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Core Competencies

Team Management
Multi-cultural Leadership
Analytical Problem-Solving
Risk Assessment & Monitoring
Technical Process Improvement
Tactical Planning and Execution
Contract negotiation and implementation
Customer service and stakeholders management
Budgeting, Cost Control, Profit & Loss Analysis
Excellent communication skills, Arabic & English
Licensed Professional Electrical Engineer
Professional driving license

Education

B.S. Electrical Engineering
Major in Computer Engineering
University of San Carlos
Philippines, 1986 – 1992 (*graduate*)

Awards & Merits

Recipient of Service Center Winning Award over 48 service centers in ELF/ME for LG Electronics, Jordan.

1. Best Service Awards, 2011
2. High Merit Service, 2016

ENGR. AIMAN NUSAIR

Senior Management Executive

Highly – accomplished Senior Management Executive with 27 years of extensive work experiences in Electrical Engineering, Information Technology, Technical Support Management, Customer Service Management; and, Facilities Management.

Energetic manager with commitment to high level of service standards, performance, and integrity focused on customer needs, customer relation management, after sales service and contract execution. Proven track record in delivering regular programs and complex projects, improving the effectiveness of teams while safeguarding the commercial interest of the company.

Professional Experience

Facilities Manager

April 2019 – Present

Sabbagh Properties
Abu Dhabi, U.A.E.

Providing strategic management and oversight of multiple facilities, properties and assets to achieve optimal planned levels of operations, efficiency and maintenance. Managing multi-cultural teams comprising of 50 regular front and back-end staff and 150 outsource technicians and specialists deployed in different properties and ensure timely delivery of varied soft services. Safeguards the strict implementation of QHSE in all project sites, in accordance to government rules and regulations of Abu Dhabi. To date, managing efficiently the implementation of Annual Maintenance Contracts (AMCs) worth 10M AED covering commercial building, mixed-used residential properties, school as well as hospital.

- Responsible for structural and operational integrity of company building and compound facilities.
- Oversee all aspects of the physical facilities including budget management, building maintenance and renovation, building safety, repair and replacement of equipment.
- Monitors and review the operation of campus systems to ensure ongoing optimal productivity
- Prepares estimates, schedules and plans for operational and maintenance projects, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation.
- Supervises the day-to-day operation of all assigned staff including the scheduling, assigning and reviewing of work. Approves and coordinates vacation and overtime requests. Monitors and evaluates staff performance, disciplinary action when necessary.
- Ensures efficient operation and maintenance of all facilities. Ensures maintenance work is completed in a timely manner to minimize downtime and provide uninterrupted service to facilities and to avoid reactive maintenance and repairs.

Personal Information

Address : Al Falah St., Abu Dhabi, U.A.E.
 Nationality : Jordanian
 Visa Status : Employment
 Joining Date : 1 month from notice

Senior Manager

August 2008 -June 2018

Maintenance & After-Sales Service
 LG ELECTRONICS – New Vision (*Lifestyle Products*)
 Amman, Jordan

Responsible for managing all aspects of day-to-day operations of the maintenance and after-sales service department. Ensures the implementation of excellent support services to customers by immediately resolving problems and issues encountered relating to spare parts, procurement, maintenance contracts, external teams, internal teams, 3rd party teams, call center, company fleet maintenance, company building maintenance, maintenance admin and finance.

Reviews regularly objectives and goals and ensures they are followed and stable in many changing conditions, focusing on meeting customers' needs and strives continuously to improve service quality, while reducing cost and mitigating risks also making sure that customers receive excellent service.

- Prepares departments budget (Salaries, Tools Consumable, Vehicles insurance and maintenance, Fuel cards, installation expenses, etc...).
- Analyzes monthly report of services center spare parts stock and orders.
- Develops operation flow to improve business level effectiveness and capability.
- Improves teams' management product and cooperative service quality to meet customers' needs.
- Allocates innovative action plan using data analysis to identify pain points.
- Sets up business plan toward targets and goals (KPIs).
- Develops new ideas to keep good brand image.
- Find smart plan to reduce costs without affecting processes and service levels.
- Manages profit and loss innovation through tight control to department recourses.
- Managing home appliances, home entertainment, mobile service, Air Conditions sections installation & maintenance, spare parts warehouse, Administration and finance section, CIC. Call center, finish good warehouse, Vehicle section, 3rd party installations teams, all for after sales serves & maintenance.

Achievements

- Reduced maintenance department cost by 4.5 %/year.
- Increased department income by 3%.
- Reduced service worker and technicians by 20% without affecting service level.
- Reduced spare parts stock and space by liquidation, frequent order management.
- Increased productivity to 35% by implementing incentive rules with storage and strike observation.
- Increased company score and keep service in the same level for the last 8 years in LG monthly evaluation from 60% to 99%.
- Opened new service centers for our company image and getting customer loyalty.

Manager, Customer Service Engineers

1994 – August 2008

January 2005 - August 2008 (3 yrs. & 7 mos.)
 Ardico Unisys Computers
 Amman, Jordan

Hired as Technical Support and Service Engineer in 1994. Proven loyalty

for over 14 years of dedicated service, efficient work performance and leadership skills prompted to rise twice to technical management positions handling engineers, technicians and customers.

As leader of customer care department, has taken key role in improving customer experience through the following tactics: mentoring, directing, supervising overall functions and staff of customer service operation, handling top-notch professional support services, providing personal interaction, and resolving varied client inquiries and complex issues.

- Oversees daily activities and supervised a team of Customer Service representatives who provided technical support to company's customers.
- Resolves all major customer problems/queries that subordinates were not able to solve earlier.
- Trains and supervises customer service professionals to ensure optimum satisfaction of clients.
- Point person of escalation for all customer service issues.
- Ensures consistently high levels of customer excellence at all times.
- Provides clear leadership and direction to the customer service team
- Follow up that the preventive maintenance done on time.
- Leads ongoing projects with budget with 3rd parties' contractors to ensure all projects delivery on time.

Technical Support Manager

2001 - 2004 (4 yrs.)

- Ensures that all equipment and vehicles are in good condition and fit for operation.
- Follow-up regular & preventive maintenance of all equipment and vehicles of the project.
- Takes necessary measures to provide spare parts, maintenance materials, machines and equipment for different workshops.
- Supervises all workshops to ensure that all maintenance works are completed in accordance with the technical specifications and in a timely manner.
- Carry out all the tasks assigned by the direct manager.

Technical & Service Support Engineer

1994 - 2001 (7 yrs.)

- Repairs and service all the machinery and equipment present in the manufacturing unit.
- Plans the servicing work in advance.
- Prepares Service Completion Report for every fixed machine.
- Inspects all the machines and make reports for the management that whether or not new machines are required.
- Provides best service to customers.