



Faisal Machingal

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Objective:-

I am looking forward for an exciting career opportunity to work in a highly professional and creative environment in a reputed organization, to prove and improve my skills along with a team and individually, where I can find all my efforts and time being utilized productively and effectively.

Background:-

Having administrative graduation background, with valuable 7+ years' experience in the field of Administration as Camp boss, Data entry operator, Project Co-coordinator, House Keeper, Helpdesk support with reputed establishments in U.A.E and India.

Highly focused with a comprehensive knowledge and understanding of administrative work with consistent track record of successfully employing best business practices that improve efficiency. Also having Good communication, analytical, technical coordination skills, works well in both team and individual assignments, ability to liaise with a wide variety of staff and client at all levels are the main. Proven ability to lead people and get results through others.

Career Progression:-

- **May 2018 to Till Date** -- **store keeper with Imdad Al Tahbia Building Materials Sharjah U.A.E**
- **May 2014 to April 2018** -- **Camp Boss with Al Jaber Group, Abu Dhabi, U.A.E.**
- **May 2013** -- **Project Co-coordinator with Al Jaber Group, Abu Dhabi, U.A.E.** --- Reporting to Manager. (Involved during the implementation of JD Edwards for Facility Management Application which is integrated with Housing, Inventory and Helpdesk Modules for Al Jaber Accommodation Complex, Abu Dhabi occupied with more than 50,000 tenants).
- **Aug 2011 - May 2012** -- **Housing Assistant with Al Jaber Group, Abu Dhabi, U.A.E.**
- **Jun 2009 - Dec 2010** -- **Helpdesk Support with Vodafone Telecom Call Centre, India.**

Major Responsibilities Handled During Carrier:-

- Responsible for monitoring of camp having capacity to accommodate 50,000 tenants, camp operations with more than 30,000 workers of various nationalities including clients, subcontractors and other customers.
- Responsible for ensuring that property are in good condition and well maintained.
- Going through the vacant space and allocating as per the needs and requirement of customers.
- Designed and executed various operating budget for all camp programs.

- Resolve the problem in the camp, related with camp service and decision making in the camp with approval from management.
- Ensuring smooth operation of the camp, creating and supervising the emergency crew, 24-hrs on call.
- Running the camp's day-to-day matters, including housekeeping and maintenance.
- In-charge to update the staff/tenants check in & checks out process in the camp.
- Organize and work closely with clients and tenants, also organizing client meeting.
- Receiving application through or email from the customer's and accommodating the tenants with their grade & nationality in the vacant rooms by providing all other housing facilities.
- Dealing with issues such as anti-social behaviors and breaking tenancy conditions and making decision related through the top management.
- Advising clients of their rents and dealing with the payments and arrears as necessary.
- Approve and coordinate action upon service requests and enquiries for the facilities team and deal with feedback and complaints for the customers and provide data to be used by the senior management.
- Making the contract with customers according to the company policies as well as monthly bill.
- Ensuring tenant's files are always accurate and up to date.
- Managing repair projects and ensuring that they are completely deadline.
- Responsible in controlling the documents movement by establishing, implementing, maintaining and updating the document procedure in accordance with the company's policies.
- Responsible for office daily administrative desk work.
- Preparing reports (Daily, Weekly and Monthly) to submit to the concern dept.
- Administrating and maintaining records of all day to day activities.
- Responsible in receiving submittals/letters from the Consultant and Subcontractors and for the distribution of the same to the respected parties.
- Responsible in controlling the documents movement by establishing, implementing maintain and updating the document procedure in accordance with the company's policies.
- Ensuring that documents are properly received by all parties, which is a controlled copy for information purpose.
- Make over 100 outbound phone calls for every day to existing customer; Support the customers as per their request, Proficient in providing information & the phone service to client as helpdesk support.

Academic Credentials:-

- *Diploma in Graphics Designing*
- *Bachelor of Commerce (B.Com.), from University of Calicut. India.*
- *Higher Secondary Education (HSE), Kerala education board, India.*
- *Secondary School leaving certificate (SSLC), Kerala education board, India.*

Computer skills-

*Proficient with Oracle JD Edwards Enterprise One 8.11& 9.1
Microsoft application such as Office tool & Operating system
Secretarial software, Outlook, Microsoft excels and Word,
Adobe Photoshop, Internet and Email.
Fast Typing with Accuracy*

Personal Data:-

- Date of Birth* - *May 4th 1982.*
- Nationality* - *Indian.*
- Marital Status* - *Married.*
- Languages Ability* - *English, Hindi, Malayalam, Arabic.*
- Passport Details* - *Indian PP# H 6469673 (valid till 08/05/2021).*
- Visa status* - *Work Resident valid till 09/06/2020*
- Driving License* - *Holding valid UAE & Indian License.*
- Hobbies* - *Learning latest technology, active in arts & sports activities...*

Self-Appraisal Profile:-

As an overview, I am a result-oriented self-starter, flexible and effective communicator, problem solver, with ability to focus on solutions and remain calm in crisis situation. Even I am organized, proactive and always challenging current procedures.

Declaration:-

I hereby declare that the above mention details are correct and true to the best of my knowledge and belief and if necessary references will be produced in accordance.

FAISAL MACHINGAL CHAKKOLAYIL