

# Ammar Al-Rifai

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## Profile & Objective

A hard working, innovative, and motivated engineer, specializing in **Facilities, Real Estate & Projects Management** with a broad range of skills covering all aspects of buildings operations and maintenance, capital projects planning & execution, and hard & soft FM. Bringing solid working experience gained from managing total & integrated FM contracts within the public and private sectors in Canada and the Middle East, seeking an opportunity with your reputable organization.

**Driver's License:** Canada, Qatar | **Relocation:** Middle East  
**Languages:** English & Arabic (Native) | **Nationality:** Canadian

## Specialties/Areas of Expertise

Facilities Management	Project Management
Operations Management	VIP Services
Contract Management	Procurement & Logistics
Security Services	Client/Contractor Relationships
HSEQ/QA/QC	P&L and Budget Management

## Education

### Bachelor of Applied Science

Major: **Civil Engineering**

University of Toronto, ON, Canada



## Certifications & Advanced Courses





- IFMA Facilities Management Professional - **FMP**<sup>®</sup> - 2020
- IFMA Certified Facilities Manager **CFM**<sup>®</sup> - 2021
- PMI Project Management Professional **PMP**<sup>®</sup> (seeking) – expected 2022
- ExxonMobil's Operational Integrity Management System (**OIMS**)
- Siemens Energy's enhanced manager level training program







## Qualification Highlights

- Over 10 years of experience in the Projects, Facilities & Building Services fields
- Solid knowledge of soft & hard facilities management practices and techniques
- Working experience in corporate, residential, commercial, sports, and events industries
- Proven record of managing portfolios of multiple sites effectively
- Skilled at planning, scheduling, monitoring, and coordinating operational activities
- Through understanding of contractor selection, prequalification, and procurement activities
- Health and safety oriented - strong knowledge of the HSE practices
- Advanced computer skills in Office 365, SharePoint, SAP, CAFM, and CMMS
- Effective interpersonal, communication, and negotiation skills

## Employment History

<p><b>Facilities &amp; Projects Manager – Trench Group</b></p> <p>Managed 2 large industrial &amp; office facilities specializing in the manufacturing of electrical equipment. The role focused on replacing Siemens Energy’s Global Real Estate (SERE) company with the facility’s internal resources, and expediting a variety of real estate, safety, and lean production projects.</p> <ul style="list-style-type: none"> <li>• Managed the handover of all FM activities from SERE including contractors, ongoing projects, landlord relations, and regulatory compliance</li> <li>• Managed the procurement process for all service delivery contractors including HVAC, Firefighting &amp; Life Safety, Elevators, Electrical, Access Control, Janitorial, Waste and Recycling, and Pest Control</li> <li>• Active member of the company’s JHSC &amp; nominated as chief fire warden</li> <li>• Utilized a large projects budget (OPEX &amp; CAPEX) to start a facility renewal initiative including offices refurbishment, additional floor spaces, a new warehouse unit, and a variety of safety improvements</li> <li>• Created the company’s FM plans, including objectives, procedures, PPM plan, renewal and replacement plan, and business continuity plan</li> <li>• Updated the site’s emergency evacuation planning, including fire drills, and training strategy</li> <li>• Managed the roll-out of the facility’s CMMS system</li> </ul>	<p><b>Siemens Energy</b></p>   <p><b>TRENCH</b></p> <p>July 2021 – Present</p> <p>Toronto, ON</p>
<p><b>Facilities Manager – ExxonMobil Qatar</b></p> <p>Managed a team of over 80 FM professionals in delivering maintenance, security, cleaning, housekeeping, mailroom, IMS, transportation, and moves services as part of the IFM contractor. The account consisted of ExxonMobil’s Corporate HQ Tower, Residential Compound, and R&amp;D Center (Qatar University).</p> <ul style="list-style-type: none"> <li>• Managed the day-to-day activities of all Mace staff, supply chain employees, and FM Contractors</li> <li>• Implemented and managed the site safety, health, environment, and security rules in accordance with the client’s management systems OIMS</li> <li>• Organized and lead weekly client operational meetings, monthly reports, quarterly performance analysis, and annual contract compliance reviews</li> <li>• Managed the overall contract’s KPIs – achieved 85% KPI score (up from 30%) after contract re-mobilization</li> <li>• Controlled and implemented the facilities’ emergency preparedness, flood control, business continuity, and evacuation plans</li> <li>• Implemented ongoing training and development for all staff members within the FM department</li> <li>• Managed the P&amp;L of the contract including invoicing, change orders, purchase orders, budget management, and subcontractor payments</li> <li>• Completed several facilities projects including BMS refurbishment (OPEX), lobby renovations (CAPEX), and scientific equipment purchase and installation (CAPEX)</li> <li>• Active member of company’s JHSC, Incident Control Manager (ICM), and Covid Task Force – Reacted to upgraded security risks, and to the Covid pandemic</li> </ul>	<p><b>Mace Group</b></p>   <p>Oct. 2018 – Feb. 2021</p> <p>Doha, Qatar</p>

<p><b>Facilities Director</b></p> <p>Managed the operations of RFM Qatar through its establishment phase and was awarded multiple contracts for facilities management, management consulting, and restoration works. Portfolio included malls, event spaces, commercial and over 2,500 residential units (Supervision: over 120 staff members)</p> <ul style="list-style-type: none"> <li>Shaped the company's immediate and strategic goals in the market, and generated the company's business plan</li> <li>Formed the company's workforce requirements, recruited and hired all of the management office staff, and directed the process of hiring all the company's workers including HR and training functions</li> <li>Negotiated service level contracts with clients including scope of work, commercial agreements, KPIs, pricing, etc. Negotiated a total of over \$2M USD in the pre-operation phase.</li> <li>Developed all operating procedures, standards, and rules for the company</li> <li>Managed client relations including luxurious settings such as Al-Hazim Mall, Tawar Mall, and Bounce Inc.</li> <li>Performed several Capital and Operational projects, including villa renovations, landscape design and installations, and residential fire safety system retrofit</li> </ul>	<p><b>Reliance FM</b></p>   <p>Mar 2017 - Oct. 2018</p> <p>Doha, Qatar</p>
<p><b>Facilities &amp; Projects Manager – Kahramaa Awareness Museum</b></p> <p>Administered the operations, maintenance, and management contract for the science museum through its commissioning &amp; start of operations stages. The museum is owned by Kahramaa – Qatar's electrical &amp; water distribution authority (Supervision: over 60 staff members)</p> <ul style="list-style-type: none"> <li>Accomplished project handover from EPC contractor, and established commissioning and delivery criteria</li> <li>Established workforce requirements, project execution plan, training program, safety plan, and O&amp;M plan.</li> <li>Recruited, hired, and trained full staff for the operation of the site, including supervisors, engineers, technical team, and support staff</li> <li>Represented the client in warranty administration and subcontractor management</li> <li>Orchestrated the grand-opening event for the venue including VIP attendees (Value of over \$3M)</li> <li>Managed the financial aspects of the contract, including invoicing, acceptance, cash-flow, KPIs, and change order</li> </ul>	<p><b>The Planners</b></p>   <p>Apr. 2015 - Mar. 2017</p> <p>Doha, Qatar</p>
<p><b>Project Manager</b></p> <p>Managed an EPC construction portfolio consisting of three solar farms (30MW total) in addition to one (5 Turbine) wind farm.</p> <ul style="list-style-type: none"> <li>Managed scope, budget, stakeholders, and subcontractors throughout the project duration</li> <li>Delegated responsibilities effectively within site management team</li> <li>Assisted in tendering, contractor selection, and contract awarding process, including the formulation of SOWs and SOVs</li> <li>Coordinated between the engineering design team (electrical, mechanical, civil) and the construction team to achieve timely results</li> <li>Managed all client's communication (RFIs, TEFs, Transmittals, NCRs)</li> <li>Recruited and trained new employees to add to the construction team</li> </ul>	<p><b>RES Canada</b></p>  <p>Mar. 2012 – Feb. 2015</p> <p>Ontario, Canada</p>

<p><b>Facilities &amp; Events Coordinator – Air Canada Center Stadium</b></p>	<p><b>Simerra Property Management</b></p>
<p>Managed all soft services of Air Canada Center VIP Sections consisting of 96 VIP suites, 1 party suite, and 2 boardrooms, under contract for Maple Leafs Sports &amp; Entertainment Ltd. (Direct Supervision: 3 Discipline Supervisors &amp; 20 staff members)</p> <ul style="list-style-type: none"> <li>• Managed dedicated in-house cleaning staff through cleaning supervisors</li> <li>• Worked with event coordinators to achieve top class experiences for guests during hockey &amp; basketball games, concerts, and special events</li> <li>• Monitored customer satisfaction and increased the rate bookings through a completed set of KPIs</li> <li>• Managed client's relations including key accounts</li> <li>• Coordinated with security manager providing extra security when requested</li> <li>• Ensured operations are undertaken with total adherence to venue standards and rules, as well as health and safety codes, and union regulations</li> <li>• Managed variable works via third party contractors and providers</li> <li>• Provided estimates and quotations for special requests – achieved a 25% increase due to added services</li> <li>• Carried out housekeeping audits, produced reports and presentations</li> <li>• Conducted daily supervisors meetings and weekly staff safety meetings</li> <li>• Continually reviewed staffing levels and costs, ensuring they remain on target</li> </ul>	<div style="text-align: center;">     </div> <p>Sep. 2007- Jan. 2012</p> <p>Toronto, ON Canada</p>