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|  | **Dean**  [**Dean.281206@2freemail.com**](mailto:Dean.281206@2freemail.com) | |
| **Facilities/Operations Manager** | | |
| Experienced Facilities Manager with ex-military background and interpersonal skills enhanced through experience in overseeing the overall facilities and maintenance issues in offices and shops fronts and hotels.  Displays commitment to detail in doing the job right the first time in completing all projects.  Excellent communication and presentation skills and keen to pursue a career where skills  and experience suit best.  High profile clientele includes;  Palm Hills Development - Alexandria and Cairo (Egypt)  Café Bateel (UAE)  Costa Coffee (UAE)  Yahoo (Makhtoub)  Saatchi and Saatchi (UAE)  Samsung Middle East (UAE)  Fitness First (UAE)  Marmaris Turkish Restaurant (UAE)  F5 (UAE /UK)  Barrington Lodge UK  Halifax Building Society UK  Halifax Borough Council Town Hall UK  Coffee Republic UK  Various Residential Properties in the UAE and UK | | |
| **Core Competencies** | | **Computer Skills**  **Ms Office Packages**  Basic MS Word, Excel, PowerPoint, Web and  Outlook .  **Languages Known**  English(Read,Write,Speak)  Italian (Read, Write, and Speak, Cantonese (Read,Speak) French(Read,Speak) |
| |  |  | | --- | --- | | * ***Team Building Management*** | * ***Health and Safety Management*** | | * ***Project Management*** | * ***Excellent Communication Skills*** | | * ***Business Development*** | * ***Strategy Development*** | | * ***Problem-Solving Skills*** | * ***HSE Training Skills*** |  * Self-motivated and highly professional individual with more than 15 years pre and post-military retirement experience in building construction, maintenance, security, and facilities management- related career both acquired in the UK and Middle East Region. * Retired from HM Forces; Military assault- project management – military tactical expert * Results driven person with outstanding planning and organizational skills. * Strong interpersonal professional relationship to customers and suppliers both in the Middle East and the UK. * Able to work well on own initiative while demonstrating the organization and prioritization required to achieve tight deadlines. * Strong commitment to Health and Safety with familiarity to HSE UK framework and other relevant HSE framework. * Ability to facilitate leasing process from showing offices to potential tenants and answering technical issues on offices to be leased, to relaying developer’s messages and communications. | |

**Career Graph**

**EFS Facilities Services**

**Client: Palm Hills Development - Egypt**

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| **Senior Head of Operations (Maintenance and Facilities)** | **UAE**  **(February, 2015 - Present)** |
| * Build relations with key Customer Executives. Serve as a senior point of customer advocacy to lead and develop the team to serve customer operations and field service within budget at optimum costs. * Own operational functioning of multiple projects across Egypt and resolution to any executive escalation and associated reporting. * Facilitate “Best Practices” amongst peer group and drive operational improvements across service functional groups. “IMS process owner”. * Carry out audits on operational efficiency at contract sites. Report findings to Project Director. Review, implement and evaluate remedial action. Drive growth plans to optimize productivity and profitability. * Ensure all operational offices and contract sites fully comply with company systems and procedures. * Carry out regular reviews of contract performance against budget and plans. Review, implement and evaluate remedial action for cost reduction opportunities. * Prepare and submit business reports, as required. Highlighting the OPCOs financial and operational status. Also forecast positions for next periods. * Help in selecting subcontractors as well as day to day management of service deliverance of various subcontractors. * Work closely with the Project Director to develop and implement an annual resourcing plan for the OPCO. * Develop and maintain a continuous improvement plans of service delivery that generates “added value” to the business. Continuously review key performance indicators (KPI's), best practice, and review benchmarks. * Develop and implement an effective and robust, two-way communication structure for both the internal and external customer. Design effective feedback and evaluation process to assess effectiveness of service and generate/present monthly report. * Comply with all processes and procedures (Human Resources, HSEQ, Finance, Information Technology, Procurement, Operations) which include compliance with all applicable rules and regulations of the local labour law.   **Upkeep LLC** | |
| **Operations Manager (Maintenance and Facilities)** | **Dubai, U.A.E. (October,2013-January, 2015)** |
| * Professional property maintenance * Maintains the building electrical work, plumbing, and cooling components and grounds * Repairs basic plumbing, electrical systems and hardware * Maintains the monthly and annual department budget * Manages inventory and labor costs according to budgetary guidelines * Updates purchase orders and establishes timeframes for part delivery * Recruits, hires, trains, schedules and manages Facility and Maintenance Operations team members * Makes hiring, promotion, disciplinary and termination recommendations to the General Manager * Trains team members through standard operating procedures, shadowing and providing feedback * Ensures and regulations are in compliance with HSE regulations | |
| **Reliance Facilities Management**  **Client: Business Central Towers** | |
| **Facilities Manager** | **Dubai, U.A.E. (July 2012 to August 2013)** |
| * Oversees the overall facilities and maintenance issues in offices and shops for both towers of Business Central Towers. Ensures that the ventilation, heating, and utility systems are operating efficiently. * Coordinates with tenants and ensures that offices and retail stores make the most of using all the facilities * Organise transportation services and removals through its providers * Continued patrols on firefighting measures for possible improvements * Regular contact with Civil Defense and regulatory government Departments for compliance, certifications and permission for building issues * Managing staff and supporting staff development, ensuring in-house training efficiency and certification program is maintained whenever necessary * Coordinates and supervises sub-contractors for outsourced services including electricians, carpenter, security personnel, maintenance cleaner and equipment specialists in their daily activities. * Facilitates leasing process from showing offices to potential tenants and answering technical issues on offices to be leased, to relaying developer’s messages and communications * Prepares and implements preventive maintenance procedures, ensuring that daily and weekly maintenance are performed according to schedule * Guides and ensure efficient and cost-effective warehousing system and managing inbound and outbound clearance for materials and oversee activities related to the receipt and storage of goods with inventory management functions * Oversees and ensures emergency evacuation procedures in place | |
| **Young and Co./Barrington Hotels (Consultant)** | |
| **Operations Manager (Managing Partner)** | **United Kingdom (June 2010- June 2012)** |
| * Oversee the overall maintenance issues in the hotel * Manage maintenance staff and coordinates with other departments * Ensures the structural integrity of the hotel building * Train security staff on health and safety and fire awareness * Prepares and implements preventive maintenance procedures * Oversee the smooth function of telecommunications system * Liaise with department managers regarding facilities, maintenance, and security issues * Manage the allocation of parking spaces and hotel furniture/fixture inventories * Oversee the physical security of the hotel and the vicinity * Initiate and take lead in implementing measures adhering to cost reduction and process improvement programs * Monitors the building insurances, council permits, and other documents related to building works.   **Royal Marines-British Army** | |
| **Staff Sergeant** | **United Kingdom (May 1984-April 2010)** |
| * Military assault- project management – military tactical expert   **Reason for Leaving: Retirement** | |
| **Skills Inventory** | |
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| **Educational Qualifications**   |  |  | | --- | --- | |  | **1984-Certificate in Plastering, City and Guilds UK**  **2009-Diploma in Operations Management, City and Guilds UK**  **2012- IOSH Managing Safely** |   **Personal Enhancement / Certifications**   |  |  | | --- | --- | |  |  | |  | * Behaviour-based Safety * Leadership and Culture in Health and Safety * NEBOSH IGC * Business Etiquette * Leadership and Management Skills * Strategic Marketing * Fundamentals of Operations Management   2010   * Health, Safety & COSHH * First Aid with CPR * Fire Awareness and Fire Marshall Training * Manual Handling * Equality and Diversity * Safeguarding Vulnerable Adults * Food Hygiene Awareness Certificate * Infection Control   2009   * Level 1 in Food Preparation & Cooking – undertaken whilst injured after service in Afghanistan * Basic Food Hygiene Certificate   1984-2009   * Military-related trainings * Manual Driving * First Aid and Advance Life Support * Survival Techniques (Military) * Royal Marines Commando Training | | |
| **British Married Male D.O.B: 25-08-1968** | |

**References will be provided upon request**