



Hafeez Abrar

Passionate about people, technology and services, Abrar brings in a comprehensive knowledge and diverse experience of over 15 years in the Facilities Management field. Accomplished with a 1st class BBA & MBA in Operations Management from Jaipur National University India.

An influential leader with high resilience & strong determination, trusted to deliver to the highest level of standards with strong focus around cost management & operational efficiency.

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Key Skills/Certifications

Sound knowledge of all MEP systems

Soft services (PBICSc Certified)

HSE (IOSH – Managing Safely)

Leadership & Management (ePOD)

Business administration (Six Sigma)

Budgeting & Tendering

CAFM (Concept Evolution & Urbanise)

Auto CAD, Microsoft office & excel

Fire Safety (Warden & WSP Certified)

Profile Summary

A seasoned FM Professional with dynamic career that reflects rich experience & year-on-year success in delivering Facilities Management Services to **Residential, Commercial, Retail & Community Services portfolios**. Abrar has delivered FM services to the most renowned names in the field of property development of Dubai and Abu Dhabi, managing their prestigious properties which includes:

- **Emaar Properties** : The Residences – Downtown Dubai
- **Emaar Properties**: The Lofts – Downtown Dubai
- **Aabar Properties PJSC**: The Wave – Reem Island Abu Dhabi
- **Aldar Properties PJSC**: Yas Mall (UAE's 2nd largest shopping Mall).

Carrying an extensive experience of property handover / takeover for over 6 **new projects** from the construction team including takeover of Yas Mall in 2014.

Career Timeline (UAE)

Facilities Engineer
The Lofts – Downtown Dubai
Emrill IFM Services
Feb' 2011 - Oct' 2014

Asst Facilities Manager
Yas Mall Abu Dhabi, The Wave – Abu Dhabi
Emrill IFM Services
Oct' 2014 – Nov 2017

Facilities Supervisor
The Residences – Downtown Dubai
Emrill IFM Services
June'2006 - Feb'2011

Soft Skills



Decision Maker



Team Player



Communicator



Analytical & Problem-solving approach



Attention to detail & effective planner

Education

- **MBA in Operations Management – Jaipur National University India**
- **BBA – Navbharat Educational Trust India**

- **ITI – Refrigeration and Air Conditioning Trade certificate**

Work Experience

Assistant Facilities Manager at Emrill IFM Services, since June 2006 – Nov 2017.

Key Clients / Projects Handling:

- **Project 1: EMAAR Properties, The Residences – Downtown Dubai**
- The Residences is a Luxury residential development located in Downtown Dubai. This complex was developed by EMAAR Properties. It consists of 9 towers having a floor count ranging from 23 to 44 floors.
- **Project 2: EMAAR Properties, The Lofts – Downtown Dubai.**
- The Lofts, Downtown Dubai is a high-rise complex of 3 buildings developed by EMAAR Properties. It consists of 3 towers having a floor count ranging from 32 to 36 floors

Responsibilities:

- Manage TFM for the entire facility including, hard FM, soft FM, security, concierge, valet & gymnasium.
 - Ensure contractual KPIs and SLAs are met, oversee all preventive, reactive & proactive maintenance works.
 - Manage a team of 45 in-house staff & 11 service partners for Fire, ELV, BMS, DG, Elevators, Gym equipment, etc.
 - Control and monitor all fit out works at different floors for tenants moving in / out.
 - Liaison between tenants and landlord for all of their day to day needs.
 - Monitor & control the contract's P & L. Review the accruals / reverse accruals matching up the revenue & expenses.
- Periodic meetings with client's representative for KPI scoring and ensuring critical issues get addressed on priority.

Key Clients / Projects Handled:

- **Project: Aldar Properties - Yas Mall** (UAE's 2nd largest shopping mall offering 2.5 million sq. ft floor space)

Responsibilities:

- Oversee all preventive, reactive and corrective maintenance in line with SFG 20 standards.
- Conduct periodic inspections and site walks with client for identifying corrective maintenance requirements.
- Coordinate with specialist systems service partners for operational issues.
- Coordinate with TPI vendor for statutory certification of Elevators, MEWP, Water Sampling, Safety Harness, etc.
- Manage all variation order works, estimating the requirements, obtaining quotes, execution of work, completion reports.
- Coordinate with procurement for issuance of purchase orders and establishing AMCs.
- Coordinate with HSE team for issuance of permit to works for inhouse / specialist works.
- Coordinate with accounts for generating monthly FTN, work with admin for preparation of Monthly & CRM reports.

Key Achievements:

- Successfully mobilized & took over the property from construction team and contributed towards Mall opening in 2014.
- Successful proposal and execution of around 25 Kaizens (process improvement) related to Mall operations.
- Successful proposal on retrofitting solution and execution thereby energy savings of AED 100K in just 01 year.
- Revenue generation of AED 750k just through variation order works with 12 % profit YTD.

Key Clients / Project Handled:

- **Project: Aabar Properties – The Wave, Reem Island Abu Dhabi**

Date of Birth : 15th April 1982
 Nationality : Indian
 Visa Status : Visit visa
 Driving License : Yes (UAE)

Hobbies :   