

**From: Parvez Alam Zubair Alam**

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**Subject: DYNAMIC MAINTENANCE & OPERATIONS MANAGEMENT PROFESSIONAL.**

Dear Sir/Madam,

I would like to apply for the position of **Asset Facilities & Maintenance Manager/ Senior Engineer** or other suitable position in your esteemed organization. I have been working in **UAE** for the past **14 years**, with esteemed organizations IBN Battuta Mall, Adnoc Technical Institute, Al Twar Center and Kuwait Financial Centre-Markaz. Presently I am looking for similar lucrative opportunities.

I possess **Bachelor of Engineering (B.E) - Mechanical Engineering (Enrollment Number 1813MEL15GT029) from RKDF University and Associate Degree in Mechanical Engineering (Reg. No.0782/05)**, In which I have achieved an (A) grade with distinction from **Calcutta Engineering College**. Both documents have been attested by the UAE & the Indian Authorities.

I have considerable experience as an **Operations & Maintenance Manager**, specializing in MEP & HVAC engineering systems and Associated Assets Management.

I have completed the study of **International General Health & Safety Environmental - NEBOSH** from **Dubai Knowledge Village** under SHIELD and Hydrogen Sulfide Certification from GTSC – Abu Dhabi and having Valid **UAE Driving License**.

I am confident that the skills I have accumulated would be of great benefit to your organization and I would welcome the opportunity to demonstrate my abilities in your employment. I have proven to be both reliable and courteous and have a strong desire to travel and meet people from different cultures. I have good communications skills and have enjoyed good working relationships in all my previous positions with Management, Clients, Co-Workers and Contractors.

I feel that my experience and attitude would allow me to become a valuable member of your organisation. I am self-motivated and eager to meet new challenges while working and garnering new knowledge.

I am available for an interview at any time. Thank you for taking the time to read this letter and I look forward to hearing from you soon.

**Kind Regards,  
Parvez Alam**

### **CAREER OBJECTIVE:**

Using my wide array of experience to manage multiple properties/assets through functions like Operations and maintenance, property management, health & safety and tenant relations/services. Responsible and managing contractors and FM teams deliver hard and soft services for multiple types of properties such as residential & commercial buildings, luxurious Villas, shopping malls, towers, hotels, luxurious business parks, office buildings and logistic warehouses.

### **DESIRED POST:**

I am seeking a suitable post such as Asset Facilities/Maintenance Manager, Assistant Facilities Manager, Senior Maintenance Manager, Operation Manager, Asset Manager and Field Service Manager or Senior Facilities Engineer.

### **AREAS OF EXPERTIES:**

- Asset Management, Facilities Management, Property Management, CMMS.
- Hard and Soft Service, Project Management, Building and Mall Maintenance.
- KPI's Management, Maximo, CAFM System, AMC Contract Management.
- Preventive Maintenance, Annual Operation & Maintenance Budgets Opex.
- Negotiation Skill, Procurements, Quality Assurance, MS Review, Planning.
- Site Inspection, Team Management, Monitoring Performance, Health & Safety.
- Troubleshooting specialized systems such as MEP, HVAC, BMS, CCTV, ANPR.
- Civil and FIT-OUT Works, Elevator, Fire Fighting, Fire Alarms System.

### **EMPLOYMENT HISTORY:**

**UAE**

**TOTAL: 14 YEARS.**

#### **GROUP MANAGER (Asset and Facilities Management) Oct 2020 – Present.**

*Al Burj Holding LLC. AL Twar Center (Dubai UAE)*

- Responsible for managing complete Assets and Properties of Al Burj Holdings.
- Reporting to CEO and responsible for the new project development, financial analysis, engineering, procurement, facility/property management and implementation of all capital projects in UAE.
- Liaising with local government authorities (DLD, DDA, DCD, DM, RTA, SIRA, NIDA & DEWA) for Malls & Buildings related NOC coordination's & Approvals for Certifications.
- Implementing, monitoring & negotiating master services contracts and specification for the provision of all facilities management services.
- Overseeing all assets & facilities including Mechanical, Electrical and structural maintenance and repair services, pest management, custodial services, preventive maintenances, landscaping, all townships municipal distribution systems, fire suppression and alarm systems and maintenance planning.

- Reviewed and developed key performance indicators KPI's & CPI's for measuring outsourced contractor performance and service levels in accordance with the master services agreement for provision of all FM services against contract requirements.
- Recruited, interviewed and hire a diverse exempt and non-exempt staff, conducted performance review, identified career growth opportunities and partnered with individuals to foster development, take actions when performance was not meeting expectations.
- Arranging technical training to technical staff and implementation of policies and procedures (documents) as per integrated management system.
- Organization information, resources and activities for initial applicable contract negotiation.
- Initial reviewing plan specification, monitors and supervises the fit-out and construction works by the building tenants in accordance with the building fit-out guidelines including with safety implementations.

**FACILITIES & MAINTENANCE MANAGER Mar 2019 – July 2020.      TPV-AED 8 million**

*Kuwait Financial Centre (Markaz)*

- Responsible for managing the asset maintenance services in properties held by Markaz in Dubai as well as Reem Island, Abu Dhabi.
- Directly reporting to the Vice-President of Real-Estate Department regarding the contract management, financial reports submission, preparation of yearly operation and maintenance budget opex for each individual property etc.
- Managing all 3<sup>rd</sup> Party certifications for the assets such as Civil Defense and CCTV certifications with the Government agencies like Dubai and Abu Dhabi Municipalities, Dubai Police-SIRA and ADMCC.
- Building assets management, performing and recording PPM data and communicating findings with the contractors/management.
- Conducting meetings and following up on critical issues to facilitate timely action.
- Liaising with relevant government agencies and following up as required.
- Manage & maintaining contracts related to health & safety policy standards.
- Managing contractors, issuing tenders, evaluating bids, conducting periodic contractor performance assessment, negotiating prices, setting SLA's and KPI's/CPI's.
- Comparing costs for required goods / services to achieve maximum value.
- Act as a conduit in the event of an emergency (fire etc.) so that emergency services are alerted in a timely fashion to minimize any damage to company's personnel and property.
- Performing Month-on-Month analysis of complaints received and associated costs.

- Successfully developed contingencies for resolving critical maintenance breakdowns to minimize the impact on operations.
- Preparing Incident reports, dealing with building insurance companies, recovering insurance pay-out.
- Monitoring and maintaining quality of work done as per approved materials list and method of statement.
- Ensuring the highest possible standards and service is received from third party companies.

**FACILITIES & MAINTENANCE MANAGER Feb 2017 – Nov 2018. TPV- AED 18 million**

*Al Burj Holding LLC. AL Twar Center (Dubai UAE)*

- Responsible for managing the hard and soft services in Al Twar Center.
- Direct reporting to CEO and responsible for the maintenance plan development, financial analysis, engineering, procurement, facility/property management and implementation of all capital projects in the UAE bay area.
- Preparation and monitoring the SLA and KPI's for all the projects.
- Supervise and directs maintenance staff engineers, coordinator, supervisors, technicians and security guards.
- Ensure that planned maintenance works are carried out in a timely manner thereby ensuring that an efficient preventative maintenance regime is in place.
- Supervising, coordinating, negotiating the contracts and controlling all costs of maintenance to ensure the highest quality product and services.
- Organize and implement preventive maintenance programs for electrical and mechanical equipment by running quality checks to make sure systems are working properly and under safe conditions.
- Arranging technical training to technical staff and implementation of policies and procedures (documents) as per integrated management system.
- Manpower Planning, Staff Development & Training, and Interviews e.g., return to work/vacancies/appraisals.
- Initial reviewing plan specification, monitors and supervises the fit-out and construction works by the building tenants in accordance with the building fit-out guidelines including with safety implementations.

**FACILITIES & MAINTENANCE MANAGER July 2013 – Oct 2016. TPV- AED 16 million.**

*Legend Middle East LLC. Total Facility Management. (Dubai UAE)*

- Responsible for delivering and managing property services within high profile multistoried premises in UAE. Reporting directly to General Manager.
- Provided technical or operation support to the engineering teams.
- Develop clear understanding with service providers in terms of contract service level agreements, quality of personnel, availability of resources and weekly reporting formats.

- Primary duties which include dispatching Energy saving plan and support technical team to ensure energy saving has been achieved.
- Responding appropriately to emergencies or urgent issues as they arise.
- Delegating tasks and then monitoring staff performance.
- Checking that agreed work by staff or contractors has been completed in a satisfactory manner and following up on any deficiencies.
- Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
- Documented project progress and submitted all financial projects to management as early as possible to dispatch the same.
- Planning best allocation and utilization of space & resources for new buildings.
- Manage customers' expectations through clear communication and transparent work attitude.

**FACILITIES ENGINEER September 2011 - June 2013.**

**TPV- AED 04 million.**

*Spark Building Contracting Co LLC. (Abu Dhabi UAE)*

**Abu Dhabi Company for onshore and offshore oil operation. ADNOC Group.**

- Managing all technicians for the corrective and preventive maintenance reporting directly to Operations Manager.
- Produce periodic reports as required by the contract manager and client liaise with Oracle based Computer Maintenance Management System.
- Directing and planning essential central services such as reception, security, maintenance, mail, archiving, cleaning, catering & waste disposal and recycling.
- Scheduled the project and performed monthly audits and ensured that the project timeline was maintained.
- General Management: Vendor Management, Contract Management, Capital Expenditures, Inventory Control, Purchasing, Staff Development and Management/Contractor Relations, Technical Management: HVAC, Mechanical, Electrical, Plumbing and Building Management System (BMS).
- Ensure all preventive maintenance tasks are achieved with in SLA period (Hard Services).
- Keeping senior management informed of all changes in my areas of responsibility.
- Report any incidents within the time frame as set in the escalation matrix.
- Monitor and report on overall progress of work programs against plans and forecasts.

**MECHANICAL HVAC ENGINEER November 2005 – August 2011. TPV- AED 6.5 million.**

*Citiscap LLC. Group of company. (Abu Dhabi, UAE)*

- Maintaining all chillers, FAHU, FCU, chilled water pumps, AHU in the building.
- Managing mechanical, electrical and plumbing, civil complaints from tenants.
- Performing preventative building repairs and maintenance checks.

- All kinds of MEP and civil coordination for maintenance and installation.
- Conducting site surveys for new projects, manpower management.
- Ensure all corrective maintenance and emergency maintenance jobs are attended on time within SLA period.
- Ensure proactive performance, continuous improvement and cost saving suggestions to the property.
- Sign off work completion reports after being checked and confirmed.
- Coordinating and conducting weekly and monthly meeting with all site Managers and client.
- Established and maintain PPM schedule, Contract Management Plan, Training Plan, Succession Plan and all associated Health and Safety documentation for every contract.
- Project management, coordinating work of specialized service providers.
- Strong experience of MEP, HVAC, Maintenance, installation, commissioning.

#### **EDUCATIONAL QUALIFICATION:**

- **Bachelor of Engineering in Mechanical Engineering** (Enrollment number: 1813MEL15GT029) RKDF UNIVERSITY (2015 – 2018), Bhopal – India.
- **3 Years Associate Degree in Mechanical Engineering Theory & Practical Experience.** Passed Grading (secured 68%) with Distinction (Reg #0782/2005) Calcutta Engineering College (2002 – 2005), Kolkata – India
- Higher Secondary Education grade 12 Diploma. Bangabasi Morning College (Code 422-No-362) (1999 – 2001), Kolkata – India

#### **CERTIFICATIONS:**

- One-year diploma in Refrigeration & Air Conditioning from Kolkata – India.
- Hydrogen sulfide (H<sub>2</sub>S), Energy Isolation, Firefighting. Work at height.
- Confined Space, Risk Assessment. Lifting Awareness. Control of Work.
- NEBOSH certificate in International General Health & Safety Environment.

#### **IT PROFICIENCY:**

- Email and other general functions. Windows Operating System.
- MS Office Word, MS Power Point, MS Excel, MS Access, MS Outlook.

#### **CAFM AND CMMS:**

- Maximo, Citrix, Concept, GFM, Horizon, Navision.

## **PERSONAL SKILLS:**

- Organized, Time Management, Technical Expertise, Communication Skills
- Flexibility, Trustworthy, Problem-Solving Skills, Team player.

## **PROJECT DETAILS:**

### **2020 – Present: Assets and Facilities Management:**

- Asset and Operation Management for Nadd Al Hamar Mall, Dubai.
- Operation and Facilities Management for Al Twar Center, Dubai.
- Facilities management for Holy Quran.
- Facilities Management for Dubai Court & Tasheel, Dubai.
- Operation and Facilities Management for Al Burj Holding properties – UAE.

### **2019 – 2020: Properties Asset/Facilities Management: TPV - AED 08 million**

- Responsible for Facilities Management for Vezul Residence, Dubai.
- Responsible for Facilities Management for Boardwalk Residence, Abu Dhabi
- Responsible for Facilities Management for Parkside, Reem Island, Abu Dhabi
- Responsible for Facilities Management for MAG 5, Reem Island, Abu Dhabi
- Responsible for Facilities Management for Marina Blue, Reem Island, Abu Dhabi
- Responsible for Facilities Management for Building46, Al Reef Island, Abu Dhabi

### **2017 - 2018: Properties Asset/Facilities Management: TPV - AED 18 million**

- Responsible for managing the facilities services in IBN Battuta Mall for FCU.
- Al Twar Center. Al Bayan Newspaper. Dubai TV. Holy Quran. Warehouses.
- Retail Shops, Showroom, Restaurants, Cinema's, Super Market and others.

### **2013 - 2016: Asset and Facilities Management Services: TPV - AED 16 million**

- Al Salemiyah Tower, Commercial B3+G+18<sup>th</sup> floors. Zehra Building G+4<sup>th</sup> floors.
- Legend Plaza, Residential B3+G+16<sup>th</sup> floors. Commercial Red Crescent.
- Al Salemiyah Villas 18Nos in Jumeirah. Palm Villas 14Nos in Sharjah.
- Dubai Residential Oasis, Residential Block 1to6 +6<sup>th</sup> floors. Awqaf Building 4Nos.
- Al Khail Gate 1 & 2, Residential Dubai Property. American University in Sharjah.

### **2011 - 2013: Maintenance & Projects: TPV - AED 04 million**

- Adnoc Technical Institute, Alain University. Adco Asab full field development.

### **2005 - 2011: Maintenance & Projects: TPV - AED 6.5 million**

- Aldar Group – YAS & Saadiyat Island. Zabeel Place. Sheikh Mansoor Place.

## PERSONAL DETAILS:

Full Name: Parvez Alam  
Sex: Male  
Date of Birth: June 28<sup>th</sup> 1985  
Marital Status: Married  
Nationality: Indian  
Languages: English, Arabic, Hindi, Urdu, Bengali, Punjabi, Marathi.  
License: UAE Driving License for Light Vehicle.  
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Kind Regards,

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