

**Mahmoud M. Khalid, IFMA**  
**Facilities Management Director**  
**Jeddah-KSA**

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### **Personnel Summary:**

Seventeen years of experience in managing several luxurious and prestigious facilities have brought me a wealth of knowledge and deep expertise in the FM industry. Through this period, I have managed a large-scale project of five years contract 210 million SAR and 2 million m<sup>2</sup> area with a built-up area of 250,000 m<sup>2</sup> and 700 employees across different areas such as planning, implementation, operations & maintenance for both hard and soft services. Currently, I am working at AIMS Real Estate acting FM Director for diversified projects across the kingdom regions (Eastern, Central & Western). I have gained a comprehensive knowledge of facility management and its procedures as well as the ability to aim high, think smart, act fast, and manage employees efficiently. Besides, I possess the required leadership and dynamism necessary to provide a quality service. I have gained experience in leading staff to deliver exceptional customer services at high-quality standards.

Given my engineering background and my extensive cross-disciplinary work experience, I excel at a position that requires shrewd managerial and savvy technical engineering skills to deliver delightful customer satisfaction and achieve organizational goals.

### **Career History:**

#### **Facilities Management Director (acting)**

Jeddah- KSA

AIMS Real Estate  
Jun 2019- present

- Enforce business strategies & develop company objectives.
- Arrange Quarterly Balanced Score Card (BSC).
- Arrange Quarterly Property Performance Report.
- Arrange a yearly Benchmarks for each property.
- Oversee annual budget performance on monthly basis.
- Develop a Retail tenant guide booklet.
- Develop & implement energy saving programs.
- Develop a business continuity plan for the year 2020 to overcome the COVID-19 crisis.
- Focus on Key Performance Indicators (KPIs) and Service Level Agreements (SLA) to clearly define the desired outcomes (goals/objectives) for customers.
- Own Operating Expenses (OPEX) budget and spend management for their respective portfolio.
- Ensure corrective actions are taken to maintain OPEX within the approved budget.
- Manage CAPEX projects & payments flow.
- Develop work schedules and action plans.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Implement & Manage facilities management strategy by providing inputs in the design stage of a new project (commercial & residential tower, hotels, malls, factory,.....) follow up the construction stage, Supervise the testing and commissioning and final hand over.

#### **Facilities Management Operations Manager**

Jeddah- KSA

AIMS Real Estate  
Dec 2018- Jun 2019

Lead kingdom-wide FM operations for buildings and properties including residential & commercial Towers & complexes, hotels, malls, hypermarkets, and industrial spaces to provide the proper and efficient operation and maintenance of all its physical aspects, creating and sustaining a safe and productive environment for customers.

- Develop FM annual budget for Western, Central & Eastern region and highlight utilization against assigned budget in an accurate manner.
- Manage resources within budget and operational schedules.

- Establish annual objectives to define how the provision of PM will contribute to the achievement of FM vision, mission, and strategy.
- Assist COO in promoting FM services through the provision of engineering services efficiently and effectively and act in charge of his responsibilities during his vacation.
- Keeps COO well informed of maintenance efforts status and serves as a liaison between staff and COO.
- Develop relevant policies and procedures of hard & soft Services.
- Creates & executes operational programs & revises as appropriate to meet changing needs & requirements.
- Understand complex maintenance issues and effectively employs different solutions & techniques.
- Resolves & escalates issues in a timely fashion & communicates sensitive information tactfully.
- Manages the process of innovative solutions effectively.
- Suggests areas of improvement in internal services processes along with possible solutions.
- Complies with and helps to enforce standard policies and procedures.
- Ensures incidents are recorded and responded to, up to required service levels, and proposes solutions.
- Encourage and provide support for the facility managers to develop, track & monitor the business plan initiatives and KPIs.
- Ensure building facilities management is conducted according to health, safety, and environment (HSE) regulations as stipulated by local law.
- Owns a life safety code and is responsible for managing safety-related risks throughout the properties.
- Communicates and enforces codes & standards and performs reviews and monitors their implementation.
- Monitor workshop service documentation and ensure recording associated costs for properties and adopt quality concepts.
- Identify services to be conducted by external contractors (Outsource) and assist in the development of tender specifications; monitor their executed works progress and quality.
- Oversee contracts with external entities preparation coordinating with the legal department for legislation interpretation to ensure company rights in such agreements are protected from a legal perspective.
- Identify and manage relationships with entities such as security vendors, architects, contractors, designers, consultants, etc. to assist section workshops in conducting their responsibilities.
- Develops & fosters lasting relationships with customers and facilitates meeting them effectively to identify their needs and provide service solutions.
- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships and builds a knowledge base of each customer's business, systems, and objectives.
- Attends projects and equipment testing & commissioning and responsible for projects take over.
- Arrange & coordinate with certified offices to obtain properties Civil defense certificate, shomoos system requirements & hajj permit requirements (Eywa)
- Ensure maintenance of all operation-related documentation such as drawings, contracts, policies, procedures, etc., and ensure their confidentiality is always maintained.
- Holds regular meetings with regional teams & inspires co-workers to attain goals and pursue excellence.
- Keeps all the team well informed of changes within the organization and general corporate news.
- Ensure purchasing activities are conducted based on valid purchase requirements and not exceeding budgets to minimize resource wastage.
- Ensure material & spare parts storage is effectively & safely monitored to avoid overstock and/or understock of various items.
- Holds regular meetings with regional teams & inspires co-workers to attain goals and pursue excellence.
- Keeps all the team well informed of changes within the organization and general corporate news.
- Manages the development of team spirit by ensuring regional tasks are dealt with in line with company values & interests & challenges staff to develop as leaders while serving as role models.
- Acknowledges and appreciates each team member's contributions and effectively utilizes each team member to his fullest potential.
- Keeps track of lessons learned and shares with team members and regions.
- Contribute to developing an effective culture, upholding company values and staff morale.

## Regional Facilities Manager (Jeddah & Makkah)

AIMS Real Estate  
Feb 2017- Dec 2018

Jeddah- KSA

- Support new business development and be involved in preparing proposals for prospective clients
- Understand the key business drivers, identify key issues, risks, conclusions, and provide values for clients through insights, factual conclusions, and advice.
- Actively participate in meetings with clients including targets and other advice throughout the maintenance process.
- Liaising with clients on identifying maintenance, cleaning, and security needs, addressing concerns, and implementing solutions
- Arranging annual facility OPEX budget as also procurement towards CAPEX items
- Developing familiarity and awareness of project policies, procedures, architectural plans, and as-built drawings for all employees
- Proactively inspect all project facilities, identify maintenance concerns & address them appropriately.
- Review contract conditions, drawings, and specifications for their completeness and awareness
- Managing project deliverables in line with the project plan and escalating issues where necessary
- Monitoring project performance through KPIs and providing a status report to the CEO.
- Managing co-ordination with consultants, contractors and other parties including detailed project planning and controls for newly developed projects including testing and commissioning
- Maintaining a log of all maintenance work, identify recurrent issues and implement long-term solutions.
- Audit energy usage on the project areas and recommend energy-saving solutions (power factor correction, lighting, timers, VFD solutions...)
- Effective Vendor Management, Invoice checking and Validation for all services being availed towards facilities management & ensuring timely payments to service providers as per agreed SLAs.
- Conducting monthly meetings & report concerns to the CEO with recommending solutions.
- Manpower orientation, placement, development, evaluation, and recommendation
- Control of purchases and store stocks related to repairs and maintenance.
- Liaising with various local & government authorities (Civil Defense, SCECO, Municipality, NWC,STC)

## Unit Manager (Facilities Management Division)

Saudi Oger  
Jan 2005 - Feb 2017

Jeddah- KSA

I have managed different palaces and governmental complexes across Kingdom western region (Alshifa Palace, Alhawiyah Palace, Alaqeeq Palace, Taif Diwan & Almarjan Palace Jeddah)

- Managing of employees to ensure they achieve objectives, comply with policies, procedures and all operational requirements and receive the necessary training.
- Overseeing the implementation of operational and maintenance programs including preventive and corrective and monitoring KPIs
- Developing and controlling the annual budget and monitor contract implementation.
- Maintaining quality standards
- Handling client requests and maintaining good relations with their representatives to ensure client satisfaction and all their complaints are solved properly.
- Approving and following up supply chain & logistics to ensure adequacy.
- Approving operation and maintenance plans, scheduling, and setting priorities
- Supervising the performance of storekeeper buyer and accountant in carrying their duties
- Coordinating with superiors regarding the status of the facility, reporting to them major incidents, following up the rectification of major faults & preparing root cause analysis report
- Conducting regular meetings with subordinates for discussion and presentation of new methods, policies, procedures and plans to ensure smooth and complete implementation of the facility management.
- Coordinating with contractors to ensure proper execution of any development project within the operations area and responsibilities.
- Acting in charge of Western region Project director during his vacation

## **Telecom engineer**

Abu Dhabi - UAE

Site Technology

July 2004 - Nov 2004

Implement the final distribution layout for fiber optic cables and obtaining approvals from concerned authorities before site excavation.

- Beginning with a site survey, checking underground utilities, excavation of trenches, laying of PVC pipes for cable protection, constructing manholes followed by cable pulling, fiber splicing and testing continuity of cables using OTDR.

## **Professional Experience**

### **Project Management**

- Managing complex, high value and mission-critical projects, efficiently on time and within budget
- Supervising maintenance team activities for electrical, mechanical, landscaping, fire and safety, security, and civil services. Maintaining systems such as chiller plants, VRV systems, Generators, Firefighting systems, sewage treatment plant, RO plant, electrical stations, transformers, switch gears, MDBs, elevators, escalators, and water supply stations
- Preparing quarterly, semiannual, and annual project progress reports and yearly budget
- Reviewing preliminary and final design drawings, BOQ and tender documents for modification and construction projects. Evaluating with consultants, contractors and suppliers as well as recommending their progress payments. Obtaining and reviewing bids to ensure unit price is as per approved amount.

### **Staff Management**

- Maintaining a well-trained staff operating in hazard-free environment
- Ensuring the resulting corrective actions & lessons learned are properly disseminated readily available and accessible to all involved parties.

### **Operations & maintenance Management**

- Ensuring enough work permits are issued and available to execute all required cold and hot jobs.
- Conducting regular safety audits and ensuring that all accidents and near miss incidents are timely reported, documented tracked and evaluated.
- Continuous enhancement of maintenance activities targeting best performance & cost reduction.
- Maintaining a safe stock of critical spare parts for the key equipment and ensuring the availability of qualified and enough staff to cover the facility maintenance in various activities for 24/7 operations.
- Reviewing preventive and corrective maintenance works and equipment having most downtime with high numbers of faults and working closely with engineering section for technical consultancy to solve such problems.

### **Operations & maintenance improvement**

- Reviewing the facility maintenance plans and making recommendations to improve efficiency, maintenance, and safety of operations.
- Making decisions for job priorities, equipment utilization, repair alternatives & maintenance methods
- Establish and monitor Key Performance Indicators (KPIs) for both preventive and corrective maintenance programs.
- Make periodic inspections of facilities maintenance to ensure that maintenance instructions and standards are being met, repairs and adjustments are being properly made, safety and work permit rules are being observed and good housekeeping rules are being maintained.
- Monitoring corrective measures implementation and progress, in addition to other recommendations arising from engineering reviews, insurance surveys, compliance reviews, root cause analysis and emergency drills.

## **Professional Training**

### **Tekna sustainability & business training**

February 2020

Course attended: Real estate & property management masterclass by Elias Robles including LEED building operations & maintenance v.41

### **KPI Mega library**

December 2018

Certified KPI Professional in accordance with quality standards prescribed by the performance & KPI Management framework administered by KPI Mega Library

<u>Canadian Standards Association</u>	October 2009
Courses attended: process auditing, effective solutions using root cause analysis, ISO 9001 Role of management, ISO 9001:2008 Internal Auditor	
<u>United Management Bureau</u>	October 2009
Courses attended: KPIs.	
<u>IIR Middle East Dubai</u>	December 2007
Attending electrical engineering seminar with IIR ME “Dubai” for electrical safety, electrical system design, electrical system maintenance	
<u>Saudi Ericson</u>	March – April 2006
Training course for Ericson MD110 – BC 12 implement and manage (Basic one & two)	
<u>Ogero Telecom</u>	July – Sep 2003
Theoretical training: Two weeks course covering the following topics, switching techniques, synchronous & asynchronous digital hierarchy, networking fundamentals and routers operation and configuration.	
Site visits: Operation & configuration of digital, transmission & switching systems (Alcatel, Siemens, and Ericson) and wireless in the local loop concept.	
Project executed: a hands-on project including WLL (wireless in the local loop) installation, programming of RSNM (remote sub network manager), mapping, troubleshooting, minni link supervision and FAU (fixed asset unit) installation and maintenance.	
<u>Beirut International Airport</u>	July – August 2002
Theoretical training with site visits: Radar System, Radio & TV broadcasting, VCS (voice communication system), telephone center and navigation aids, AFTN, FIDS and airfield lighting	
<u>Beirut Arab University</u>	July 2001
20- Hours workshop on PC hardware assembly, maintenance & system installation	

**Key Skills:**

- Management, strategic planning, organizational, problem solving and analytical skills.
- Problem solving, including structuring problems, performing detailed analysis, developing & implementing recommendations.
- Ability to challenge the difficulties and out of the box thinker.
- Influencing and interpersonal skills for driving results in cross-functional team setting.
- Ability to build and maintain relationships with internal external customers.
- Ability to manage goal setting, tracking progress.
- Excellent verbal and written communication skills
- Presentable and professional. Diplomatic and discrete in handling sensitive information
- Highly adaptable and able to embrace ambiguity.
- Action-oriented, solution-driven, and able to work in a fast-paced environment.
- Software skills: ERP, Oracle, Citrix, CAFM (MACS, NUB), CMMS (MEC), AutoCAD & Microsoft office

**Competences:**

- Customer & client focus
- Commitment & adaptability
- Communication proficiency
- Decision making & leadership skills.
- Coaching and mentoring

**Academic qualifications:**

- Beirut Arab University Sep 1999 – Jun 2004  
Bachelor of Engineering in Electrical communication and electronics
- Beirut Arab University Nov 2004 – Jan 2005  
Master of Engineering Management and technology (One semester only)  
Courses attended: Quality control, Engineering Economy, Engineering Management, Operation Research, Project Management & Numerical Analysis

**Membership:**

- IFMA (International facility management association)
- Saudi council of engineers
- Order of engineers and architecture – Beirut
- IEEE (Institute of electrical & electronic engineers)

**DOB:** 1980

**Languages:** English and Arabic

**Nationality:** Lebanese

**Marital status:** Married