



Iqbal (Date of Birth: 22 Jul 1980)

Immediately Available
 (Six Sigma qualified - SSGB, SSBB)
 FCMI (UK), CMgr (UK), MBICSc (UK),
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EXECUTIVE SUMMARY



EXPERIENCE	(2001-2019) 17+ years' experience in Middle East, Africa, United Kingdom and Pakistan
EDUCATION	Six Sigma (Green and Black belt), Executive MBA, Project Management diploma, NEBOSH, IOSH managing safely, housekeeping operations diploma, several leadership & management certificates. MBICSc membership: 30048457 , FCMI CMgr: P4160884 <i>In progress: Lead Auditor Quality Management System ISO 9001:2015</i>
LANGUAGES	Fluent English, working Arabic, Native Urdu, Pashto and Seraiki (Punjabi)
ADVANTAGES	Comfortably working with all levels of management & workers, Fortune 100 & blue chip companies' experience, knowledge of geographical, cultural and ethical standards, enthusiastic, Clear background, UAE driving license, open to relocation

JOB SYNOPSIS

<u>Position</u>	<u>Duration</u>		<u>Company</u>	<u>Project</u>
Services Manager	Mar 2016	Present	Farnek Facilities Management	Al Forsan Abu Dhabi
Director	Aug 2013	Mar 2016	Parhai Kamai	Islamabad, Pakistan
Services Manager MEA	May 2010	Jul 2013	Johnson Controls	Cisco Systems UAE / MEA (Middle East Africa)
Operations Manager (Soft Services)	Jul 2008	May 2010	First Resort (EMCOR / IFA)	Golden Miles, Palm Jumeirah UAE
Retail Coordinator	Mar 2007	Mar 2008	Spar UK Ltd	Spar Leeds UK
Program Facilitator	Dec 2005	Feb 2007	United Nations	World Health Organization
Management Consultant	Mar 2003	Feb 2007	Mehar Building Development	Islamabad, Pakistan
Management Consultant	Aug 2001	Nov 2002	Asad Fouad CA Consultants	Islamabad, Pakistan



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JOB ROLE & RESPONSIBILITIES

<i>5* FM Soft Services (Workplace solutions)</i>	<p>Worked in service provider company as well as for client, managing soft services (non-engineering services), i.e, FM data analysis, customer service (helpdesk) , cleaning (including specialized cleaning), pest control, waste management, landscape, QHSE, security, inventory, lobby/reception & space management (office, meeting & conference rooms), lockers management, transportation and staff accommodation, valet parking,a la carte services sale, ERP, SOPs, soft services trouble shooting and innovation at advanced level, etc.</p> <p>Devised site plans and standard operating procedures (SOP) for cleaning, security, key management, HSE, etc. Generated innovative ideas and business practices in all areas of FM soft services.</p> <p>Created control forms & data analysis reports to enhance, monitor and control cost as well as quality based on Lean Six Sigma, resulted impressive achievements detailed below.</p> <p>Managed 3rd party service providers. Meetings with tenants, teams, vendors & contractors. Reviews on tender & scope evaluation, KPI achievement and performance analysis with client and contractors.</p> <p>Contract review, quotation and proposal meetings, contractor selection and on-boarding.</p> <p>Changed negative experience of customers into positive, resulting “Happy Customers”. Making the environment social, enlivened and pleasant.</p> <p>Trained soft services department on customer attraction and retention, negotiation, innovative marketing, the effects of customer servicing on sales & growth, etc.</p> <p>Hired, trained & developed teams to enhance productivity and performance.</p>
<i>Strategic & Operations Planning, Analysis and Management</i>	<p>Understood customer needs, problems and what are the expectations of the customers. Analytically reviewed operations, areas/goals to improve and focus to meet customer expectations.</p> <p>Defined the strategy to achieve operational excellence and optimization for current and future targets.</p> <p>Eliminated and reduced factors causing waste / losses and improved efficiency and productivity.</p> <p>Thoroughly studied and understood customer needs & expected solutions. Assessed services quality & redesigned them according to customer / client expected solutions and happiness. It resulted best customer surveys and KPI achievements.</p> <p>Quality improvement, assurance and control achieved customer satisfaction that win new work from existing customers as well as new customers through excellent people marketing</p> <p>Engaged stakeholders (client, suppliers, customers, and employees) in positive and efficient way resulting mutual growth and satisfaction. Promoted positive culture & giving back to community.</p> <p>Applied Lean Six Sigma, Management & Leadership strategies for improvement and innovation</p> <p>Risk assessment and accident investigation of all known (preventive, reactive or corrective) issues to address them by elimination or reduction. Implemented monitoring and control measures & strategies for smooth and uniform procedures</p> <p>Preparation, monitoring and control of annual budget plan by using resources optimization, cost efficiency and profit maximization techniques to achieve the targeted margins</p> <p>Extending expert advice and direction to teams for continuous improvement, smart results and operational excellence for customers, teams and stakeholders</p> <p>Developed, benchmarked and reviewed strategies for business, marketing and quality improvement using entrepreneurial and management consultancy acumen. Established key strategic priorities with respect to analytical reports and market intelligence to enhance customer attraction</p> <p>Lean six sigma standards based analysis reports, process re-engineering, designing work flow, profit increase and losses (failure) prevention, quality improvement, time efficiency, etc.</p>



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Reducing wastes by Lean methodologies, i.e., services defects, time delays, non-utilized talent, resources waste, extra processes (best process flows)

Organized optimal use of resources (men, machine, materials, money and methods). Generating revenues through innovation, optimization and excellence.

Business acumen due to O2P process, ERP systems knowledge and facilities MEP and HVAC concepts

Reporting analysis on budget, cost vs margin, past spends vs future trends

KEY ACHIEVEMENTS AT:

Farneek

Created valuable data from scratch for: 1) solving major issue of rodents' attack, 2) daily CAFM report analysis to expedite customers' pending requests, achieved target of below 10 daily reactive complaints, 3) plants health status, 4) managed projects of 250+ furnished apartments and office equipment, 5) Thawtheeq and ADDC (one of the toughest challenge saved thousands of AED), 6) security reports to overcome FM reactive and preventive issues, 7) quality audit analysis reports

Trained the security teams. Acknowledged best security team and security procedures by client.

Applied ABC "Activity based cleaning", specialized & technical cleaning, and optimal cleaning.

Trained teams on how to deal with difficult customers and how to make happy customers.

Excellent appreciation by client on positive and happy customer relationship.

Prepared market surveys, trends, benchmarks and analytical comparisons for board of directors

Introduced intelligent soft & hard landscaping designs to present eye-catching landscaping.

Handed over apartments and villas. Applied excellent soft service and customer service techniques in mall, towers, villas and apartments that resulted happy customers and enlivened community.

Parhai Kamai

Samad pharmaceutical: Improved U-even-odd inventory storage resulted PKR 240,000 annually, Coded inventories and fixed assets.

CGL: Initiated "In-House Learning Modules – ILM" trainings to impart knowledge and enhance individual's skills on-job. The word "ILM" refers to Arabic word for "education"

Fazlia School: Estimated 50% increase in new admissions by launching new ideas of sales and marketing through students, "presentation matters", "v-differ" public messaging, giving back to community. Enhanced employees' motivation and participation, organizational commitment, etc. to achieve "E2-win". Improved results by introducing "one day parent at school", teaching standards, students' motivation, smart study and learning materials, intellect building through case studies, etc. Proposed new cleaning methods in school appealing to school kids, "blend-ovation"

Johnson Controls

Managed soft services for 28 sites of Cisco Systems in the Middle East, Pakistan and Africa.

Improved processes & deliverables, i.e, achieved 96.5% KPI score, highest record in Cisco workplace teams all over the world. Best performance resulted into Dubai as regional head for MEA region, Received award of "Gold Star" medal from Johnson Controls on outclass performance

For continuous 2 years, best history for receivables from client "acknowledged by GM". Highest budgetary responsibility included worth of \$30 million for Middle East and Africa

Nominated "Communication Champion" for MEA to generate best business practices and innovative solutions, i.e., Ad-Wantage, ABC Savings, etc

Saved AED 90,000 at Johnson Controls Cisco Dubai, 5% management fee at Johnson Controls Cisco Pakistan. Saved \$ 24,000 on double taxation at Johnson Controls Cisco Egypt, 8% savings on overall Qatar budget, \$2,000 at Johnson Controls Bahrain, 10% savings on South Africa budgets.

Assigned as performance analyst for Johnson Control Shell Petroleum account in Pakistan to review operations. It involved meetings with Shell Area Director, site visits, performance reviews, HSE conformance, emergency and maintenance response reviews, analysis of KPI gaps, finding reasons



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for failures w.r.t scope of work and deliverables, analysis of savings and cost efficiency, etc.

Changing negative experiences of the customers into positive, resulting "Happy Customers". (Pest control, Car Wash services, etc.)

Trained staff on MS office and MS Excel, ERP systems (Sequentra, VAP, iproc, maximo) and various skills, i.e, presentations, negotiation, leadership and management, time and tasks management, work breakdown structures, working on emails, branded services, database analysis, customer service and happy relationship, etc.

First Resort Re-engineered cleaning teams, trained staff, and introduced Innovative solutions according to situations which resulted better quality as well as cost & time efficiency.

Generated surplus revenue of AED100,000 in à la carte & AED150,000 in housekeeping services.

Changing negative experiences of the customers into positive. (Pest control, Plants, etc.)

WHO, United Nations Practically experienced and understood how to read and make "impossible" as "I-M-Possible". Worked in tragic situation, wherein infrastructure & roads were completely collapsed, weather was severe (below Zero Celsius with rain and strong wind), earthquake after-shocks continued.

Project management team member for construction of 100 prefab structure hospitals (BHUs) and 20 prefab structure hospitals (RHCs) in earthquake hit areas, worth thousands of million dollars.

Worked in Donors meetings defining project scope, project timeline, cost and deliverables, procurement and inventory management of drugs, medical and emergency equipment.

Managed workshop conduction attended by prestigious delegation from United Nations Geneva head office, regional headquarters, high delegates from embassies, government officials and international organization, i.e., Red Crescent, Save the children, UNICEF, UNOPS, UNDP, WFP, etc.

Administered employees' field security clearance, hotel reservations of foreign guests and WHO staff and controlling fleet of 30 vehicles at WHO.

Managed World Health Organization, United Nations emergency office at PIMS Hospital, responsible for cleaning and housekeeping, space and inventory management, etc. Project team member for monitoring of 100 bed hospital in NIH Islamabad for earthquake affectees.

Consultant Worked on several clients' assignments and achieved multi-dimensional business acumen.

Learnt & applied essential business models, processes and terminologies, i.e., Engineering, sales & marketing, accounting & finance, project & integrated operations, procurement & stores, HR & ERP, change management from idea to execution and continued improvement.

Studied and presented analysis reports for eliminating factors causing waste (losses), increasing profitability and revenues for client's business.

Worked on strategic planning, target setting, business proposals, feasibility reports, etc.

CONCLUSION

In depth experience and extra-ordinary performance history/ record of working for:

- ✓ Companies just starting up new business or branch,
- ✓ Launching a new project or extending scope of work,
- ✓ Facing challenges in performance management or focusing improvement.

In all such endeavors, I have had exclusively remarkable, tangible improvements and growth for the organization.

For more information, please visit the below website:

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