

GOURAV BENGWAL

FACILITIES & HOUSEKEEPING MANAGEMENT PROFESSIONAL - SOFT SERVICES

(Industry Worked with: IFM - Retail, Corporate & Airport)



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CORE COMPETENCIES:

Housekeeping	◆◆◆◆
Facilities Management	◆◆◆◆
Inventory and Stock Control	◆◆◆◆
Airports Operations	◆◆◆◆
Client Relationship Management	◆◆◆◆
Team Management	◆◆◆◆
Contract Management	◆◆◆◆
Soft Services/Hospitality	◆◆◆◆
Documentation	◆◆◆◆
SLA/KPI Management	◆◆◆◆
Process Improvement	◆◆◆◆
Stakeholder Management	◆◆◆◆

PERSONAL SKILLS:

Analytical Skills	◆◆◆◆
Inter-personal	◆◆◆◆
Leadership	◆◆◆◆
Great Communication Skills	◆◆◆◆
Prompt Decision Making	◆◆◆◆
Patience	◆◆◆◆
Multitasking	◆◆◆◆
Team Management	◆◆◆◆
Conflict Resolution	◆◆◆◆
Empathetic	◆◆◆◆

CERTIFICATIONS:

- HAVS Certified: Hand Arm Vibration Syndrome
- BICS: British Institute of Cleaning Science (LTP- License To Practice)
- BICS: Understanding Usage of Color Coding, Hand Hygiene
- The Knights of Safety: The COSHH Risk Assessor, PPE, Work at Height Safety

PERSONAL DETAILS:

Date of Birth: 7th February 1990

No. of Dependents: Spouse

Visa Status: Visit Visa till 26th Feb

Driving License: Indian DL

Passport Details: W5694454

Languages Known: English, Hindi and Arabic

PROFESSIONAL SNAPSHOT

Revenue & Growth Driver: Seasoned & versatile professional offering **8+ years of experience (GCC and Indian National)** in ensuring achievement of departments goals & objectives and administering smooth & effective running of cleaning operations. Well-versed with **CMMS/CAFM Software, PPM, COSHH/MSDS, etc.** Experience in supervising & inspecting work activities of team to ensure clean, orderly, and attractive presentation of the client's place and other areas & conformance to prescribed standards of cleanliness. Deft in assigning duties, inspect work, and investigate complaints regarding housekeeping service & equipment and taking corrective action. Actively participated in increasing favorable customer/client reviews by over 38% and saving of 500 OMR (Omani Rial) on machinery and tools to support the budget of the organization.

Result Oriented Leader: Strength & success in supervising and monitoring the supervisor's performance; recommending to improve service and ensuring more efficient operations and evaluating records for forecast personnel requirements. Skilled in managing group of area supervisor's performance; utilizing financial skills and acumen to identify and execute upon efficiencies, optimizing investments in footprint. Adroit at conducting orientation training and in-service training for cleaning supervisor to demonstrate house holding policies, work procedures and maintenance of equipment. Complying with the established policies, procedures & rules of operations; advising & communicating responsibilities, performance expectations, customer service standards & company policies / guidelines.

ACADEMIC CREDENTIALS

B.Sc. in Hotel & Hospitality Administration with GPA: 70, 2013

Delhi Institute of Hotel Management, New Delhi, India

Secondary School Certification, 2008

Shyama Prasad School, Lodhi Estate, New Delhi, India

Matriculation Certification, 2005

Shyama Prasad School, Lodhi Estate, New Delhi, India

WORK CHRONOLOGY

Jun 2022 – Dec 2022 | GSR Facility Services, New Delhi, India | [Business Owner](#) | [Senior FM Operations](#)

Key Result Areas:

- Associated with clients to facilitate cleaning services to residential corporate offices, government buildings, schools, and colleges.
- Coordinating client meetings on a daily basis and facilitating cleaning services.
- Facilitating tailor made cleaning solutions based on client's request.
- Providing services such as water tank cleaning, upholstery shampooing, deep cleaning, office deep cleaning, carpet shampooing, and pressure wash facilities.
- Managing a workforce of 10 no's to get the closure of cleaning service leads.
- Developing lead generation portals in order to secure the quantum business.
- Working with subcontractors from various establishments to secure contracts.
- Collaborating with digital marketing associates to ensure a company's flawless recognition.

Jun 2018 – Jun 2022 | Acciona Facility Services, Client- Muscat International Airport | [Senior HK Supervisor](#)

Key Result Areas:

- Highly-skilled professional armed with ability in leading all significant cleaning initiatives with a cost-savings emphasis.
- Functioned as an In-charge of scheduling, KPI and TAT achievement, client demands and facilitation of custom solutions, health and safety compliance; managing the all operational aspects of the premises, focus on maximizing the revenue.

- Provided excellent service delivery within the soft services team activities & operational objectives.
- Formulated & implemented delivery plans considering resource demand, standards, equipment & consumables, activity frequency, recording & reporting for each of the soft services to be managed in liaison with soft services area supervisors.
- Provided client/customers with courteous and effective service, and handled difficult circumstances with ease.
- Directed a team of Soft services Coordinators & FM Service Providers within their areas, effectively managing resources to ensure consistent service provision.
- Strived to keep a stellar attendance record by regularly appearing at work prepared to get started right away.
- Worked in close collaboration with clients for daily & routine inspections, as well as meeting contractual standards.
- Attend client meetings and briefings to share daily core cleaning activities and FM daily reports.
- Shared daily observation reports with clients, as well as successful closure of client-identified loophole points.
- Conducted daily training topics with 5 area supervisors to sharpen technical skills.
- Managed workforce and manpower to participate in special cleaning projects highlighted by clients and FM managers.

Jan 2018 – May 2018 | Emrill Services LLC, Dubai, UAE | Client Site- Meraas | [Cleaning Supervisor](#)

Key Result Areas:

- Demonstrated excellence in managing 50 calls per day.
- Created and executed improvement techniques to address changing business needs; carried out routine inspections to maintain cleanliness standards.
- Developed precise and well-thought-out health & safety risk assessments that detail the safe performance of cleaning employees; maintained sufficient stock levels of cleaning supplies & tools, and placed orders to reduce stock levels.
- Imparted trained to staff on required standards and quality of general cleaning, as well as the use of equipment and health and safety regulations; based on skills and daily demands, assigned housekeeping employees to certain shifts and room blocks.
- Assisted with training, learning development and induction of new staff.
- Followed safety regulations by requiring correct equipment usage.
- Placed orders for guest toiletries and cleaning supplies.
- Increased process effectiveness thanks to efficient inventory management that adheres to customer specifications.
- Completed time sheets, shift summaries, and other workplace paperwork.
- Created thorough risk assessments for health and safety that show how cleaning employees can perform safely.
- Added new operational initiatives like rewards to boost brand loyalty and lower employee turnover.

Dec 2015 – Jun 2017 | ISS Facility Services, Noida, India | Client – Barclays Shared Services | [Executive Helpdesk](#)

Key Result Areas:

- Handled customer complaint regarding breakdown issues; coordinated with Housekeeping supervisor to close the soft services requests; worked in close collaboration with the technical and maintenance department for smooth running of operations.
- Communicated with site management and staff relating to calls/emails received.
- Collected data and precisely entered for each client interaction should be recorded in the system.
- Controlled a heavy call volume and provided technical support when necessary.
- Solved escalating problems while acting as the helpdesk.
- Hired, trained, and assisted help desk agents and technicians.

Feb 2014 – Oct 2015 | JLL (Jones Lang la-Salle), Gurgaon, India | [Executive Helpdesk](#)

Key Result Areas:

- Worked orders to avoid SLA violations.
- Communicated with site management and staff regarding calls/emails received.
- Managed day-to-day operational aspects of FM contractors' responsibilities.
- Attended all meetings and training sessions as required.
- Familiarity with the CAFM system; ensure that it is used to its full potential, such as: PPMs, asset management
- Ensure that reactive calls are answered in a timely manner based on job priority, and that job cards are submitted on time.
- Managed customer complaints on breakdown issues - MEP, security, cleaning, ELV systems etc.

Previous Experience: Jun 2013 – Dec 2013 | Shangri-La Eros Hotel, Delhi, New Delhi | [Commi 3](#)

Key Result Areas:

- To carry out daily, weekly procedures, including food labelling/dating, storage.
- To remove any hazard and make safe any defects in the food production department and assisting in food preparation process.

(I solemnly declare that all the information furnished in this curriculum vitae is free of errors to the best of my knowledge.)