

More than 4 Years of Housekeeping Manager Experience with including (2.6 Year in UK). 8 Years in HR (including 2 years in Qatar) in Resource planning, performance management, health and safety and employment relations in and. 6 Years (India) as a Recruiter and Learning and Development in IT service providing company. Being HR Manager success in negotiating win-win compromises, developing team building programs and writing, job descriptions. Excellent Organizational, Interpersonal, and Technical skills.

Industry Experience

Company	Duration	From Date	To Date
Tanzifco Group - Qatar	1.7 Year Continued	11-Dec-2016	Continued
Bin Arbaid Group, Qatar	2 Year	02 - Feb - 2013	22-March-2015
Compass Group Pvt. Ltd (Medirest), UK - London	2 Years and 6 Months	03-Sep-2009	11-March-2012
Gurutek System Ltd.	6 Years	01-July-2002	11-Aug-2008
Dimensions BPO Pvt. Ltd.	3 Years	03-June-1999	31-May-2002

Project Manager - Tanzifco Group – Qatar-Housekeeping & Trading Contracting and Maintenance.

Manages the daily operations for Ambulatory Care Center (6 Supervisors – 88 Staff) (Hamad Medical City) for a housekeeping services department to maintain clean, safe and comfortable environment for patients, visitors, and HMC staff and affiliated by BICS (British Institute of Cleaning Service) Tanzifco, HMC Policy & Procedures With Joint Commission International).

Executive Profile:

- Typically reports to a head of a unit/department - Health Care Manager.
- Maintain Attendance and Personal File Accident, Incident, Report for Employee or Machinery, Duty Roster for next Month Plan.
- Attend, note, and give solution at Facility Management Schedule and Multi Disciplinary Environment rounds and Meetings.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- Monitor all cleaning standards of Patient rooms, Toilets, Non Patient Rooms, Nurse Stations, Staff Lounge, Pantry, Staff Toilets, Public Toilets, Waiting area, Corridor, Lobby, Glass inside and outside with reachable heights. Outside Glass with Boom lift and Ionic machine .
- Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- Establishes workflows, Cleaning Schedules - Daily, Weekly and Monthly Activity Plans (Next Month) and quality control plans and Cleaning Audit Checklist.
- Responsible for the maintenance of vendor/supplier relationship.
- Manage project/department milestones/goals are met and adhering to approved budgets with Housekeeping rooms keys, inventory of supplies and required parts, machines.
- Manages the Housekeeping team to include efficient staffing, employee development and training, performance management of employee engagement and trust that promotes team work and policy enforcement.

HR Group Manager - Bin Arbaid Group of Companies, Qatar

Provide current and prospective employees with information about creating HR policies, procedures, leave policies, job duties responsibilities, Recruitment and Selections, Terms and Conditions, working conditions, wages, and opportunities for promotion and employee benefits.

Executive Profile:

- Develop New HR Policy and Procedures and Leave Policy and Procedures for company guidelines to manage the people and office manner. **Report to MD and Director**
- Responsible for designing the selection process, assessing, sieving, and interviewing candidates for available positions; and makes referral of well-qualified and skillful applicants to the respective department managers and more importantly validate references, qualifications and security clearances.
- To consult with practice managers regarding employee turnover, absenteeism, changes in work settings, employee motivation and recognition, and other employee-related aspects.
- Maintaining the budget for the efficient functioning of the practices.
- To provide an appropriate solution to employee problems.
- To maintain the HR database ensuring the information is added in an accurate and timely manner.
- Conduct exit interviews to identify reasons for employee termination.

House Keeping Manager: Sep 2009 to March 2012. – Medirest – Compass Group of Companies, UK.

Executive Profile:

- Compiling detailed reports for General Manager.
- Maintain high standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed all the times.
- Continually monitor all cleaning standards/audits and hygiene standards and waste management and pest control operations are maintained at the highest level
- Ensure Flexibility team is operating at a high and consistent level for 24/7 operations.
- Evaluated training program for staff and Implementation of CWQI program (Company Wide Quality Improvement) for trained supervisors and operatives and motivating staff to get the best result.
- Ensure operational excellence within your area of responsibility for labour management and performance.
- Leading example and setting high standards of service is operated safely and hygienically with a focus on superior quality.
- Meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Medirest expectations
- Recruiting staff and responsible and manage performance and development of your Supervisory team for any HR issues.
- Building good relationships with the clients and produce accurate work to tight deadlines under pressure.
- Safeguarding the health and safety of our people and our customers via receiving weekly and monthly reports from Qualified Environment Health Officers certified in relation to ISO 14001, on all aspects of food, health& safety issues.

HRM (Talent Acquisition): July-2002 - Aug-2008 Gurutek System Pvt. Ltd. (India)

- Working out Job Profiles, Roles and identification of Competencies and giving a more concrete structure to the Recruitment system.
- Planning human resource requirements in consultation with heads of different functional & operational areas, overseeing the conduct of selection interviews and induction programs.
- To provide an end to end recruitment service - Recruitment and interviews to selection.
- **Recruiting for Mid and Senior Level positions**
- Streamlining recruitment activities by designing and detailing processes and policies to conduct them.
- To ensure all roles are filled by the best quality candidates by using tools like **competency based interviewing, behavioral Events Interviewing etc**, especially for mid and senior level roles.
- Conducting weekly and monthly reviews with my team to help them stay focused the goals and career advancement.
- Ensure my team's participation in behavioral and domain related trainings conducted for their personal and professional development.
- Participation in Client Meetings wherever required to represent Talent Acquisition function
- Responsible for Internal as well as External client satisfaction such as Vendors, Candidates, employees (for referrals).

IT Software Engineer June-1999 to May-2002 Dimensions Technologies (India)

- Designed Forms and Webpage using Visual Basic (6.0) Active Server Page and Encoding.
- Maintain Database Using Database Technology such as MS Access, SQL Sever7.0
- Worked as a Team and solve query for customer related to Software.

EDUCATION & Certifications

MASTER IN HUMAN RESOURCE UNIVERSITY OF Wales, UK 26 — SEP-2008 — Dec 2010

Bachelor of Arts (BA) in Statistics (with honors), Mumbai University — **May — 1999**

Activities: Worked concurrently during Software Course as a Class representative and team supervisor for Aptech institute.

Certifications:

- ◆ Additional Certification in *Food, Health and Safety* From **Compass Group of UK & Ireland**), 2008
- ◆ **Software Skills including MS Office** (Word, Excel, PowerPoint, Access, Internet Explorer)
- ◆ ACCP (**Aptech Certified Computer Professional** (*Software Professional*)), 1999 — 2002, Mumbai.

Personal

- ◆ Able to tactfully deal with difficult and sensitive situations.
- ◆ Good Communication skills, Ability to relate to all levels of employees, from senior managers and most junior employees
- ◆ Influencing, persuading, coaching and negotiating skills.
- ◆ Honest, Hardworking, Punctual, Team player.