*Madushi*

*Madushi.297452@2freemail.com* **

Personal Profile

A dedicated, self-Motivated and hardworking professional with 20years’ experience in all aspects of work able to Use own initiative and work as a part of a team. Proven Leadership skills, Including Managing and motivating other staff to achieve company Objectives and results-driven Operations manager cum Business development manager with a highly successful background in the achievement of profitable business growth through the creation and execution of successful, sales and marketing strategies. Excellent Knowledge of principles and Procedure for personnel recruitments, Selection, training Strategic planning, resources allocation , human resources modelling leadership techniques and production methods with the primary focus on exceeding expectations for customer service Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, as well as managing, motivating and training, a successful and productive team, Extensive in employee relations and union avoidance strategies and thrives in highly pressurised and challenging working environments.

**20 years of experience in services industries (cleaning, Event management. Manpower Supply and hotels)**

Career Summary

* **Worked as a housekeeping manager at Dubai marina beach resort &spa from 1996 to 2000.**
* **Worked as Executive Housekeeper & Duty Manager at Hilton Salalah Hotel – Oman. From 2000 to 2002**
* **Worked as Office &operations Manager in Helpers Cleaning L.L.C Dubai-UAE . from 2002 to 2006**
* **Worked as the Food court Manager at Dubai Marina Mall & Dubai mall Under Emaar Property cleanevent LLC. from 2006 to 2010**
* **Worked as the Facility Manager cum Business Development Manager at Blue Diamond group of Companies (Sister Concern; CHARMINAR SERVICES L.L.C) since 2010 to 2015.**
* **Worked as a facility Manager at LOYAL GROUP OF CPMPANY (sister concern Loyal Facilities Management) since 2015 to 2016.**

Job Descriptions

* **Deeply involved with maintenance, Contracts , Operational cost.**
* **Visiting clients and attending major issues.**
* **Manage contractors and vendor relationship.**
* **verify payment and invoicing match contract pricing**
* **plan and monitor appropriate facility management staffing levels**
* **ensure efficient utilization of facility maintenance staff**
* **performance manage, develop and train staff**

Event Management Experience

* Dubai Marina Beach Resort & Spa Pre opening event.
* Chillout (jazz festival) supplying manpower for cleaning
* Dubai information development board (manpower- cleaning staff and F&B staff)
* Madinatjumeirah (Trilogy event) – cleaning staff
* Meydan world cup (horse racing) –cleaning staff
* Emirates golf club (Rakbank event)-cleaning staff
* Hilton salalah (GCC countries event) housekeeping staff and F&B Staff
* Dahana oil supply (Christmas theme event)
* Marina mall (pre-opening event)

Recruitment & selection

* Preparing and placing advertisements in the local and national press
* Interviewing candidates and checking references
* Producing job descriptions and contracts of employment
* Liaising with other departments in the company over candidate selection/rejection

Training & Development

* Developing effective training programmers in conjunction with other departments in the company
* Organizing and conducting induction training sessions for all new employees
* Appointing and monitoring external training organizations for specialist training courses
* Completed management training
* Event management training
* Safety training
* Hospitality services training

Employee Services

* Managing and maintaining staff personnel records
* Organizing social activities as the Activities Officer of the staff social club
* Producing Health & Safety reports
* Presentation Skills, Negotiation Skills, Team Leadership, Training the Trainer Course Administration in a Personnel Department
* A highly organized and detail-oriented Executive Assistant with over 8 years’ experience providing thorough and skilful administrative support to senior executive

Skill Summary

* Good interpersonal skills and ability to work individually in a team
* Self-Motivated and quick learning with a good team spirit
* Preparing monthly inventory report by using Microsoft excel
* Preparing monthly and annually sales reports by using Microsoft Excel
* Ability to work under pressure
* Operating Telex, Facsimiles, & Xerox
* Browsing Internet & E-mails by correspondence

Education and Qualifications

**Passed GCE Ordinary Level examination and GCE Advanced Level Examination At Bishops College in Srilanka**

Personal Details

Date of birth : 20th September 1973

Nationality : Sri Lankan

Material status : Married

Postal Address : Dubai United Arab Emirates

Professional Development

|  |  |
| --- | --- |
| * Management Development
 | * Effective Manpower Management
 |
| * Marketing Management
 |  |

IT Skills

* Diploma in computer Applications and Good Command in Microsoft Applications - **Word, Excel, Access, PowerPoint, Internet and Email**
* **Software’s**
* Fidelio ( 04)
* IDS (3.0)
* Info ( 4.0)

Coursed followed &Following

* **Basic Computer ( words, excel, power point, publisher, internet brows, formatting’s ) Sri Lanka**
* **Followed a course of Human Resources at Dubai Laurels Training Institute.**
* **Presently following a diploma course of Procurement and contract management**

Personal Details

**Driving License** UAE valid Driving license ( 10 years )

**Health** Excellent

**Languages English /Sinhalese/ hindi / urdu**

**Visa Status Husbands Visa**

I solemnly declare that above information is true & correct to best of my knowledge. I understand that if any information given above is found false/incorrect my candidature is liable to be rejected.