**Wael**

**E-Mail:** wael.103647@2freemail.com

**In quest of Senior Level Assignments in Housing Management with a growth oriented organisation.**

***Preferred Location:*** *UAE*

**PROFESSIONAL ABRIDGEMENT**

* A mission-focused leader with **24 years** of rich experience in various expertise, spanning from:

 *Leadership Skills People Management*

*Transportation Management Cleaning Operations*

 *Liaising & Coordination Relationship Management*

* **Currently associated with Gloria Hotels & Resorts, Dubai as Housing Manager.**
* Strong ability to master a situation quickly; highly knowledgeable in offering technical recommendations for security infrastructure within subject matter areas.
* Gained competencies to grasp macro issue & take decisive course of action in multifunctional dynamic environment of multitasking project of major/minor and the entire facility.
* Expertise in managing maintenance functions for reducing breakdown / downtime & enhancing operational reliability of equipment and systems.
* A keen communicator with the ability to relate to people across all hierarchical levels.
* A keen strategist & planner, with excellent communication & exceptional interpersonal and man management skills with ability to motivate a large strength of men under adverse circumstances.

**PROFICIENCY FORTE**

* Ensuring maintenance and proper upkeep of large facilities including Infrastructure, Buildings, etc.
* Effectively carrying out maintenance audit of office premises; scheduling & executing preventive maintenance plans.
* Implementing stringent systems / measures to establish and maintain high security standards in compliance with prescribed statutory norms.
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**CAREER CONTOUR**

**Since June’20 with Armada Transportation company as Sales Manager**

*Reporting to the Managing Director*

**Since Sept’13 with Glorai Hotels & SPA, Dubai as Housing Manager**

*Reporting to the Cluster Director of Human Resource*

**Key Deliverables**

* Managing 1200 colleagues for food, accommodation, cleaning, maintenance & transportation works.
* Establishing facility for the colleagues such as Gym Room, Internet Room, Recreation Room, Save Electricity & Water as well as ensuring cost cutting in the organisation.
* Addressing all complaint of colleagues housing resident and offering effective solutions.
* Ascertaining that the Colleagues Housing Cleaners clean the Service Colleagues Housing Room and Apartments as per schedule.
* Providing reasonable support to the Colleagues Housing Cleaners as well as reporting the engineering failures & breakdowns to the Personal Manager for immediate action.
* Handling all possible requests of the Colleagues Housing Residents in an effective manner as well as maintaining high level of discipline for Colleagues Housing Cleaners.
* Updating the stock of linens and other items used on a daily basis.
* Administering the accounting of all things before the departure of associate.

**Nov’10 – Sept’13 with Fujairah Rotana Resort & SPA, Fujairah as Accommodation Officer**

*Reporting to the Director of Human Resource Manager*

**Key Deliverables**

* Managed 350 colleagues for food, accommodation, cleaning, maintenance & transportation works.
* Played a vital role in saving around 750 thousand in the accommodation by fixing damage furniture.
* Ascertaining the appropriated cleaning work by the Associate Housing Cleaners of the Service Associate Housing Room and Apartments as per schedule.
* Addressed all complaint of colleagues housing resident and offering effective solutions.
* Offered reasonable support to the Colleagues Housing Cleaners as well as reporting the engineering failures & breakdowns to the Personal Manager for immediate action.
* Handling all possible requests of the Colleagues Housing Residents in an effective manner as well as maintaining high level of discipline for Colleagues Housing Cleaners.
* Updating the stock of linens and other items used on a daily basis.
* Administering the accounting of all things before the departure of associate.

**Jun’07 – Nov’10 with Angsana Hotel, Dubai / Propening (Operate Behalf of Damas Hotel LLC) as Associate Housing Manager**

*Reporting to the Human Resource Manager*

**Key Deliverables**

* Managed 500 colleagues for food, accommodation, cleaning, maintenance & transportation works.
* Instrumentally involved in the pre-opening hotel first experience.
* Ascertaining the appropriated cleaning work by the Associate Housing Cleaners of the Service Associate Housing Room and Apartments as per schedule.
* Addressed all complaint of colleagues housing resident and offering effective solutions.
* Offered reasonable support to the Colleagues Housing Cleaners as well as reporting the engineering failures & breakdowns to the Personal Manager for immediate action.
* Handling all possible requests of the Colleagues Housing Residents in an effective manner as well as maintaining high level of discipline for Colleagues Housing Cleaners.
* Updating the stock of linens and other items used on a daily basis.
* Administering the accounting of all things before the departure of associate.

**May’04 – May’07 with Holyday Inn, Jordan as HK Senior Supervisor**

**Key Deliverables**

* Played a stellar role in taking care of the guest rooms in the hotel.
* Distinction of getting promotion and being credited as the Employee of the Month.

**1991 – 2004 with Hotel Intercontinental, Jordan**

**The Growth Path**

1991 – 2000 HK Supervisor

2000 – 2004 Staff Restaurant & Housing Manager

**Key Deliverables**

* Played a stellar role in taking care of the guest rooms in the hotel.

**PROFESSIONAL ENHANCEMENTS (TRAININGS ATTENDED)**

* Course in Train The Trainer - 2008 Angsana Hotel, Dubai
* Course in Leadership Training – 2008 Angsana Hotel, Dubai
* Course in VB Guest Courtesy Training – 1992 Intercontinental, Jordan
* Course in Service Leadership Workshop – 1995 intercontinental, Jordan
* Course in My Guest My Customer Workshop 1995 Intercontinental, Jordan

**SCHOLASTICS**

* **High School** from Name of Board?? in year??.

**IT Skills:** Comprehensive exposure to Microsoft Office and Internet Applications.

***Other Skills:*** *English & Arabic Typing*

**PERSONAL DOSSIER**

**Date of Birth:** 7th September, 1971.

**Current Location:** Dubai, UAE.

**Linguistic Abilities:** Arabic & English.

**Nationality:** Jordanian.

**Driving License:** Dubai, UAE (Light Vehicle).