



# EIHAB SIDDIG

## CONTACT

- Dubai, UAE,
- 00971527067046
- eihab.s.siddiq@outlook.com
- [linkedin.com/in/eihab-siddig-750520118](https://www.linkedin.com/in/eihab-siddig-750520118)

## SKILLS

- Microsoft office applications in Excel, Word, and Power Point.
- Yardi FM
- Vocal Com.
- CAFM (Computer Aided Facilities Management System – Concept Evolution).
- CRM (Customer Relationship Management) Dubai Government Software.
- Fire warden ( certified )
- First Aid ( certified )
- Leadership & planning in-group projects.
- Flexibility and acceptance of frequent travelling
- Excellent time management skills
- Customer relations
- Budget Development
- Employee Scheduling
- Employee Reviews
- Human Resources

## EDUCATION

**Bachelor of Science:** Industrial Engineering and Engineering Management, 01/2015  
**University of Sharjah** - Sharjah

## PROFESSIONAL SUMMARY

Knowledgeable Facilities Supervisor with three years of experience in team leadership, budget management and maintenance scheduling. Well-versed in overseeing diverse repairs, routine maintenance and special projects. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Strategic planner and operational leader with strong background improving performance, productivity, efficiency, and profitability of departmental and organizational operations. Practiced in providing assorted teams with support and resources to succeed.

## WORK HISTORY

**Facilities / Operations Supervisor** 08/2021 – 04/2022  
**EFS Facilities Services - EXPO 2020** - Dubai, UAE

- Visitor Services Management / Crowd Management - to ensure that all visitors that visit ALIF Pavilion and EXPO establishment to get excellent customer service and leave having received WOW experience.
- FM of Pavilion exhibits - together with technical team, ensure that all exhibits inside ALIF are in functional condition at all times. In case of any breakdown, main role was to ensure that operations are not impacted while service is being restored.
- Soft Services / Housekeeping- Ensure that ALIF and its surroundings are always clean and tidy. Also ensuring that all measures are taken for sanitization and deep cleaning of common areas, to offer visitors and team members are safe and hygienic environment.
- Team Handling - Interact with team members regularly, motivate them and keep their morale high, offer support and counselling as and when required. Daily team members of 20 -25 (hosts, Explainers, Housekeeping and Technical Staff).
- Recording the highest visit every day as per EXPO2020 statistics and maintaining the best service standards for ALIF pavilion.

**Facilities Management Officer** 10/2019 – 10/2020  
**AWR Properties** - DUBAI, United Arab Emirates

- Receiving Complaints that is Related to (Maintenance, Leasing, Property Management).
- Logging the WO (Work Orders) and transfer it to the concerned department.
- Follow-ups on the WO's to meet the SLA and Customers Satisfaction.

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## LANGUAGES

**Arabic:** Native language

**English:** Fluent ( speaking, writing )

- Daily using of the Yardi FM System to Maintain the work load and handle pending, on process and current WOs/ Logging In tenants inquiries and transfer it to the concerned department within 15 - 30 minutes as per SLA
- Create assign, monitor and closeout PPM work orders off entire ARRE assets.
- Coordinate between departments and acting as a vocal point between the Real Estate and Customers.

### **Facilities Management Officer**

10/2016 - 10/2017

**SERCO - Hill Int. / ADNOC HQ Project** - Abu Dhabi, UAE

- Receiving complains that is related to (maintenance, cleaning, soft services, stationery, catering, and every service inside ADNOC different facilities and that will lead to better work environment and meeting International standards of facilities management rules and regulations.
- Reviewing and Assessing Service requests and routing to concerned departments for service order executions.
- Preparation of process procedures as required.
- Participation in reviews of procedures and documentation related to FM department.
- Logging and monitoring of customer complaints and following up on status.
- Participation in ensuring successful implementation of fire safety drills and other HSE activities.
- Assisting in overall strategic management of ADNOC group (offshore & onshore) for building and facilities maintenance and soft services.
- Assisting costing engineers in preparation of costing and service providers invoice processing.
- Assisting in projects planning and execution of assigned project related tasks.
- Assisting in business plans and long-term department management.

### **Customer Service Representative**

05/2015 - 09/2016

**RTA - DUBAI, UAE**

- Provided primary support to internal and external customers, meeting demands of fast-paced call center environments.
- Following-up with customers regarding pending and current requests, to increase customer's satisfaction and high service quality
- Meeting SLA's and all customer service standards to assure quality and efficiency of customer service
- Logging- in requests, suggestions and complains using CRM Dubai Government System.
- Handling 120 calls per day in average and being a part of Dubai Government award in 2015.

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## TRAININGS

- July 2014-Aug. 2014: Kingston Holdings FZC: Sharjah  
Job title: Professional Service Center Summer Trainee.  
Job tasks: Quality Control of Perlite products.
- Aug. 2015-DEC 2015: Emirates Metallic Industries Company (EMIC): Sharjah  
Job title: Production Supervisor  
Job tasks: Receiving orders from local and international customers.