



Magdoom Mohideen Batcha B.Eng., MBA

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Summary

Dynamic Operations and Facility support professional with 13+ years of experience in Hospitality, Aviation, Education and IT industries with cross functional role looking for an opportunity to contribute on the progress and advancement of the firm

- Expert level experience in soft/hard services for corporate offices, residential/commercial properties.
- Manage office services by organizing office operations and procedures, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, assigning and monitoring clerical functions
- Skilled in operations and transition management, understanding of business model within a short time and translate it to project planning and execution
- Worked on tools like CAFM, BMS, AMS, CUTE, MS Project, Oracle (E Business suite), Primavera etc

Key Competencies

FM & MEP Maintenance
Office Administration
Space Management & Capacity Planning
Asset & Inventory Management
AMC & Contracts

Strategic Management
Commercial Awareness
Cost reduction and containment
Process Improvements
Team building & Supervision

Educational Qualifications

- Master of Business Administration (HR) 2015, MS University, India
- Bachelor of Engineering (ECE) 2009, Anna University, India
- Trained Project Management Professional (PMP) 2015, IIPM, India

Work Experience

Ahmed Ali Rashid Al Balushi Trading, Oct 2018 - Present
Facilities Coordinator, Sohar - Sultanate of Oman

Client: Ministry of Education - Oman

- Responsible for monitoring and execution of project and overall maintenance related to MEP, CCTV, fire alarm systems, P.A system, housekeeping of 30 government schools and residential/commercial properties
- Assist the management on procurement of complete facilities related products, office equipments with Best price in market

- Carried out daily planning of activities, scheduling of work and prioritized sequential order, allocated the manpower, materials & equipment's
- Routinely inspects campus to ensure suppliers are meeting contractual agreements and ensure entire infrastructure of the building in healthy condition and maintain 100% uptime
- Provide supervision, directions and monitor the working team to ensure that duties are carried out as per scheduled and KPIs
- Provide necessary support to employee's issues and handling logbooks, information's, visa renewal, cancellation processes.
- Handling vendor/client contracts, complaints/emergencies and property leases, tenancy contracts, property maintenance.
- Liaison with MOH, MOE, RAECO, municipality and other government department
- Managing office administration and facilities
- Renewal/handling issues of all business concerns linked to our company/business group
- Works on tools like MS Office, CAFM and Oracle E business suite

CMS IT Services, June 2015 – Sep 2018

Site Supervisor, Trivandrum - India

Client: AAI - Trivandrum International Airport

- Assist the project manager in the drafting and issuance of project proposals, tenders, budgets and preliminary schedules
- Co-managing several tasks along with the project manager such as project planning, communicating timelines and setting time frames required
- Keep the project manager informed about project status and issues that may impact client relations
- Ensuring effective collaboration with the Financial Manager, Facilities Managers, IT Manager & the HR department
- Undertook overall administration and the FM operations entailing technical & soft services
- Reporting for higher management on PPS incidents
- Working with AAI Operations Control Center and ensuring resources are available and optimally utilized.
- Administered IT administration work based on ITIL help desk
- Successfully planned and implemented maintenance activities and managed Special Airport systems, CUTE, CUSS, EVIDS, Internet Kiosks, AODB, GMS and Data Center.
- Responsible to investigate and find proper solution for IT Incidents which leads flight delay,
- Supervising and coordinating the various Ground-handling procedures that including Departures, Arrivals, Baggage Services etc.
- Maximize the utilization of resources and provide a dynamic resource allocation plan by optimally allocating the key operational resources (Including manpower, equipment & facilities) on day to day operations.
- Prepared dashboards, MIS reports for daily, weekly, monthly circulation
- Involved in preparation of various training materials for business purposes as part of learning and development, weekly performance report, which is reviewed by the project managers
- Update info on resources and assist management with data on demand to facilitate their decisions

Accenture Services, Aug 2014 – Feb 2015

Operations Analyst, Bangalore - India

Client: Starwood Hotels and Resorts

- Management support for 8 corporate offices and 10 call centers
- Manages portfolio and project progress towards agreed upon milestones

- Work closely with service management team for identifying project issues and risks and drive a management system to drive actions to closure
- Coordinating with various departments like admin, technical, delivery etc during client visits to the campus so as to give the smooth run effect for the client visits
- Keep the client-facing data updated in terms of the resources allotted to their project and work on smooth flow of data between the office and the client
- Formulation of core Admin policies and dissemination through effective employee communication systems
- Highlighting the risks and collaborating with team for mitigation plans. Tracking action items, documenting issue log, change logs, risk register etc. and preparation of MOM
- Assesses issues and risks and applies escalation criteria when needed
- Preparation of dashboard reports in graphical formats and deliver reports to managers every week, monthly basis
- Arranging for workstations, laptops, VOIP Lines and CRM access for the new joiners and also equipping them with various knowledge gaining presentations
- Monitoring whether the proper protocol is followed to initiate any joiner or leaver, In case the protocol is not followed, escalating it to higher management to act upon it

TripleM InfoTech Solutions, Nov 2009 - Feb 2014

Administration Executive, Chennai - India

- Developing and implementing FM operational procedures and performances measures to simplify the work methods
- Implementation of Computerized Maintenance Management System.
- Familiarized with CAFM systems – Maximo/SAF
- Manage FM Operations with several Service Providers such as Soft FM, Hard FM, Security, Infrastructure Maintenance, and Specialist Services.
- Oversee day-to-day vendor performances to assure full compliance with standards established within the service agreement.
- Keep informed of latest changes and developments in all aspects of soft FM and applied knowledge to ensure a continuing cost-effective services
- Arranging for renew of many kind of govt. registration certificates / licenses such as commercial registration, tender board, chamber of comers, Name board etc
- Managing various agreements in co-ordination with legal department
- Managing office facilities like IT server room, call center, pantry, restrooms, work bays, meeting areas & arranging of MEP technicians
- Managing IT Procurement (Desktops/Laptops/Servers), Non- IT procurement (Stationery / Printing /Housekeeping) & Security Equipments (Cameras, Fire alarms, extinguishers)
- Monitoring the AMCs, ensuring timely renewals and monitoring the performance of the parties under each contract
- Efficiently generating maintenance reports and MIS reports on daily basis for the running of company operations
- Making travel arrangements (Air Fare / Railway reservation/ hotel bookings, taxi bookings etc,) of staff as per policy

References

Available on Request

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