**MUHAMMAD YOUSUF IDREES**

**Key Skills**

Ability to work under pressure

Decision Making

Time Management

Self Motivation

Conflict Resolution

Leadership

Adaptability

Team Work

Creativity

Delegation

Coaching

Problem Assessment & Analysis

Stress Tolerance

**Proven Strength**

Excellent communication skills

Be enthusiastic & dependable

Be focused and goal oriented

Be able to achieve objectives

High customer satisfaction

Organizational skills

Ability to multi task

Be able to work with teams or groups

**Education Background**

**Higher Secondary School Certificate (HSSC)**

From Karachi Board

**Secondary School Certificate (SSC)**

Karachi Board

**Supervisor / Manager**

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|  | **Personal Details:**Nationality: PakistaniLanguages: Urdu & EnglishD.O.B: 24-09-1986E: yousuf-389376@2freemail.comMarital Status: Single  |
| **Career Summary** Seeking a supervisor position in a challenging but rewarding organization to deliver exceptional projects through fastening teamwork and maintenance of company staff. |
| **Work Experience*** **Marriott Hotel(Karachi)**
* **(Four Years Experience as a Housekeeping Supervisor)**
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**Key Roles**

* Partner with the HK Manager to recruit, develop, manage and monitor performance while making
* Assists management staff in resolving employee grievances, and performing related human resources management activities
* To maintain the weekly, monthly, annual reports and schedule the annual leave of the HK attendants
* Supervises/Manages the Housekeeping team to include efficient staffing, team member development and training, performance management and policy enforcement
* Coach, monitor and develop team members for improved performance
* Manage all aspects of Room Attendants performance including the completion of annual performance reviews
* Report work related accidents, or other injuries immediately upon occurrence to Manager
* Provide assistance to coworkers, ensuring they understand their tasks
* Manage storage areas
* Assist Housekeeping management in managing daily activities of Housekeeping
* Communicate & Delegate Tasks to the team.
* Manage guest queries in a timely and efficient manner.
* Represent needs of the team.
* Project future needs for goods and cleaning products and order accordingly.
* Oversee health code compliance and sanitation standards.
* Seek ways to cut-waste and decrease operational costs.
* Train new employees and provide ongoing training to all staff.

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* **American Commercial Building Management Services Pakistan Pvt. Ltd.**
* **(5 years’ Experience as a Cleaning Supervisor)**

**Responsibilities:**

* Setting goals and objectives delegating, Providing assistance and support
* Providing a climate for motivation, Creating a supportive working relationship
* Emphasizing continuing development, Providing opportunities for future growth and advancement
* Implementation and Monitoring of the day to day work, Staff training
* Daily visits to assigned accounts, Resolve complaints of clients
* Discipline and dismiss of employee
* Ability to implement and adhere to standards and procedures
* Training housekeepers on cleaning and maintenance tasks
* Overseeing staff performance on daily basis
* Checking rooms and common area, including stairways and lounge areas for cleanliness
* Schedule shifts and arrange for replacements in cases of absence
* Establish and educate staff on cleanliness, tidiness and hygiene standards
* Motivate team members and resolve any issues that occur on the job
* Respond to customer complaints and special requests
* Monitor and replenish cleaning stock including floor cleaner, bleach, rubber gloves, bathroom cleaners, scrub, Dry & Wet Mops, Squeegee, Window cleaner, Polish machine, Surf machine
* Participate in large cleaning projects as required
* Ensure compliance with safety and sanitation policies in all areas
* Hands-on experience with cleaning and maintenance tasks for large organizations
* To control and monitor the correct use of appropriate cleaning materials in the area
* To control and monitor the use of equipment’s in the area, arranging the repair or renewal of equipment’s and make recommendations to the Manager
* To monitor stocks of cleaning equipment and materials in order that orders can be placed on a timely basis
* To maintain the weekly, monthly, annual reports and schedule the annual leave of the cleaners

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* **C-TEL Pvt. Ltd.**
* **(Five Years Experience as a Distribution & Sales Executive)**

**Key Job Function:**

 Achievement of sales targets, through better area coverage and presence at maximum cable operator.

**Responsibilities:**

* Sales Executive must be willing to travel many places to meet cable operators to develop relationship with them.
* Technical support Installation and deployment of our channels to Cable Operators Headend.
* Organizing Sales Visits, Bringing Market intelligence report of competitor’s activities.
* Monthly Subscription fee Receive on time from cable operators.
* Timely Preparation of Reports and submission to RSM.
* Activation, De-activation, Re Activation, Refresh and Update Data mail to Operation Department.
* Preparing any other job assigned by the RSM from time to time.
* Ensure Effective Control and implementation of company’s policies.
* Making Presence/availability of our channels at maximum cable operators in my area market.
* Prepare daily working reports, Listening/resolving the complaints of cable operators of timely basis.
* General Office duties.

**Indus TV Network**

* **(Two years Experience as an Admin Asst & Store In-charge)**

**Responsibilities:**

**Admin Assistant:**

* Assist with preparation of the budget
* Implement financial policies and procedures
* Prepare and reconcile general bank statements
* Establish and maintain supplier accounts, Ensure data is entered into the system
* Ensure transactions are properly recorded and entered into the computerized accounting software
* Manage the filing, storage and security of documents
* Manage the repair and maintenances of office equipment, cars and other duties assigned by administrator

**Store In charge:**

* As the store in charge I was the in charge of controlling all the storage activities (material in/out)
* I was supposed to be the in charge of the protection and the security of the goods up until their installation, Monitoring the quantities available on stock with a clear picture of the material delivered
* Report on daily basis on the exact quantities available in the stock.
* I assist the head office and other site management staff in our daily duties
* Coordinate with subcontractors in order to deliver them the material approved (approved by the Management).
* Checking of all materials when they arrive on Site
* **Nortel Networks (Asia) Ltd. Pakistan Branch**
* **(1 year Experience as a Facility Manager)**

 **Key Job Function:**

I was looking after the Karachi Branch as a Facility Manager

**Responsibilities:**

Point of contact between the Nortel Networks Overseas Branches, ACBMS and other branches in Pakistan

* Financial Forecasting/budgeting
* Property acquisition and/or disposal
* Planning and overseeing building work/renovation
* Lease management
* Allocation and Managing Space within Buildings
* Managing Building maintenance activities
* Coordinating Cleaning, Catering and Parking services
* Ensuring that facilities meet government regulations and environmental, health and security standards
* Advising on energy efficiency and Cost-effectiveness
* Supervising multi-disciplinary teams of staff including maintenance, grounds and custodial workers

OTHER ACTIVITIES

* Public Relations.
* Event Management.
* Internet (Browsing & Chatting)

SPECIAL COURSES

* Six Months Short Course Of Ms-Office
* Six Months Diploma in Graphics Designing.