

MEHTAB KHAN



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Employment Objective

Seeking career opportunity in an established organization that is dynamic, challenging with promising growth prospects and encourages leadership and management qualities so that I can put to use my experience and abilities to deliver my best for the organizational growth, profitability and revenue generation.

Career Summary

An Experienced Facilities Management Professional with over 15 years of multinational experience in Facilities Management, Real Estate and Property Management Sectors, with an extensive portfolio of single used, mixed use, commercial and residential buildings, communities, properties, having exposure to corporate sector with excellent client facing skills, I am proficient in Facilities Management, Operations Management, Sales Management and Business Development, Contracts Negotiation and People Management. I am as well good at time management with good leadership skills and effective working both independently and as a team member. I am committed to producing results above and beyond what is expected with strong communication skills; technical writing and spoken skills - technical presentations and a problem solver, hard worker and detail oriented with multi-tasking ability.

Total Work Experience (more than 15 Years)

MANAGER FOR PROPERTY & FACILITIES

FEB 2019 TO DATE

QFIX SERVICES, LLC, DUBAI

- ☐ Management of providing maintenance, technical and facility management services.
- ☐ Management of the MEP, Civil, building maintenance and FM contracts.
- ☐ Management of the accounts, contracts and renewals along with job costing, tenders, pricing and commercial responsibility.
- ☐ Involved in both strategic planning & day-to-day operations, particularly in relation to buildings and premises. Areas of responsibility include soft & hard services: Procurement and contract management* Maintenance & operation* Asset Management* Planning and Engineering* Contracts Management* Policies & Procedure* Knowledge-based management* Client Help Desks* Cost & Performance Management* Building Trades and Grounds maintenance* Cleaning & security
- ☐ A strong understanding of M&E and hard and soft FM services as well a comprehensive appreciation of the tender process with regards to commercial and residential sector procurement.
Also involved in the following activities:
 - ☐ Overseeing documents to put out tenders for contractors/sub-contractor.
 - ☐ Project management and oversee the work of contractors/sub-contractors.
 - ☐ Comparing costs for required goods or services to achieve maximum value for money.
 - ☐ Planning for future development in line with strategic business objectives.
 - ☐ Managing and leading change to ensure minimum disruption to core activities.
 - ☐ Leading teams to cover various areas of responsibility.
 - ☐ Responding appropriately to emergencies or urgent issues as they arise.
 - ☐ Direct and oversee the activities of FM Strategy & Business Development, aiming at identifying, analyzing and recommending specific business opportunities for the profitable growth and diversification of FM.
 - ☐ Communicate and discuss the departments guidelines and procedures with employees to ensure responsibilities, authorities and accountabilities are defined and understood.
 - ☐ Provide guidance and leadership to departments employee to ensure effective and efficient flow of work.

OPERATIONS & MAINTENANCE MANAGER**JAN 2018 TO JAN 2019****PURE GOLD GROUP, DUBAI**

- ☐ Manage all the maintenance and operations related matters for Pure Gold Group including UAE Stores and Overseas Stores.
- ☐ Arrange FFE & FFA AMC, cleaning, pest control AMC, manage renewals
- ☐ Monitor the fit out, light, CCTV & security system, joinery works etc.
- ☐ Manage all the maintenance and operations related matters for Pure Gold Group including related to PG properties and real estate works
- ☐ Negotiation with vendors for Maintenance quotes, AMCs of CCTV and Security Alarm System
- ☐ Based on mall requirements to arrange cleaning services, pest controls, FFE & FFA contracts etc.
- ☐ To coordinate with overseas RMs for operational and financial requirement etc related to maintenance and projects.
- ☐ Upon License renewals, to get the store's CCTV and Security system up gradation done as per new Police requirements before License Renewal.
- ☐ To arrange SIRA NOCs and CCTV certificate for License renewals.
- ☐ To assist in getting DCD inspection, Municipality inspection done and getting the clearance certificate and providing the same to Mall management.
- ☐

FACILITIES & SERVICES MANAGER**NOV 2015 TO DEC 2017****ABLE FACILITIES MANAGEMENT LLC, DUBAI, UAE**

- ☐ Worked as Facilities and Services Manager
- ☐ Managing and responsible for all total facilities management i.e. the hard and soft services for the buildings, services including all MEP, Housekeeping, Security, Concierge, Administration and Allied services.
- ☐ Managing and responsible for all total facilities management i.e. the hard and soft services for the buildings.
- ☐ Maintaining the machines in proper working condition all the time and minimizing the wastage and misuse of the materials.
- ☐ Maintain SLA (Service level agreement) & KPIs (Key performance indicators) as per respective contracts.
- ☐ Maintain compliance with all company policies and procedures
- ☐ Managing and leading a team of 100 people for different sites
- ☐ Reporting to the General Manager for day to day activities, weekly status and monthly reports.

FACILITIES MANAGER**SEP 2014 - OCT 2015****ABLE FACILITIES MANAGEMENT LLC, DUBAI, UAE**

- ☐ Worked as Facilities Manager for Total Facilities Management of the buildings, towers, villas, warehouses
- ☐ Managing all the hard and soft services for the buildings
- ☐ Hard services like MEP including HVAC, Mechanical, Electrical and Plumbing
- ☐ Soft Services like General Cleaning, Housekeeping, Lifeguard, Facade Cleaning, Pest Control, Security, Landscaping.

- ☐ Monitoring and control for Specialist Services/Sub Contractors.
- ☐ Oversee all the facilities maintenance/contracts/subcontracts/one time jobs/extra to contracts works
- ☐ Management of the contracts, site visits, proposals and presenting technical advice to top management of company
- ☐ Meeting clients, designing PPM, reporting on daily, weekly, monthly basis
- ☐ Develop and maintain all necessary systems and procedures to ensure the safety and availability of systems/equipments of the clients' facilities
- ☐ Coordinate and follow up with the facilities owners for complex maintenance issues and ensure that all required works are completed on time, within budget and as required
- ☐ Dealing and negotiating with the clients, real estate companies, property management companies and owners associations
- ☐ Managing and leading a team of 90 people for different sites
- ☐ Reporting to the Operations Manager/General Manager for day to day activities, weekly status and monthly reports.

SENIOR FACILITIES ENGINEER (PROJECTS ENGINEER)

JULY 2012 - AUG 2014

AL DHAFRA, ZAYED CITY, ABU DHABI, UAE

- ☐ Responsible for property maintenance including building repairs and enhancements, storage management, general wear and tear
- ☐ Manage and supervise the team (Electrical, Plumbing, HVAC, Civil, Carpentry and General Maintenance)
- ☐ Monitor the purchasing of service, supplies and equipment for use and compare costs for maximum value for money
- ☐ Serve as primary liaison with Project Manager and Operation Head/Client for day-to-day direction with respect to property or facility management issues
- ☐ Coordinate with the warehousing function to all the equipment related to Facilities Management and ensure that these are operational without failure/breakdown.
- ☐ Prepare periodic reports with respect to the Facilities Management activities and achievements to be submitted to the Project Manager/Operation Head/Client.
- ☐ Doing site surveys, assisting in budget as well as technical proposals
- ☐ Prepare proposals and bids for the tenders & projects. Review technical specifications, tender documents and conditions of contract to be incorporated in the bid packages of electromechanical, HVAC, plumbing, water systems, firefighting, civil, masonry and general maintenance.
- ☐ Managing and leading a team of 25 people
- ☐ Reporting to the Projects Manager/Head of Operations.

FACILITIES ENGINEER

JUNE 2011 - JUNE2012

AL DHAFRA, ZAYED CITY, ABU DHABI, UAE

- ☐ Prepare facilities maintenance schedules, implement and communicate to operation and maintenance team
- ☐ Preparation of annual maintenance plan, preventive maintenance plan, monthly schedule, monthly reports, weekly plan, payment documents, daily reports and following daily routine maintenance & annual maintenance activities.
- ☐ Operation and Maintenance of plumbing, gymnasium facilities & equipments like swimming pool, sauna, steam, jacuzzi, cold pool, child pool, water supply & water treatment systems (WTP) and sewage treatment system(STP) facilities and equipments like pumps, motors, blowers
- ☐ Operation and Maintenance of HVAC Systems. Developed good understanding of HVAC working principles and maintenance procedures of different types like PU, AHU, FAHU, Chillers, FCU, Split, Window AC.
- ☐ Monitoring the subcontracted maintenance of fire firefighting systems like fire pumps, sprinklers, foam system, hydrants.
- ☐ Managing & leading a team of 15 people for carrying out the activities.
- ☐ Reporting to the Projects Engineer.

TECHNICAL SUPPORT ENGINEER

JUNE 2010 – MARCH2011

BLUE CHIP INTERNATIONAL, PAKISTAN

- ☐ Technical support and after-sales services of analytical, measurement, research and scientific instruments and equipment's.

- ☐ Responsible for preparing and following up quotations, screening RFQ/RFPs, handling orders, expediting deliveries, invoicing and following up payments etc.
- ☐ Tracking order execution with suppliers/OEMs, following up and negotiating with suppliers, supporting and supervising the team to obtain end client satisfaction, supporting and cooperating with the commercial team.
- ☐ Defining customer requirements and cooperation with the team to generate customer sales offer.
- ☐ Handling technical and commercial correspondence with the clients.

OPERATIONS ENGINEER

APRIL 2008 – MAY 2010

AJK HYDROELECTRIC DEPARTMENT, PAKISTAN

(30.4MW JAGRAN HYDROELECTRIC POWER PLANT)

- ☐ Developed good understanding of power generation systems, working principles and maintenance procedures of various power plants along with their automation using PLCs and DCS.
- ☐ Study of design of power generation systems.
- ☐ To keep and maintain equipment logs and diagnosing operating problems and making necessary remedial measures to avoid unnecessary forced outage of the power plant.
- ☐ (The project construction was a joint consortium of SKANSKA, CEGELAC and Mott MacDonald. The major equipments installed are of ALSTOM, ABB, SIEMENS and AEVA).

Professional Bodies Membership

- ☐ Member of Pakistan Engineering Council (PEC) as Registered Engineer

Professional Skills

- ☐ Certificate in Project Management from Ministry of Education, Abu Dhabi, UAE, CAPS (Certified Associate in PLC & SCADA) organized by NUST in association with Buraq Integrated Solutions (BIS).
- ☐ Project Management, AutoCAD, MATLAB, Tally. ERP 9, MS Office (Word, Excel, PowerPoint, Access)
- ☐ Business Development, Client Facing Skills
- ☐ First Aid Safety Certificate

Educational Qualification

- ☐ **Bachelors of Engineering (BE) majoring in** **Sep 2004 – April**
2008 Electromechanical Engineering from National University of Science & Technology (NUST),
Pakistan.

Languages

- ☐ English : Excellent ☐ Urdu : Excellent
- ☐

Other Skills

- ☐ Good organization, planning and time management skills, Customer focused, good leadership skills and managerial ability to lead a team, Effective working both independently and as a team member, Committed to producing results
- ☐ Strong communication skills; spoken skills, problem solver and detail oriented with multi-tasking ability.

Extra-Curricular Activities

- ☐ Member of Debating Society NUST (EME), Member of NUST (EME) Volley Ball & Table Tennis Teams
- ☐ Represented my education board in All Pakistan Talented Science Boys Summer Camp, Participating in competitions, seminars and workshops, Organizing and managing events and seminars at college and university

References

- ☐ Will be furnished upon request