

# USMAN UL HAQ

## Regional Facilities Coordinator

+971543031837

@ Muhammadusmanulhaq9@gmail.com

<https://www.linkedin.com/in/usman-ul-haq-92911224b>

Dubai



## EXPERIENCE

### Regional Facilities Coordinator

#### Dell Technologies

10/2018 - Present Dubai

- Directed the daily operations of all Facilities Management activities across Dubai, Abu Dhabi, Qatar, Oman, Kuwait, and Saudi Arabia, including Serviced and Regus offices within the META/MEGA Region.
- In charge of the entire lifecycle of daily repair and maintenance requests through a ticketing system, including proposal approval, dispatch, execution, and invoicing POS.
- Enhanced team response times by {30%}, ensuring timely task completion through effective communication.
- Provided reports on work order status and checked status with vendors to maintain service quality and efficiency.

### EMC Team Supervisor Facilities

#### Emc

12/2016 - 09/2018 Dubai

- Managed {10+} office renovation projects, ensuring compliance and minimal disruption by coordinating off-hours work.
- Sourced and govern vendor relationships, overseeing procurement, quotation reviews, and approvals for equipment and services.
- Supervised front desk operations, including meeting room bookings, call handling, and coordination of access badges, keys, catering, and parcel deliveries.
- Streamlined communications by handling shipments, tracking, and promptly responding to emails, ensuring timely updates to internal and external parties.
- Implemented workflow improvements through daily planning meetings, fostering teamwork and enhancing next-day operations efficiency.
- Executed cost-saving strategies in facilities management, contributing to financial goals with senior management approval.
- Coordinated new employee onboarding processes, including business card procurement and distribution across countries.

### EMC Administrative Coordinator

#### Emc

10/2014 - 11/2016 Dubai

- Coordinated with the Facilities Manager, ensuring smooth operations across {5} office locations.
- Demonstrated effective time management skills to ensure timely completion of tasks, accurately estimating task durations and allocating sufficient time.
- Communicated with clarity and professionally with internal and external stakeholders to convey information and resolve issues efficiently.
- Prioritized tasks based on urgency and importance, seamlessly switching between tasks to meet deadlines and deliver results.
- Coordinated office renovation projects, communicating with suppliers, scheduling, planning, and understanding AutoCAD 2D plans to ensure timely completion.
- Lead the distribution of incoming posts, including emails and physical mails, to employees' desks, emails, or lockers.
- Collected and maintained data for the Regional Facilities Manager to plan for office extensions, meeting rooms, hot desks, fixed desks, cafeteria, parking, etc.

## SUMMARY

**Certified Facility Manager** with 11 years of experience in **facilities management, Budget Management (OPEX & CAPEX), and SLA Management** within the Gulf market. Proven track record with globally recognized companies such as **EMC and Dell Technologies**. Currently serving as the **Regional Facilities Manager** for **Dell Technologies**, overseeing the entire **META region**, including all Gulf countries. Proficient in **SAP, ORACLE, AutoCAD, and ARIBA** to enhance operational efficiency and streamline facility management processes.

## SKILLS

### Facilities Management

### Budget Management (OPEX & CAPEX)

### Vendor Management

### SLA Management

### Health and Safety Compliance

### Leadership and Team Management

### Communication and Relationship Building

### Problem-Solving and Decision-Making

### SAP

### Oracle

### AutoCAD

### Office Relocation Management

### Space Planning and Data Analysis

### Labor and Logistics Coordination

### Effect Communication and Stakeholder Management

### Project Goal Achievement

## CERTIFICATION

### Certified Facility Manager

Chartered Institute of Management Specialists

### Certified Project Manager

Chartered Institute of Management Specialists

### Certified Project Cost Control

Chartered Institute of Management Specialists

EXPERIENCE

EMC Floor In charge

Emc

10/2013 - 09/2014 Dubai

- Supervising Staff: Reviewed team workload, set expected standards, and monitored and reviewed performance to ensure optimal team productivity. Identified learning and development opportunities for staff to enhance their skills and capabilities.
- Operation Monitoring: Monitored day-to-day programs and projects to ensure alignment with team objectives and desired outcomes.
- Managing Customer Complaints: Responded to customer complaints with professionalism and a calm demeanor, resolving issues promptly to maintain high levels of customer satisfaction.
- Managing Inventory: Monitored stock levels and analyzed purchasing costs against Min/Max standards, ensuring optimal inventory management. Placed orders with suppliers to replenish inventory as needed, maintaining adequate stock levels to support operations.
- Employee Training: Conducted onboarding sessions for new employees, providing job-specific training and guidance to facilitate their integration into the team. Communicated performance expectations, goals, and key performance indicators (KPIs) to new employees to ensure clarity and alignment with organizational objectives.

EDUCATION

BBA in Global Business Management

SWISS School of Management (SSA)

2024 Location

CERTIFICATION

Mechanical Draftsman

Technical Training Insitute (Tevta)

LANGUAGES

English	
Native	<div><div></div><div></div><div></div><div></div><div></div></div>
Urdu	
Native	<div><div></div><div></div><div></div><div></div><div></div></div>
Hindi	
Proficient	<div><div></div><div></div><div></div><div></div><div></div></div>
Punjabi	
Native	<div><div></div><div></div><div></div><div></div><div></div></div>
Kashmir	
Proficient	<div><div></div><div></div><div></div><div></div><div></div></div>

PROJECTS

LED office Relocation Project

06/2017 - 12/2017 UAE

Overview:

- Spearheaded the relocation of Dell Technologies into EMC office, managing 650 staff members.

Transportation and Workforce Management:

- Coordinated transportation logistics and supervised 400 laborers to ensure a smooth and efficient move.

Achievements and Outcomes:

- Achieved seamless staff transition and zero business disruption by meeting {100%} of project targets on schedule.

Optimized Meeting Room Utilization

01/2018 - 06/2018 UAE

Short summary of your work

- Developed and implemented a strategic meeting room plan that reduced the need for external bookings, Previously, the company had to book external Venues like hotels for meetings.
- Financial Impact : Achieved an impressive cost saving of 1 million USD annually by transitioning to in-house meeting solutions, which streamlined operations and reduced expenses.