**RESUME**



**PRABHAKAR MADDUNUR**

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**Objective**

Seeking a challenging position as Facilities In charge and working in Shopping Malls, Hospitals, and Projects Support Services facilities to achieve career goals and contribute towards Management organizational success.

**Synopsis**

Highly Motivated, Dynamic, Result oriented professional with over 18 years’ experience in Hospitals. Shopping Malls. Currently working with Emirates Hospitals Group Facilities In Charge with ability to Manage and control subcontractor’s employees all facilities to achieve Hygiene standards set by company and meets ISO & JCIA standard.

* Championed and managed overall responsibility of managing manpower and inventory.
* Advising & Training employees for maintaining high standards Hygiene and safety.
* Conducting regular trainings.
* Conducted daily checklist & inspections.
* Documentation reporting all matters to the Management in charge.
* Exceptional Leadership skills, capable of motivating teams towards successful outcomes
* Strong problem solving and analytical skills
* Friendly with an upbeat attitude with a talent for quickly assimilating new ideas.
* Excellent decision-making skills with a positive approach

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• Lead, manage and take overall responsibilities and accountability on cleaning, pest control, waste management including recycling waste and high rise cleaning  
• Lead, advice and provide solutions on strategies for service improvement and developments.  
• Organize work processes to deliver on time in part to budgets and quality.  
• Establish policies, practices and priorities of the Soft Services Department and enhance its credibility.  
• Ensure all safety guidelines & requirements are adhered to by all staff & service providers and track risks assessment and method statement..  
• Analyze & recommend solution complaint analysis.  
• Generate monthly report and all reports requested by line Manager.  
• Responsible and well versed with all types of latest machines and equipment and arrange for

training to the service provider with latest techniques.   
• Evaluating manager, supervisors and staff of service providers and advice required training and development plans.  
• Calculating and comparing costs for required goods or services to achieve maximum value for money analyze & recommend vendor management.  
• Review all checklists, log sheets on daily basis to ensure smooth operations.  
• Coordinate with service provider Manager in conducting new hire and continuous in-service training program for supervisors, team leaders and cleaners.   
• Innovate suggestions & implement energy conversation initiative.  
• Periodical review & amend checklists, SWPs and spare parts consumption analysis.

• Inventory management for cleaning supplies, consumables, machineries and cleaning assets.  
• Responsible for monitoring and reporting of service level agreements and key performance indicators.  
• Checking that agreed work by service providers has been completed satisfactorily and following up on any deficiencies.  
• Responding appropriately to emergencies or urgent issues through company helpdesk/service desk and plan for preventive and corrective actions Strong communication and interpersonal skills.

**core competencies**

* Training Programs
* Resource Optimization
* Waste Management Segregation
* Laundry Services
* Security & Ambulance Service
* Transportation Services
* Staff Accommodation
* Staff Uniform
* Manpower Management
* Team Work
* Dynamic Leadership
* Housekeeping Service
* Valet Parking Service
* Catering Service
* Pest Control Service

**Work Experience**

**Support Services Facilities in Charge**

**Emirates Hospitals Group Jumeirah, & Emirates Specialty DHCC (October 2021 Present**

**Key Deliverables:**

* Complaint and Maintaining Customers policies for Health, Safety & Quality.
* Crystallization procedure for all kind of Marbles.
* Communicating these to employees for adherence.
* Manpower planning and deployment of they are responsibilities.
* Planning for resources in future.
* Allocation of staff work areas.
* Conducting Training required carrying out task in different locations.
* Supplying of materials, chemicals and maintaining inventory, records required to perform the task.
* Attending customer issues/complains requirements promptly.
* Doing Inspections and closely monitoring in all areas of work and advising staff & Supervisors accordingly for the cleaning hygiene standard.
* Liaison with customer supervising in-charge on daily basis. Reporting and getting feedback/work instructions regularly.
* Providing necessary Personal Protective Equipment to employees to perform their job safely.
* Managing shift duty Rosters for morning shift & night shift employees.
* Assist management in any short fall of manpower or material stock.
* Generate and keep filling records.
* Waste management and disposal as per standard of infection control policy procedure & instructions as per JCIA standard.
* Pest control handling as per the Abu Dhabi municipality approved procedure
* Land Scoping work handling
* HSE policy & procedures following
* Fire & Safety evacuation Training was done
* CC control Room checking
* Hospital all facilities providing

**Soft Service Contract In charge**

**Deyari Building Maintenance (July 2019 – Feb 2020)**

Responsible for allocated total facility management services including housekeeping,   
services, security and concierge, laundry service, staff accommodation, landscaping in accordance with contract requirements.Managing all technical and nontechnical outsourced service contracts and Company personnel,  
including inspections and quality management of service delivery – this includes all   
Housekeeping functions/ Security/ Administration, staff accommodation, laundry services, staff uniform,  
 Routinely inspect all contracted services to ensure performance measures are being maintained  
and train subordinates in all required aspects of the technical and non- technical services.  
 Manages all Reporting, training and Implemented roles as per Health and Safety policy and  
standards.  
 Review contract documents and administer all issues related to the contract in conjunction with  
Operations Manager and in accordance with Company policies and procedures.

Manage resources and expenses to achieve contract progress within budget and time frame.  
Manage and report scheduling of man / materials for all aspects to ensure competent  
maintenance and reactive repair activities are carried out in accordance with contract  
requirements.  
 Ensure that the entire planned and reactive task is completed with the timeframe and reports are  
recorded and update in the system on time.  
 Lead the Facilities Management team to ensure that Service Level Agreements and Key  
Performance Indicator timeframes and customer satisfaction is met in line with contract  
requirements.  
 Identify and scope additional works, technical upgrades and innovative improvements, to  
enhance the operational efficiency, contract deliverables, safety and customer satisfaction to  
improve the Company’s revenue and reputation. Plan, implement and achieve with the team all corrective jobs and reactive jobs and target to  
achieve 0% callbacks.

**Support Services Facilities Officer**

**OMAN Burjeel Hospital (Jan 2017 –Oct 2018)**

Responsible for allocated total facility management services including housekeeping,   
services, security and concierge, laundry service, staff accommodation, landscaping in accordance with contract requirements.Managing all technical and nontechnical outsourced service contracts and Company personnel,  
including inspections and quality management of service delivery – this includes all   
Housekeeping functions/ Security/ Administration, staff accommodation, laundry services, staff uniform,  
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improve the Company’s revenue and reputation. Plan, implement and achieve with the team all corrective jobs and reactive jobs and target to  
achieve 0% callbacks.

**Support Services Facilities Supervisor**

**ABU DHABI Burjeel Hospital (Jan 2016 –Dec 2016)**

Responsible for allocated total facility management services including housekeeping,   
services, security and concierge, laundry service, staff accommodation, landscaping in accordance with contract requirements.  
 Managing all technical and nontechnical outsourced service contracts and Company personnel,  
including inspections and quality management of service delivery – this includes all   
Housekeeping functions/ Security/ Administration, staff accommodation, laundry services, staff uniform,  
 Routinely inspect all contracted services to ensure performance measures are being maintained  
and train subordinates in all required aspects of the technical and non- technical services.  
 Manages all Reporting, training and Implemented roles as per Health and Safety policy and  
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 Review contract documents and administer all issues related to the contract in conjunction with  
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maintenance and reactive repair activities are carried out in accordance with contract  
requirements.

**Soft Service Project Manager (Jan 2012 – Dec 2015)**

Nation Towers, Nation Galleria Mall, & St. Regis Hotel Projects in Abu Dhabi under Marina Facilities Management

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• Lead, advice and provide solutions on strategies for service improvement and developments.  
• Organize work processes to deliver on time in par to budgets and quality.  
• Establish policies, practices and priorities of the Soft Services Department and enhance its credibility.  
• Ensure all safety guidelines & requirements are adhered to by all staff & service providers and track risks assessment and method statement..  
• Analyze & recommend solution complaint analysis.  
• Generate monthly report and all reports requested by line Manager.  
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• Calculating and comparing costs for required goods or services to achieve maximum value of the cost analyze & recommend vendor management.  
• Review all checklists, log sheets on daily basis to ensure smooth operations.  
• Coordinate with service provider Manager in conducting new hire and continuous in-service training program for supervisors, team leaders and cleaners.   
• Innovate suggestions & implement energy conversation initiative.  
• Periodical review & amend checklists, SWPs and spare parts consumption analysis.  
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• Responsible for monitoring and reporting of service level agreements and key performance indicators.  
• Checking that agreed work by service providers has been completed satisfactorily and following up on any deficiencies.

**Soft Service Project In-Charge (Nov 2005 – Jan 2012)**

* Al Ain Division, Al Ain Clinics
* Al Noor Hospital, Abu Dhabi, UAE

Working for Al Noor Hospital as Housekeeping In-Charge planning and managing employees. Distributing responsibilities required maintaining high standards of Hygienic conditions and safety of Hospitals in all floors (total 15 Floors). Maintaining inventory, records and Liaison with company for any short fall of manpower or materials. Attending meetings with the staff regularly. Providing training to employees.

Worked as Housekeeping Supervisor in Al Ain Division. Responsible for Control of Material and Chemical for Entire Division. Supervising Cleaners for scaffolding, Glass cleaning and other technical works. Responsible for Health and Safety of Labor providing them proper Personal Protective Equipment’s to perform their tasks.

**Soft Service Supervisor, Coordinator, (Jan 2002- Oct 2005)**

**Cleanco Facilities Management in Mall of Emirates,**

**Al Deira City Center, Al Madina Zayed Hospital, UAE**

Worked as Housekeeping Supervisor managed-150 employees. Responsible for maintaining high standards of Cleaning and Hygiene. Controlling & maintaining stock inventory for materials and chemicals, attending promptly customer issues/requirements. Supervising general works. Providing necessary personal protection for the employees to carry out housekeeping jobs perfectly. Disposal of waste & segregation as per the Infection control instructions & procedures.

**Key Deliverables:**

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* Fire & Safety evacuation Training was done
* CC control Room checking
* Hospital all facilities providing

**Educational qualifications**

* **Bachelor of Degree ( B.A )**
* **Hospital Management**
* **M S Word Office**
* **M S Excel Office**
* **Computer knowledge**
* **Holding UAE Driving License.**
* **Issue Date: 10-10-2013**
* **Expiry Date: 09-10-2023**

**personal details**

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* **Emil: prabu20325@gmail.com**
* **Martial Status: Married**
* **Language knows: English, Hindi, Tamil, Telugu, Malayalam & Arabic,**
* **Hobbies: Chess, Cricket, Reading Books,**
* **Pass Port No# N6003101**
* **Passport issue date: 21.Dec.2015**
* **Passport Expiry date: 20.Dec.2025**