



Abdelrhman Mnajaa

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OBJECTIVE

- An experienced MIS and CAFM from software engineering and customers service background in tourism sector, with invaluable coordination experience. Highly focused with a comprehensive knowledge and understanding of various sectors such as operations, estates, technical services, asset, or property management.
- Abilities to get along with both work colleagues and senior managers, currently looking for a suitable IT Assistant (MSCA Courses), MIS, Customer care related position.

EDUCATION

Software Engineering

AHU University • Maan, Jordan

Mar 2011 - Mar 2016

SKILLS

KEY SKILLS AND COMPETENCIES

- Contributing in Assets List generation by doing onside survey and matching ASBuild and Final Drawing Design and BOQ with Actual Assets and Locations in addition to type ,serial and manufacture etc..
- Planned Preventive Maintenance (PPM) Report generation including Tasks As shown in O&M Manual, Assets Datasheet and Catalog for Main & Sub Assets Like: Pumps(DHP(Centrifugal) ,PDP), Valves (Gate,Check,motorized etc.) , Calorifier,heaters, Sand filter, for all system (Domestic, Fire and Irrigation and Solar and pool System) in addition to FCU &AC for HVAC System.
- Corrective Maintenance (CM) Report on daily basis.
- Keeping senior management informed of all changes in my areas of responsibility.
- Able to liaise with QHSE, Security, MEP, HK, LS etc.
- Liaise with and source suppliers for maintenance services. Overall responsibility for documents controlling.
- Responsible for reporting all issues related to: HVAC, MEP, Building/Civil Works etc

WORK EXPERIENCE

CAFM

MAB facility Management • Aqaba, Jordan

Duties:

Aug 2019 - Present

- Responding appropriately to tenant's emergencies or urgent issues as they arise.
- Coordinating with MEP, HK, and LS team to cover various areas.
- Responsible for the following up provided services and tenant's feedback.
- Responsible generating maintenance repairs and services reports.
- FM assistance by coordinating with other service providers "BMS" and creating several reports like: Quotation trackers, Staff allocation
- Checking that work completion by staff.

AREAS OF EXPERTISE

Property management assistant Customer care Report and contracts Maintenance knowledge
ERP Systems Draft any business management related report.