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**ABDUL**

Emails: Abdul.341677@2freemail.com

**Career Summary**

Working as **supervisor** with over **11 years** of experience in managing maintenance, after sales, facilities across all areas of maintenance, service center, after sales service, MEP, home & kitchen appliances, maintenance. Expert in safety management systems, preventive, reactive, periodic maintenance, planning, scheduling, cost cutting, and driving & implementing best practice service center, maintenance after sales, facilities processes, and systems & overseeing facility upgrades. Certified two years professional industrial training in refrigeration, air conditioning, mechanical, electrical etc.

**Key skills**

* Troubleshooting, Repairing, maintenance, installation & refurbishment of all kinds of Refrigeration, Commercial, Semi commercial refrigerators, freezers, beverages chillers, display cases etc
* Troubleshooting, Repairing, maintenance, installation & refurbishment of all kinds of Home & Kitchen appliances like electric/gas oven, cooking range, dish washers, washing machine, cooking hood/chimney, hobs, fractional cooking range, refrigerators, mini bars etc.
* Troubleshooting, Repairing, maintenance, installation & refurbishment of all kinds of air conditioning (HVAC) equipment like window a/c, split a/c, duct a/c, package units, central a/c plant, a/c chiller, commericial chilling plant for dairy, bakery & frozen products etc.
* Projects, Estimation, Technical support, R & D , Site supervision etc.
* MEP ( Mechanical, Electrical & Plumbing) works properties i.e. Building, Villa, Plant maintenance
* Technical writing i.e. faults reports, warranty claims, tenants claims records, monthly summary reports etc
* Spare parts, goods procurement, planning, purchasing, resourcing etc.
* Employee relations, Talent & Performance management, Supplier; contractor; sub-contractor relations etc
* Refrigeration, Air conditioning/ HVAC & factory equipment calibrations
* ESMA PRO (Emirates standardization & metrology authority) products (Electrical, Electronics, Mechanical) technical assessment scheme (ECAS) approval process.

**Career Objective**

* Seeking **a senior-mid level management position** in a growth oriented progressive organization where my experience & skills will significantly contribute to the overall success of the organization & provide opportunities for my career growth and especially towards Facilities, Maintenance, Service center operations, MEP, after sales service, technical support etc.
1. **RAJ Enterprises, Amravati (Maharashtra, India)**

A leading distributor of all kinds of refrigeration & air conditioning equipment like O’ General, LG, Panasonic, Carrier, Samsung, Blue star, Voltas etc

* Position : A/C Technician cum document controller
* Duration : Oct 2005 to June 2009
1. **Brahma Kumari Hospital and Research Centre, Mumbai (Maharashtra, India)**

Regional multispecialty hospital with 24 x 7

* Position : Building Maintenance Supervisor Electrical & R/AC Equipment
* Duration: July 2009 to Aug 2009

 **3. Everest Industrial Company LLC, Sharjah, UAE.**

A leading group of companies manufactures the commercial and semi-commercial refrigerator, Freezers, Ice candy, Water Cooler and Water dispenser etc and provides to the world’s most famous soft drink brand Pepsi, Coca Cola etc.

* Position: Technical Support Supervisor
* Duration: Sep 2009 to April 2012

 **4. Lutfi Trading Company LLC (Bompani brand; Home & Kitchen appliances)**

A leading group of companies serving region fulfilling first choice consumer electronics; home & kitchen appliances, semi commercial air conditioners, properties overall maintenance, personal care appliances etc

Position: Air conditioning Division Supervisor (Service Center & Properties)

Duration: April 2012 to June 2013

 **5. Al Marai Emirates Company LLC (Al Marai Dairy; Shut down project for six months)**

Well known dairy & Foods Company in GCC region.

Position: Maintenance supervisor (Refrigeration; Commercial & semi commercial refrigerators, chillers, freezers, display cases etc)

Duration: Aug 2013 to Feb 02, 2014

 **6. Haider Murad & Sons LLC (Candy M.E. FZCO – Candy brand Home & kitchen appliances)**

A leading group of companies serving region fulfilling first choice consumer electronics; home & kitchen appliances, semi commercial air conditioners, personal care appliances etc

Position: After sales service / Maintenance supervisor

Duration: Feb 2014 to present

**Overall Job Responsibilities:**

* Setting procedures and workflow for technical support, creating documents SOP, setting up systems to reduce manual work, improving technical standards etc.
* Setting up service strategies, policies, and commercial rules of after sales service department
* Handling service center, plant, facilities operations, solving employee’s queries, facilitating employees, providing training, maintaining employee relations, talent & performance management etc.
* Develop marketing tools related to after sales service department i.e. leaflets, price book etc.
* Facilitate the implementation of building system repair and replacement solutions. Sizing jobs and ordering materials.
* Purchasing spare parts with local market comparison in order to maintain the control over cost.
* Having documentation knowledge related to the customer Service which suites local rules and regulations such as preparing quotations, purchase requisition, SOP Documents, commercial rules of after sales service department, workshop rules & discipline etc
* All kinds of refrigerating and air conditioning equipment troubleshooting, repairing, refurbishing, maintenance & installation working & practical knowledge commericial & semi commercial refrigerators, chillers, freezers, ice candy, display cases, duct a/c, split/window ac, chiller plant etc
* Home appliances like micro oven, heater, fridge, grinder, oven, dish washer, washing machine, island hood, chimney, burners, cooker hood etc fixing, troubleshooting, repairing, refurbishing, maintenance & installations.
* Carrying out pressure testing of system using oxygen free nitrogen in order to find internal & external system leakage.
* . Carrying out the periodic preventive maintenance on workshop equipment such as vacuum pump, manifold gauge, gas charging machine, air blower, clamp ammeter, millimeters etc.
* Performing preventive & predictive maintenance of all kinds of semi commercial Refrigeration and Air-conditioning systems, checking gas pressures and cleaning coils and filters periodically.
* Performing the domestic and semi commercial electrical wirings specially home appliances, refrigeration & air conditioning units etc.
* Having excellent command over handling, setting, & repairing of the electronic controllers normally using in semi commercial beverages chillers, refrigerators, ice candies, display cases etc.
* Huge buildings such as mall, hospital etc MEP maintenance and estimating cost. Maintaining relationship with contractors, suppliers, and customers, having the UAE’S locations knowledge.
* Making cold store preventive maintenance schedule, repairing cold store equipped with bitzer compressors. Guntner Maintaining store stock updates, expiry and proper way to secure inventory, purchasing parts in advance as per estimated life span or minimum stock.
* Keeping informed to technicians about customer requirements to get satisfaction. Leading the technicians for durable and reliable service as well as safety during work process.
* Weekly report to Technical Support Manager about requisition for replacing defective spare parts. Scrutinize the technicians report to change defective spare parts.
* Ensure all health, safety and security requirements are met in accordance with Civil Defense and other regulatory bodies, etc.
* Continuously standardize and improve the service operation work flow to improve the quality and efficiency. Conduct periodic tests and calibration of the equipment.
* Smoothly handling the workshop operations by employees productivity, defective parts replacement report, work on time frame manner, incident report, daily work sheet, customer complaints record & repetition, staff annual leave plan etc
* Evaporators & compressors Oil charging, Chemical refilling, system shut down maintenance etc.
* Conducting daily circle meeting of work shop staff in order to solve the pending issues.
* Handling local/international clients by providing technical support such as Varun Beverages Morocco & India Pepsi etc. ( International Visit : Morocco, Jordan & India )
* Having working & practical knowledge of ESMA (Emirates Authority for standardization and metrology). Also attend its 3 conferences held in Dubai, on material safety, green building safety, electrical and mechanical appliances regulations etc.
* All kinds of home, kitchen, personal men & women personal appliances etc troubleshooting, repairing & maintenance working & practical knowledge such as Washing & Drying Machine, Dryer, Cooker, Oven, Electrical grill, Cooker hood, Chimney, Island hood, Hair stylers, dryer, shaver, curling iron etc.
* MEP & overall maintenance of works of company properties like showrooms, staff accommodation, offices etc.

**Personal details**

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| Date of birth | 29th June, 1987 |
| Marital Status | Married |
| Language known | English, Hindi, Urdu, Marathi, Arabic etc |
| Nationality | Indian |
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**Educational Qualification**

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| Degree / Diploma | Year | Major subjects | University/College |
| MBA ( Master of business administration) | Nov 2011 ( 2 years) | Public Relations, Customer Relations | Kaizen school of business management |
| B.A ( Bachelor of arts) | Mar 2009( 3 years) | English literature | Amravati university |
| Diploma in Refrigeration, Air conditioning | July 2008 ( 2 years) | Industrial Refrigeration, Air conditioning, MEP, Facilities | Government Industrial Training Institute |
| Certification in CNC milling/lathe machine computerized programming | Aug 2009 ( 6 months) | Computerized CNC programming | Government Industrial Training Institute |

**Computer Skills**

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| **Software/System** | **Software/System** |
| SAP system  | Certified MS Office ( Word, Excel, Power Point, Access ) |
| SCADA system  | Certified Tally 7.2 |
| ERP system  | Certified English Type writing speed 40 wpm |

**Passport Details**

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| Date of Issue | 09/03/2015 |
| Date of Expiry | 08/03/2025 |
| Place of issue | Dubai |

**UAE Manual Driving license details**

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| Date of Issue | 25/12/2014 |
| Date of Expiry | 01/01/2025 |
| Place of issue | Dubai |

**Declaration**

I hereby declare that the all above information written is true to the best of my knowledge and belief.