



Ramesh Myakala

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 Dubai, UAE

SKILLS

- Team Management
- Soft service management
- Time management
- Customer relationship
- Management Supervision
- Problem Solving
- Implementation
- Work Under Pressure & Ability to meet deadlines
- Following instructions and having the ability to learn new things
- Adept in Technology
- Workplace Safety

EDUCATION

Bachelor's Degree

Dr. B.R. Ambedkar Open University, Hyderabad

COMPUTER PROFICIENCY

- CAFM - Mri Evolution
 - IBM MAXIMO - Enterprise Asset Management
 - Oasys
 - BHLMS (Baker Hughes Learning Management Service)
 - Achieve (the Performance Management System)
 - WinHMS (Hotel Management Software)
 - MS Office
- MS Office Tools

PROFESSIONAL SUMMARY

To be an active member of a reputable company that provides continues learning in order for me to acquire new skills and experience and at the same time utilize the experience that I have gained throughout my 18 years of experience in service industries.

Work history

2024 - Current

Berkeley Services LLC | Dubai

Project Controller at Dubai Park & Resorts

Apr 2023 – Dec 2023

Berkeley Services LLC | Dubai

Administrator at Blue Watrs Island

March 2012 – March 2023

Berkeley Services LLC | Dubai

Administrator at Baker Hughes

Nov 2008 – Feb 2012

Berkeley Services LLC | Dubai

Receptionist at Baker Hughes

June 2005 – Oct 2008

Berkeley Services LLC | Dubai

Cleaning Supervisor at Knowledge Village

JOB DESCRIPTIONS

- **Project Controller:** Responsible for all the soft service throughout the facility.
- **Administrator:**
- Prepare allocated reports in a timely manner, coordinating with other staff members to ensure that agreed timelines are kept on schedule and allocated objectives achieved.
- Manage files ensuring that internal BW processes are fully adhered to and on pre-agreed timelines.
- Safeguard and control all company assets in an efficient way to meet procedures and departmental budget and maintain the confidentiality of the data always received.
- Able to prepare attendance reports, events cost reports, monthly summary, and general computer functions.
- Ensure that all operation books and housekeeping related documents are kept and updated.
- Preparing Daily basis reports
- Preparing Weekly basis reports

PERSONAL DETAILS

Date of Birth: 14/07/1977

Nationality: Indian

Gender: Male

Marital Status: Married

Passport No.: R8075557

Visa Status: Employment

- Preparing Monthly basis reports
- **Receptionist:**
 - Answer phones and respond to inquiries from callers. Greet the visitor, Provide friendly and professional customer service at the front desks of the residence.
 - Give a warm well-welcome to the guest. Check the guest in to system, inform them about accommodation rules and regulations.
 - Provide guest information booklet and assigned room key. Escort the guest to the room and inform guest about room, kitchen, restroom, internet connection, accommodation facility, safety equipment and emergency evacuation plan.
 - Encourage the guest to accept responsibility for their actions.
 - Filling of the arrival and departure register.
 - Complete and maintain paperwork related to guest check in & out complaints, comments and suggestions.
 - Dealing with complaints and handling them.
 - Develop and maintain a close supportive working relationship with housekeeping staff.
 - Complete the night audit, email to superior and colleagues about the check in and out details. Log all the information, incident, and other important subjects in logbook.
 - Provide accessories and other available facilities as per request/requirement.
 - Check the guest out update in the system, collect the key, and encourage the guest to write comments, complaints, and suggestion on feedback form.
 - Give a warm goodbye to the guest.
 - Other duties as assigned.
- **Cleaning Supervisor:**
 - Educate the housekeeping staff in areas of proper cleaning/housekeeping techniques, job efficiency, safety, and health. Also, notify maintenance persons in general building repairs: Electrical, Plumbing, and Carpentry.
 - Maintained the Cleaning staff the cleanliness of the Public Areas assigned as well as the back of the house areas.
 - Organizing and supervising the public areas, ensuring guest comfort and maintaining standards at all times.
 - Creating and maintaining relationships with all internal departments.
 - Promoting the highest standard of cleanliness in the department.
 - Maintaining a strong working relationship with the two agencies
 - Inspection of site to ensure cleaning was completed in accordance with the company contract.
 - Ordering of Supplies for various work-related site.
 - Managed and process special work request from client.
 - Reporting each day operation details to administration and facility management.
 - Ensures that common areas including conference rooms, lobby and waiting areas are sanitary, clean and free of trash and waste.
 - Ensures restrooms are sanitized, cleaned and stocked on a regular basis.
 - May participate in the preparation of meeting areas for meetings, seminars, and other staff/client functions
 - Ensure all the external window's glasses are cleaned. Empties waste baskets and trash boxes from the offices. Ensures staff offices are cleaned daily.
 - Supervises and trains employees assigned to area, establish a work schedule, and resolve any coverage issues. Inventories and orders supply and equipment necessary for the day-to-day operation