

# SUJITH MENON



056 2900846

sujithkmenon@hotmail.com

## KEY AREAS OF EXPERTISE:

- Operations Management
- Procurement & Contract management
- Property management
- Building Maintenance
- Health & Safety
- Utilities & Communications Infrastructure
- Space Management
- Customer Care/Support
- Fleet Services
- Customer query Resolution
- Report Generation
- Team & Report Inspection
- Training & Development
- Budgeting and cost control
- Process improvement
- Inventory control
- Assignment delegation
- Contract administration
- Staff management
- Regulatory compliance
- Performance optimization
- Systems implementation

## PROFESSIONAL SUMMARY

Forward-thinking operations management leader offering proven skills in schedule, resource and records oversight. Stays current on market and industry trends, regulations and competitor activities to creatively manage and improve business systems.

Skilled team player with strong background in environments. Works well independently to handle assignments and always ready to go beyond basics assignments. Quick learner with good computer abilities.

## CAREER SUMMARY:

### Supervisor- Emserve Electromechanical LLC – Dubai

#### 2015- Present

- Develop and maintain good relations with internal and external customers & vendors to ensure flawless, delivery.
- Develop a mutual understanding of each areas operational needs & requirements.
- Assist team in projects execution and handover.
- Address issues related to MEP & Civil works.
- Obtaining permits, NOC and Completion certificates from departments like DEWA, Municipalities, RTA & Trakhees etc.
- Site operations including health & safety as per the requirements.
- Purchase and quality checking of materials and tools.
- Coordinate with admin, accounts and HR department.
- Arranging weekly reviews.
- Motivate team continuously to achieve service targets to ensure a high level of excellence is maintained.

### Site operations -Arcane Facilities Management – Dubai

#### 2013- 2015

- Ensuring timely delivery.
- Making customer focused decisions.
- Facilitate strategy, proposal, and interview meetings.
- Evaluate competitor data and implement changes to marketing strategies as needed.
- Promote a consistent message for the company, both internally and externally.
- Client Interaction.
- Responsible for development of a service charter and Service Level Agreement to monitor key elements of FM service and reporting to the Customer Liaison Manager.
- Checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
- Using performance management techniques to monitor and demonstrat

## Skills

Good knowledge in computer platforms.

Good inter personal and communication skills.

## Languages

- English
- Arabic
- Malayalam
- Hindi
- Tamil.

## Interests:

- Listening to Music.
- Travelling.

## Personal Profile:

Date of Birth: June 9, 1981

Marital Status: Single

Visa Status: Employment

License: UAE License  
(Light Vehicle)

### **Operations Supervisor- Techno First Services- Dubai**

#### **2012-2013**

- Preparing documents to put out tenders for contractors.
- Project management and supervising and coordinating work of contractors.
- Investigating availability and suitability of options for new premises.
- Calculating and comparing costs for required goods or services to achieve maximum value for money.
- Planning for future development in line with strategic business objectives.
- Managing and leading change to ensure minimum disruption to core activities.
- Liaising with tenants of commercial properties.
- Directing and planning essential central services such as reception, security, maintenance, cleaning, waste disposal and recycling.
- Ensuring the building meets health and safety requirements.
- Planning best allocation and utilization of space and resources for new buildings, or re-organizing current premises.
- Checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
- Coordinating and leading one or more teams to cover various areas of responsibility.
- Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
- Responding appropriately to emergencies or urgent issues as they arise.

### **Operations Coordinator– Berlin Group, Dubai**

#### **August 2008 – July 2012.**

- Client Interaction.
- Responsible for the delivery in accordance with the maintenance strategy in-house, contracted office services and soft facilities management services to the standards directed.

- Responsible for providing a key interface between customers and the contracted service providers on a day-to-day basis.
- Responsible for development of a service charter and Service Level Agreement to monitor key elements of FM service and reporting to the Customer Liaison Manager.

#### **Team Lead - NAICO IT SERVICES**

- Project Coordination.
- Manage a team of operators and maintenance technicians to meet the set production targets.
- Reporting technical issues to the concerned departments
- Generating reports for the management & communicating with them on a daily basis.
- To promote team's work and should see to it that the members receive recognition for their input and hard work.

#### **EDUCATIONAL QUALIFICATION:**

- Diploma in Electronics & Telecommunication.
- Diploma in Hardware & Networking.

#### **CERTIFICATE OF ACHIEVEMENTS:**

- MCP.
- MCSA (course completed).