**Grace**

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**Objective**

With 15 years of experience in the customer service and facilities management, I am very keen to pursue my career in Facilities Management, where I can fully contribute my excellent managerial skills and exceptional facilities management experience.

**Career Summary**

**MAB Facilities Management**

**Position:** Cleaning Coordinator

Date of Employment: – July 08, 2014 till date

Reporting to Cleaning Manager

Location: The Dubai Mall, U.A.E.

**Duties and Responsibilities:**

* Reports to the Cleaning Manager all the operational activities (soft services)
* Responsible to see that all the Site Supervisors and site staff understood and adhere to the site Policies and Cleaning Procedures
* Prepares and submit daily, weekly, monthly reports and give feedback on Mystery Shoppers and Clients Audit Reports
* Conducts training and schedule the staff for refresher courses
* Accountable to control the custodial budget and inventory of cleaning supplies
* Responsible to monitor, identify and eliminate potential safety hazards
* Conducts TBT (tool box talk) to all staff given by the HSE Department
* Liaise with Storekeepers / Storekeeper for the machines and hygiene consumables
* Participate in Emergency and First Aid Activities / HSE and Cross Functional Meeting
* Conducts Annual Appraisal for staff
* Ensure customer / clients complaints on non-conformance are attended and solved.

**Serco Middle East**

**Position:** Assistant Facilities and Cleaning Manager

Date of Employment: February 19, 2011 – January 30, 2014

Reporting to Cleaning Manager

Location: Dubai Metro / Red and Green Line

**Duties and Responsibilities:**

* Coordinating, managing and delivering cleaning services within the 51 premises of Dubai Metro such as stations, car parks, ancillary buildings, trains, depots and offices
* Ensure achievement of RTA KPI cleaning targets in accordance with the Concession Agreement
* Inspection and verification of cleaning records and ensure that they are stored for audit purposes
* Ensure all cleaning tasks are evaluated in accordance with the Job Safety Analysis and recommend safer work practices to mitigate any risk accordingly
* Carry out Incident Investigations within the department in accordance with the procedures
* Check cleaning work orders within the Maintenance Management System (MMS) and close out all tasks within the respective month
* Conducts internal audits/ monitoring of cleaning service provision (report, actions and follow-ups)
* Set up trials for new chemicals/ equipment and collate results in for of presentation to Cleaning Manager
* Review volume/ expenditure of consumable items and suggest cost saving options
* Prepare and deliver action plans for any concerns raised by the client/ surveys
* Conducts interviews, performance appraisals, departmental disciplinary/ grievances
* Coordinate with manpower supplier to ensure deployment levels are achieved in accordance with the contract
* Monitor the services provided by the Waste Management, Pest Control and Feminine hygiene subcontractors in all Dubai Metro location and provide feedback to Facilities Manager
* Review cleaning frequencies, work flow and special cleaning calendar
* Plan and deliver training to Housekeeping Supervisors
* Conducts regular reviews on the HSQE and Risk Assessment

**Jumeirah Zabeel Saray**

**Position:** Assistant Housekeeping Manager

Date of Employment: September 01, 2010 to February 17, 2011

Reporting to Executive Housekeeper

Location: West Crescent – Palm Jumeirah

**Duties and Responsibilities:**

* Responsible for all hotel rooms and villas operation
* Servicing guest rooms in accordance with hotel set standard operation
* Developing work schedule, training, step by step and job description
* General administrative support
* To participate in developing and implementing new departmental standard and procedure

**Jumeirah Living – Facilities Management**

**Position:** Assistant Facilities Manager

Date of Employment: June 18, 2008 to August 30, 2010

Reporting to Facilities Manager

Location: DIFC – The Gate Village

**Duties and Responsibilities:**

* Assist in attaining the highest quality of cleanliness in The Gate Village by giving proper direction and coordination of the housekeeping, waste management, pest control and other soft services operation
* Conducts on the job training and soft skills training for all Housekeeping staff in accordance with the set annual training plan
* To pro-actively liaise with Suppliers to purchase appropriate, cost effective cleaning chemicals, materials/ equipment and other operational requirements
* Developing work schedule and work allocation
* Assist with the preparation and monitoring the annual budget
* Conducts Performance Review

**Emrill Services, LLC**

**Position:** Custodial Superintendent

Date of Employment: July 15, 2004 to May 2008

Reporting to Assistant Support Services Manager

Location: Phase 01 / Dubai Marina

**Duties and Responsibilities:**

* To supervise, coordinate and maintain high standard of cleanliness and hygiene in the assigned areas ensuring customer satisfaction is achieved
* Keeping machineries records pertaining to maintenance and its repair cost
* Interacts and coordinates with all other inter departmental activities and other service providers
* Maintain records for communication, improvement and auditing purposes, prepares staff monthly duty roster, submitting weekly and monthly reports, monitor monthly consumption, raise material requisition and conducts monthly inventory
* Updating cleaning schedule and work allocation as an when required

**Cleaning Services and Waste Management**

**Position:** Cleaning Supervisor

Date of Employment: July 29, 2000 to October 05, 2003

Reporting to Foreman

Location: Dubai International Airport - DCA

**Duties and Responsibilities:**

* Checks the number of the manpower who report for the shift and ensure they sign in and out
* Record daily cleaning activities, customer complaints, lost and found, attendance report and maintenance fault report
* Ensure that staff adhere to the standard operating schedule and safety standards
* Conducts yearly staff performance appraisal
* Prepares monthly requisition, consumption and inventory on other related operational requirements

**Training Courses Attended**

* Learning to Learn
* Communication Skills
* Interpersonal Skills
* Customer Service
* Supervisory Skills
* Time Management
* Problem Solving
* Team Work
* Team Building
* Telephone Etiquette
* Coaching and Counseling
* Train the Trainer
* One Customer One Airport
* Workshop on Performance Appraisal
* Performance Management Workshop
* Developing Your Career
* Who Moved My Cheese
* Selection Interviewing
* Task Trainer
* Effective Business Writing
* The 07 Habits of Highly Effective People
* Developing High Performance Team
* Praise Me
* Health and Safety Level 02
* Manual Handling
* Risk Assessment
* Control of Substance Hazardous to Health
* Understanding Facilities Management – BIFM Training
* Developing Talent

**Career Recognition**

2012 – Received a certificate of Recognition of good performance from Serco Dubai Metro

2009 – Received a certificate of Recognition by the colleagues and Executive Committee of Jumeirah Living

2002 – Received a certificate of Appreciation in recognition of my honesty, integrity and conscientious services which have been rendered in the course of my duties from DCA, Department of Civil Aviation

**Educational Qualifications**

1991 -1995 Bachelor of Science in Hotel and Restaurant Management

University of San Jose – Recoletos

Deans Lister – 1994

Academic Scholar – 1993 to 1995

**Personal Details**

Date of birth: December 18, 1973

Age: 42

Status: Single

Citizenship: Filipino

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