**CURRICULUM VITEA**

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| **Objective:-**  To join in Hospitality & facilities management organization to continue improve my career in the roll of Housekeeping management by providing the highest quality of service standard and serving to achieve the needs of External and Internal customers satisfaction, company goals and objectives. I will be committed to perform my job by utilizing my maximum skills, experiences and knowledge with enthusiasm at all time and I’ll be fully dedicated with my commitment to perform my duties and responsibilities to achieve above mentioned goals. |

* ***Personal Qualities:-***
* Positive, Team worker, Friendly, Ability to work under pressure.
* Disciplined, well organized, Creative, Open minded, willing to learn new things.
* Honestly sincere and systematic approached to work.
* Fast learner, self-motivated, Responsible with strong Organizational ability.
* ***Personal details:-***

Date of birth : 24th 12/ 1978.

Nationality : Nepali.

Gender : Male.

Marital status : Married.

* ***Language known:-***

English : Good

Nepali : Native language.

Hindi : Good

* ***Academic Qualification:-***
* S.L.C. - School Leaving Certificate from Shree Santi Vidya Griha Ma Vi Kathmandu Nepal.
* ***Computer Knowledge:-***

**Microsoft Office Word 2007, Microsoft Office Excel 2007, Microsoft Office Outlook 2007 and Microsoft Office Power point 2007.**

 **Opera & Fidelio Program.**

 **HotSOS program (Hotel Service Optimization System).**

 **DMS (Document Management System).**

 **TMS (Talent Management System for appraisal/ feedbacks and IDP).**

 **Certified Task Trainer**

* ***Attended Trainings:-***
* Housekeeping Supervisory Course.
* Basic Fire and Safety Training from Dubai Civil Defense, UAE
* Working Safely from Institution of Occupational Safety and Health.
* Training Skill for cleaning supervisor from SERCO Dubai Metro.
* Costumer Service for cleaning Supervisor from SERCO Dubai Metro.
* Health and Safety Awareness training from SERCO Dubai Metro.
* Safety critical and code training from SERCO Dubai Metro.
* Cleaning procedures training in Dubai Metro.
* Cleaning equipment training Taski and divercey from Intercare floor care limited
* Diversity, Equality and Cross Cultural Awareness (General Staff) from SERCO.
* Induction Training from SERCO.
* ***Work Experiences:-***
* **Housekeeping Supervisor (since July 2011 till present ) Serco Middle East (Dubai metro).**
* **Working as Deep Cleaning Supervisor in Serco Dubai Metro (Stations, Car parks and Depot offices)**
* **Presently working as Housekeeping supervisor in Serco Middle East Dubai metro Station and Car park**

**Key Responsibilities:-**

* Assisting Facilities and housekeeping manager to Supervise all cleaning activities are completed in accordance with departmental KPI’s,
* Collect and Verifying all departmental documentation is completed accurately prior to being Submittal to the departmental administration office when required.
* Oversee the performance of cleaners within specified area of Responsibilities.
* Report any incident/accident in accordance with the procedure have thorough knowledge about how to handle the situation and if in doubt ask.
* Brief to housekeeping staff team leader for health and safety standards are complied with at all times. Ensure work carried out is in accordance with the health & safety policy.
* Monitor that all Equipment machine are maintained and kept in condition. And ensure fault report are carried out immediately and contact with suppliers in case of an emergency requirement.
* Provide on the job training and briefing for staff whenever required and follow up to activities are carried out as per the briefing and training session.
* Monitor the performance of staff and give feedback to cleaning manager accordingly.
* Monitor our customer focused at all times, providing assistance to both internal and external customers whenever required.

**First Name of Application CV No:** **1669626**

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