



MOHAMMED ZABEEULAH GEELANI

Building N0- 08, Al Jafliya Dubai Email-id:asmathzabi@gmail.com Cell: +971505384875

PROFESSIONAL SYNOPSIS

- A dynamic and result driven Customer Service professional with over 8 years of experience in UAE within the facilities management, asset management and project management.
- Proven ability to interface with the clients to ensure service meets customer expectations.
- Exceptionally well organized with a track record that demonstrates self motivation, creativity and initiative to achieve both personal and professional goals.
- An effective communicator with excellent relationship building & interpersonal skills.
- Flexible team leader who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
- Hands on experience in managing front end and back end operations effectively.
- Ability to influence internal and external customers to achieve the common objective.

PROFESSIONAL EXPERIENCE

Organization: EFS (Emcor) Facilities Management Services LLC , Dubai.

Duration: January 2014- till date

Designation: Supervisor- Customer Service

Key responsibilities:

- Manage the daily running of the call center, effective resource planning and implementing the call center strategies and operations as directed by the manager.
- Responsible for delivering high standards of service to customer by making most effective and efficient use of team members and technology resources.
- Organize staff, including shift pattern and number of staff required to meet demand.
- Ensuring all department receive relevant communication, records and data are updated and scored in the CAFM system.
- Managing & handling all the escalated customer calls and enquires.
- Review and reengineering of CAFM & helpdesk processes and implementation.
- Dashboard development and crystal reporting
- Training of team members in the use of systems as required.
- Develop and maintain standard operating procedures, process workflows, emergency response procedures, preventive maintenance programs and all documentation relating to efficient maintenance operations.
- Provide compliance and non compliance status update via CAFM system on FM contractors performance on weekly/monthly and required basis.
- Provide performance measurement reports for all aspects of CSC operation.
- Co-ordinate with the HR department in matters related to human resources as required.
- Provide other adhoc duties to the FM in managing all office functions, front office and help desk services.

- Develop strong relationships with the client to understand and accurately articulate their needs to the service offering.
- Ensure that the entire team adheres to the company policies and procedures.

Organization: EFS (Emcor) Facilities Management Services LLC , Dubai.

Duration: August 2011- December 2013

Designation: Customer Service Agent

Key responsibilities:

- Handle all DCV owner and resident requests for common element or association services.
- Prepare property inspection reports ,maintenance punch lists and common area inspection reports
- Scheduling PPM for the tenant as per the PPM planner
- Respond to emergency jobs raised by the client, co-ordinate with the Department Supervisors for directing the work load to utilize the resources to affect repair and ensure safety of the community.
- Raise and update job requests coming from the tenant's complaints and input all data to Concept500.
- Manage and control the technical filling System
- In conjunction with the Supervisor make the required plans to dispatch the work orders to the appropriate teams and follow up to ensure task completion.
- Participate in emergency evacuation procedures.
- Provide Superior customer service to customers through all Administrative/ Front office and help desk functions.
- Continuous follow up with the Contractors/ Supervisor for the completion of job request.
- Collecting information from all the relevant departments regarding the job request and update the same in the CAFM systems.

Organization: Carnival Cruise Lines, United States

Duration: February 2010- February 2011

Designation: Assistant Crew Purser

Key responsibilities:

- Assist in preparing Crew Immigration and customs documentation.
- Prepare crew rotation communications shore side offices.
- Update personnel files in crew board systems, assist in payroll functions and overtime reports.
- Maintain daily balance sheet and ensure accurate pay in of funds received.
- General administration of pursers departments & ensuring that office personnel maintain uniform and personal hygiene standards.
- Cabin occupancy control in conjunction with the Manager and other adhoc duties as assigned by the senior office.

Organization: Emrill Services LLC , Dubai.

Duration: July 2008 - January 2010

Designation: Customer Service Representative

Key responsibilities:

- Handling inbound customer calls (MEP/ Soft Service)
- Registering all customer complaints.
- Co-ordinate on operation activities (Admin/ Engineering/ Custodial and Security) of EMAAR and ensure that all the jobs be completed

- Raise and update job requests coming from tenant's complaints and input all data gathered to Oracle and FSI system.
- Decide and approve workloads to assign in particular departments, monitor and confirm all job requests carried out and resolved in exact time.
- Organize records related the task carried out of job request from call center, materials and supplies consumed of the department.
- Prepare time sheets, HR related issues and correspondence and maintain ISO filing system.
- Provide input into the development of the operating budget for the assigned area of responsibility, order materials & supplies; assist in monitoring and tracking of expenditures for each section.

Organization: Downtown Hotel, Dubai
Duration: October 2007 – April 2008
Designation: Front Office Assistant
Key responsibilities:

- Having detailed information about the arrivals to their room requirement and expected departures of the day.
- Checking the VIPs' reservations and issue VIP amenities vouchers for fruits, flowers, beverages, etc.
- Prepare all records connected with the pre-registration for VIP invalid and old people.
- Perform cashier tasks like bill/ invoice settlement, paid out, foreign exchange currency.
- Co-ordinate room status updates with the housekeeping department and keep record of all check outs, late checkouts, early check ins, special requests and day use rooms.
- Dealing with guests' complaints and requests.

IT SKILLS

- MS Office (Word, Excel, PowerPoint, Access, Publisher, Outlook and MS Project 97, 2000 and XP.
- FSI Concept 500/Evolution system, JDE Oracle and SAP REALM and CBRE.

EDUCATION

- Executive MBA (HR & Personnel Management)from IIBM Delhi , India
- BSc (Hotel Management) from SRM Institute of Hotel Management & catering technology, Chennai, India
- Certification in HACCP Standards programme for United States Public health from CARNIVAL CORPORATION

PERSONAL INFORMATION

Name	:	Mohammed Zabeeulah Geelani
Date of Birth	:	06 June
Gender	:	Male
Marital Status	:	Married
Nationality	:	Indian
Visa Status	:	Employment
Cell number	:	0505384875
Email id	:	asmathzabi@gmail.com
Driving License	:	YES Light Vehicle

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