



## 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 1<sup>st</sup> 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**

## 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 consist 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 consist 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 gets addressed on priority.

#### Key Clients / Projects Handled:

##### **Project: Aldar Properties - Yas Mall** (UAE's 2<sup>nd</sup> 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 : 15<sup>th</sup> April 1982  
Nationality : Indian  
Visa Status : Visit visa  
Driving License : Yes (UAE)

Hobbies :

