

Rinas Peedikayil

Operations Manager - MAQ Touch Building Maintenance & Contracting LLC

Dubai

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To secure a position of responsibility, where my skills will be of value and provides meaningful career growth. Seeking managerial assignments in Coordination, Retail sales/Administration.

My long term career will concentrate in the following areas of interest:

- To improve the quality standards set by the company; provide a targeted, creative & unique marketing vision in order to increase sales & brand awareness in major consumer markets.
- To manage people, interface with customers, and work towards upper level management
- To be a strategic planner and adviser to top management.

WORK EXPERIENCE

Operations Manager

MAQ Touch Building Maintenance & Contracting LLC - April 2015 to Present

April-2015 till date)

MAQ Touch is renowned Facilities Management Company in New Dubai area and mainly concentrating Annual Maintenance Contracts and Project works in Meadows, Springs etc of Emaar properties and Palm Jumeirah and all other freehold properties and buildings.

Designation: Operations Manager

Major responsibilities

- Man Hours Management, proper utilization and monitoring of man powers based on the scope of the contract, deliver man hour details to the Finance & HR Department on monthly wise so that the same can be included in the P&L's and Financial Statements.
- Managing all technical and maintenance services including AMC, Project and swimming pool divisions, manage all supervisors, Engineers, Team Members under the departments
- Manage all technical and maintenance outsourced services, contractors, company personnel including inspections in line with the quality department and quality management of service delivery.
- Proper site management; routinely inspect all contracted services to ensure performance measures are being maintained.
- Coordinate with supervisors, engineers and coordinators for ongoing site maintenance service.
- Control and monitor purchase and stores department and ensure availability of adequate supply of materials and service for the proper orientation and verify and ensure whether the purchase and supply are in accordance with the scope of the contract. Support in identifying and sourcing spares consumables and maintain optimum inventory.
- Motivate the teams; create a culture of coordination and collaboration in accordance with company values which will differentiate our technical values in the regional market.
- Conduct daily or weekly meeting with the subordinates.
- To Set objectives for direct reports and renewal of the same.
- Support the development of the business including contract renewals, retention of existing customers, cost reduction strategies, contract management plan and customer improvement plan.
- Leadership of all the allocated contract and the associated services; ensuring excellent and timely services are achieved.

- Frequent Visit and routine inspections to the sites to check the level of the customer satisfaction and employee performance.

Operations Head

First Home Star Technical Services LLC - November 2010 to April 2015

Major Responsibilities:

- Coordinating and communicating with customer through Email, telephone etc.
- Making daily reports and filing both soft copy and hard copy as well.
- Making sure of the complaint has been resolved and follow up work with technical supervisors and as well as with customer.
- Coordinating with Outsource companies and making sure they delivered excellent service and work done at customer satisfaction.
- Managing all the technical staffs and handling all the project jobs.
- Handling all the project jobs related to Civil, Masonry, MEP and Carpentry etc.
- Preparing the estimations for the project jobs and coordinating with Customer and Suppliers as well.
- Meeting the customer personally and building a rapport with them.
- Coordinating with technical staffs and ensuring the excellent job have been delivered to the customer and it meets their needs and requirements.

Managing expenditure up to set limits, reducing cost and reporting variances in order to ensure effective cost effective cost management.

Other personal details:

Father's Name: Mohammed.P

Age & D-O-B: 31&18-10-1979

Sex: Male

Religion/Caste: Islam/Muslim

Place of birth: Kerala, Indian

Marital status: Married

Passport No: K 6399859

Visa status: Employment Visa (Transferable)

Operations Coordinator

Hitches and Glitches - Dubai - September 2006 to October 2010

Dubai (01-Sep-2006 to 09-Oct-2010)

Hitches and Glitches is a major Facilities Management Company in the New Dubai area and mainly doing contractual jobs (yearly) .And having more than 2000 Villas in freehold properties mostly concentrated in Arabian Ranches, Meadows, Springs, Emirates Hills of Emaar properties; Palm Jumeirah, Jumeirah Islands of Nakheel properties.

Designation: Operations Coordinator

Major responsibilities:

- Planning and executing maintenance program through team of technicians and assuring quality services.
- Organizing, scheduling and ensuring deliverance of maintenance.
- Delivering the technical teams at the customer's premises in 30 minutes for the emergency complaints.
- Operating and Maintaining track record of Maintenance works using customized software called CAMS which operates from call center to accounting too.
- Coordinating and communicating with customer through Email, telephone etc.
- Making daily reports and filing both soft copy and hard copy as well.
- Making sure of the complaint has been resolved and follow up work with technical supervisors and as well as with customer.

- Coordinating with Outsource companies and making sure they delivered excellent service and work done at customer satisfaction.
- Handling around 200 technicians and fleet of vans and teams of service of technicians and running complete program on our customized software.
- Monitoring all purchase and store activities and controlling inventory.
- Managing expenditure up to set limits, reducing cost and reporting variances in order to ensure effective cost effective cost management.
- Reporting to the Operations Manager.

As Purchase Coordinator

Major Responsibilities:

- Define, develop and implementing Purchase plans.
- Ensuring the effective implementation of plans, policies and procedures. Ensuring the highest levels of performance are achieved..
- Managing expenditure up to set limits, optimizing and reducing costs where possible Keeping fluent communication with all the departments.
- Reporting variances in order to ensure effective cost management.
- Negotiate with key suppliers on contract issues as required in order to ensure best value purchasing terms are obtained Coordinating with Site
- Research and monitor activities and trends in the relevant supply markets in order to ensure informed commercial decision making on supplier identification, selection and pricing making day by day Sales report.
- Preparing management information reports in order to ensure that Senior Manager have the relevant information needed to support strategic decision-making.
- Monitoring all purchase and store activities and controlling inventory.
- Coordinating with purchaser.
- Reporting to the Operations Manager.

EDUCATION

Bachelor of Science in Computer Science

Kannur University - Cannanore, Kerala

SKILLS

= Operations Management = Strategic Procurement = Contracts Management = Marketing Techniques
 = Health & Safety Measures = Maintenance Management = External Vendor Negotiations = Resource
 Planning = Risk Management = Monitoring Performance = Financial Planning = Budget Setting & Cutting
 costs = Staff Supervision = Quick Decision Making = Leadership & Team Supervision = Training &
 Development = Team management = Excellent Communication (9 years)

ADDITIONAL INFORMATION

Operating Systems: MS-Dos, Windows 95,98, Windows 2000/XP

Programming Languages: D-Base, cobol, C+, Java

Application package: MS-Office

Databases: MS-Access, Oracle8i, SQL Server

GUI: Visual basic 6.0, VB.Net

Project profile: PC Assembling

Hardware: Personal Computers, Networks

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