

CHANDANA Y

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Professional Summary

Dedicated and versatile Facility & Business Operations professional with proven expertise in workplace administration, business analysis, and guest relations. Skilled in streamlining processes, driving operational efficiency, and ensuring compliance across diverse industries including IT, design, hospitality, and relocations. Adept at stakeholder management, vendor coordination, risk mitigation, and financial planning, with a track record of delivering sustainable, high-quality outcomes. Recognized for strong leadership, cross-functional collaboration, and the ability to mentor teams while supporting organizational growth.

Professional Experience

Senior Business Analyst – Aedium Design (Apr 2025 – Present)

- Partnered with leadership to define business requirements and align strategy with multidisciplinary design projects.
- Streamlined workflows (proposal, tendering, client onboarding, project delivery) to improve efficiency.
- Analyzed project data (costs, timelines, win-rates) and delivered dashboards for decision-making.
- Acted as liaison between design, operations, BIM, and project teams to ensure cross-functional alignment.
- Drove process improvements, change management, and adoption of digital tools (BIM/CRM).
- Mentored junior analysts and built team capability in documentation and data analysis.

Workplace Administrator – Pure Storage India (Jul 2024 – Mar 2025)

- Oversaw daily workplace operations, facility upkeep, and vendor management.
- Managed AMC schedules, procurement, budgeting, and expense control.
- Ensured compliance with health, safety, and environmental regulations.
- Handled staff training, scheduling, and performance management.
- Drove space utilization, sustainability initiatives, and risk mitigation plans.
- Maintained MIS reports, documentation, and presented performance updates.

Operational Manager – Transfer Relocations (2024)

- Managed procurement, PR/PO, inventory, utilities, and operations reporting.
- Oversaw project planning to execution, ensuring timely and cost-effective delivery.

- Handled risk management, emergency preparedness, and business continuity.
- Streamlined statutory compliance across multiple sites, eliminating nonconformities.
- Managed operational and capital budgeting, financial reporting, and contracting.
- Utilized tools like Site Ops, VMS, IMT, ARCHIBUS for efficient operations.

Resident Manager – Altruist Hotel (2023)

- Delivered high-quality guest experiences by overseeing daily hotel operations.
- Managed recruitment, training, and performance of hospitality staff.
- Directed scheduling, compensation, and HR compliance processes.
- Ensured smooth coordination across departments for guest satisfaction.

Guest Relations Executive – Bizgurukul (2022)

- Organized and coordinated operations to maximize efficiency and service quality.
- Hired and supervised staff, ensuring adherence to service standards.
- Handled budgeting, expenses, and procurement of supplies/equipment.
- Resolved customer issues and implemented feedback for continuous improvement.
- Prepared reports and presented insights to senior management.

Skills

Facility & Operations Management

- Workplace & Property Management, Space Utilization, Transition Management, Event Management

Risk & Compliance

- EHS (Environmental Health & Safety), Risk Management, Emergency Preparedness, Regulatory Compliance, Security Management

Vendor & Stakeholder Management

- Vendor & Contract Management, Procurement, Inventory Control, Stakeholder Engagement, Help Desk Support

Financial & Reporting

- Budgeting & Financial Planning, MIS & Reporting, SLA & KPI Management, Audit (Internal & External)

Process & Continuous Improvement

- SOP Development, Project Management, Continuous Improvement, Technology Tools (Site Ops, VMS, IMT, ARCHIBUS)

Education

- B.Com, 2024
- NEET IT, 2022 – Score: 250
- HSC, 2021 – 86%
- CBSE – SSLC, 2021 – 75%

Career Goals

- Contribute to the development and implementation of workplace & guest relations strategies aligned with company vision.
- Enhance employee and guest experience through innovative service initiatives and process improvements.
- Collaborate with cross-functional teams to ensure seamless operations and consistent service delivery.
- Build strong stakeholder relationships to foster loyalty and long-term engagement.
- Continuously develop professionally while driving organizational growth and success.