

MOHAMMAD ANAYATULLAH

Mobile: +971 557379439
+971 551235369

E-Mail: md.anayatullah@rediffmail.com

Al Karama, Near Metro Footbridge, Dubai - 3426

Linked in® <https://www.linkedin.com/in/mohammad-anayatullah-7ab78a110/>

Operations ≈ Facilities Management ≈ General Administration ≈ Program Management ≈ Human Capital

PROFESSIONAL SYNOPSIS

- ❖ A seasoned expert with a track record of 15 years in the corporate world, possessing extensive expertise in managing administrative operations, office management, fleet management, and providing support for events and travel. Exceptionally proficient in handling office supplies, paperwork, and project needs.
- ❖ Built effective relationships with the operational and functional leaders, accountable for the Facility operations and strategic direction. Established the framework for transparency and delivery of best in-class service.
- ❖ Domain knowledge on all Maintenance, Security, House Keeping activities, Cafeteria, Annual preventive maintenance, due diligence, cost negotiation, Annual Rate contracts for all service providers.
- ❖ Acting as a Catalyst, responsible for robust HOS implementation in terms of operations, HSE & facility. Continuously thriving for increased safety awareness/build safety culture amongst the employees by training programs, meetings, safety audits, mock drill exercises & other related activities.
- ❖ Adept in defining SOP's and introducing well-defined procedures/SLA's along with internal controls for systematic conduct of the Department. Received accreditations for leading savings through Portfolio Optimization, Operational Excellence and Cost saving initiatives.

AREA OF EXPERTISE AND EXPOSURE

Customer Service	Record Maintenance	Statutory Compliance
Vendor Management	Inventory Management	Quality Management
Space Planning/Management	Asset Management	Corporate Service

CORE COMPETENCIES

General Administration

- Conceptualising Administrative Policies, standardising Systems/Processes. Monitoring goals relating to sanctions for Purchases and Payments, call for vendors/multi-vendor system, negotiating and purchasing for logistics.
- Managing cost by various means like rent renegotiation, rate revision, vendor contract revision, AMC's, re-negotiation, consolidation of office locations etc.

Facilities Management

- Taking care of commercial activities like company lease deed, registration, and vehicle insurance.
- Negotiating & finalising Service Agreements with reliable contractors for execution of servicing works as per budgeted parameters.

Operations Management

- Reviewing accommodation by comparing with the established allocation guidelines to identify any under-utilisation and preparing alternative solutions to reduce recharge costs to departments.
- Directing and administering all planning activities, including all acquisition and disposition of real estate, remodelling, and furnishings, management of leased property, management of all efforts relating to sustainability, and management of utilities.
- Project planning and management of office builds, refurbishments, moves and the cyclical redecorations (external and internal) management.

CAREER HIGHLIGHTS

May'2016 ~ June'2023 with Jumbo Electronics Company Ltd. (LLC), Dubai as Administrative Officer

- Responsible for overall administration and FM management, comprising of repair, maintenance, renovation, legal/statuary compliance, etc.
- Managing the facilities and Admin division with team of 12, employee strength of 20 - monitoring the overall functioning of processes, identifying improvement areas, and implementing adequate measures to maximize customer satisfaction level.
- Managing Administration, supervising the activities of Transport Department, Travel, Hotel Booking, House Keeping, Security, Space Management, Tele-communication, and Customer care.
- Centralizing activities - sourcing/procurement, vendor management, annual maintenance contracts/agreements for equipment's and suppliers, space planning / allocation and other employee enabling services.

- Responsible for the upkeep and maintenance of the overall facilities. Daily inspection of premises for cleanliness and hygiene and taking corrective actions as and when required.
- Monitoring operating and financial indicators to ensure budget adherence, identified opportunities to reduce operational costs, ensuring optimal efficiency, drive process improvements and introducing processes and systems to enhance service delivery that maximizes potential for success and minimizes operational disruption.
- Vendor management, Admin & Procurement, Store Management and Inventory, cafeteria, Payments, and Invoice processing, responsible for operation & maintenance of all the equipment(s).
- Point of contact for any concern regarding facility issues in day-to-day operations, resolving the same within stipulated TAT facilitating CSAT.
- Designing internal controls & monitoring the efficiency of various operational areas to optimize resource utilization & minimize administrative cost.
- Creation and continuous maintenance of SOP's, SIPOC, Process maps and other instruction manuals. Setting up SLA's and monitoring of the same on a regular basis.
- In charge of end-to-end management of events and conferences, from venue selection and cost finalization to coordinating event flow and travel arrangements for participants, as well as ensuring proper installation, testing, and maintenance of all alarm systems.
- Driving a culture of "Safety and Health" by ensuring all appropriate actions are taken to implement HS&E procedures/checklist/SSOW/inspection forms and monitoring HS&E performance within area of responsibility.
- Leadership and guidance to teams during simulated training sessions designed to prepare for combat and emergency incidents.

Jan'2011 ~ Apr'2016 with Jumbo Electronics Company Ltd. (LLC), Dubai as Administrative Assistant

- Developing cost effective methods/solutions through negotiation of rental per sq. ft. in the corporate office. Also, negotiating of rate plan for Mobile, Printers, and Stationary. Power saving, Land line with vendors for in house requirements leading to reduction in overhead costs.
- Planning, forecasting, and reporting of key metrics. Managing the Strategic Business Plan (SBP), Annual Operating Plan (AOP), and forecasting Processes as well as reporting results to Leadership.
- Implementation of the various processes for end-to-end improvisation of the function. SPOC for introducing best practices for improving overall efficiency and space management for the facility.
- Facilitating closure of various Project(s) by developing & negotiating contracts; integrating contract requirements with various business operations. Revamped contracts for various outsourced services at negotiated costs.
- Budgeting for 'Projects' and required 'facilities' and ensuring the implementation of 'cost-effective measures' to keep the allocation/ usage of funds under and below the approved budget.
- Monitoring and managing outsourced vendors, service providers, and contractor's performance to ensure quality of outsourced service.
- Planning for logistics support services, Inventory management, Transportation, Security & welfare of Personnel.

May'08 ~ Jan'11 with Jumbo Electronics Company Ltd. (LLC), Dubai as Sales Associate

- Comprehend customers' needs and recommending appropriate products based on their requirements.
- Checking & counting the stock on a regular basis, processing transactions, handling cash credit transactions.
- Data churning, data mining, MI reporting of key metrics/measures facilitating decision making.
- Building and maintaining positive relationships with customers to encourage repeat and referral business.

OTHER EMPLOYMENT(s)

- *Tele caller, Smart Call Centre, Kolkata, Feb'07 ~ Apr'08*
- *Crew Member, McDonald's Kolkata, Apr'06 ~ Nov'06*
- *Support Staff, Café Coffee Day, Kolkata, May'05 ~ Apr'06*

EDUCATION & CREDENTIALS

Bachelor of Business Administration [Rajiv Gandhi Institute of Management & Technology-Nagpur] – 2008

PERSONAL DOSSIER

Date of Birth: June 4th 1987, India | **Driving License:** valid UAE license (Light Motor Vehicle) | **Linguistic Ability:** English, Hindi and Bengali