Housekeeping SOPs
- Generated MIS reports for documentation control and emphasized quality training programs
- Administered operations including Housekeeping, Cafe, Laundry, Pest Control, Security, and more
- Facilitated Daily/Weekly/Monthly operations meetings, resolving issues for seamless operations
- Improved customer experience and managed Supply Chain operations / Vendor Management
- Led team building and leadership initiatives, and enforced COVID protocols to minimize staff infections

Achievements:

- Achieved 23% manpower cost reduction
- 15% savings in purchase activities
- Cost-effective laundry methods improving quality standards

Jun 2018 - Jun 2022

Regional Manager - FM South (Soft services)

INOX Leisure Ltd. (Bangalore)

Ensured star quality standards, customer satisfaction, and vendor management across the region

- Managed and supervised housekeeping operations across multiple states and units
- Led successful pre-opening and renovation projects in various locations
- Developed and enforced SLA & KPI for vendor partners
- Assisted in recruitment processes and ensured adherence to SOPs
- Maintained high-quality standards for customer service and addressed complaints
- Managed budgets, ensuring optimal usage of funds
- Conducted team meetings and supervised pest control and facility maintenance
- Generated MIS reports and supervised capital expenditure equipment

Achievements:

- Oversaw operations ensuring customer delight and maintaining WOW factor
- Improved service quality and efficiency across all units

Mar 2016 - May 2018

General Manager (Operations & Business Development)

Personal Touch Service (India) Pvt. Ltd., Bangalore (Bangalore)

Managed facility space, central services, and ensured health and safety compliance

- Managed client relationships and oversaw P&L for the Bangalore region
- Set up and enhanced service SOPs, elevating service quality
- Developed facility management programs, including maintenance and life-cycle management
- Ensured compliance with safety standards and managed facility space efficiently
- Supervised maintenance, refurbishment, and renovation of facilities
- Planned and managed central services like reception, security, and cleaning
- Implemented processes for increased efficiency and cost-effectiveness
- Negotiated contracts and managed vendor relations
- Oversaw budgets, expenditures, and facility staffing levels

Achievements

- Streamlined operations resulting in a 15% savings in departmental purchases by introducing UPI scanner for women hygiene products
- Led the successful transition of housekeeping services to mechanized cleaning methods, enhancing efficiency and reducing labor costs

- Reduced operational costs by 15% through detailed analysis and strategic labor deployment
- Mentored teams on hygiene, audits, and reporting, and integrated multi-team projects
- Drove continuous improvement of quality operations and standards

Achievements:

- Achieved a 15% reduction in operational costs
- Established quality service standards and improved process efficiency

May 2014 - Jan 2016

Sr. Manager Operation's

BVG India Ltd. (Bangalore)

- Managed transition, training, mobilization & operations of Bangalore International Airport
 - Executed Bangalore FM soft service operations
 - Reviewed team and strategies effectively & created healthy environment
 - Led a large team of 800 plus positively and effectively
 - Improved and set standards in Housekeeping Operations
 - Organizing, supervising and coordinating work of housekeeping staff on day- to day basis
 - Ensuring excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests
 - Preparing duty rosters and supervising the discipline and conduct of her staff
 - Establishing and maintaining standard operating procedures for cleaning and developing new procedures to increase efficiency of labor and product use
- Maintaining regular inventory and checking of furniture, linen, uniform, equipment in the hotel

Dec 2009 - Mar 2014

Contacts Manager

Kalhat Services and Trading LLC, Oman (Muscat, Oman)

- Managed entire Dhofar Region operations
- Managed ROYAL properties
- Managed a large team of 2000 plus.
- Managed transport facilities
- Managed Canteen & camp facilities for 2000 employees

Aug 2008 - Nov 2009

Manager Housekeeping

Embassy Group (Bangalore)

- Managed total housekeeping operations of Asia's Largest IT Park (Manyata Tech. Park) cover area of 350 acres
- Managed 12 residential sites housekeeping operations and stone hill international school operations

Feb 2007 - Aug 2008

Assistant Manager Operations

Manipal Service Corp. Facility management pvt Ltd. (Bangalore)

Sep 2005 - Jan 2007

Operations manager

Pioneer Housekeepers (Bangalore)

- Managed housekeeping operations at Accenture Bang3 (Approx. 6,00,000 sq. feet of 24 X 7 operations)

May 2005 - Sep 2005

Sr. Housekeeping Supervisor

The Grand Ashok Hotel (Bangalore)

May 2003 - May 2005

Supervisor

ITC Windsor manor & Towers ,Hotel (Bangalore)

Projects

IGC Health & Safety

Safety hazards and corrective measures in an organization