

Sajjad Akram (MBA, BICSc, IOSH)

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Objective

Highly focused with a comprehensive knowledge and understanding of various sectors in the field of soft services facilities management looking for a suitable soft services facilities manager / operation management & consultancy position. I have a consistent track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing productivity with professional attitude & nature, able to get along with both work colleagues and senior managers.

Areas of Expertise

Soft Services Facilities Management

- Commercial Cleaning & janitorial Projects
- Housekeeping Services
- Apartments and houses cleaning.
- Star grade rooms and apartment housekeeping services
- Waste Management & Waste Recycling
- Security Services
- Pest Control
- Indoor plant maintenance and landscaping
- Concierge & parking
- Water tank cleaning
- Laundry services management
- F&B Service management
- Office support and logistic services management
- Commercial and technical analysis, budgeting and reports
- Preparation of contracts, request for proposals and bids
- Human resource development, recruitment and training
- LEED & US Green Buildings janitorial service
- Façade cleaning with Rope access, BMUs, MEWPS, purified water systems
- Certified BICSc trainer & assessor
- Method statement and risk assessment
- Projects Mobilization and Service delivery

Others Expertise

- Managing health and safety
- Shopping mall operations management
- Event organization and crowd control management
- Good knowledge of marketing and advertising
- Procured and vendor management
- Working with strata management & owner associations in relation to FM services.
- Transport fleet & accommodation management
- Good Experience in Residential & Commercial Towers, Villa Communities, Musanada, Shopping Mall, Government Buildings, Schools, Mosques, Green Buildings Soft Services.

Experience

Senior Specialist Environmental Services (Assistant Soft Services Manager) with Al Aldar Properties PJSC (YAS MALL), Abu Dhabi, U.A.E. (May 2018 till up to date)

Responsibilities:

- Implement the strategies, tactics, processes, standards and policies and procedures for maintaining the mall to internationally recognized standards.
- Direct all outsourced processes to agreed KPI's and SLA's spanning all FF&E of the commercial (excluding tenants), public and office facilities.
- Undertake and implement the outputs of a waste management assessment and define opportunities to reduce and recycle solid and liquid wastes.
- Implement remedies and opportunities for improvement with 3rd parties.
- Participate in supporting community initiatives and undertakings to promote best practices in waste and recycling management.
- Manage outsourced internal and external landscaping services, on a daily basis.
- Implement contemporary best practice applications and processes.
- Input OPEX, CAPEX data, conduct variance analysis, implement agreed remedial action plans. Prepare, analyze respond to consumption statistics and status of recycling initiatives.
- Implement the appropriate cleaning tactics for all internal and external facilities including car parks and signage with 3rd parties.
- Implement and monitor water conservation program. Proactive and direct monitoring of 3rd party contractual performance and ensure outputs realized according to international standards, necessitating extensive, continuous mobility throughout the mall. Manage the hygiene and waste strategies of a 1,300 seat food-court which accommodates over 10,000 daily.
- Comply with Estidama 2 Pearl standards; respond to COSHH regulations and standards.
- Ensure complete compliance with all health and safety requirements (including heights) associated with environmental services.
- Participate as Mall Duty Manager (evenings/shifts/weekends), as required.
- Proactively work with 400 tenants to ensure compliance with waste and recycling policies and procedures.
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Soft Services Manager with Advanced Facilities Management, Abu Dhabi, U.A.E. (Short Term Contract 6 Monts) (May 2017 till Jan 2018)

Responsibilities:

- Project Manager for Musanada and AWQAF Contracts in Abu Dhabi Western Region.
- Contract and business relationship management.
- Managing a team of 4 Cluster Managers, with Supervisors and 500 staff with 310 sites.
- Managing SLAs and KPI.
- Managing and reviewing overall project P&L
- Ensuring the other contractors is delivering the services as per contract.
- Preparation of budgets and optimization plans.
- Project reporting and analysis presentations.
- Preparation operational budgets.
- Logistic Accommodation and other resource planning.
- QHSE & Training plan development.

Soft Services Manager with Al Ain Shopping Mall, Abu Dhabi, U.A.E. (Mar 2016 - April 2017)

Responsibilities:

- Soft services contract management.
- Ensuring the other contractors is delivering the services as per contract.
- Preparation of budgets and optimization plans.
- Member of Mall's senior management team and operational committee.

- Duty manager role for the whole mall in the absence of GM as per duty rota.
- Preparation operational and CAPEX and OPEX
- Preparations of contract and RFQs.
- Procurement of services related assets and consumables
- Achieving the agreed SLAs & KPIs through appointed contractor.
- Managing the waste management in the line of Abu Dhabi Municipality.
- Managing the staff training and toolbox talks in related to Mall operations.
- Preparation and review of method statement and risk assessments.
- Vendors and procurement management for the department.
- Preparation of monthly operational and financial reports for the General Manager.
- Assuring all façade, flooring and washrooms are in their top condition during the mall operation.
- Auditing of service delivery through inspections and walk arounds.
- Preparation, monitoring & reporting of services PPM
- Managing the pest control contractor
- Managing the waste management contractor
- Managing the landscape contractor
- Managing the specialist services contractor grease traps, underground drains, water tank cleaning etc...

Assistant Contract Manager (Mobilization) Soft Services with Khidmah Saudi Ltd. For King Abdulaziz Center for World Culture Dhahran (Saudi Aramco), Saudi Arabia. (July 2015 to Feb 2016)

Responsibilities:

- Assistant Contract Manager for the mobilization and execution of Soft Services.
- Preparing a work execution plan for the for the soft services in the lines of LEED-EBOM
- LEED-EMOB compatible green procurement for the soft services.
- Arranging the staff training in line of APPA and BICSS.
- Recruitment and empowerment of professional staff to execute the services.
- Managing the process of handover between contractor and client.
- Developing the Soft Services, Loading dock management, façade cleaning, floors and surfaces maintenance team, Office support services, janitorial services, waste management and recycling, pest control, indoor plants with a fully skilled team of 350 professionals and specialized tools.
- Procurement and mobilization management of project.

Housekeeping Executive (Assistant Soft Service Manager) with Khidmah LLC Abu Dhabi U.A.E. (Sep. 2011 to July 2015)

Responsibilities:

- Ensuring high level of customer satisfaction is achieved and maintaining regular contact with client representatives
- Operations Budget Management - Monitoring and managing soft FM operations expenses across multiple projects.
- Plan work and staffing schedules per areas of work to ensure satisfactory services provided.
- Keep informed of latest changes and developments in all aspects of soft FM and applied knowledge to ensure a continuing cost-effective service.
- Developing housekeeping manual and Toolbox talk (H&S) for all project
- Establish, annually review standards and work procedures for all our cleaning, pest control and gardening services offered to our clients
- Executed Train the Trainer trainings in order to raise the capability of personnel
- Assisting in project proposals to a successful conclusion (Contract Award)

Major Projects Handled in Khidmah.

- King Abdul Aziz Center of World Culture KSA (Saudi Aramco)
- D1 Tower Duabi, A project of Versace Hotels
- Musanada Mosques Project – Abu Dhabi Western Region.
- Aldar Properties, Sun & Sky Towers– Reem Island, Abu Dhabi.

- Aldar, Properties, Boutik Shopping Mall - Reem Island, Abu Dhabi
- Aldar Properties, The Gate Towers & Arch – Reem Island, Abu Dhabi, Soft Services Mobilization & Planning
- Aldar Properties villa communities soft services management for Golf Gardens, Sas Al Nakheel Village, Khalidya Village, Al Ayoon Village, Alain & Abu Dhabi.
- Soft Services Management of 13 Aldar Offices – Abu Dhabi
- Musanada Project Mobilization of Abu Dhabi Authority for Culture & Heritage, ADACH - Alain
- Conducted several site surveys and assisted the business development team for the tenders & bid preparation.

Area Manager – Soft Services with ETA ASCON GROUP (EMBM Cleaning Division) Abu Dhabi / Al Ain U.A.E. (Feb. 2010 to Aug.2011)

Responsibilities:

- Area Manager for Musanada cleaning projects in the emirate of Abu Dhabi and Al Ain.
- Handling day to day project/operational requirements for the cleaning of 686 sites (Government Schools, Mosques & Facilities).
- Responsible for the mobilization of manpower and materials to 686 sites.
- Preparing reports for client, handling transport fleet and purchasing of consumables & equipment
- Preparing invoices, budgets, presentations and effective cost controlling plans.
- Ensuring health and safety of workers and end users.
- Managing a team of 26 Supervisors and 1100 cleaners (Male & Female).
- Looking after worker’s accommodation, stores and administration needs.
- Counseling workers for various issues and planning welfare.

Corporate Sales Executive with Jashanmal National Company U.A.E. (Nov. 2007 – Feb. 2010)

Responsibilities:

- In Jashanmal I was responsible for corporate and projects sales in Abu Dhabi and Al Ain region.
- Responsibilities include seeking major orders for corporate sales and major end of the year supplies of Cross Pens, Letts diaries, Delsey Luggage to major corporate clients seeking giveaways.
- Business plan & sales strategy development for new product expansion, Inventory management and distribution.
- Conducting product training & presentations to Dealers.
- Complete involvement in marketing activities, Marketing plan, Budget planning, comprehensive formulation of DSF, DSS and Ramadan.

Sales Executive with Al-Futtaim Panatech LLC U.A.E. (July 2004 – June 2007)

Responsibilities:

- Selling Panasonic Audio, Video and Home applicants to Carrefour Abu Cooperative Society.
- Competitors Pricing & Product Survey & Analysis
- Supporting the LPOs and Credit collection
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Operations Coordinator / Debt Collector with DULSCO Waste Management Services U.A.E. (October 2003 to June 2004)

Responsibilities:

- Arrange to collect payments from existing customers and follow a set target for reducing overall outstanding debts for the company. Maintaining all documentation pertaining to outstanding debts, disputes etc.
- Follow up of existing clients for payment that is due / overdue through various means,
- Waste Skips / bins collection frequency planning in assigned areas.
- Drivers and helpers duty roster preparation.
- Answering customer’s calls and ensuring the delivery of services with the coordination of operations team.
- Preparing inquires, quotations, sales invoices, payroll processing, store controlling maintaining staff records & document management.

Technical Assistant with DULSCO Engineering & Maintenance Dept. Dubai, U.A.E. (July 2003 - October 2003)

Responsibilities:

- Assisting the department head in his daily office affairs.
- Preparing maintenance quotation (MEP & Civil).
- Preparing sales invoices and purchase inquiries.
- Maintaining staff records & document management.
- Timesheet punching and salary distribution to staff.

Security Supervisor with Transguard LLC. Dubai, U.A.E. (Oct 2002 - July 2003)

Responsibilities:

- Worked as security supervisor for Emirates Airline staff accommodation.
- Worked as security supervisor for Le Meriden Hotels in Dubai & Fujairah.
- Worked as events security supervisor for several events in Dubai.

Academics & Qualifications

- **Project Management** from Solomon Training Solutions Dubai. 2017
- **MBA** from Richford University of Vermont, USA
- **B.A** from University of Punjab, Lahore, Pakistan. Oct.1999
- **Leadership Skills**, Select Training and Management Consultancy L.L.C. 2015
- **Presentation Skills**, Select Training and Management Consultancy L.L.C. 2014
- **BICs** Certified Professional from British institute of Cleaning Sciences. 2011
- **BICs** Certified Trainer and Assessor from British institute of Cleaning Sciences 2015
- **HSE & IOSH** Managing Occupational Health and Safety Certification **IOSH** 2015

Languages Known

Language	Spoken	Writing	Reading
English	Yes	Yes	Yes
Arabic	Yes	Yes	Yes
Urdu	Yes	Yes	Yes

Personal Details

Father's Name	Muhammad Akram	Date of Birth	19 th September, 1977
Mother's Name	Kaneez Fatima	Passport Issuing Authority	Pakistan
Passport No	AD5570063	Nationality	Pakistani
Marital Status	Married	Religion	Islam - Sunni
Visa Status	Employment	Availability	30 Days' notice Period
		Holding valid UAE driving license and Vehicle.	