

Curriculum Vitae

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MUHAMMED ADEWALE TIJANI



Bio-data:

Driver's License: Yes

Sex: Male

Marital status: Married

Language: English

Visa Status: Employment/Residence

COMPETENCIES

- Excellent understanding of customer service
- Professional use of CAFM, MAXIMO & SALESFORCE
- To portray and communicate with customers with positive oriented attitude
- Business Development and Client Relationship Management
- Enthusiastic and hardworking, with excellent interpersonal, numeracy skills
- Mature approach to work in high pressure environments
- Strong work ethics and capability to serve as a team leader or a member of a team
- Outstanding initiative, business acumen and the ability to think 'outside the box'
- Well organized & logic sense of risk assessment, prioritization and analytical skills
- Excellent computer skills, MS Office, Microsoft Word, power point and Excel
- Overall administrative experienced, paper work and documentations
- Professional Health and Safety skills, Ergonomics implementation and Managing safely

EDUCATION AND QUALIFICATION

- **First Aid and Fire Fighting Certification** (2021)
- **Integrated Management System (ISO 9001 , ISO 14001 & ISO 45001) Auditor Training** (In View)
- **International General Certificate in Occupational Health and Safety NEBOSH** (2019)
- **Certificate in Managing Safely, Occupational Safety and Health (ISOH) UK** (2019)
- **Member and Certificate in Occupational Safety and Health Academy (OSHA) USA** (2019)
- **Certificate in Fire Safety and Emergency Evacuation UAE (HighField)** (2019)
- **Certificate in Executive Secretarial Management** (2015-2016)
- **Bachelor's Degree Rural Development,** (2008-2014)
University of Ibadan, Ibadan, Oyo State, Nigeria.
- **Diploma; Human Kinetics & Health Education,** (2006-2009)
University of Ibadan, Ibadan, Oyo State, Nigeria.
- **West African Examination Council (WAEC).** (2004)

Professional Highlights

- **Professional Customer service provider/ Quality assurance/Administrator**
- **Professional CAFM, MAXIMO, SALES FORCE & MS OFFICE Operator**
- **Certified Occupational Health, Environmental & Fire Safety Officer**
- **Experienced in Soft service coordination & Environmental Management**
- **Professional Human Kinetics, Physiology and Health Educator**
- **Certified Change Agent (Extension and Rural Development**

WORK EXPERIENCE:

HEALTH AND SAFETY OFFICER

(APRIL 2020 - PRESENT)

SITE- EXPO2020

Duties

- Conducts daily safety site inspection and monitoring to ensure all workers/contractors adheres to company safety policies and procedures and ensures compliance to safety regulations set by concerned authority.
- Conduct & communicate tool box talks, SOP trainings, Safety briefing, Emergency test, HSE induction
- Covid-19 Communication, tracking, update and reporting
- Contractor activity compliance monitoring and non conformity violation issuance
- Site First aider & fire fighting knowledge and execution
- Conducts Hazard/Risk Assessment, Analysis, Auditing and recommends additional control measures.
- Identify and record any problems in relation to the safety issues, management system and recommend solutions for these problems.
- Performs accident/incident investigation to identify the root cause and recommend preventive measures to avoid re-occurrence; generate report and incident alert communication to all staffs.
- Conducts site induction meetings with the workers/ contractors to ensure method of safe work practices and procedures are understood.
- Inspection of site facilities, machineries, operating procedure and fire safety as well as workers competency to ensure safety of all workers.
- Ensure the use of proper protective clothing (PPE) and equipment for the job
- Ensure all Ladder, safety harness, first aid, extinguishers and others are inspected when due.
- Weekly safety report, compliance matrix and escalation



HEALTH AND SAFETY SITE INSPECTOR

(SEPTEMBER 2018- APRIL 2020)

Enova Facility Management Sites:

- Sharjah International Airport
- JafzaOne, DP World, Dubai, UAE
- Head Office, Deira City Centre Dubai UAE
- Deira City Centre Mall
- Ibis and Novotel Hotel Deira, Dubai UAE
- Ibis and Novotel Hotel Al Rigga, Dubai UAE
- Burjman Mall, Dubai, UAE

Responsibilities

- Promote safety initiatives,
- All QHSE documentations,
- Safety Induction for MEP team and contractors,
- Preparation of MSDS, COSHH and other assessment documentation and filing,
- Implement and maintain health and safety standards,
- Maintain compliance with all safety regulations,
- Prepares and maintains inspection records and produces reports that suggest improvements.
- Conduct tool box talks, SOP trainings, Safety briefing, Emergency test, HSE induction
- Safety recommendation and procedures
- Responsible for Facilities Management Inspection function at designated properties

- Responsible for properties and Units inspections and liaise/follow up with MEP team and engineer for rectifications.
- Coordinate between 3rd party Service Providers, operations team and tenants and liaise with Client/Owner on Property management
- Manage assigned FM service providers performance and KPI's
- Prepare periodic reports in relation to Property condition after inspection
- HSE Risk assessment and escalate any non-compliance

HELPPDESK SUPERVISOR (Full Time)

(July2017- AUGUST 2018)

Enova by Veiola Facility Management, Dubai UAE

Project working for – JAFZA Economic Freezone Jebel Ali

Reporting to Facility Manager

Duties

- Supervision of helpdesk operations through CAFM,
- Ensure logging of every customer request and to take their complete details to initiate call references,
- Dispatch information and agree on action to resolve the issue with appropriate person,
- To ensure all complaints are received are confirmed done by technicians,
- Follow up with reporter to get their customer satisfaction level and encode them in system,
- To follow up with technicians for PPM and daily task logged,
- In case of emergency escalation is done to the right management and personnel,
- Encoding the corrective and preventive maintenance work sheet given by the technicians or engineers,
- Assigning PPM to technicians PDA based on their technical unit,
- Administrative support, CSF monthly report and Data entry,
- Ensuring helpdesk schedule is appropriate without shift collusion
- Ensuring all SNAGS are inputted and done before closing on system

SOFT SERVICE SUPERVISOR (different sites)

(JUNE 2016 – JULY2017)

Emirate service, Aspen Building, Sheikh Zayed Road, Dubai, UAE

- Supervise the workforce, ensuring that managers deliver their specific services within the agreed budget and standards
- Ensuring that delivery is of the highest quality with a significant emphasis on service excellence
- Ensure that Sodexo continuously and effectively deliver the client's needs to the agreed specified Service Level Agreements
- Ensure that the standards of compliance, health & Safety and hygiene are to the Company and Client standards at all times
- Ensure optimal use of manpower and resources including sub-contractors and their staff.
- Preparation and submission of quotations and estimates
- To respond in a prompt and efficient manner to all reactive issues and call center requests.
- Report to Facilities Manager on work progress and issues on a daily basis.
- Accurate monitoring on a daily basis of hours booked and clocked hours.
- Compile daily inspection checklist to monitor standard of work and completion to the schedule.
- Explore and increase business with residential and other clients
- Administration and clerical responsibilities as required by job.
- Display a sound knowledge of all soft service activities.
- Strong teamwork ethic and promotion of customer service excellence.
- Adopt a caring attitude in all dealings with staff.
- Establish procedures for work for staff.
- Ensure the provision of a safe and healthy working environment for all personnel.

SKILLS:

- Facility management and Human management
- Ability to initiate new ideas and meet deadlines,
- Proven leadership and human management skills,
- Risk Assessment and Resources management
- Health and Safety management
- Fire and Safety plans, prevention and evacuation
- Administrative & Customer service skills
- Good Team player and Leader
- Excellent writing & communication skill,
- Good Organizational, Interpersonal and Analytical Skills,
- Languages: Expert in English (writing & Listening),
- IT: MS OFFICE (Advanced level),
- Driving Skills (Automobiles).
- Human and environment safety skill on emergency
- Ability to proffer solution and solve technical issues with little or less assistance,
- Confident and Multitasking
- Proactive and energetic drive toward activities
- Ability to work with little or no supervision and attention to detail

Hobbies: Reading and Travelling

REFERENCES

Available on Request.