



GURUNATHAN MURUGESAN

Housekeeping Manager

Contact Details

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Skills

- Leadership and time management
- Communication
- Project and budget planning
- Problem-solving and decision-making
- Organizational and planning skills
- Microsoft Office

Major Projects Handled

1. Abdullah Al Salem Cultural Center, Salmiya
2. Jahra Government Hospital
3. Salam Palace, Shuwaikh,
4. Ministry of Education, South Surra Region
5. Kuwait Motor Town, Ahmadi
6. Volvo, Kuwait
7. Safat Tower, Hawally, Ahmadi
8. Lothan hospital Salmia

Education

- Diploma in hotel management MR hotel management college (2007)
- College Diploma of tourism and business management from ISC Singapore (2010)
- College Higher Diploma of tourism and business management from ISC Singapore (2011)
- MBA Hospitality and tourism management at NIBM (2015)

Visa status – 18 Transferable

Passport No - Z5712160

Passport Expiry - 20 Apr 2031

Languages: English, Hindi, Arabic, Tamil, Malayalam

Certificates

- IOSH at Akbar training & Consulting (2023)
- Diversey Chemical Training Program (2019)
- Inter care Chemicals Training Program (2016)
- Numatic - Machine operating training (2019)
- Nilfisk - Machine operating training (2016)
- Tanzifco - High glass cleaning machine training (2017)
- Pest Control Training Program by KPHC (2019)

Personal Profile

Seasoned Housekeeping Manager with 16 years of hands-on experience in managing housekeeping, soft services operations, and facilities management across diverse environments. Proven ability to maintain high standards of cleanliness, hygiene, and service quality in assigned areas. Skilled in overseeing day-to-day operations, staff supervision, and ensuring compliance with safety and sanitation protocols. Strong leadership, time management, and teamwork abilities enable efficient task delegation, smooth workflow, and consistent achievement of operational goals. Committed to delivering excellence and enhancing the overall guest and client experience.

Experience

Wajha Group Company for General Cleaning Contracting of Buildings and Roads Kuwait

Operation manager Oct 2004 – Present

- Develop, implement, and refine internal processes to improve efficiency, reduce costs, and ensure quality.
- Create, maintain, and update SOPs to standardize operations.
- Streamline workflow to enhance productivity, reduce bottlenecks, and improve the overall operational performance.
- Manage teams or departments, ensuring they are appropriately staffed, trained, and motivated.
- Develop and manage budgets for operations, ensuring costs are controlled and resources are used efficiently.
- Develop and track KPIs to measure the performance of various operational processes and teams.
- Generate regular reports for senior management that highlight operational performance, challenges, and areas for improvement.
- Use data to identify opportunities for continuous improvement and implement strategies to address weaknesses.
- Implement and monitor quality control processes to ensure products or services meet required standards.
- Oversee and manage projects within operations, ensuring they are completed on time, within scope, and within budget.

Care for Building & Cities Cleaning Cont. Co. Kuwait

Housekeeping Manager 2019 – Sep 2024

- Delegate tasks to the housekeeping staff.
- Implement and oversee deep cleaning schedules and preventive maintenance programs.
- Develop and implement training programs for housekeeping staff.
- Monitor and evaluate the housekeeping operations.
- Encourage and support professional development and career growth within the housekeeping team.
- Communicate effectively with other departments regarding special requests, VIP services
- Prepare and manage the housekeeping budget, including labor, supplies, and equipment costs.
- Track expenses and identify cost-saving opportunities without compromising service quality.
- Report financial performance and budget adherence to senior management.
- Inspect the maintenance of facilities.
- Monitor and maintain inventory of cleaning supplies and equipment.
- Able to run all kind of cleaning machines

American University of the Middle East

Senior Housekeeping Supervisor (2015 - 2019)

- Plan and assignment housekeeping work assignments.
- Give training to newly recruited housekeeping employees.
- Manage and control the operational budget for the housekeeping department.

Dar al Saha Polyclinic, Al Essa Group, Kuwait

Housekeeping Supervisor (2013 - 2015)

- Plan and assignment housekeeping work assignments.
- Give training to newly recruited housekeeping employees.
- Manage and control the operational budget for the housekeeping department.

THAIEXPRESS Concepts Pte Ltd, Singapore Customer service (2011-2012)

- Greet customers and take orders accurately and efficiently.
- Serve food and beverages to customers in a polite and professional manner
- Customer inquiries and resolve any issues or complaints promptly All

Experiences outside of Kuwait can be provided upon request.