

# Neeraj Prasad

 [Neeraj Prasad](#) | [neerajprasad1804@gamil.com](mailto:neerajprasad1804@gamil.com) | Calcutta University | CRE, Admin, Facility & Transport | 9007429559

## Profile Summary

Dynamic professional with 10+ years of experience in Transport Operations, Employee Transportation, Route Planning, Travel Desk Management, and Logistics. Skilled in vendor management, compliance control, driver supervision, and MIS reporting to ensure efficient and cost-effective operations.

Experienced in managing large transport networks, optimizing fleet utilization, and maintaining strong safety and service standards. Adept at stakeholder coordination, vendor onboarding, negotiations, and resolving operational challenges through data-driven decision-making and process improvements.

Currently working with Urban Company as an Administration, Inventory & Travel Executive, overseeing travel operations, logistics, and customer coordination while ensuring full compliance with organizational policies and safety norms.

## Work Experience

**(13 Years 1 Months)**

### **Urban Company Limited**

Full Time

**March 2021 – Ongoing**

#### **Associate – Travel and CRE**

Kolkata, West Bengal, India

- Managed end-to-end property and facility operations, ensuring 100% adherence to SLAs, KPIs, safety standards, and compliance requirements.
  - Oversaw vendor coordination, budgeting support, quotation reviews, invoice validation, and timely renewal of agreements for smooth operational continuity.
  - Implemented streamlined travel processes and approval workflows, reducing booking turnaround time and improving compliance with company travel policies across all departments.
  - Handled occupant and client communication, ensuring prompt resolution of queries and effective complaint management for enhanced satisfaction.
  - Conducted regular site inspections, supervised maintenance activities, implemented risk assessment actions, and delivered accurate daily/monthly operational reports.
- Managed end-to-end real estate operations including space planning, lease coordination, documentation, and timely renewals across multiple cities.
- Coordinated with landlords, brokers, and internal teams to identify, evaluate, and finalize commercial spaces aligned with business requirements.
  - Managed end-to-end employee travel operations, including flight bookings, hotel arrangements, cab coordination, and itinerary planning, ensuring cost efficiency and adherence to company travel policies.
  - Negotiated rates and service agreements with travel vendors, hotels, cab partners, and airlines, achieving consistent savings while maintaining service quality and timely employee support.
  - Handled travel escalations and last-minute arrangements, ensuring smooth travel experience, coordinating with vendors for quick resolution, and maintaining accurate MIS for budgeting and audits.

### **Accenture Solution Pvt Ltd.**

Full Time

**Jan 2020 – Feb 2021**

#### **Transport Routing & Allocation Manager**

**Kolkata, West Bengal**

- Acted as the Single Point of Contact (SPOC) for multiple A+ category clients, ensuring seamless coordination, timely issue resolution, and high client satisfaction.
- Managed complete vendor lifecycle—including registration, compliance verification, agreement renewal, and performance monitoring—ensuring 100% adherence to company policies.
- Led MIS and billing validation, verifying trip data, usage accuracy, and coordinating with Finance to ensure timely month-end closures and vendor payments.
- Conducted cost benchmarking and vendor negotiations, enabling improved commercial terms and enhanced operational efficiency.
- Prepared and presented data-driven MIS reports and operational insights to senior management, contributing to service quality improvements and reduced cost leakages.

**BERGGRUEN CAR RENTALS**  
**Fleet Operation & Quality Manager**

Full Time

**July 2018 – Dec 2019**  
Kolkata, West Bengal

- Conducted performance reviews and counselling sessions with drivers, improving compliance, service quality, and operational discipline.
- Ensured collection efficiency by tracking DCO payments and maintaining strict adherence to timeline SLAs.
- Prepared and circulated daily operational reports to track productivity, fleet utilization, and driver performance.
- Led issue resolution and grievance handling through one-on-one interactions, ensuring 100% SOP adherence and clear communication of new schemes and incentive programs.

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**Mega Cabs**

Full Time

**Sep 2016 – July 2018**

**Role – Relationship Manager**

Kolkata, West Bengal

- Managed end-to-end transport operations for 1,700+ employees, ensuring seamless shuttle, roster, and on-call service delivery.
- Optimized fleet utilization and improved operational efficiency, increasing daily cab logins from 100 to 150, directly boosting productivity.
- Coordinated with vendors and internal teams for deployment, account reconciliation, and compliance to meet branch-level P&L targets.
- Conducted regular GPS monitoring, operational audits, and safety checks to identify performance gaps and enforce SOP compliance.
- Led cost optimization initiatives by negotiating vendor rates and implementing process improvements to reduce transportation expenditure.

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**VLINK AUTOMOTIVE SERVICES PVT. LTD. (MERU FLEXI)**

**Oct 2014 – Aug 2016**

**Role – Relationship Manager**

Kolkata, West Bengal

- Managed transport operations and fleet productivity, ensuring optimum utilization, reduced idle time, and smooth day-to-day service delivery.
- Conducted regular safety audits, compliance checks, and driver training programs, ensuring adherence to company safety, security, and operational SOPs.
- Led driver counselling, motivation programs, and vendor coordination, enhancing service quality and maintaining discipline across the fleet.
- Maintained and analysed detailed MIS reports, validated trip logs, and supported accurate and timely vendor billing and payment processing.
- Ensured 100% compliance on vehicle permits, insurance, and driver documents by maintaining structured checklists and coordinating with vendors for updates.

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**IBM GLOBAL PROCESS SERVICES**

**Oct 2009 – Sep 2014**

**Role – Transport Helpdesk Executive**

Kolkata, W.B, India

- Ensured strict SLA adherence, resolved transport-related complaints, and coordinated continuously with vendors, drivers, and transport desk teams.
- Conducted regular vehicle inspections, safety audits, and compliance checks, ensuring alignment with IBM's safety, security, and operational policies.
- Prepared and analyzed comprehensive MIS reports (daily/weekly/monthly), driving improvements in operational efficiency, utilization, and cost control.
- Organized periodic driver safety trainings, compliance workshops, and contributed to policy enhancements to improve service quality and employee satisfaction.

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**Education**

**Qualification : Bachelors in arts from Calcutta University**

**Professional : Completed One Year Diploma in Computers**

**Core Competencies**

Vendor Management | Facility Management | Corporate Real Estate Management | Travel Management

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**Skills**

Excel |Power-Point |MS-Word