



# SABIR KHAN

Al Satwa, Dubai, UAE

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## CAREER OBJECTIVE

Challenging position in an organization with an opportunity to contribute to the efficient operation and to earn advancement through on the job performance, in consideration of my knowledge and experience. I would like to work for a company that encourages its employees to explore new dimensions in whatever it deal in, since I feel that acquiring knowledge is an unending process.

## PERSONAL DETAILS:

Name:	SABIR KHAN
Passport No:	U3704544
Date of issue:	18 - 12 - 2020
Date of expiry:	17 - 12 - 2030
Place of issue:	India
Sex:	Male
Date of birth:	03 - 02 - 1969
Religion:	Islam
Nationality:	Indian
Marital status:	Married

## LANGUAGE

- English
- Arabic (Basic)
- Hindi
- Oriya
- Urdu

## EXPERIENCE AND SKILLS :

**Soft Service.** Management of soft services, managing all the areas from the start to end, i.e scope, schedule, cost and budgets, quality , procurement and recruitment of manpower, project team selection and induction, HSE Trainings, KPIs, customer happy relations and problem solving.

**Customer Service:** Focal point for customers through all means (Phone, Fax, email, face to face), work prioritization in problem solving and urgency, performance and quality reviews.

**Analysis and reporting:** Reporting analysis and reviews of cost vs margin, past spends vs future trends, finding and fixing gaps in SLA/KPIS and scope of work, recommendations to management on procedural changes.

Ensuring performance and economic utilization of assets and manpower, finding and fixing gaps, quality assurance and failure reasoning, auditing records and procedures, recommendations on savings, profit generation, business growth and procedural improvements.

### Dubai World Trade Centre

**11.09.1995to14.09.2014**

### Designation:Senior Supervisors

**Major Job roles:** Undertake responsibility of providing soft service to the events and Exhibition happening within the Dubai World Trade Centre. Time keeping management, Up selling soft services during exhibition,Staff Training for standard performance. Maintaining Customer service relation by providing exclusive service. Onsite Problem solving.

## **INFRACARE MAINTENANCE AND CLEANING SERVICES L.L.C**

**09.10.2014 to Present**

**Designation:** Senior Supervisors

### **Major Roles:**

- ✧ Displaying professional attitude and behaviour at all the times during workplace,
- ✧ Complying with rules/ regulation / HSE and all other policies introduced by Infracare under the guidance of UAE law on or off duty
- ✧ Equally being responsible to be a part of Infracare's mission & vision and contribute for fulfilment,
- ✧ Maintain grooming standard for you and your team as per Infracare & customer's expectation
- ✧ Making sure 100%attendance without absent and ensuring that handover is given to the person who will covering by communicating with seniors through proper channel if absent due to any genuine reason
- ✧ Making sure that all resources are timely deployed as per requirement and proper control measurement is applied,
- ✧ Making sure that stock of material / equipment and consumable is crossed checked and maintained,
- ✧ Making sure that all tasks are being carrying out safely as per the Method trained under company policy,
- ✧ Liaise and communicate as and when required to operatives / supervisors / team leaders /Infracare's relevant management and customers as well,
- ✧ Ensure facilities are made clean by assigned team and maintained to a high standard, and KPI is achieved and signed off by the customer along with work completion,
- ✧ Ensure that good communication is happening with the customer on daily basis and all concerns are well managed, closed and reported back in form of report, mail or verbal if required,
- ✧ Communicating, with all other vendors involved in same location and making sure that customer and Infracare is well informed about any important information.
- ✧ Making sure that all attendance of workforce is rightly captured and shared with HR through department
- ✧ Making sure that all subordinators are well taken care and their concerns are heard and brought to the management if required.
- ✧ Being capable to have new estimations and basic cost done and submit to commercial within deadlines.
- ✧ Being able to mobilize any project with short or minimum notices effectively.
- ✧ Making sure that there is no revenue or profit loss due to breach in KPI or over renouncement
- ✧ Developing & learning new skills to cover all activities professionally and achieve customer's satisfaction.

**Nature of Work:** Overall in charge for 16 educational institutions for providing soft services and resolving day to today operational issues. Coordinating with School Management with regards to services provided on a daily basis. Undertake additional responsibilities of maintaining and keeping time management. Training and development of staff performance. Process Induction training to the new joiners, up selling business opportunities to external clients creating extra revenue for the company. Assisting HR management with their recruitment process of selecting the right candidates for the betterment of the company.

## **QUALIFICATION**

- Bachelor of Arts Passed
- ITI Welder Certificate National Council for Vocational Training.
- Certified guestroom attendant American Hotel and Lodging Educational Institute.
- Certificate of attendance BICSc British Institute of Cleaning Science Limited.
- Certificate of attendance Basic safety & Firefighting.
- Certificate of attendance Basic safety Awareness & Manual Handling.
- Certificate of attendance Customer Care.
- Certificate of HABC level 2 award in Emergency First Aid at work QCF.
- Certificate of Movable Walls Modern fold from DORMA.
- Certificate of operator Mobile vertical 3A Mobile boom 3B.
- Certificate of Bright Star Loyalty Award 10 years' Service.
- Certificate of Bright Star Loyalty Award 5 years' Service.
- Certificate of training in upholstery.
- Certificate of Service appreciation from GEMS American Academy Qatar.
- Computer Training Certificate (MS, Word, Excel, PowerPoint, Windows, Internet).
- Operator Training Certificate (PAL-Powered Access License for Mobil Vertical & Mobil Boom).
- Valid- UAE -Light Vehicle Driving License (Issue date 16-11-2002).
- Certificate of Participating annual Terry Fox Run.

## **DECLARATION**

**Place:** Dubai

**Sabir Khan**

**Date:**

If given opportunity to work under your Company, I assure you that I will fulfill my duties and obligation to the utmost Satisfaction. Expecting for your favorable response.