

SAJU CHITTADIYIL AUGUSTY, PMP®

GENERAL MANAGER – ADMINISTRATION, FACILITIES & CAMPUS OPERATIONS

Campus Operations | Residential Facilities | Infrastructure & CAPEX | HSE | Contracts | Procurement | Transport | Hospitality

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EXECUTIVE PROFILE

PMP®-certified Operations, Facilities and multi-site Campus Administration leader with 16+ years of experience managing complex educational environments across administration, residential services, infrastructure, engineering systems, transport, security, housekeeping, catering, procurement, statutory compliance, budgets and vendor contracts. Experienced in operations serving 2,500+ students and 250+ staff, including residential facilities for approximately 200 students, 15 staff residences and 3 guest residences. Delivered a ₹11 Crore / 60,000 sq. ft. campus expansion, administered 50+ supplier and service contracts, managed a 27-bus fleet, improved operational efficiency by 20%, reduced transport costs by 12%, and implemented ERP / Power BI systems that cut reporting cycle time by 80%. Hands-on, service-oriented leader with strong financial, project, crisis-management and stakeholder capabilities suited to round-the-clock residential campus accountability.

CORE COMPETENCIES

- Campus Administration & Non-Academic Operations
- Estate, Hostel & Accommodation Management
- Infrastructure Upgrades, Renovations & CAPEX
- Engineering Systems & Preventive Maintenance
- HSE, Security & Emergency Preparedness
- Crisis Management & Business Continuity
- Transport & Fleet Management
- Housekeeping, Laundry, Hygiene & Hospitality
- Catering, Kitchen & Healthcare Services
- Budgeting, Forecasting & Cost Optimisation
- Procurement, Stores & Inventory Management
- Commercial Contracts, AMCs & Negotiation
- SOPs, Systems Governance & Digitisation
- ERP, MIS, Power BI & KPI Dashboards
- Statutory Compliance & Government Liaison
- Staff Welfare, Performance & Training
- Parent, Community & Stakeholder Management
- Events, Travel & Logistics

SELECTED CAREER IMPACT

- Delivered a ₹11 Crore campus expansion (60,000 sq. ft.), coordinating CAPEX, procurement, contractors, HSE, schedule control, commissioning and handover while maintaining uninterrupted operations.
- Managed integrated residential services for ~200 students, 15 staff residences and 3 guest residences, spanning facilities, housekeeping, security, hygiene, hospitality and resident support.
- Improved operational efficiency by 20% through process standardisation, centralised procurement and shared-service practices across three institutions.
- Reduced transport costs by 12% through GPS-enabled route optimisation and improved utilisation across a 27-bus fleet.
- Led multi-disciplinary operations teams of 70+ staff and administered 50+ supplier / service contracts across facilities, transport, security, catering and support services.
- Implemented ERP, digital workflows and Power BI dashboards, reducing management-reporting cycle time by 80% and improving visibility of operational KPIs.

PROFESSIONAL EXPERIENCE

Senior Operations Executive | Marianist Institutions

Jun 2023 – Present

Bengaluru, India

- Provide strategic leadership for administration, facilities, finance, procurement, compliance and support services across 3 educational institutions serving 2,500+ students and 250+ staff; act as a key coordination point for non-academic operational issues.
- Govern 22 acre campus infrastructure and engineering systems including DG sets, transformers, HVAC, electrical panels, elevators, fire alarm / fire-fighting systems, water systems, STP/WTP, sewage treatment and utility services through preventive and corrective maintenance frameworks.
- Lead sustainability and resource-management initiatives covering solar / renewable-energy assets, energy use, water management and environmental performance, supported by asset registers, maintenance schedules and lifecycle planning.
- Own operational budgeting, forecasting, CAPEX/OPEX controls, procurement, tender evaluation and commercial negotiations; administer 50+ supplier, service and AMC contracts and serve as an authorised co-signatory for approved operational payments.
- Lead HSE, security, emergency preparedness, fire/life-safety compliance, mock drills, risk assessments, statutory inspections and crisis-response coordination, maintaining audit readiness and robust incident-response protocols.
- Design and institutionalise SOPs, digital workflows, MIS and KPI frameworks; led ERP deployment and Power BI dashboards that reduced reporting cycle time by 80% and strengthened data-driven management visibility.
- Oversee stores, inventory, asset documentation and workforce processes including recruitment, onboarding, performance appraisal, training, welfare and discipline of administrative and support teams.
- Liaise with civic authorities, police, fire and regulatory bodies and maintain community / neighbouring-village relationships; currently support a Marianist school in Odisha with CBSE affiliation and regulatory-readiness activities while remaining within the St. Joseph Chaminade Academy employment structure.

Operations Manager | St. Joseph Chaminade Academy

2016 – 2023

Bengaluru, India

- Managed end-to-end non-academic operations of a 10acre. K–12 campus serving 900+ students and 90+ staff, covering facilities, residential services, transport, catering, security, housekeeping, procurement, administration and vendor performance.
- Managed residential operations for approximately 200 students, accommodation for 15 staff members and 3 guest residences, integrating upkeep, housekeeping, laundry, hygiene, security, hospitality, welfare support and emergency readiness.
- Oversaw commercial kitchen / catering, infirmary and school healthcare services, including food-safety standards, school-nurse operations, emergency-care protocols and coordination with external healthcare providers.
- Delivered a ₹11 Crore / ~USD 1.1M campus expansion, managing planning, CAPEX coordination, procurement, contractors, HSE, quality, schedule, commissioning and handover; also coordinated renovations, retrofits, civil upgrades and interior improvements.
- Implemented preventive-maintenance, statutory-compliance and asset-lifecycle controls across civil, electrical, mechanical, water, sewage, fire-safety, kitchen and utility systems, reducing reactive maintenance and improving reliability.
- Managed a 27-bus fleet covering route planning, GPS/VTs monitoring, preventive maintenance, driver coordination and regulatory compliance, reducing transport costs by 12%; also coordinated student/staff travel, trips, expeditions and workshop logistics.
- Controlled operational budgets, CAPEX/OPEX expenditure, procurement, stores and inventory; negotiated vendor contracts, AMCs and service agreements and monitored SLAs, invoice controls and uninterrupted material availability.
- Led security, crisis response, stakeholder / media coordination during emergencies, parent service recovery, statutory liaison with police / municipality / fire authorities, and operations for major events involving up to 3,000 participants.

Director – Operations & Training | St. Mary’s Multipurpose Training Institute

2012 – 2013

Patna, India

- Managed administration, facilities, procurement, staffing and support services, restructuring workflows to improve service delivery and institutional performance.
- Increased enrolment and revenue by 67% through operational restructuring, stakeholder outreach and service improvements.
- Developed staff training, quality-assurance and performance-management systems to strengthen compliance, accountability and organisational capability.
- Built relationships with corporate, community and institutional stakeholders to support partnerships, growth and resource mobilisation.

Founding Operations Supervisor | Jacob Gapp English Medium School

2010 – 2012

Telangana, India

- Led pre-opening operations and infrastructure readiness for a new 16,000 sq. m. educational facility, coordinating procurement, vendors, staffing, facilities setup and operational commissioning.
- Established SOPs, preventive-maintenance protocols, asset documentation, safety controls and service workflows to support sustainable day-to-day operations.
- Coordinated campus handover, operational readiness checks and transition from project phase to steady-state service delivery.

Assistant Operations Coordinator | Morning Star School

2007 – 2010

Nepal

- Supported operations across two large educational facilities serving 2,500+ students and 120+ staff, coordinating logistics, procurement, facilities support and project execution.
- Assisted vendor coordination, records, resource planning and operational problem-solving across multiple support functions.
- Implemented service improvements that strengthened operational reliability, user experience and institutional growth.

EDUCATION

MBA – Marketing & Operational Management | University of Dayton, Ohio, USA | 2015

M.S. – Educational Leadership | University of Dayton, Ohio, USA | 2015

B.Com – Financial Management | Bangalore University, India | 2007

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Project Management Professional (PMP)® | Project Management Institute (PMI) | 2026
- IOSH Managing Safely | Institution of Occupational Safety and Health | 2026
- Certified Lean Six Sigma Black Belt (CLSSBB) | Sparen & Gewinn Consulting | 2026

TECHNOLOGY & SYSTEMS

ERP Systems | Power BI | Microsoft Excel | MS Project | Microsoft 365 | Google Workspace | MIS & KPI Dashboards | Fleet/VTs Systems | Digital Payment Systems | Biometric Systems | Process Automation | Digital Workflows | Management Reporting

LANGUAGES & MOBILITY

English – Fluent | Hindi – Fluent | Malayalam – Native | Spoken: Telugu, Tamil, Kannada | Open to relocation | Available for residential campus leadership