

FEISAL HASSAN ABDULLAHI

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**PERSONAL INFORMATION**

Date of Birth: **09th March 1979**

Visa Status: **UAE Visit Visa Expires 13-DEC-2021**

Nationality: **Kenyan**

Languages: **English and Swahili**

Civil Status: **Married**

Sex: **Male**

Hobbies: **swimming, traveling and movies**

OBJECTIVE: To be an active member where I can achieve my competencies, skills and experience. Manage by motivating, training and supporting the team to achieve higher standards of performance.

PROFESSIONAL EXPERIENCE:**DUBAI PARKS & RESORTS (WATERPARK /THEMEPARK)****SENIOR SUPERVISOR : JULY 2016 – FEB 2021**

- Pre opening Team for LEGOLAND Dubai water Park & Theme park.
- Conduct interviews for new joiners in the department and Ensure recruitment is appropriate to business operation.
- Departmental Head Trainer and Lifeguard Instructor, in charge of conducting trainings, and in case of new procedures, as well as training Supervisors etc.
- Ensure all zone validations and safety checks of the pools and slide attractions are done quarterly, and follow ups are documented.
- Ensure Health and safety checks are conducted on a Daily basis and Documented.
- Deliver regular meetings with direct team and attend all required meetings with senior management team, to ensure effective communication with the department.
- Working alongside key operational stakeholders of the water Park facility and theme park to ensure all standards and KPI's are met.
- Certify and issue valid licenses to Lifeguards, Team leaders and supervisors.
- Liaise with Marketing/Revenue Management teams to communicate occupancy/offers etc.
- Actively demonstrate the company values to all colleagues.
- Exceed guest expectations through ensuring departmental team deliver to agreed service standards.
- Supporting the lifeguard Management Team in the organizing and implementation of the trainings.
- Communicate on a continual basis with Lifeguard Management Team and other senior managers to ensure best practice is achieved across the Water Park and Theme Park.
- Monitor proposed and actual changes to current legislation and ensure company compliance (e.g. Health & Safety).
- Recommend and develop new products/ways of working to improve profitability.
- Motivate, manage and develop the team in line with company standards and values.
- Promote a fun working environment.
- Apply positive performance management effectively throughout the team and minimize the challenges to the team.
- Ensure that Team Leaders have all Lifeguard positions covered, by organizing, arranging and delegation of all subordinate colleagues in an effective / efficient

manner on a daily basis in order to maintain appropriate manning levels as per the daily schedule.

- Ensure that Team Leaders organize / supervise the daily rotations and breaks of lifeguards ensuring they run smoothly and effectively. Ensure all subordinate colleagues are performing professionally and efficiently in order to meet requirements of Merlin Policies.
- Co-ordinate with Training manager on the trainings and making sure all colleagues attend mandatory and certain trainings when available.
- Managing Team Leaders and Lifeguards reporting to me and ensuring to do their Appraisals and IDP's on time.
- To ensure Team Leaders and Lifeguards maintain the highest standards of safety and professionalism by implementing the StarGuard Elite protocols while managing sections.
- Being involved in proactively assessing individual sections taking responsibility for identifying any issues that require maintenance, general housekeeping and informing other departments of issues that do not meet the required standard for the Water Park.
- Ensure the relevant administrative documents, checklists, safety inspections and reports are appropriately and accurately filled in, completed and turned in a timely manner to the appropriate person in order to maintain professional records of daily occurrences.
- To have an in-depth knowledge of running various sections within the Water park and Theme park, ensuring all Step By Steps, Evacuation Procedures and Emergency Actions Plans are understood, communicated and followed by all colleagues in order to ensure the efficient and safe operation of the Aquatic Safety Program in support of the LEGOLAND and Merlin Mission Statement, Guiding Principles & Hallmarks.

ACHIEVEMENTS:

- Star of the Quarter certificate.
- Pre opening team award Certificate.
- Individually Exceeded the StarGuard Elite Audit with a 5Star Award twice.
- Management Exceeded the StarGuard Elite Audit with a 5Star Award twice.
- Time out Dubai kids awards 2018 winner UAE best Water Park.
- Time out Dubai kids awards 2018 winner highly recommended best use Theme Park.

WILD WADI WATER PARK : JAN 2012 – JULY 2016

ASSISTANT MANAGER: (OPERATIONS) U. A. E

- Dealing with confidential HR processes for operations department (e.g. Team leader interviews, disciplinary, appraisals, recognition and training).
- Maintaining safety standards to the highest levels throughout the park daily and logging them.
- Lifeguard Instructor, completing lifeguard training sessions daily and continuous coaching of colleagues
- Design and implement emergency procedures, skills Training and Offer guidance to colleagues.
- Opening the water park, arranging the manning, completing administration work and checking for understanding with our colleagues and management.
- Provide exceptional services and guide the Guests where appropriate Resolution pertaining to any issue.

- Handling Faulty situations, raise work orders and report them to the department concerned.
- Providing the necessary environment for growth, development and achieving high quality of operation.
- Encouragement of creative thinking and Nominating colleagues for recognition on monthly basis to motivate them.
- Making sure all lifeguards and team leaders are ready for the daily operations and Maintaining Guest satisfactions
- Planning, managing Cleaning stocks, and responsible for training all cleaners for the Operations Department.
- Using any machinery, equipment or dangerous substance is used in accordance with training and instruction received.
- Co-operating with Management and following policies and procedure to promote a healthy and safe workplace.
- Dealing with guests issues all around the Waterpark.
- To directly/indirectly maintain the highest standard of cleanliness and safety throughout all areas of the park in order to minimize the effects of having to close or restrict a facility due to maintenance and repair.
- To ensure that all equipment is properly maintained and that any unaccounted, damaged or unsafe equipment is reported to senior management in order to prevent any possible injury, costly repair or unnecessary maintenance down time during the operating day.
- Ensure that the Team Leaders and Lifeguard training requirements are identified, in-service training is conducted, and in-house visual, C.P.R and R & R audits are conducted to maintain the highest standards of safety and skills in order to meet the guidelines of the JEFF ELLIS Program.
- Ensure that the Lifeguard location allowed immediate access to rescue equipment's.
- To respond to any emergency that may arise within their designated area of Operations supervision, Taking control of the situation by providing / supervising first responder first aid when required while maintaining adequate personal protection at all times. Ensuring adequate hand over to any senior colleague members arriving at the scene in order to maintain the highest standards of safety and care by adhering to the guidelines of the JEFF ELLIS program.

WILD WADI WATER PARK:

TEAM LEADER: (OPERATIONS)MARCH 2008- JAN 2012

- In Charge of Inventory at Wild Wadi & Jumeirah Beach Hotel.
- Helping New Lifeguards Become Certified Cleaners.
- Organise rotation sheets.
- Making sure Pools & Park are Safe for All.
- Check other equipment depending upon section hip packs, flags, torches, etc.
- Do spot check and ensure guards are proactive in their duties. .
- Allocate jobs for completion when dismissing.
- Update the Assistant Manager of the day's activities and job allocations before dismissal of guards.
- Emergency equipment to be returned to First Aid room.
- Complete daily documentation and hand over to Operations Manager.
- Monitor lifeguards to ensure guests safety.
- Scheduling lifeguards and assigning daily tasks.
- Check on punctuality and grooming.
- Dealing with paper work and checking on absenteeism and report.
- Conduct appraisals, audits and give feedback to individuals.
- Decision making and all problem solving and dealing with guests complain.
- Helping lifeguard to improve their skills and accomplish the individual development plan.

- Work on different portfolios and responsibilities, nominate and recognize colleague with outstanding performance.

WILD WADI WATER PARK OCT 2004 – MARCH 2008

LIFEGUARD : (OPERATIONS)

- Responsible for Aquatic safety at Jumeirah Beach Hotel as well as Wild Wadi Water Park.
- Responsibilities extended to the wave pool, lazy river, Action River, 2 flow riders, 9 master blasters, a speed slide & 7 downhill ring rides. In emergencies, first response includes taking care of spinal injuries & back boarding, utilisation of the bag valve mask, oxygen, Vvac & AED.
- Identify potential accident hazards.
- Be alert or prevent accidents (risk management).
- Enforce all pool rules in a consistent manner.
- Respond quickly, intelligently, decisively and in accordance with established emergency and accident management program.
- Administer first aid and CPR as required.
- Facilitate public relations with a positive and professional attitude, courtesy and tact.
- Be available to substitute for other staff members.

(ISRM) MANAGING AND DEVELOPING SPORT MARCH 2009

LOUGHBOROUGH UNIVERSITY UK.

EMPLOYMENT PRACTICE IN SPORT AND RECREATION (UNIT 1)

- The duty officer - Managing staff.
- The laws of employment.
- The employment role of the duty officer.
- The recruitment and selection process.
- The induction, appraisal and training of staff.
- The effective management of staff.
- The theories of people at work.
- Getting people to work (well).
- How to deal with customer and colleagues.

ACHIEVEMENTS:

PART OF THE WILD WADI TEAM IN ACHIEVING THE BELOW AWARDS :

- Ellis & Associates Safety Award Winner 2001-2007.
- Wave Review Award Winner 2004, 2005.
- Spirit of Excellence Award Winner 2005.
- Brass Ring Award Winner 2005.
- Swim Award Winner 2004-2006.
- Must See Water park Award Winner 2006.
- Dubai Quality Award Gold Winner 2007.
- Received DQA Gold certification and a letter of recognition for hard work and effort towards achievement.
- Lifeguard license from Jeff Ellis & Associates.

- The Training course covered taking care of Spinal injuries & back boarding, utilisation of the Bag Valve Mask, Oxygen, Vvac & Automated External Defibrillator (AED), First Aid and Cardio Pulmonary Resuscitation.

TRAININGS COMPLETED:

- Fish philosophy trainings: Choose your attitude, Make their day, Be there, Play.
- Fish Reloaded; Commit, Coach It, Be It Managers Life 101; Task Training; JI way; Fundamentals of management; Communicating for Effectiveness; Time management; Handling problems & conflicts; Motivation training; Team building; Communicating in work place; Who moved my Cheese, Refresher Net-G & Business English.
- Computer knowledge in MS 2000, (Word, Excel, PowerPoint).
- Completed Training Course on Conducting Appraisals.
- Task Trainer, Group Trainer Trainings.

EDUCATION:

Secondary School Certificate,"O" Levels Passed

**Higher Secondary Certificate, Mass Media & Communication Technology
(Diploma)**

PERSONAL QUALITIES:

- Ability of Learning and Instructing, Innovative, Excellent leadership Practicing things in a professional manner.
- To work under pressure and perform work professionally Becoming suitable for new use and when ever required exchanging for substitutes.
- To help and assist the guest in their requirements innovatively Always following Hallmarks & Guiding principles
- Good command over English. Performing task, exceeding the requirements of standards, Focus towards quality

PERSONAL ASSETS:

- Being creative, leading by example and self motivated.
- Accomplish tasks in a professional manner.
- Adapt to harsh conditions and be available whenever required.
- Always ready to learn new spheres.
- Have a desire to exceed the standard of service always staying focussed on quality.

REFERENCES :

1 . Mohamed Hassan

Associate Director

Wild Wadi Waterpark

Mohamed.Hassan@wildwadi.com

