**Manoj**

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Dubai, UAE

**Career Objective: To work for a challenging and rewarding career where I can utilize my skills, put my practical experience in efficient utilization of resources and expertise in fields relating to Facility Management and allied Services.**

**Core Competencies & Forte:**

* A dedicated professional with 13 years & 8 months overall experience in Facilities Management
* Dexterity in liaising with other functional / departmental managers so as to understand all necessary aspects and deployment of facility management.
* Deft in developing procedures, service standards and operational policies to reduce running costs of the unit
* Adroit in ensuring the compilation of processes and procedures with the highest standard of service
* An effective communicator with exceptional interpersonal, problem solving, presentation & negotiation skills
* Maintain and support delivery of service within agreed Service Level Agreements.
* Excellent leadership, interpersonal and communication skills
* Committed to delivering high levels of customer service & Ability to work under pressure
* High level of MS Office ( Excel & Tools)
* Excellent grooming standards
* Flexibility to respond to a range of different work situations

**Educational Summary**

**Bachelor of Arts in Public Administration -Completed**

*Osmania University, India -1994*

**Career History:**

1. **DUSERVE FACILITIES MANAGEMENT :** November 2014 **to till the date**

***A subsidiary of Dubai South*** Position: Senior Supervisor

**Key Responsibilities**:

* Preparing Plan for assessing new facilities in line with the benchmarks & standards
* Administering Site survey for new project
* Project auditing as per SLA & KPI’s
* Preparing work schedules/Manpower allocation for new projects
* Planning & preparing training schedules for supervisors & team leaders.
* Devising SOP / Safety and HSE policy and procedures for new joiners.
1. **KHANSAHEB CIVIL ENGINEERING CO.LLC:** November 2013 until June 2014Position: Senior Site Supervisor at Facilities Management/ Engineering Service

**Key Responsibilities**: ***Shop Floor, HR & Administration***

Daily meeting with Supervisors & Team Leaders & Potential guidance to juniors for target completion Site inspection with the deployment and daily Planning Random checking of scheduled and unscheduled tasks

Induction & orientation for New Joiners & Functional Introduction

Supportive & preventive Maintenance of Machines & Inventory management –forefront for company Equipment’s.

Possess Maturity to interact with diﬀerent levels of stakeholders Par Stock Maintaining/ Par Stock Report and Follow up

Single Point of Contact for Duty Roster/ Staﬀ O.T Records , Absenteeism reports ,Staﬀ PMS based on SLA , KPI’s & JD Employee Mobility & leave Management , Training Coordination & Regular Follow-ups’ , Log Report generation , MIS for Management on periodic basis & other Ad-hoc reports.

1. **DUBAI INTERNATIONAL AIRPORTS:** June 2008 untilJune 2013

***Position: Supervisor at Facility Care/ Engineering Service***

***Roles & Responsibilities:***

To ensure high standard of health and safety is present in public areas and back of the house Report all hazard to Senior Management in the absence of Facility Care Dept. Provide relevant information to Duty Manager & Security Division.

Give and receive clear instructions to other supervisors on handover of shift

To inspect all Housekeeping public areas, I assisted the Facility Care Department in implementing department policies andprocedures including lost and found, key control, security and emergency procedures, health and safety

To perform duties as based on SLA & KPI’s assigned by Facility Care Department Acting Facility Care Oﬃcer during his absence

Responsible for MEP related complaints, and updating requests to the MEP Dept.through Maximo and keep record of accomplishment for updating.

Preparing tentative work schedules & Job Card Schedules for assets new facilities, Duty roaster, monthly over time & allocation of works.

Conducting daily shift briefing and monthly meetings with staﬀ and preparing the Minutes of meeting.

Motivate, assist and conduct appraisals for staﬀ.

Conduct on the job training for all Facility Care staﬀ.

Monitoring Waste Management & FOD clearance by M/s TRASHCO & DULSCO Coordinating & Monitoring Pest Control Department By Dubai Municipality

1. **EMRILL SERVICES LLC, DUBAI:** September 2003 untilMay 2008

***Position: Housekeeping Supervisor at Facility Care/ Engineering Service***

*Emrill Services LLC, Dubai, U.A.E., (A Tri-partite venture between EMAAR Properties PJSC,Al Futtaim and Carillion PLC, UK (a leading UK-based provider of facilities and property management services)*

***Roles & Responsibilities:***

* + Manage the staff & provide clean sanitized facilities meeting Customer needs
	+ Motivating, assisting and conducting appraisals for staff.
	+ Conduct on the job training for all Facility Care staff
	+ Briefing the staff to develop Facility Care team skill and knowledge.
	+ Working towards team dynamics and inter department co-ordination.
	+ Organizing the staff for cleaning public areas
	+ Constant monitoring of facility & ensuring high standards of cleanliness.
	+ Prepare tentative work schedules, duty roasters, monthly over time & job allocation to staff
	+ Responsible for total quality management of floors, public areas, Interiors decorations of villas & apartments F & B outlets, offices, back of the house, toilets, and as well guest rooms.
	+ Periodic follow-ups with the team members.
	+ Resolving escalated customer service issues, making prompt and responsible decisions in the absence of the manager.
	+ Implementing new procedures & assisting the team in executing the same.
	+ Coordinating with supervisor’s in all Facility Care Department activities.
	+ Possess extensive knowledge on housekeeping machineries, chemicals & equipment like carpet and
	+ upholstery shampooing, Floor Scrubbing, and Polishing, Crystallization Buffing
	+ Constantly checking of room status and guest related activities.
	+ Coordinating with the suppliers and contractors.
	+ Maintains files on frequently ordered items including amount, cost, and source of product information
	+ Maintaining of Machineries, Equipment, Stock Control Register
	+ Assisting the purchase department
	+ Preparing purchase order, maintaining stores (Facility Care), issues, and keeps accurate stock inventory.
	+ Dealing the customer complaints in effective manner.
	+ Managing the queries of tenants and Guests.
1. **Radhakrishna Hospitality Services Ltd, India** August 2000 to April 2003

***Position: Housekeeping Supervisor***

***Roles & Responsibilities:*** End to end management of Housekeeping

**Professional Learning Programs:**

* + Induction training from Emrill Services LLC, Dubai, U.A.E, September 2003
	+ Inter personal skills from Emrill Services LLC, Dubai, U.A.E, June 2004
	+ Communication skills from Emrill Services LLC, Dubai, U.A.E, June 2004
	+ Customer care services from Emrill Services LLC, Dubai, U.A.E, November 2003
	+ Basic supervisory skills from Emrill Services LLC, Dubai, U.A.E, December 2004
	+ Teamwork from Emrill Services LLC, Dubai, U.A.E, March 2005
	+ Time management from Emrill Services LLC, Dubai, U.A.E, June 2005
	+ Performance Appraisal from Emrill Services LLC, Dubai, U.A.E, December 2007
	+ Safety Awareness training from DAC on 15th February 2009
	+ Security Awareness training from DAC on 26th April 2009
	+ Supervisory Development Program Training from DAC
	+ Performance Management Program Training from DAC
	+ Airport Management Program Training from DAC on 31st Oct & 1st Nov 2010
* My Airport Our Journey training from DAC on 12th December 2010

**Relational & Skill Bases Trainings:**

* Advance Computer skills MS Office, Excel/ Outlook, Internet, and Power Point
* Operational knowledge of check package for Housekeeping.
* Well versed in Spiral Binding, maintaining Xerox machine & HP printers.
* Training in Computerized Scanning, Document recording, Filing
* Stores maintaining, & maintaining stock control inventory

***Personal Vitae***

**Nationality:** Indian **| Date of Birth :** 30/05/1969 **|Marital Status:** Married

**Languages Known: English, Malayalam, Hindi, and Tamil**

**Visa Status : Residence Visa till 14/12/2017**