

Rahil Hyder Mirza

Soft Services Manager – Facilities Management

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EXPERIENCE

Saadiyat Accommodation Village, Saadiyat Island, Abu Dhabi, UAE
Worked as Soft Services Manager – Facilities Management
Since June 2014 to November 2021. (www.mayar.ae)

❖ Manage & Monitor FM-Administration, Housing, Control of Access card, gate pass, Clients Contract, etc. ❖ Manage Housekeeping, Laundry, Security and Maintenance/Technical Crew for the Camp/Buildings. ❖ Manage and oversee the service contractors E.g. Recreation Centre, Landscape, Waste management, Pest control (Hygiene) STP / TSE Irrigation water plant, Elevators, Fire Hydrant System, and Access Control. ❖ Control management for Commercial and Residential properties ❖ Relationship building with the Tenants and provide prompt response to requests and issues from facility occupants. ❖ Managing building maintenance activities ❖ Coordinating cleaning of Pavements, Gates, Boundary fence and parking services ❖ Organizing security and general administrative services ❖ Ensuring that facilities meet government regulations and environmental, health and security standards. ❖ Advising on energy efficiency and cost-effectiveness.

Workers Village LLC, (AL Barakah Holdings) Mussafah-24, Abu Dhabi, UAE.
Worked as Assistant Manager – Facilities Management
Since June 2008 to June 2014.

❖ Conduct and document facilities inspection ❖ Plan and manage facility central services such as reception, security, cleaning, catering, waste disposal and parking ❖ plan and monitor appropriate facility management staffing levels ❖ Ensure efficient utilization of facility maintenance staff ❖ Performance manage, develop and train staff ❖ Prepare and track facility budget. ❖ Monitor expenses and payments related to FM.

Mega Mall Mumbai, India

Worked as Housekeeping Manager (Pre-Opening Team)

Since Oct 2007 to May 2008

- ❖ Typical tasks performed by Housekeeping Crew during mall/store open hours:
- ❖ Patrols mall on foot looking for spills and other hazards to shoppers, store employees and mall staff.
- ❖ Cleans up wet or dry spills, or calls for assistance to clean up larger spills. Wipes down mall common area furniture, mall entrance doors, wall glass. Scrapes up gum from flooring surfaces and sidewalks.
- ❖ Performs touch-up cleaning and restocks restrooms. . Wipes down tables and chairs after each customer.
- ❖ Empties common area trash receptacles into large wheeled cart and moves trash to designated trash compactor area from service corridors
- ❖ Use cleaning chemicals, mops, buckets, rags, brooms, vacuum cleaners, commercial ride-on or walk-behind floor scrubbing machines, electric and/or propane floor buffer, and other equipment to accomplish tasks.
- ❖ Performs other cleaning tasks as assigned.

Rainbow Residence & Steak House, Abu Dhabi, UAE

Worked 3 years as Assistant Executive Housekeeper

Since May 2004 until May 2007.

- ❖ Train housekeepers on cleaning and maintenance tasks
- ❖ Oversee staff on a daily basis
- ❖ Check rooms and common areas, including stairways and lounge areas, for cleanliness
- ❖ Schedule shifts and arrange for replacements in cases of absence
- ❖ Establish and educate staff on cleanliness, tidiness and hygiene standards
- ❖ Motivate team members and resolve any issues that occur on the job
- ❖ Respond to customer complaints and special requests
- ❖ Monitor and replenish cleaning products stock including floor cleaner, bleach and rubber gloves
- ❖ Participate in large cleaning projects as required
- ❖ Ensure compliance with safety and sanitation policies in all areas.

Majorda Beach Resort, Goa, India

Worked 2 years 8 months as Senior Housekeeping Supervisor,

Since April 2001 until January 2004.

- ❖ Monitor all the daily operations of the housekeeping department, including the cleanliness of all guest rooms and public areas daily
- ❖ Lead, hire, and train hotel housekeeping staff to adhere to our high standards of cleanliness and customer satisfaction
- ❖ Oversee the housekeeping department budget, take inventory, and ensure there is a stock of adequate cleaning supplies
- ❖ Document areas cleaned by room attendants and report any issues such as room damage or maintenance requests to the front office
- ❖ Ensure all cleaning equipment is in proper working condition and make arrangements for repairs as needed.

Le Meriden Hotel, Jeddah, Saudi Arabia.

Worked 4 years as Housekeeping Supervisor, since July 1997 until January 2001.

- ❖ **Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met.**
- ❖ **Scheduling staff shifts and organizing replacements as required.**
- ❖ **Investigating and addressing complaints regarding poor housekeeping service.**
- ❖ **Providing training to the housekeeping staff.**
- ❖ **Regularly taking inventory of cleaning supplies and ordering stock as needed.**
- ❖ **Issuing cleaning supplies and equipment to housekeeping staff as needed.**
- ❖ **Screening housekeeping applicants and recommending promotions, transfers, and dismissals.**
- ❖ **Performing various cleaning duties in instances of staff shortages.**

Valvan Village Resort, Lonavala. India

Worked 2 years as Housekeeping Clerk cum H/K Order Taker since December 1995 until June 1997. Last position held Housekeeping supervisor.

EDUCATION

Diploma ITI National Trade Certificate “**Machinist**” 2 years Course (August 1992 to July 1994).

Apprenticeship with Eicher Tractors India limited in production for one year (Sept 1994 to Sept 1995).

Diploma 1 year Course Hotel Management from **IITC** Institute Mumbai, India.

SKILLS & ADDITIONAL KNOWLEDGE

- ❖ Computer:-Microsoft Office & Internet Mailing.
 - ❖ Fidelio, Geac, EZWARE, ERP, Hotel Management Computer System Program
 - ❖ Chem-Dry Carpet Protection Programed & Upholstery Cleaning
 - ❖ Supervisory Skill Training
 - ❖ Train the Trainer Programed.
 - ❖ Cross Training as a "Front Office Supervisor" at Le Meriden Jeddah, K.S.A
- ❖ **BICS :-- Cleaning Standards & Procedures**
 - ❖ UAE Valid Driving License.

JOB OBJECTIVES

To pursue challenging tasks in Hospitality field to utilize and enchase my analytical, logical and development skills, Support, co-ordination and management of the delivery of Soft Facilities Management services, ensuring these meet the financial targets, predicted needs, corporate targets, and regulatory standards.