*** BILAL***

***BILAL.333872@2freemail.com***

* **Date of birth: 05/ October /1986**
* **Place of Birth: Beirut, Lebanon**
* **Marital Status: Single**
* **Nationality: Lebanese**
* **Gender: Male**
* **Visa transfer(18) KUWAIT**
* **Driving license Yes Kuwait (GCC)**

**Job Title: \*\*\*\*\*SOFT SERVICES MANAGER\*\*\*\*\***

**Department**: **FACILITIES SERVICES MANAGEMENT**

***Cleaning, Function Support, safety, securities, management of cleaners***

**Purpose of job and primary:**

**Career Objective: I am looking for a good placement in a reputed company POSITION to enable me to grow along with the company and reach my level goal, i am also willing to attend an interview in your most convenient time trough mobile or personal are welcome.**

**Job Description**:

**Reports to: General Manager & Facilities Vice President**

**Purpose of the Role: To provide the highest levels of cleanliness and hygiene to the Company standards, within the contract specification and to the agreed performance, qualitative and financial targets. To manage the financial budgets set by line management. The main responsibility is to maintain cleanliness and hygiene condition in the work premises to which he or she is taking care.**

**SUMMARY OF QUALIFICATIONS:**

**Knowledge of building regulations and legal  directives.**

**Expertise for enhancing energy efficiency.**

**Knowledge of health and safety.**

**Experience managing facilities including parking, rubbish disposal, cleaning etc.**

**Collaborative experience with contractors and suppliers, negotiating best terms.**

**Ability for managing budgets.**

**Experience in handing building security.**

**Highlights of Qualifications:**

***I Have 8 Years Of experience in Cleaning, Security and Management of Cleaners Depend on Their Nationalities.***

***I Have Experience in Chemicals, Machines brand, Quality of Material, safety, I am willing for interviews through mobile or Skype at Any time.***

* **I have wide experience in managing a team.**
* **I am capable of using Microsoft Office Applications.**
* **I have the capacity to predict the requirements of the customers and satisfy them in all respect.**
* **I have good communication skill in both oral and written forms.**
* **I have fully understood the instructions in the manuals and can maintain and interpret all documents that contain safety rules and procedures.**
* **I have the ability to complete a work in time and to develop a good rapport with the residents and employees.**

**Key Skills:** **Commercial cleaning, securities regulation, Chemical Knowledge, Customer Relationship, MS Office Word Excel, Machine Tool, window cleaning, carpet cleaning, clean rooms, Cleaning Validation,**

***Cleaning, COSHH, BICS, Security***

***Cleaning:***

**Cleaning workers clean all public and private areas of employers premises such as hallways, lobbies, restrooms, stairwells and elevators to meet established sanitation and quality standards. They also clean washrooms, dust furnishings and pictures, vacuum, sweep and mop floors, empty carts of dirty linen and dispose garbage, clear spots, insects and debris, buff fixtures, and clean ashtrays. They might also deliver items to room attendants upon demand and help in cleaning guest rooms as required**.

***COSHH:***

**COSHH is the law that requires employers to control substances that are hazardous to health. You can prevent or reduce workers exposure to hazardous substances by:**

* **finding out what the health hazards are,**
* **deciding how to prevent harm to healt (**[**risk assessment**](http://www.hse.gov.uk/coshh/riskassess/index.htm)**);**
* **providing control measures to reduce harm to health;**
* **making sure they ae used ;**
* **keeping all control measures in a good working order;**
* **providing information, instruction and training for employees and others;**
* **providing monitoring and health surveillance in appropriate cases;**
* **planning for emergencies.**

***BICS:***

**Leaning operatives are required to successfully complete the BICS Cleaning Operative Proficiency Certificate (COPC) which consists of the following key sections.**

**The tasks covered are:**

**AA1 Chemical Competence like 3M , Divercy**

**AA2 Machines: safe use & care**

**AA3 Storage of equipment**

**A1 Mop sweeping**

**A2 Single solution mopping**

**A3 Two solution mopping**

**A4 Buffing**

**A5 Spray cleaning**

**A6 Machine scrubbing & drying furniture**

**A7 Strip, dry & reapply emulsion polish**

**A15 Cleaning of stairs, landings, balustrades & handrails**

**B1 Suction cleaning**

**B4A Wet shampooing**

**C2 Wall washing**

**C3 Window cleaning**

**C4 Pressure washing**

**C5 Graffiti removal**

**D1 Dust, damp wipe, wash, polish application**

**D2 Upholstery shampooing**

**D3 Cleaning toilets, wash hand basins, urinals, washroom furniture**

**D4 Cleaning baths, showers, bidets, washroom furniture**

**E3 Cleaning personal computers balustrades & handrails**

**F2 Waste clearance**

**F4 Body Fluids, spillages and contaminated items**

***Security:***

**A customer focused, friendly and approachable individual who is able to reassure staff, customers and visitors that there is a security presence.**

**• Effective people management skills & good team building skills.**

**• Being thorough and accurate in all record keeping and documentation.**

**• Dealing professionally with any incidents of verbal abusive & threatening behaviour.**

**• Able to distinguish when to act on own initiative and when to seek appropriate advice and guidance.**

**• Protecting a client’s property against loss, theft, damage and waste.**

**Making sure that Security Officers are performing their duties to the appropriate standard.**

**• Ensuring a site is a safe and pleasant environment for our customers at all times.**

***Cleaning and security should be one team and part of soft services supervision in order to have good coordination to achieve success an operations.***

**Professional Experience:**

 **EMCOR FM (Operations – Kuwait) **

**STARTING FROM 03/05/2015 TO September 2016**

**Soft Services Manager (Cleaning, Security ) For The Below Projects:**

**REPORTING TO General Manager & CC. Vice President- Facilities Management**

**PROJECTS:**

* ***PEARL AL MARZOUK COMPLEX, ( BLOCK 1,2,3 Including swimming pool ) RAS SALMIYA LOCATED***
* ***PEARL FINTASS BUILDING,(BLOCK 1,2,3,4 ) FINTASS LOCATED***
* ***ARABELLA MALL, AL-BIDAA LOCATED***
* ***PEARL AL MASSIL TOWER, KUWAIT CITY LOCATED***
* ***SOUK EL KABIR (TOWER A,B), KUWAIT CITY LOCATED***
* ***SOUK AL KUWAIT ( TOWER A,B) CO. MAIN OFFICES , MOUBARKIYA LOCATED***
* ***EBEN KHALDOUN MALL , HAWALLY LOCATED***
* ***AL MANAR MALL , FARWANIYA LOCATED***
* ***RIGGAE COMPLEX , 107 building , B-C-D BLOCK OLD & NEW buildings ,CLUB , RIGGAE LOCATED***
* ***HSBC BANK KUWAIT CITY LOCATED***

***Duties & Responsibilities:***

***CLEANING***

* ***Coordinating, managing and delivering cleaning services within the premises***
* ***Inspection and verification off cleaning records and ensure that they are stored for audit purposes***
* ***Check daily the cleaning work after giving to the supervisors morning and night to avoid the all problems***
* ***Conducts internal audits/monitoring of cleaning service provision (report s, actions and follow-up)***
* ***Set up trials for new chemicals/equipment and collate results in for of presentation to Supervisors***
* ***Management and supervision of a large cleaning team of Supervisors and Staffs to ensure they deliver the cleaning standards***
* ***Coordinate with manpower supplier to ensure deployment levels are achieved in accordance with the Contract***
* ***Control and monitor performance of large equipment service provider and planned/preventive maintenance on the large equipment in accordance with agreed contract***
* ***Monitor the services provided by the Waste Management, Pest control and Feminine Hygiene subcontractor and provide feedback to Facilities Manager***
* ***Train the supervisor and cleaners how to use microfiber for (glass, steel & wood), all machines, and safety is the most important.***

***SECURITY***

***Responsible for managing a team of security personnel to ensure the protection of property, assets, and people. Patrols building perimeter, sets up secure point of entry, and investigates suspicious activity.***

***PRIMARY RESPONSIBILITIES***

* ***Protect a company's assets and people from invasion and harm.***
* ***Perform services to assure the safety and protection of government property and personnel against injury or death, molestation, harassment or intimidation and loss or damage from any preventable cause including fire, theft, embezzlement, damage or destruction, trespass, espionage, or sabotage.***
* ***Maintain and update a property loss and prevention program.***
* ***Establish and install key controls on departmental communication equipment and property access.***
* ***Evaluate incidents and determine course of action.***
* ***Discover source of security breach.***
* ***Install safety alarms around building and perimeter.***
* ***Report and track all incidents.***
* ***Maintain an emergency training curriculum.***
* ***Patrol building and ward off intruders.***
* ***Supervise parking procedures.***
* ***Supply security for events.***
* ***Monitor and support security-related processing for cleared staff.***
* ***Set up video surveillance.***
* ***Institute and oversee site key and safe combination management plans.***
* ***Prepare and conduct information security training.***
* ***Develop physical security responses.***
* ***Manage processes for protecting classified, proprietary, and sensitive information.***
* ***Install access control devices.***

 ***(USM) KUWAIT FROM 10/01/2011 to 28/04/ 2015***

**Project Manager Cleaning :**

**REPORTING TO OPERATIONS MANAGER & CC OWNER**

**2013 to 28/03/2015 (OLYMPIA COMPLEX & OLYMPIC COUNCIL OF ASIA ) , SALMIYA LOCATED**

**2012—2013 LEXUS CAR AL SAYER CO. SHOUWEKH LOCATED**

**2011—2012 360 MALL, AL ZAHRA LOCATED**

**2011 - 7 months (NIGHT SHIFT) THE AVENUES MALL PHASE 1 & 2 AL-RAI LOCATED**

**Responsibilities:**

* ***Daily checking the UNIFORM for the supervisors, cleaners, VIP parking to avoid any problem and giving the good reputation FOR THE CO.***
* ***Monthly requisition order for cleaning material & stationaries***
* ***Monthly attendance sheet***
* ***Weekly schedules***
* ***Daily reports to the management & report to the OM including pictures for the deep cleaning***
* ***Monthly reports for towers & mall (GLASS) by using crane , cradle and spider***
* ***Follow up the work which has giving to the supervisor MORNING AND NIGHT DEEP CLEANING***
* ***Follow up the checklist in the bathrooms (TOWERS & MALL)***
* ***Follow up with the securities & supervisors for cleaners time sheet.***
* ***Follow up with maintenance for lights, AC, etc … Mall & Towers***
* ***Follow up with VIP parking attendance***
* ***Weekly meeting with the management***
* ***Daily briefing for the supervisors***
* ***Check all the machines are clean as well***

***2008 - 2011 MMC CATERING CO. - LE NOTRE PARIS (KUWAIT)***

***Outlets & Bar Manager***

***In charge for 6 RESTAURANTS Italian , French, Iranian, Lebanese and oriental.***

***2005-2006 MOVENPICK HOTEL , BEIRUT LEBANON ( RAWCHE)***

***BAR SUPERVISOR***

***2003-2005 USM HOLDING- CLEANING DEPARTMENT (LEBANON)***

***CLEMENCEAU MEDICAL CENTRE PROJECT BEIRUT LEBANON***

***CLEANING SUPERVISOR***

 ***Responsibility for the day-today cleaning operation building, transport & area are clean and safe for people to live. cleaning tasks, reports, check list , cleaning schedule, monitoring cleaning service quality and supervisio.***

**Languages:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **LANGUAGE** | **SPEAKING** | **LISTENING** | **WRITING** | **READING** |
| **ARABIC** | **Mother Tongue** | **Mother Tongue** | **Mother Tongue** | **Mother Tongue** |
| **ENGLISH** | **Fluent** | **Perfect** | **Fluent** | **Perfect** |
| **Deutsch** | **Good** | **Good** | **Good** | **good** |

**Educational:**

**Maryland University**

**\*BACHELOR OF BUSINESS ADMINISTRATION (2015)**

 **Vocational Development and Guidance Centre**

**\*DIPLOMA IN HOTEL MANAGEMENT (training course of nine months - 2015)**

***“NO ONE OF US IS GOOD AS ALL OF US TOGETHER”***

***“BE YOUR BEST OF WHAT DO”***