

GULZAR AHMED KHAN

FACILITY & OPERATIONS MANAGEMENT PROFESSIONAL

Demonstrating 30 years of excellence in Facilities Management, housekeeping-soft service and customer service operation

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Industrious Facilities Management Specialist possessing enriched expertise in diverse verticals of Soft service Operations Management, Quality, Health, Safety Administration and leading security/concierge service measures, efficiency in yielding enormous output in a challenging and fast paced working environments with diverse demographics

People-centric and thoughtful leader promoting cross-cultural workspace environment while steering sourcing/procurement, soft and hard service building systems asset management and maintenance, vendor management, customer service operations to deliver high-end and safe results; proven success in provisioning quality services in hospitals, schools, shopping mall/center, consulates general buildings, commercial & residential buildings. Hypermarkets / Free zone entities as per Dubai Municipality and local authority set compliance and standard

Meticulous professional, ensuring operational best practices through strong project management skills, analytical and multitasking skills; prioritizing fair auditor as per quality standard (OHSAS 18001 & ISO 14001) and allocating outsourced contractors for minor Civil, MEP and Building grounds/Fabrics works

AREAS OF EXPERTISE

- ❖ **Strategic Planning and Leadership:** Supporting development and implementation of key initiatives, providing thought-leadership in facilitating seamless civil operations for coherence and comprehensiveness.
- ❖ **Cost & Budget Management:** Provisioning expertise in earned value management, cost analysis, cost estimating, budget planning, tracking and execution. Prepares Budget & BOQ/Cost Control Review.
- ❖ **Negotiation & Contracts Management:** Contract administration including proposal support and negotiation, scope management, interface with key subcontractors and contract closeout.
- ❖ **Safety & Security Administration:** Proactively provides hands-on support in Quality, Health, Safety and Environment areas. Maintains compliance to standards, works with departmental managers to develop awareness to QHSE issues and develops a culture of responsibility.
- ❖ **Training & Development:** Trains branch and field personnel on all aspects of soft and hard service activities, as per best industry practices, implementing solutions/innovative for increased productivity, client servicing initiatives and efficiency

CORE COMPETENCIES



PROJECTS ADMINISTERED

Dubai International Finance Centre –Investment and Properties campus ♦ Gate Avenue Shopping Mall in DIFC ♦ Emirates Tower ♦ Al Futtaim Group Offices ♦ Ferrari Race Course ♦ Water World ♦ Amusement Park ♦ Warner Bros ♦ Currency House (Al Fatten Properties & Investment Company) ♦ Daman Building Common Area ♦ Shopping Mall – Nakheel ♦ Multi National Company In Dubai ♦ Dubai Design District Common Facilities ♦ Jabil Ali Free zone (JAFZA One) ♦ Commercial & Residential Buildings in Dubai ♦ Mafrq Hospital ,Central Al Jazira Hospital -Abu Dhabi♦ Fujairah Hospital- NBF building-Fujairah♦ ADNOC FOD Main Office ♦ UMM Al Nar Refinery ♦ Filling Stations Across Emirates

CAREER TIMELINE



Apr '17 – May '20

Oct '06 – Mar '17

May '00 – Sep '06

Feb '90 – Apr '00

Head of Division
(Soft Service Operation)

Client Relation Manager
(FM Soft Service)

Assistant Service
Manager Operations

Senior Supervisor



Operations Head(Dubai and Northern emirates)
(Soft service Operations)

WORK EXPERIENCE

ELECTROLUX FACILITIES MANAGEMENT SERVICES LLC, DUBAI
Head of Operations– Soft Service (Dxb and Northern Emirates)
Sept -20 to currently working



- Overseas the operation of cleaning services entire MAF Projects (Carrefour Hypermarkets) assist and support senior supervisors and area managers to achieve high team performance and deliver top notch customer service within existing contracts.
- Strove and planned for new contracts, participated in tender /site surveys while supporting team in analyzing cost in proposals submission and quotations for the new businesses.
- Planned mobilization for new business in terms of staff deployment and other related requirement including machinery, equipment tools, and other related requirements.
- Attended and organized meetings with clients, in-charge, and supervisors to evaluate KPI's, SLAs; facilitated opportunities for improvements and monitor and propose modern technology tools and machineries to reduce the manpower dependency
- Propose cost control methods, implement in operations to achieve cost reductions over materials, related expenses
- Prepare monthly performance report. Site survey, submit proposals for business enhancement, operational challenges and work on the performance improvements to retain client/ business

AL FAJER FACILITIES MANAGEMENT SERVICES LLC, DUBAI
Head of Division – Soft Service Operation
Apr '17 – May '20



- Assisted senior supervisors and area managers to achieve high team performance and deliver top notch customer service within existing contracts.
- Strove and planned for new contracts, participated in tender /site surveys while supporting team in analyzing cost in proposals submission and quotations for the new businesses.
- Planned mobilization for new business in terms of staff deployment and other related requirement including machinery, equipment tools, and other related requirements.
- Attended and organized meetings with clients, in-charge and supervisors to evaluate KPI's, SLAs; facilitated opportunities for improvements and overall performance delivery.
- Formulated necessary reports and documents in terms of service delivery manual, method statement, standard operating procedures, risk assessment and inspection check lists.
- Oversaw and supervised site activities in compliance with set standards; implemented work policies and processes to improve customer relation and satisfaction level by conducting regular surveys
- Conducted market research to adapt latest technologies in the organization while emphasizing low dependency on manpower to achieve cost effective and top-notch results.
- Led and executed operations of Rope Access team; monitored performance, cost effective measures, and hospitality services.
- Provisioned training and development to team and site operation personnel to achieve department objectives.
- Ensured productivity by streamlining financial process, budgets, operational and profit margins of multiple departments.
- Develop Growth Strategy, Promote company Service to enhance the business, support procurement team in case to identify right /service and evaluation on cost effectiveness

EJADAH ASSET MANAGEMENT (IDAMA) LLC, DUBAI
Client Relation Manager (FM Soft Service)- Dubai International Finance Centre (Gate District / Gate Village)
Oct '06 – Mar '17



- Spearheaded in house team and outsourced suppliers for services including cleaning, waste management recycle initiatives, Soft landscaping, Comprehensive pest control service, MEP, Civil, buildings and ground Fabrics structures, hospitality/concierge security protocol /Health and safety executive personnel led a team of nearly 350 employees.
- Responsible for Manage delivering comprehensive Soft FM services and minor hard services for Dubai Internal Finance center properties buildings and their valued third party business clients premises located across the premises of gate district, villages, Event hall and pedestrian access areas.

- Performed regular inspection in collaboration with service provider and team to ensure performance in accordance with KPI's and SLA; discussed and scheduled corrective reactive plan within predefined target frames.
- Attended KPI meetings with key suppliers to evaluate the performance on monthly basis while verifying monthly charges and invoice processing on regular intervals.
- Attend for a weekly meeting with clients for updating progress and evaluation of KPI meeting etc.,
- Assisted site training plans and strategies; monitored team compliance to Quality, Health, Safety and Environment aspects to ensure zero incident during task delivery compliance to all set standard requirement outlined by DIFC and DM
- Monitored process, method statement and MSDS for all products while analyzing risks prior to commencement of tasks.
- Mobilization of new contracts/ projects in terms of deployment of man power , material , machineries
- Handle update the project activities utilizing CAFMS so client can easily monitor the weekly/monthly and periodical task thru the system
- Disaster Management Planning(additional preventive action during the time of rain and sand storm by utilizing additional contingency team)

BERKELEY SERVICES, DUBAI
Assistant Service Manager Operations
 May '00 – Sep '06



- Responsible for generating substantial businesses, site surveys, costing and budgeting; managed a team of 370 employees.
- Handled staff deployment, cleaning equipment tools and materials; drove quality, health and safety measures to ensure adherence of team during delivery of task. Plan and identify training for the team to enhance the service delivery
- Resolved customer queries while responding timely to any issue related to service and reporting to operation head.
- Conduct Customer satisfaction survey to ensure customer is satisfied with the service, draw action and update in case of any deficiency in the service level
- Preparation of attendance and time sheet for all the team and submit Finance team monthly basis cross check all adhoc job conducted during the month and submission of work completion report to finance for creating the invoices
- Verify monthly invoice and follow up payments in coordination with Finance dept and ensure clients respond to the requirement

ABU DHABI NATIONAL HOTELS COMPANY, ABU DHABI
Senior Supervisor
 Feb '90 – Apr '00



- Supervised a team of 150 cleaning and office boys/assistant team for hospitality services.
- Monitor ensure the project and site team is complying to the SLA , quality of work and attend meeting with client as and when required over KPI and service delivery, fix the resolve the issue or client complaint at the earliest and update and record corrective and preventive action taken, seek advice from the line Manager if any approval and other formalities, bridge a very fine relation and repo and build confidence in resolving operational shortfalls so the issues are not redirected to conflicts leading to dissatisfaction.
- Oversee and supervise the Performance of team across the deployed areas (commercial and residential buildings) such as , filling stations- cleaning, minor maintenance. ADNOC FOD office and major hospitals such as Mafraq, Central Hospital in AUH, and Fujairah hospital as well Fujairah national bank in Fujairah.

EDUCATION CREDETIALS

- ✚ Bachelor of Arts (Economics) ► Mangalore University, Karnataka, India || 1988
- ✚ MS office

Trainings: Facilities Management Competencies, Customer Service Excellence (CSE), and Up Your service Cultural Training. BICSc Certified.

- ✚ Holding Valid UAE Driving License

PERSONAL DOSSIER

D.O.B: 2nd April 1965 | **Nationality:** Indian | **Languages Known:** English, Urdu, Hindi, Tamil, Arabic (average level) | **Marital Status:** Married

| **Passport No.** K7968447 | **Date of Expiry :** 24th October 2022, | **Visa Status :** UAE Residence | **Valid till:** 1st Oct 2022