**IBRAHIM**

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Seeking assignments in **Contracts Management/Strategic Account Management/project management** with an organization of repute

**PROFILE SUMMARY**

**A competent professional with nearly 8 years of experience in:**

**Operations Firefighting & Plumbing Estimation & Tendering**

**Maintenance Contracts Management Liaising & Coordination**

**Project Management Site Management Sales & Key accounts**

**Fit-outs HSE Customer Service**

* Deft in overseeing project activities from conceptualization to execution including technical specifications, stage inspections, progress monitoring, site management and manpower planning
* Demonstrated abilities in executing the cost saving techniques/ procurement measures and modifications to achieve substantial reduction in Fire alarm and fire- fighting equipment in terms of expenditures as well as work within the budget
* Proficient in managing contract documents, cost, scope & program, thus developing effective FA and FF program
* Adept in handling the development and documentation of engineering designs for building plumbing, drainage and fire protection systems
* Effective in handling material management and site supervision
* Skilled in handling installation of fire alarm and firefighting systems
* Well acquainted with the infrastructure works related with the building services
* An effective communicator with honed relationship management, man management, analytical, planning and coordination skills
* Committed team player-and had worked with multicultural students in a team on a number of international business and management related cases at university
* Hold DCD equipment inspection mechanical engineer card



**CORE COMPETENCIES**



**Project & Site Management**

* Developing project baselines; monitoring and controlling projects with respect to cost, time over-runs and quality compliance to ensure satisfactory execution of projects
* Overseeing the estimation of material quantities & preparing the deviation statements of quantities according to the site condition; coordinating project progress through regular project meetings

**Contractor / Consultant Management**

* Liaising with contractors, sub-contractors & consultants to get the things done within scheduled duration; monitoring the scrutiny of tender documents and evaluating tender documents, drawings and schedules
* Reviewing consultant’s design plans and drawings to develop an overview of the project and complete understanding of fire alarm and firefighting activities

**Key Accounts/Contracts Management**

* Established productive, professional relationship with key personnel in assigned customer accounts
* Successfully coordinated with the company personell,that includes support, service and the management department to effectively and fulfilled customer expectations and also to meet the account performance objectives

**EMPLOYMENT DETAILS**

**January’16 – Till date Firepro Star Safety and Security, Dubai, UAE, as Service Manager-Customer relations and Operations**

**January’13 – January;16 Firepro Star Safety and Security, Dubai, UAE, as Mechanical Engineer-Sales and Operations**

**Key Result Areas**

* First point of contact for all sales related queries for MEP projects and interior fit out works for fire alarm, fire fighting and suppression systems
* Tasked with finding prospective clients to generate enquires and cash them to sales
* Researched projects and companies to generate project leads by identifying new construction developments and trends and liaised closely with Interior fit out contractors and MEP project contractors and update them with our updated company profile and our service deliverables
* Deputed as a team leader for planning directing and supervise sales engineer and other departments for strategy building to analyse increase sales lead achieving sales targets
* Extensively used six forces model and SWOT analysis to work towards to the sales target and to help in planning sales strategy and achieved sales targets and had successfully used this data for operational change thus ensuring identification and development of best practice strategy
* Upon realization of a contract or work order, reviewed them for emendation in line with company’s policy and did costing for executing the job or subcontract.
* Successfully handled specialized projects and maintenance with property developers with high profile tenants needing necessary customer satisfaction, delivery and minimal project handing over time
* Effectively communicated ideas among all departments for company success in an optimistic and constructive attitude and nurtured this attitude in others
* Implemented duties in line with the NFPA norms, Civil defence ,quality standards, security standard,security,health and safety requirements
* Attained customer satisfaction by communicating for grievances and resolved them by coordinating with technical and other management promptly and effectively

**Specialist Project Details**

### 1) Gold and diamond park(GDP), Phase 3(Building nos. 4,5,6 and 7), CML rectification works, Emaar malls group

Emmar’s Gold and diamond project was the up gradation works for fire alarm and fire fighting works in accordance with Dubai civil defense fire and life safety code of practice and NFPA, The project consisted of Retail units, Offices, cafes and restaurants.

* Monitored project progress, schedule and directed actions execution team of engineer and supervisors for successfully achieving and improve established budgeting and contracted targets in accordance with schedule
* Identified,anaysed and resolved significant technical and operational issues both independently and liaising with technical manager
* Liaised effectively with the GDP Facilities management for PPM Schedules and corrective maintenance round the clock thus reducing the liability of unfortunate event of fire
* Ensured HSE philosophy, job related HSE plans,HSE reports are maintained and delivered.Also,reporting to the client’s facilities management with HSE report with relevant data in accordance with OHSAS 18001 & ISO 14001
* Initiated on time reports to keep relevant management and customer representative informed in relation to project progress, sub-contractor and third party commissioning team’s performance for quality and timelines of functions performed
* Conducted preparatory initial and follow-up meetings with tenants to establish an understanding of the standards of care demand for each definable scope of work
* Actively participated in organizational continual improvement plans via internal meetings, reports and email communication for any with the aim for the systems smoothly and
* Have vast experience in dealing with clients of different backgrounds and orientation, ensuring the best customer experience possible
* Coordinated and documented the testing and commissioning of building systems
* Assembled and forwarded project closeout documents that include O&M manuals, As built warranty and civil defence approved installation certificate and annual maintenance contracts
* Gained familiarity with NFPA norms on fire alarm systems, fire fighting,FM 200 ,Preaction suppression systems

### 2) Coral international hotel apartments (G+P+22), Sports City-Fakhruddin properties

Worked as a project coordinator/support engineer and first point of contact from client and main contractor for this twenty two storey project on supply and installation of fire alarm, fire fighting, wet chemical suppression systems.

* Arranged client meetings and assisted in the determination of project requirements
* Assisted the technical manager in the drafting and issue of project proposal, cash flows and preliminary schedules
* Arranged site meetings with project manager ,site engineers and other MEP contractors, if needed for resolving issues promptly and communicated the minutes across all teams
* Effectively maintained the control execution log
* Reviewed the inspection reports from consultants and suggested plan of action across execution team throughout the life cycle of the project
* Accompanied PM in all weekly MEP coordination meetings and effectively communicated any grievances both technical and commercial effectively
* Gained hands on experience in the installation works in fire alarm works, fire fighting and fire suppression systems
* Timely arranged for the final fire alarm and fire fighting commissioning from suppliers and assisted main contractor in arranging all the prerequisites for the green file from main contractor for Civil defence inspection file submission and final inspection well before final closing of project

**April'07 – July ‘09: VAG-India as Sales Engineer**

**VAG Group,** head quartered in Manheim, Germanyis a global industrial valve manufacturer and solution provider for the water and waste water industry with a world class manufacturing facility at Hyderabad. My role as **Sales Engineer** involved management and development of direct sales to customers. Worked closely with the parent company **VAG-Armaturen GmbH, Germany** for technical assistance, delivery, product innovation and branding of the product among government bodies and consumers.

* Tasked with research on new customer base providing them with product presentations, enquiring about ongoing projects, quoting and follow-ups for the order
* Delivered 80,00,000 in sales from various water bodies in the Southern Indian region
* Development of dealer network and evaluation of dealers already established so increasing market penetration
* Responsible for purchase order follow-up with customers and coordinating with

customer’s procurement departments for delivery assignment, Issue of test certificates, and receiving payment and issuing invoices.

* Provision of weekly and monthly reports to Sales Management on detailing performance
* Worked on a project involving three way partnership between VAG Germany, VAG India and customer thus assisting sales management and other departments
* Successfully managed and assisted sales team of entry level engineers of 10+ in organizing product exhibition at several tradeshows and in IWWA convection at national level.
* Appreciated for initiating the issue of CRM at the sales office thus increasing profitability, customer satisfaction, quality and efficiency, creating strong business reputation among customers.
* Creation and maintenance of daily, weekly and monthly management reports for easy reference at sales meetings
* Improved presentation skills through product presentations in front of customer groups of sizes 5-10 and also while presenting personal and company performances at quarterly and annual sales meetings

**TECHNICAL PURVIEW**

* Successfully completed and certified the IPSCMI**, Certified International Commercial Contracts Manager(CICCM)** in Sep-2015
* Successfully completed the IRCA **certified QMS Lead Auditor training course (ISO9001:2008)**fromBSI in May -2012
* Diploma in **HVAC Designs** Practical Training (Certificate Course) in designing, erection, estimation & maintenance of HVAC System from Superior Technologies, Hyderabad, India
* AutoCAD 2005 Certificate Course from CADD Dimension Institute, Hyderabad, India
* Attended training on **“Occupational health & Safety essentials”** in Dec,18 conducted by E.H.S Emirates Foundation

**ACADEMIC DETAILS**

* **Master of Science in International Business & Management** from Bradford University School of Management, United Kingdom in November 2011
* **B.Tech. (Mechanical)** from JNTU, Hyderabad, India in 2006

**PERSONAL DETAILS**

Date of Birth: 8th November, 1984

Marital Status: Married

No. of Dependents: One

Nationality: Indian

Languages Known: English, Hindi and Urdu