# **DHIRAJ**

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**Profile:**

* A confident, dynamic and experienced management professional involved in administering contracts and procurement activities pertaining to Integrated Facilities Management (FM) services.
* Proven competencies: Effective management skills - analytical and problem-solving skills in understanding client and business requirements; detail orientation; planning and organizing skills; task management skills; delegation and team management skills.
* Strong leadership and interpersonal skills; excellent written and verbal communication skills.

**Professional Experience:**

**Al Arsh Facilities Management LLC, Dubai** [A service provider of Integrated Facilities Management (FM) and Energy Management (ESCO) services; part of Gerab Group of Companies]

**Role: Administrator (Contracts and Procurement) Tenure: June 2010 to July 2017**

**Reporting to: General Manager**

**Responsibilities:**

* Managed effective administrative support pertaining to contracts and procurement processes / activities to the General Manager, Team and Clients.
* **Compliance:** Diligently monitored contractual KPI / SLA’s performance of operational services and ensured their compliance with agreed SLA’s and client requirements.
* **Client Management:** Effectively managed sustainable client relationships pertaining to Integrated Facilities Management (FM) services; periodically monitored client satisfaction.
* Post award contract process: Timely release of AMC contracts, PPM schedules, Assets reports, invoices and other related contractual documentation to clients.
* Variation works management: Effectively managed the variation works process by ensuring – approval and timely expedition of variation works quotes to clients; provision of project materials and/or outsourced services at client’s site/facility as per job schedule; invoicing on job completion.
* **Subcontractor and Supplier Management:** Effectively managed the procurement process in association with approved subcontractors and suppliers for varied products and outsourced services based on client’s requirements; negotiated competitive prices with vendors resulting in substantial cost savings; ensured approval and timely expedition of Purchase Orders to vendors; monitored the performance of subcontractors and suppliers.
* **Reports:** Generated timely monthly management reports that presented the status of live contracts, contract renewals, variation/project works and invoicing for management review.
* **Quality:** In the role of Management Representative (MR), conducted periodic quality audits to ensure compliance of organizations QMS system to ISO quality standard requirements and company policies and procedures.
* **HR:** Involved in administering organizational HR policies and procedures.

**Lattice Computer Consultancy, Dubai** [IT and software consultancy services.]

**Role: Manager–Project Support** Tenure: Feb 2007 to Apr 2010

**Responsibilities:**

* Effectively managed a team of 7 staff of the Software Support Division toward the timely response and resolution of software system issues raised by clients; monitored the contractual SLA’s.; ensured timely release of the AMC contracts and software customization quotes to clients; aggressively followed-up contractual payments; managed document control.
* Presented timely Monthly Reports on software support activities, contracts renewals and client payment status for management review.
* Assisted in successful implementation of the ERP System at client sites; monitored project activities executed by the implementation team ensured that the ERP System met quality standards and project requirements as defined by the client.

**National Environmental Engineering Management & Technical Services, Dubai** [Pre-qualified third party environmental engineering consultancy]

**Role: Project Coordinator** Tenure: Feb 2004 to Jan 2007

**Responsibilities:**

* Assisted the Project Manager in Project Management activities – prepared Technical and Commercial proposals and tender documents for new projects; prepared varied Project Reports for submittal to local authorities; monitored project progress and team activities; presented timely project status reports to the Project Manager.

**Technofibre Marine Services LLC, Sharjah** [A service provider of lifeboat/davit maintenance]

**Role: Sales Administrator**  Tenure: Jan 1998 to Dec 2003

**Responsibilities:**

* Processed – client’s RFQs, techno-commercial quotes to clients, client job orders, supplier LPO’s for job related procurements, invoices and followed up client payments; presented regular sales reports to the Sales Manager.

**Professional Training:**

* Attended Certified Professional Contracts Manager (CPCM) Training from National Contract Management Association (NCMA), USA.
* Certified IRCA Internal QMS Auditor from NQA, UK**.**

**Technical Inventory:**

* Microsoft Office Application Suite (Word, Excel, PowerPoint, Outlook etc.); Computer Aided Facilities Management (CAFM) System – Concept 500 System (FSI, UK).

**Education:**

* International Advanced Diploma in Computer Studies (Major: Business Management and System Analysis & Design) from NCC Education, Manchester, UK.
* International Diploma in Computer Studies (Major: Business and Systems Development) from NCC Education, Manchester, UK.
* **Availability: Immediate**