

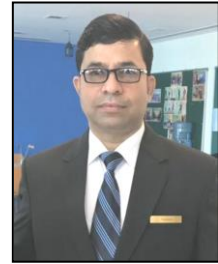
# Curriculum Vitae

## Tanzeem Alam Khan

Job Affected by Covid-19

### Personal Data

Current Location : Manama, Diplomatic Area Bahrain  
Nationality : Indian  
Date of Birth : July 01, 1975  
Civil Status : Married  
Languages Spoken : English, Arabic, Urdu Hindi,  
Mobile : +973 35589877   
Home : +918546021753  
Email : [Talam\\_khan@yahoo.com](mailto:Talam_khan@yahoo.com)  
Email : [Tanzeem@thdomainhotels.com](mailto:Tanzeem@thdomainhotels.com)



### Career Objective

Seeking a Challenging position in Engineering excellence with dedication, proactive approach, positive attitude and passion towards the work that will fully utilize my logical and reasoning abilities in the best possible way for the fulfilment of the organizational goals.

### At present Works Activities

**The Domain Hotel and Spa, as Engineering Manager Pre-Opening on** June 18, 2013

- 131 Luxury suites fully operated with touch system R.M.S.
- 7 restaurant all lighting controlled with touch screen
- 6 Meeting rooms full dimming lighting system
- With 2700sqm. Spa/ Health club with full latest equipments.
- Reporting to Operation Manager and GM
- Prepared departmental SOP with the full instruction following with safety hazard guidance of engineering operation.



### Responsibilities & duties:

- Pre-Opening handing over critical paths snagging and follow-up activities.
- Installation and maintenance of the architectural, mechanical, electrical & civil systems within the hotel property work ongoing.
- Strong Follow-up for Annual and Maintenance Contractors with outsources companies for maintaining the property following with AMC schedules.
- Coordinate all schedules, inspections and preventative maintenance of all property systems which is under AMC.
- Attending personally guest complaints & communicating with guests in a professional manner to understand their genuine needs.
- During morning briefing and effectively communicating with all HOD's for issues if any urgent need to resolve.
- Manage property energy management / conservation program.
- Coordinate, monitor and inspect the work of all department staff, contractors and outside manpower sources to be manage if hotel need ASAP.
- Handle guest maintenance requests in a timely and professional manner.
- Maintain accurate and effective files and being familiar with SOP operational

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manuals, service agreements and equipment warranties also.

- Act as property emergency contact person and Manager on Duty as necessary.
- Ensure property health and safety.
- Maintain a personal program of learning and growth.
- Operation and Maintenance of all types motors all lighting items.
- Maintenance of R.O Water Treatment and Plant electrical control panels.
- Operation and Maintenance of Chillers following with company.
- All types' fire alarm and firefighting system maintenance etc. jockey pump, fire hydrant, sprinkler, smoke detectors etc.
- Perform routine maintenance to determine damages, repairs and replacements.
- Support in developing preventive maintenance and energy conservation programs.
- Plan, coordinate and execute renovation projects as required.
- Assist in employee recruiting, training, performance evaluation, and termination and promotion activities.
- Ensure that building structures and all mechanical and electrical systems are in good and safe conditions.
- Ensure that engineering team uses equipment safely and efficiently to avoid accidents.
- Manage all expenses within the allotted budget.
- Communicate overall condition of engineering systems to Chief Engineer on regular basis.
- Assist engineering staff to process guest complaints promptly and accurately.
- Recommend cost-effective solutions to maintain building structures and related systems.
- Ensure that work area is maintained clean, safe and organized.
- Educate team on safety regulations, engineering policies and purchasing procedures and other hotels standards.
- Oversee recycling and waste disposal programs.
- Prioritize, plan and assign daily work duties to engineering staffs.
- Order and stock the maintenance supplies to avoid any shortages.

### Office and Admin Job Skills

- Payroll system
  - Materials control FMC
  - Hotel Management Opera
  - MS Office
  - [Data Entry](#)
  - [Billing](#)
  - Scheduling
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- Office Equipment
  - QuickBooks
  - [Shipping](#)
  - Sales force & marketing support
  - Calendar Management

### Engineering & Technical Skills.

- CAD operating and editing.
- [Design](#)
- STEM Skills
- Wonder-share Filmora
- Photoshop
- Prototyping
- [Testing](#)
- Troubleshooting
- Project Launch
- Lean Manufacturing
- Workflow Development
- Computer Skills
- Budgeting
- Project Management
- Professional demeanour and attitude.
- A fast learner who can quickly understanding and articulate new technologies and processes.

### Interpersonal Communication quality

- Verbal Communication
  - Effective Communication
  - Active Listening
  - Critical Thinking
  - Problem-solving
  - Adaptability
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- Creativity
  - Guest Service and scouting
  - Guest counselling
  - Decision Making
  - Management
  - Leadership
  - Organization
  - Public Speaking
  - Teamwork
  - Conflict Management
  - Conflict Resolution
  - Research
  - Flexibility
  - Integrity
  - Time Management
  - Risk Management
  - Analytical Thinking

### CAREER HISTORY

01<sup>st</sup> March 2004

#### Anwar Al Madinah Mövenpick Hotel



#### **Engineering Coordinator + Administrator + Purchasing Coordinator.**

**Moevenpick Hotel Property Details** Two towers 14th floors alternate floors, connected together. Total number of rooms 1127 guest rooms and 84 different types' suites & three Penthouses. Three floors shopping centre containing 110 shops, Three underground floors as a parking enough for 300 cars, Complete floors with total areas 8000 Sq meter, containing 7 different types of restaurants enough for average 2000 guests per meal. Two new kitchens and preparation area exist in the basement-4 area.

#### **Main Duties:**

- Under the general supervision thru Director of Engineering Mr. Hatem Tantawi. takes the overall responsibility for performing secretarial and office duties (Strong follow-up, Required all hotel related technical items, Filing, Scheduling,
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Word Processing, Data Entry, etc...) keeping confidentiality concerning matters and information channeled through the office.

- Coordinate a wide range of administrative functions and provide admin support to the engineering team.
- Receives, opens, sorts all incoming mails and e-mails and dispatches outgoing mails.
- Maintain the Operations diary and report relevant information to daily meetings, project team activities, and weekly staff meetings; and minute the same.
- Manage, organize, and update relevant data using database applications
- Assist in preparation of the staff rosters and payroll.
- Communicate effectively with all other departments.
- Attend meetings, training sessions and any other required meeting or training session.
- Assist establish and/or communicate; follow up as appropriate to ensure timely execution to meet established deadlines.
- Preparing departments Utility and R&M month ends reports.
- Create reports and presentations using spreadsheet, and PowerPoint.
- Manage stationery for the department ensuring sufficient supply at all times.
- Responsible in raising purchase request with proper specifications & estimations & following up for all engineering related articles.
- Engineering Stores components, maintain the stocks of each item and update stocks on regular basis and responsible for issues and inventories.
- Receives maintenance orders (an official form, signed with date and time and clear written order explanation) from housekeeping department or other hotel department, registers them in a workbook then distributes them, each to the specialized technician.

### • CAREER HISTORY

Zamil Air-conditions Company  
SALES COORDINATOR Yanbu Branch KSA.



Sept 2012-April 2013

### Duties;

- Managing all the sales related activity of the company.
  - Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
  - Writing up accurate and grammatically correct sales correspondence.
  - Tracking sales orders to ensure that they are scheduled and sent out on time.
  - Effectively communicating with customers in a professional and friendly manner.
  - Ordering and ensuring the delivery of goods to customers.
  - Supporting the field sales team.
  - Ensuring that staff uniforms and personal appearance are always clean and professional.
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- Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
  - Organising sales promotional campaigns.
  - Contacting potential customers to arrange appointments.
  - Speaking with customers using clear and professional language.
  - Resolving any sales related issues with customers.
  - Completing the administrative needs of the Sales Department.
  - Making follow-up calls to confirm sales orders or delivery dates.
  - Responding to sales queries via phone, e-mail and in writing.
  - Accurately analyzing and assessing statistical data. Zamil Air-conditioning Company.

### KEY SKILLS AND COMPETENCIES

#### Professional

- Customer service experience in an office setting.
- Can calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Strong ability to multi-task, prioritize and execute.
- Ability to perform under pressure and stressful conditions.

#### Personal

- Professional demeanor and attitude.
- A fast learner who can quickly understanding and articulate new technologies and processes.

### AREAS OF EXPERTISE

- Customer service  
Organising staff  
marketing campaigns

### EDUCATION

<b>1995</b>	Allahabad University U.P <b>Bachelor Art in English, Philosophy</b>
<b>1990</b>	Computer Diploma in Programming and Hardware. Electrical Engineering Diploma.

### Skills

- Outgoing personality with ability to communicate fluently with guests and colleagues.
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- Strong Communication Skills.
- Passion and ability to stimulate ideas and implement them.
- Flexible to work in shift.
- Able to quickly learn and adapt to a new work environment.

### TRAININGS PREVUE & LATEST

- High Impact Service with EI & NLP.
  - Business Ethics
  - Administration Skills
  - Telephone Etiquette
  - Food and Beverage Materials System (FBM System)
  - DYNAWIN System (Preventive Maintenance)
  - Fire & Safety
  - Fire Awareness
  - Dynamic Communication Seminar
  - Challenges in Hospitality and Tourism Business
  - Food and Beverage Materials System (FBM System)
  - DYNAWIN System (Preventive Maintenance)
- ACHIEVEMENT CERTIFICATES**
- RMS & BMS managements systems
  - Dynamic Communication Seminar
  - My Performance Review Training seminar 2009.
- Challenges in Hospitality and Tourism Business**
- HACCP for playing an effective role in achieving.
  - Success fully completing Sustainability.
  - Conductive Performance Review Program.
  - Safety & Security from Civil Defence KSA Government.
  - First aid & Safety & Security from Saudi Government.
  - Guest Courtesy appreciation certificate from South African Consulate General through guest.
  - End of Service Appreciation Certificate.
  - Hotel Clearance Certificates.
  - Civic Welfare Training Service Components of the National Service. Five Years Best Achievement Success full completing Award.
  - Excellent Performance in the Peak Season 2009.
  - Excellent Performance in the Peak Season 2010.

### • CAREER HISTORY

#### Operation & Maintenance Saudi Binladin Groups



Jan 1996 Past

**Work Control Centre in charge** Worked in Makah Al Mukarrama @ Azizia Ministry of Interior as housekeeping Senior Supervisor with full responsibilities.

1998 – Transfer to Al Madinah as Data Entry Operator & Secretarial work following with I.T trouble shooting support with Saudi Bin Laden Group, Al Medina Haram Car parking Haram Basement, Chiller plant, Cleaning Projects. • This group is the main contractor for the maintenance and operation activities for the holy Masjid Nabvi of Medina "Prophet Masjid" covering an area of 200000sqm able to house one million prayers; the project provides 4500 car parking spaces. My tasks in this Large Scale Project includes

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the implementation of Computerized Maintenance Management System "CMMS" Controlling by Maximo, system to monitor and tracking all the maintenance activities for preventive and corrective maintenance and updating all location inside the oracle system alone working continue same project until 2004 as IT administrator.

### Achievement Certificates from "SBG O&M"

- Training Certificate of Introduction of Maximo use. (Maximo User Skilled) for huge comp.
- Training Certificate of Material management Purchasing School.
- Training Certificate of Material management Inventory School.
- Training Certificate of Microsoft Word/Word Processing.
- Training Certificate of Introduction to Computer and Windows.
- Certificate of EMPLOYEE OF THE MONTH. Haram Masjid Nabvi Haram Basement.
- Certificate of EMPLOYEE OF THE YEAR. Masjid Nabvi Haram Basement & Car parking.
- Building Controlling System with "Maximo" & Citrix Operating System.
- Hardware, Software & Internet Email Services with Troubleshooting.
- Windows and hardware installation & software troubleshooting expertise.

### Systems

- Work Control System
- Oracle System
- Payroll System
- Microsoft Office & all application learning and giving training to staff (Word, Excel, PowerPoint) and installation and fixing issues.
- Micros & Opera, FMC, System (Property Management System)

### REFERENCES

Mr. Ahmed Abdul Halim Cluster Chief Engineer  
Ramada Hotel Bahrain.  
Contact No: 0097338226237  
E-mail [Ahmed\\_Halimo@yahoo.com](mailto:Ahmed_Halimo@yahoo.com)

Mr. Stephen Daniel cluster Director of Sales (X Assist. General Manager of Domain Hotel & Spa)  
Ramada Hotel Bahrain.  
Contact No: 0097339147782/66393053  
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Name & Signature