**Welcome all of you in CresTech Family from**

***$$ Administration Department $$***

**Introduction with Admin Team**



**We are Responsible for You:**

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**Lalit Jain**

**Director – Operations**



**Preetam Rajput**

**AVP - Finance**

 

**PANKAJ VERMA**

**Manager - Admin**

 

**Nidhi Chaturvedi**

**Executive**

**Admin Scope of work details:**

 **Infrastructure Management**

* **Building maintenance**
* **Housekeeping**
* **Pantry related services**
* **Air-conditioners**
* **Automation like Biometric**
* **ID/Access cards**
* **Printing & stationary**
* **Pest control**
* **Postal & courier services**
* **Telephones & corporate mobile connections**

 **Travel Management**

* **Domestic/International travel bookings,**
* **Visa processing**
* **Forex arrangement**
* **Cabs arrangement**
* **Hotel bookings**
* **PG’s arrangement for employee**

 **Event Management**

* **In House celebrations like-Birthday celebrations, Festivals etc.**
* **Employee entertainment program like-outdoor trips arrangement & fun activities etc.**

**Employee Query Resolution Procedure:**

* **CresTech has intranet system for employees, where everyone has its credentials**
* **By using these credentials you can enter your query to Admin Department by using the Helpdesk Tab => Submit Ticket**

 **Based on ticket allocation, team member will respond you accordingly.**

**In case you are unable to use intranet system:**

**Just mark an email to: admin.helpdesk@crestechgblobal.com & we are there to help you.**

**In case you don’t receive any response or proper resolution of your query within 24 Hrs, you can follow the below escalation matrix:**

**Escalation -1: Mark an email to pankaj.verma@crestechglobal.com**

**If query is still unresolved in24 Hrs**

**Escalation -2: Mark an email to** **preetam.rajput@crestechglobal.com**

**If query is still unresolved in24 Hrs**

**Escalation -3: Mark an email to lalit.jain@crestechglobal.com**

**Thank You for your precious time...**

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**Best of Luck for your Future assignments**

**Regards,**

**Admin Team**