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NICHOLAS SERLVARAJ FERNANDO

SOFT SERVICE – General Cleaning Senior Supervisor

A confident and result-driven professional with 15 years well experience in Soft Services Facility Management. Having a comprehensive interpretation to demonstrate effective & efficient delivery that supports the objectives and demands of an organization. Possessed with high-insights and initiatives to deliver overall quality output and strategical operational executions and seek continues Management and Service improvement. Promotes and encourages close manpower ties against work-force diversities and encourage healthy environmental competitions. An individual whom have managerial skills craving with new challenges and consistently impressing employers which has resulted in fast-track advancement to more senior positions.

Career Objectives;

A dedicated individual excited to be part of an organization's constituent and wished to leverage my passion and potentials to bring a high-end contribution in an organization and become a valuable asset.

Profile Summary

- ✓ A result-driven professional with over 15years of rich experience in Janitorial / Soft Services Management.
- ✓ Expert in executing janitorial/general cleaning work executions and while ensuring that compliance to health & safety regulations and standard operating procedures are being followed.
- ✓ Worked with esteemed set of clientele such as **Bahrain International Airport, Reliance Corporate Park (Ghansoli) and Citi Bank India.**
- ✓ Acquainted to BICSc Training Modules and Standards
- ✓ Excellence in budget plans of capital and operational expenditures.
- ✓ Experienced in administering vendor activities and ensure an excellent supply chain to the operations
- ✓ Outstanding management of supervisory, maintenance and operations for soft service trades and meeting KPI's.
- ✓ An effective communicator with relationship management skills.
- ✓ 5-Star Hotel Housekeeping experience, Bahrain International Airport Hotel (Operated by Gulf)
- ✓ Lounges Housekeeping experience, Hala Bahrain Lounge, Falcon Lounge,
- ✓ Conducts inspections of cleaning qualities and seek continues improvement to deliver high standard of cleaning quality.
- ✓ Proven track records of establishing processes & SOPs to streamline workflow and enhancing productivity.

Areas of Expertise

- ✓ Janitorial/ General Cleaning FM & Operations
- ✓ Carpet Cleaning
- ✓ Marble Polishing
- ✓ Deep Cleaning
- ✓ Disinfection
- ✓ Pest Control
- ✓ Waste Management
- ✓ People/Staffing Management
- ✓ Scheduling & Rosters
- ✓ Inspection & Audit
- ✓ Budgeting
- ✓ Foreign Object Debris (FOD) Management
- ✓ Mobilization Process
- ✓ Strategic Planning
- ✓ HSE Compliance
- ✓ Training & Development
- ✓ Public & Client Relations

Personal Details

Date of Birth: 29 January 1986

Phone: +973 3390 0624

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Nationality: Indian

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Email: fernannick86@gmail.com

Passport #: U2583176

Passport Expiry: 08-01-2030

Education & Credentials

- ✓ Bachelor of Commerce (B.com) Karnataka India
- ✓ Secondary Curriculum Diploma, Delhi Board India
- ✓ S.S.C Don Bosco Matunga Delhi Board, India

Certificates and Trainings

- ✓ Airport Safety & Awareness Training Program (GAA)
- ✓ Operational Readiness and Airport Transfer (Orat)
- ✓ First Aid Certification
- ✓ Understanding Motivational Factors Certification
- ✓ COSHH Risk Assessor Certification
- ✓ BICSc Certification (British Institute of Cleaning Science)

Technical Skills

- ✓ Microsoft Excel, basic functions, Work books and worksheets,
 - ✓ Microsoft Word; Creating text documents, Editing and formatting existing documents, Graphical documents, creates letter head formats and brochures
 - ✓ Outlook; Draft and compose mails
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Work Experience

1. [26-01-2020 - Present] – Senior Supervisor

Quick Zebra Services – Dreamgroup W.L.L

Project Domain: Soft Service Provider at Bahrain International Airport with over 624 janitorial and high-rise manpower strength.

People Management / Leadership

- Conduct daily briefing regarding operational challenges and strategy and continuously training all supervisor levels to have competitive skills and knowledge of Chemicals, Color Coding, Equipment, and Cleaning Techniques to carry out standard services.
- Implement effective and purposeful training methods
- Evaluate organizational performance and ensure that training is meeting business needs and improving performance of the employees.
- Engage to staff welfare programs and ensure that well-being of employees are secure even in huge workforce diversity.

Contract Management

- Understanding of the importance to managing a site and the services provided including the ability to calculate rewards and penalties of meeting/not meeting KPIs.
- Ensuring contract is being delivered in a cost-effective way for the client and company.
- Secure quality of deliverable as per the contract terms and agreement

Financial Management

- Managing, reporting and monitoring of performance consumables to ensure the control of budgets
- Ensuring that all costs and expenditures area within the budget aligned and leveled agreed between the Client and the Company.

Service Delivery

- Assuming full responsibility for managing of soft services scope against contracted scope of work.
- Reporting on SLAs and delivering action plans to ensure that SLA are met or exceeded.
- Developing/ presenting soft services improvement plan.
- Managing supervisory team (composed with 30 supervisors) and ensure to carry out the assigned duties within the location and fully educate for their corresponding duties.
- Provide a comprehensive cleaning service and ensure that the given supervisory duties are carried out in particular area and the output meets all high standards of cleanliness at all times.
- Conducts Inspection and continues monitoring of service deliverables and ensure that the standard operating procedure are being followed.
- Reporting any material defects and ensure health and safety procedures are followed and all employees comply with Health and Safety Policies.
- Scheduling periodic tasks and work variations base on monthly schedules and daily observational requirements.
- Substitute and relieve duties in Airside and carried out external areas service agreements.
- Planning logistic schedules and drivers schedules.
- Ensure that consumables are rightly utilized in the operations.
- Assigned Daily task and staff deployment as per the given schedules.

Client Relations

- Deals with Client issues and concerns and ensure their satisfactory and attend regular meeting with the client throughout the cycle of the contract,
- Clearly understand and deal with client requirements and meets client deadlines and time frames.

- Submit required reports of daily work completion progress.

Compliance, Environmental Health & Safety and Risk Management

- Understanding of when it's necessary to seek advice from Head of Facilities and to consult for technical expertise to ensure the correct procedures are followed.
- Managing compliance including standard operating procedures, purchasing, statutory requirements of health & safety.
- Comply with all company and client policies, site rules and statutory regulations relating to Health & Safety, safety working practices, hygiene, cleanliness and COSHH, and will include awareness of any specific hazards in work place and training of staffs

2. [July 2019 – December 2020] – Senior Facility Executive (Soft Services/General Cleaning)

Property Solution India Pvt. Ltd.

Project Domain: Service Provider to Reliance Corporate Park (Ghansoli) with 209 manpower strength

Operational Responsibilities;

- Managing for overall soft service requirement to 1.4mns. sq. ft. area of responsibility.
- Managing complete facility operations (repairs/maintenance, Pest control and other Soft Services)
- Supervise entire administration of the property
- Preparing daily, monthly, quarterly annually and yearly reports of soft service work completion
- Handled multiple location Leads & Facilities, coordinating and interacting with multiple stakeholders
- Taking care of finance related to online billing.
- Plan & Manage organizational Events, conferences and meetings

3. [June 2013 – January 2019] – Senior Facility Executive (Soft Services/General Cleaning)

ISS Facility Services India Pvt. Ltd (Soft Services)

Project Domain: Service Provider to Citi Bank with 110 manpower strength.

- Responsible for 300k sq. ft. of area, spread over 6 floors with seating capacity of 1800.
- Coordinates to vendor
- Manage events and ensure all set up to be done as per the schedule.
- Ensure smooth day to say operation.
- Maintaining and tracking of all the House Keeping consumables report as per the required and do the best to avoid extra consumption.
- Keeping proper track of service deliverables and meet client satisfaction
- Attend relevant training sessions and provide on-the-job training to team members.
- Arrange and co-ordinate schedules and rosters pf staffs.
- Ensure correct and safe work practices are known and followed.

Core Skills

- Time Management
- Decision- Making
- Leadership
- Creativity
- Persuasion
- Goal Oriented
- Openness to Criticism
- Adaptability

Character References

Available upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and belief. I am sure I would be suitable to do any work that would challenge my intellect and calibre.


Nicholas Fernando