Mahamad Zamir Ismail Mulla

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Visa Status : Employment (Transferable)

In quest of a senior technical level in the domain of hospitality, Team Management, Business Development with a growth oriented organization

**Conspectus**

* Self-Motivated, Result Driven, Progressively Responsible knowledge in housekeeping/landscaping/maintenance/laundry/Pest Control /F & B, janitors services and basic IT.
* Combine Excellent Organizational Skills with hands on technical Knowledge
* Superior Memory for details
* I have training for BICS standards procedures /Quality management
* Excellent in public relationship and strong work ethics
* Self-starter with ability to analyze business operations and recommend strategies to improve performance
* Maintain Professionalism at all the time
* Use discretion while handling confidential data.
* A very good people person
* A dynamic hard working person **with 15 years 10 month of extensive experience in Housekeeping HR Food & Beverage Maintenance Recreation Landscaping Pest control Laundry Department and 1 year in hospitality industry.**
* Demonstrated abilities in quality inspection.
* Worked with companies like Emirates Flight Catering, QATARAIRWAYS, Saudi Catering Co. Aramco KSA, Palace of **H. H. Shaikh Issa Bin Zayed Bin Sultan Al Nahyan, UAE,**  **KACWC (King Abdul Aziz Center World Culture – ARAMCO Project**) as GENERAL HOUSEKEEPING SUPERVISOR for HK department, recently completed a contract with ADYAF GULF CO LTD in Head Office as ACCOMMODATIONS SUPERVISOR in KSA
* An effective communicator with good presentation skills and flexible to any kind off work environment.

**Career Contour**

**Currently working for Emirates International Facility Management LLC since November 2019 as Housekeeping / Soft services Supervisor for Ministry of Presidential affairs Abu Dhabi.**

**PRINCIPLE DUTTIE & RESPONSIBILITIES: (Essential functions)**

**LOCATION: Abu Dhabi Head Office (UAE)**

**Job Description:**

This is a key role and will have a significant impact on the image and reputation of the company. The role will cover Security, Cleaning, Pest Control, Concierge and any other non-technical activities delivered as part of the service offering. • Supervise the daily activities of team. 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 centre 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. • Coordinate with other teams. • 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.

**Recently completed a contract with ADYAF GULF CO LTD as ACCOMMODATIONS SUPERVISOR duration – June 2018 to Sept 2019**

**PRINCIPLE DUTTIE & RESPONSIBILITIES: (Essential functions)**

**LOCATION: KHOBAR Head Office (K.S.A)**

* Job summary:
* Be responsible for the efficient and economic operation of establishments. Ensure the cleanliness and maintenance of domestic accommodation (bedrooms, bathrooms and their furnishings) and, often, public areas in company accommodation. Ensure the highest level of health, safety and environmental care is taken at all facilities
* Principle Accountabilities:
* Ensuring that all aspects of the accommodation are met
* Ensure that accommodation is clean, well maintained and attractively presented
* Inspect areas and ensure that all aspects of the accommodation are met and maintain hygiene and health and safety regulations
* Arrange repairs
* Ensuring about the renewals of flats
* Ensuring a speedy resolution to any problems that may arise on shift.
* Liaise with housekeeping regarding accommodation requirements.
* Supervising and Monitoring
* Supervise day-to-day running
* Supervise the work of cleaning staff
* Monitor the accommodation staff
* Provide accommodation residents with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes
* Budgeting and Reporting to HR Manager
* Budget and control finances
* Prepare accommodation reports for the HR Manager

**From March 2016 to May 2018 with KHIDMAH SAUDI LLC for GE OIL & GAS BAKER HUGHES and KACWC (King Abdul Aziz Center World Culture) as GENERAL HOUSEKEEPING SUPERVISOR since March 2016 to April 2018**

**LOCATION: Dhahran, Dammam (K.S.A)**

**PRINCIPLE DUTIES & RESPONSIBILITIES: (Essential functions)**

 Training and developing housekeeping staff.

 Coordinates work assignments.

 Inspect completed work.

 Assign non-accommodation cleaning assignments to housekeeping staff.

 Assist with inventory control, supplies, and keys.

**OTHER DUTIES & RESPONSIBILITIES: (Incidental functions)**

 Oversee cleanliness of common areas including stairways, supply rooms, public & and housekeeping office.

 Responsible for keeping team encouraged and motivated.

 Perform all other duties as required.

**From May 2015 to December 2015 Palace of H. H. Shaikh Issa Bin Zayed Bin Sultan Al Nahyan, Al Ain, as PALACE HOUSEKEEPING SUPERVISOR**

**LOCATION: Al Ain – Shaikh Issa Bin Zayed Al Nahyan Palace**

* Responsible for assigning plumbing duties to for palace, tent makers, garden cleaners,
* Making schedule for maintenance for the palace furniture if required,
* Supervising the cleaning for garden, recreation section, fountains, green house ( nursery),
* Taking care of the staff accommodation, also schedule pest control for the green house (Nursery).
* Responsible for 30 cleaning staff and supervising area of 7 sq.km.

**From September 2014 to May 2015 with Al Jawhara Hotel and Apartment as Housekeeper**

**LOCATION: Deira Dubai UAE.**

* Dusting and polishing furniture and fixtures
* Cleaning and sanitising toilets, showers/bathtubs, countertops, and sinks
* Maintaining a clean and sanitary kitchen area
* Making beds and changing linens
* Washing windows
* Vacuuming and cleaning carpets and rugs
* Sweeping/vacuuming, polishing, and mopping hard floors
* Sorting, washing, loading, and unloading laundry
* Ironing clothing items
* Using any cleaning equipment such as vacuums, mops, and other cleaning tools
* Keeping bathrooms stocked with clean linens, toiletries, and other supplies
* Cleaning mirrors and other glass surfaces
* Emptying trash receptacles and disposing of waste
* Steaming and cleaning draperies
* Washing blinds
* Tidying up rooms
* Monitoring cleaning supplies and ordering more as needed
* Reporting any necessary repairs or replacements

**From June 2012 to July 2014 with Saudi Catering & Contracting CO as Housekeeping Supervisor**

**LOCATION: Dhahran (SARA VILLAGE- BRITISH CAMP), HARADH (ARAMCO KSA)**

* Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
* Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
* Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
* Coordinates work activities among departments.
* Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* Inventories stock to ensure adequate supplies.
* Makes recommendations to improve service and ensure more efficient operation.
* Prepares reports concerning room occupancy, payroll, and department expenses.
* Performs cleaning duties in cases of emergency or staff shortage.
* Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
* Attends staff meetings to discuss company policies and patrons' complaints.
* Issues supplies and equipment to workers and documenting it.
* Establishes standards and procedures for work of housekeeping staff.
* Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
* Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.

**From Jan 2012 till March 2012 with ESS- COMPASS CATERING SERVICES W.L.L FOR QATAR AIRWAYS, as House Keeping Supervisor. LOCATION: DOHA INTERNATIONAL AIRPORT**

* To assist the housekeeping manager and supervise in the work of custodial employees that perform basic housekeeping tasks and other related work as required
* Supports and enhances the overall safety and security of QATAR AIRPORT to mitigate liability and support the policies, procedures and goals of the ESS- COMPASS CATERING SERVICES W.L.L.
* Execute the direction and supervision of the Housekeeping Department personnel in monitoring and maintaining the airports cleanliness in accordance with codes, standards and other requirements.
* Train the custodial staff in the proper handling of chemical agents used in the cleaning process and record the training in the employee’s respective, and knowledge of all the public and restricted areas
* Arranging the scheduling of the custodial staff to assure complete coverage of the facility
* Assuring adequate stocking of supplies another cleaning materials through the airport facility
* Maintaining record and ordering materials. Submit requests for supplies in a timely manner. Turn in travelers in a timely manner.
* Assist in repair of equipment.
* Works with Housekeeping contractor. Makes inspections of Housekeeping contractors.
* Must be capable of performing the most difficult and skilled work
* Establishes job safety as an integral part of the supervisory duties.
* Assist in developing policy. Attends and applies information received in management meetings and training programs.
* Management responsibility to include: supervision, delegation, and review of assigned work, performance appraisals, coaching/counseling, staff development and fitness, application of organizational policies and procedures.

**From Dec 2010 till Jan 2012 with 3 Star Hotel Kharghar, Navi Mumbai as a Food & Beverage Supervisor**

* Responsible for front and kitchen operations.
* Interviewing and training staff on quality of food and customer satisfaction.
* Preparing weekly roster for the staff.
* Responsible for guest satisfaction.
* Assisting the proprietor in achieving budgeted goals.
* Maintaining proper cash handling procedure and interacting with guests and resolving issues if any.
* Responsible for all computer related issues (POS system, wireless network, etc.)
* Scheduling staff, making arrangements for the [special](http://jobs13.bayt.com/app/sections/work/jseeker/cv/cvpreview.adp?cv_id=875189&origin=1&submits=0&jb_id=-1&reload=0&footer_style=0&cv_status=0&submits=0?" \l ") events like (Private parties, social gathering, art exhibition, business meeting, etc.).

**From Aug 08 till Nov 2010 with Emirates Flight Catering, Dubai as a General Assistant**

#### **Department: Food & Beverage Dubai Airport,Terminal III.**

* Receiving passengers.
* Assisting passengers in reaching the lounges allocated to their traveling packages.
* Preparing the food order for Passenger who come visit the lounge…
* Preparation of food for flight.
* Maintain standard of service as per the core values of Emirates Flight catering…
* Maintaining the food safety and hygiene all the time.

**From June 2005 till July’ 08 with LIVEWEL AVIATION SERVICES PVT. LTD as an AIRCRAFT CABIN CLEANER.**

* Pick up and remove refuse from seat-back pockets, cabin, galleys, and lavatories.
* Empty trash receptacles
* Clean lavatories and galleys on commercial aircraft.
* Vacuum floors, wipe down food trays, fold blankets, arrange seatbelt and recover passenger headrests and pillows.
* All operations are to be completed swiftly and efficiently.
* Drive cleaning van to and from aircraft/points on the airport.
* Other duties as assigned.

**Academia**

IT Skills: well versed with Windows and MS Office

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| Year | Degree | Institute | University/ Board |
| 2005 | MS-CIT (Maharashtra State Certificate In Info-Tech | Brilliant Computech  | Mumbai |
| 2005 | Welder | Father Agnel Polytechnic, Vashi New Bombay | Mumbai |
| 2002-04 | Fitter | Father Agnel Polytechnic, Vashi New Bombay  | Mumbai |
| 2001 | Metric | Institute of Correspondence Ratnagiri | Lakhnow |

**Technical Education**

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| --- | --- | --- | --- |
| Year | Degree / Certification | Institute | Location |
| 2014 | HABC Level 1 Award in Principles of Health & Safety in the workplace ( QCF) | HABC HIGHFIELD Awarding body for compliance | KSA |
| 2012 | Personal Hygiene/Work Safety/Food Safety/ Emergency Response | Saudi Catering & Contracting CO. | KSA |
| 2010 | MS Excel | Emirates Flight Catering, Dubai | Dubai, UAE |
| 2008 | BASIC COMPUTER | Emirates Flight Catering, Dubai | Dubai, UAE |
| 2007 | Fire Prevention and Fire Fighting | B. P. marine Academy (Approved by D.G. Shipping Corporation India | Mumbai, India |
| 2007 | Elementary First Aid | B. P. marine Academy (Approved by D.G. Shipping Corporation India | Mumbai |
| 2007 | Personal Safety and Social Responsibility | B. P. marine Academy (Approved by D.G. Shipping Corporation India | Mumbai |
| 2007 | Personal Survival Techniques  | B. P. marine Academy (Approved by D.G. Shipping Corporation India | Mumbai |

**Languages Known**

English, Hindi, Urdu, Marathi, Arabic

The above-mentioned Information is true to my knowledge and I assure you that I shall bring all my original credentials at the time of interview.

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Mahamad Zamir Ismail Mulla