



## Personal Details

**DOB:** 13/11/1989

**Nationality:** Indian

**Status:** Married

**Passport No:** S0801370

**Visa Status:** Husband's Visa

**License:** Valid UAE Driving License

## Mobile

**+971 526951316**

## E-Mail

**nusaiba1311@gmail.com**

## Education

**MBA–**

Swiss Business School

**B.tech in Computer Applications–**

MS University, Tamil Nadu, India

**Grade X and XII –**

Al Noor Indian Islamic School, Abu Dhabi, UAE

## Certification

**PHRM(Professional in Human Resource Management)–**  
Nadia Global Group, UAE

## **ABRIDGE**

Experienced HR and Administrative Professional; Skilled in HR Coordination, CAFM and Asset Management, Project Management, Customer Relationship Management, Helpdesk Operations, Administration and Staffing. An avid learner and a strong team player, with competitive technical and interpersonal skills.

## **CAREER GRAPH**

*Enova Facilities Management, UAE* *2020 August– Present*  
*Contract : Abu Dhabi International Airport*  
*Abu Dhabi, UAE*  
*Designation – CAFM Operator*

## **JOB PROFILE**

- ❖ Respond to calls and requests for technical assistance directed through phone, switchboard or email
- ❖ Log all fault requests on the CAFM system.
- ❖ Managing large amounts of inbound and outbound calls in a timely manner
- ❖ Prepare regular reports by interrupting the data on the CAFM system.
- ❖ Ensuring that SLA and KPI's are met through effective management of the CAFM system
- ❖ Identifying clients' needs, clarify information, research every issue and providing solutions
- ❖ Assign, generate and schedule work orders for technicians or building managers.
- ❖ Generation of WVO with priority as required and assigning retained specialized contractors for reactive work if required.
- ❖ Weekly assigning of PPMs and follow up calls to PPM faults in agreed format ensuring full details and suitable priority are entered into system.
- ❖ Following up on all work requests to ensure they are completed either on the system or PDA.
- ❖ Manage contractor booking in service as detailed in BMS local operating procedure

*Enova Facilities Management, UAE* *2015 May– 2018 August*  
*Contract : Abu Dhabi Investment Authority(ADIA)*  
*Abu Dhabi, UAE*  
*Designation – Coordinator*

## **JOB PROFILE**

- ❖ Input asset data and planned maintenance into CAFM system.
- ❖ Schedule PPM(Planned Preventive maintenance) work orders and raise Reactive Maintenance (RM) work orders for technical staff
- ❖ Preparation of reports such as monthly asset management and asset condition survey for management or for clients.

### **Computer Literacy**

- ▶ CAFM System : Oracle ERP, FSI Concept Evolution
- ▶ Operating System : Windows, Vista, Android
- ▶ Application Packages : MS Office Advanced

### **Languages Known**

- ▶ English
- ▶ Arabic
- ▶ Hindi
- ▶ Malayalam
- ▶ Tamil

### **Strengths/Skills**

- ▶ Strong inter- personal and communication skills
- ▶ Ability to easily understand new concepts with minimum refractory time
- ▶ High adaptability
- ▶ Perseverance and Integrity to Work
- ▶ Innovative thinking
- ▶ Highly enthusiastic in taking initiative
- ▶ Strong motivational skills

- ❖ Liaise with building contractors/concerned personnel to follow through on approved work and ensure work is closed out as per CAFM service standards.
- ❖ Carry out daily auditing and checks of the CAFM system to ensure all issues are captured and actioned within the agreed timeframes, Service Levels (SLA's) & Key Performance Indicators (KPI's).
- ❖ Process quotations, purchase orders, invoices and submittals for Engineering, Maintenance and Stores Departments.
- ❖ Coordinate internally with the IT and Operations department as required, in order to ensure the CAFM system is utilized effectively
- ❖ Coordinate with Authorities / Third parties and service providers for any events / emergencies in the community.
- ❖ Monitor the progress of the project through CAFM system
- ❖ Produce and distribute correspondence memos, letters, faxes and forms.
- ❖ Submit and reconcile expense reports.
- ❖ Handling office tasks such as filing, setting up for meeting, creating accurate minutes of meeting, scheduling appointments and interviews and reordering supplies.
- ❖ Being a point of contact for a range of staff, visitors and external stakeholders.
- ❖ Facilitate all the support (HR, Facilities Management, Procurement and Finance related queries) required on site.
- ❖ Write reports on the project for management and for Clients
- ❖ Maintain records of personnel-related data (payroll, personal information, leaves etc) in database and ensure all employment requirements are met.
- ❖ Ensure all the staff information are updated and maintained in the HRMS.
- ❖ Facilitate the exit process by updating the leavers' details, preparing relieving letters, calculating leave balance, and ensuring the completion of the exit checklist.
- ❖ Forward all visa related documents to the applicants and update operations in order for them to start deployment and also arrange medical insurance cards.
- ❖ Assist in leave management, time and attendance records for payroll
- ❖ Run monthly reports on the visa and passport expiration dates of the staff and inform the relevant teams and department of required.
- ❖ Manage Leave Requests Process via proper tracking, approvals verification, system update and filing.
- ❖ Helping acquaint new employees with the company, offering clerical assistance and managing employee records.
- ❖ Acting as a liaison between employees and insurance
- ❖ Administering health and welfare plans, including enrollments, changes, and terminations.
- ❖ Assist with general employee requests, letters, verifications, etc.
- ❖ Assisting with the recruitment and interview processes
- ❖ Ensure that all financial records for the project are up to date
- ❖ Ensure proper recording, documentation and closure.

---

*Enova Facilities Management, UAE* *2014 March– 2015 April*  
*Contract : Abu Dhabi Investment Authority(ADIA)*  
*Abu Dhabi, UAE*  
*Designation – Helpdesk Operator/Customer Service*

---

**JOB PROFILE**

---

- ❖ Respond to calls and requests for technical assistance directed through phone, switchboard or email
- ❖ Log all fault requests on the CAFM system.
- ❖ Managing large amounts of inbound and outbound calls in a timely manner
- ❖ Prepare regular reports by interrupting the data on the CAFM system.
- ❖ Ensuring that SLA and KPI's are met through effective management of the CAFM system
- ❖ Identifying clients' needs, clarify information, research every issue and providing solutions
- ❖ Assign, generate and schedule work orders for technicians or building managers.
- ❖ Generation of WO with priority as required and assigning retained specialized contractors for reactive work if required.
- ❖ Weekly assigning of PPMs and follow up calls to PPM faults in agreed format ensuring full details and suitable priority are entered into system.
- ❖ Following up on all work requests to ensure they are completed either on the system or PDA.
- ❖ Manage contractor booking in service as detailed in BMS local operating procedure

---

*Tawasul Insurance Services* *2013 January– 2014 January*  
*Abu Dhabi, UAE*  
*Designation – Insurance Underwriter*

---

**JOB PROFILE**

---

- ❖ Underwriting and issuance of motor policies for new business and renewals.
- ❖ Negotiating with the insurance companies based on the market knowledge for the selected risk.
- ❖ Submitting the quotations to the clients after evaluation and selection of the most competitive terms.
- ❖ Assist in calculating premiums, refunds, commissions, adjustments and new reserve requirements, using insurance rate standards.
- ❖ Assist in registering and handling of claims including proper submission of supporting claim documents and monitor the status of the claim periodically.
- ❖ Analysis of existing insurance covers, follow up and issuance of renewal notice. Interacting with the clients of their requirements.

---

*Supra Electronics*

*2011 May– 2012 December*

*India*

*Designation – IT Professional*

---

**JOB PROFILE**

---

**PROJECTS**

❖ **Online Blood Bank**

Language : PHP

Database : MySQL

Details : This program can be used effectively for getting the details of blood donors having the same blood group and within the same city. People interested to donate can register their details.

❖ **Expire Alert Software & Program for Recruitment System**

Language : C#

Details : This program allows the Manager to know the employees' starting and ending date of service so as to take necessary action for the renewal processes.

**Declaration**

I hereby declare that all the information furnished above is true and correct to the best of my knowledge and belief.

Nusaiba Ebrahim