



QUALIFICATION SUMMARY

Personable facilities management specialist with 14 years of success in guaranteeing customer satisfaction through personable reservation services and attendance to guests needs. Adept at promptly assisting customers by uncovering preferences. passionate about providing upbeat and friendly service, resulting in consistent return in customers.

SKILLS & KNOWLEDGE

Business Skills

- Facilities Management
- Health & Safety
- Guest experiences & services
- Policy and procedure adherence
- Strategic planning and analysis
- Office and staff streamlining

Communication Skills

- Documentation & Control
- Phone management
- Relationship building
- Draft correspondences
- Customer focused Service
- Provide solutions

Interpersonal Skills

- Good Time management
- Positive attitude
- Proactive to take Initiative
- Multi-tasker
- Problem solver
- Team support

EXPERIENCE

Property Manager: Grand Castle Group of Companies (Dubai, UAE) Jan 2011 - Present

- Handle facilities management for the group which consist of Leasing & Management, General Trading, Hotel Apartments and Restaurant & Café.
- Managed a yard of over than 500 commercial units, two residential buildings of 150 units, and accommodation for more than 200 staff members for the Group.
- Prepare rental contracts and collect PDC s from tenants and follow up on deposits.
- Prepare contract termination and calculate refund rental to tenants in the case of termination
- Process important queries and manage customer expectations in a polite and friendly manner.
- Keep track of frequent clients and create a tailored experience based on their personal needs.
- Inspection of apartments before they are handed over and carry out required maintenance
- Prepare all the keys and documents required upon on Move in.
- Advertising the units on different online marketing portals
- Prepare Ejari contracts for new tenants as well as renewals
- Constantly observe the condition of the office and ensure that supply areas, storage spaces, and kitchens are clean, stocked and organized.

Facilities Administrator: Gulf Dura Industries (Ras Al Khaimah, UAE) Sep 2007 – Dec 2010

- Managed in-house union operating engineers of multiple skills including building engineers, electricians, painters, door specialist, HVAC technicians, and carpenters.
- Reviewed and approved over 50 maintenance strategies and plans for new and existing equipment.
- Responsible for implementation of all health and life-safety programs.
- Installed and maintained all security systems.
- Responsible for hiring and training of maintenance staff.
- Review and approve third-party contracts.
- Negotiated all sub-leases for vacant locations.
- Prepare rental contracts and collect PDC s from tenants and follow its deposits.
- Prepare contract termination and calculate refund rental to tenants in the case of termination.
- Track expenditures and report variance with explanation.

Administrator: Centre for Research & Management (Islamabad, Pakistan) Sept 2004 – April 2007

- Responsible for inventory including purchasing and logging receipt of all materials.
- Responsible for managing contracted security services and act as on-site leader.
- Conducted investigations of any security incidents on property and reported back to executives on findings and action required.
- Coordinated office and cubicle setups, and furniture installations.
- Assisted in facilities operating budget.
- Monitored all workspaces throughout the building to identify equipment in need of repair.
- Assisted purchasing agent to select for prospective vendors for cost-efficient solutions.
- Directed necessary month-end accounting functions.

PROJECTS

- Led implementation of Focus and RMS (ERP systems)
- Designed fixed assets management system with support of IT team
- Skillfully and efficiently developed, documented and implemented financial policies and procedures

EDUCATION

- **MSC Computer Science (2004)**
University of Peshawar, Pakistan
- **BS (Honors) Major: Computer Science (2002)**
University of Peshawar, Pakistan

IT SKILLS

- Proficient in Microsoft Excel
- Knowledge in ERP systems (RMS and Focus ERP)
- Advanced Photoshop and Illustrator Skills

LANGUAGES

- English – Advanced
- Arabic – Basic
- Urdu – Native