**Bachen**

**Email:** **bachen.370660@2freemail.com**

**Career Objective**

Over **7 years** of Confident and Ambitious IT personnel with experience in the field of Facilities Management Service. Result driven and a committed Team Performer. Conscientious, Meticulous and Dedicated individual with a desire to learn, grow and establish self in my line of work.

**Professional Experience**

**November 27th 2012 till date**

**Enova Middle East, Dubai (formerly know MAF Dalkia Middle East)**

**Department: Asset Management**

**Designation: Asset Management-Officer/CAFM Admin**

**Duties and Responsibilities: (Concept Evolution/Concept 500/FSIGO PDA App.)**

Coordinate with the Facilities Manager/Site Engineer for the Asset Collection, Asset and PPM upload to CAFM System as per Client Requirement and Scope of Work. Implementing the contract setup, PDA deployment, CAFM Training as per site requirement. Implemented more that 100+ contract for Retails, Properties, Banks and Hospitality sectors.

Please find below role and Responsibilities which I am currently doing;

**1. Implementation**

 Implement new software related to FM/PDA.

 Create new procedures and adapting the CAFM system based on Client’s need

 Regular consultation with site-FM on how to improve the system

**2. Manage day-to-day operation of Concept Evolution**

 Monitoring CAFM server performance. Checking logs for errors and troubles.

 Create users and granting proper security rights

 Maintaining Master tables

 Generating PPM schedules

 Moving completed jobs to history

 Publishing Reports to users

 Maintaining Asset and PPM. Importing new assets and PPM schedules into the system

 Regular checking PPM Planner for Overlapping PPM schedules

 Provide each site with PPM schedules every month

 Basic IT support to helpdesk (Software Installation, System update, etc.)

 Maintaining backups according to prescribed procedures

**4. Provides 24/7 first line standby / support (Citrix)**

**5. PDA Management with Concept Evolution (FSI GO)**

 Installation of PDA software

 Creating User and security rights on PDA console

 Maintaining PDA software master table

**6. Reporting**

 Run Monthly reports for all projects

 Create new reports as needed by site management

**7. Training:**

Give training to the new Employee in the Operations and Site how the system works.

Making Procedure guideline

**Knowledge, Skills, and Experience**

**** Concept Evolution or any CAFM system

 Crystal Reports (Intermediate)

 PDA/Tablet Operating systems

**January 8th 2012 to 10th November 2012**

**Emcor Facilities Services L.L.C, Dubai**

**Project: City Bank, Dubai**

Project Administrator (FM Operations) – 8th January 2012 to 30th April 2012

**EFS Head Office, Dubai**

CAFM Coordinator – 1st May 2012 to 10th November 2012

 Support to CAFM specialist for ERP CAFM preparation and also for PDA implementation.

 Provide input on specification of systems for potential and new client to senior systems administrator.

 Coordinating with FM operations for physical asset data collection and provide training for asset collection procedure.

 Supporting and develop special reports requirement for FM and Helpdesk

 Create new contract setup and asset and PPM data upload

 Liaise with FM helpdesk and operations to clear the backlog WO and Calls

 Administrating Concept System and Training

 Manage the addition of new client and licenses to existing systems

 Download concept 500 existing operational data, validate and apply EFS standard asset management policy and classification

**August 2nd 2009 to December 20th 2012**

**Dussmann Gulf L.L.C, Abu dhabi**

**Project: Abu Dhabi International Airport (ADAC)**

**CAFM Operator** - 2nd August, 2009 to 28th February 2010

**Team Leader** for help desk – 1st March 2010 to 31st July 2010

**Administration Officer** (Operations) – 1st August 2010 to 20th December 2011

***Dussmann Gulf llc is part of the Berlin-based Dussmann Group, which operates in 26 countries under the brand name Dussmann Service and offers all facility services from one source - Technical Services, Catering, Security and Reception Services, Cleaning, Commercial Management and Energy Management***

Reporting to Project Manager (PM)

Responsible for the project administration and HR management.

Responsible to CAFM System (Concept 500)

Responsibilities include:

* Preparing documents, Reports;
* Calculating and comparing costs for required goods or services to achieve maximum value for money;
* Planning for future development in line with strategic business objectives;
* Managing and leading change to ensure minimum disruption to core activities;
* Directing and planning essential central services such as helpdesk, security pass, maintenance, mail, archiving, cleaning, waste disposal and recycling;
* Coordinating and leading one or more teams to cover various areas of responsibility;
* Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement;
* Responding appropriately to emergencies or urgent issues as they arise;
* Handling all the HR activities at the project site - salary, annual leave, emergency leave , time sheets etc;
* Coordinate and maintain records for staff;
* Schedule and coordinate interviews
* Manage Rosters for Supervisor, Team members.
* Responsible for the preparation of the Purchase Order and follow up with purchase department on the status of the order.

Apart from the above mentioned responsibilities, I’m also responsible for the below mentioned departments/ employees:

1. ***Helpdesk:*** Coordinating with the operators on a daily basis on the new requests from the project site.

2. **Relationship Officer**: Ensuring that the project staff has the necessary documents or security pass for the areas they are working.

3. T**echnicians**: Daily check with the technicians about the machineries used for the project.

4. Store Keepers: Daily stock check of consumable, chemical, machinery spare parts, and office stationary

5. **Drivers:** Daily check on there routine schedule.

6. **Admin Assistant:** Ensuring that all the files are updated on daily basis.

While working as Team Leader for help desk at the Abu Dhabi airport I was responsible for:

Attending to all the queries and concerns raised by the airport authority and ensuring these complaints are registered on CAFM

Ensuring the airport authority is been updated on the action taken and forwarding automatic response once the task has been completed

Allocating supervisors the daily task for each location and ensuring their daily task is done

Updating recording the day to day task completion for all the shifts

Preparing, daily, weekly ,monthly and quarterly reports for the client and for the head office

**December 2005 August 2008**

**Source Logics Consulting Pvt. Ltd, Bangalore, India**

***Team Leader Jan 2008 till August 2008***

***Associate Technical Recruitment Officer Dec 2005 till Jan 2008***

***Source Logics is a leading, professional organization that provides excellent Recruitment Management services, and expert Training in Soft skills, Communication and Personality Development.***

**My role in delivering these services included**:

 Processing applications from receipt to final selection and carrying out screening interviews for Client short listing.

 Record candidate data information.

 Conduct aptitude tests and arranging interviews with employer.

 Preparing candidates for interviews by orienting the candidate about the employer and his job role.

 Carry out reference checks.

 successfully carried out bulk recruitments from different locations in India

 Assist in negotiating job offers

 Completing reports for employer and tracking process electronically

 Writing up Job adverts and posting them online.

 Make presentations at colleges, universities, organizations and job fairs regarding the organization and opportunities available.

Working with Source Logics I had the opportunity to participate and work alongside with various clients during Job Fairs and Training programs which facilitated me to identify and recognize their needs and to aid them in finding people best suited to the opportunities available with them.

 **Educational Qualification:**

 B.E Information Technology: 73%, 2000 – 2004

Vinayaka Mission’s Kirupananda Variyar Engineering College,

Periyar University, Salem, Tamil Nadu

 Higher Secondary: 73%, 1998 – 2000.

Mont Fort Angelo Indian Higher Secondary Boy’s School,

Yercuad, Salem, Tamil Nadu

 Secondary School: 61% 1998

 St. John’s High School,

Kundra, Kerala

**Personal Details**

 Date of Birth: 6th September, 1980

 Gender: Male

 Marital Status: Single

 Languages Known: English, Hindi, Malayalam & Tamil

 Current Location: Dubai, UAE (Willing to Relocate Anywhere)

Driving License: Available

**References:**

Personal and Professional references will be furnished upon request