

Joy Anthony Rodrigues

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Facilities Management

Dynamic and results-driven industry professional with over 16 years' diversified experience. Significant exposure in providing strategic management and oversight of multiple facilities to achieve optimal planned levels of operations, efficiency and maintenance through a dedicated qualified staff. Seeking a challenging senior position with a reputed organization to utilize acquired skills and expertise, and contribute to the organizational growth.

- Successful in efficient and effective delivery of facilities services, implementing safety policies, overseeing security, maintenance, handling emergency operations and ensuring legislation compliance.
- Expertise in providing oversight and administering all bank properties, facilities, office service operations and maintenance by working closely with senior management, contractors and government agencies.
- Skilled in managing third party service providers, negotiating best deals, resolving issues relating to facilities service contracts and ensuring contract compliance both financially and within the scope of services agreed upon.
- Proven skills in managing and developing a high-performing team to achieve operational excellence.
- Ability to multi-task effectively under pressure in a fast-paced, growing environment.

Core Competencies

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|-------------------------|-----------------------|------------------------------|
| • Facilities Management | • Inventory Control | • Customer Service |
| • HSE Management | • Contract Management | • Records Management |
| • Maintenance | • Cost Reduction | • Team Building & Leadership |
| • Project Management | • Procurement | • Staff Development |

Professional Experience

There 4 You Tourism, Goa – India (Nov 2021 – Sept 2024) Property Manager

Highlights:

- Responsible for overall facilities management and customer engagement activities related to the managed properties, including owned properties.
- Manages the budget and keep tracks on all facilities and maintenance spending, identifies, troubleshoots, produces scopes of work, specifications, and oversee Capital Expenditure maintenance and any relevant renovation activities.
- Ensure proactive maintenance check-ups including power supplies, alarm systems, AC, firefighting system, lightning, CCTV cameras, etc.
- Monitor Service Providers in delivery of services including Soft Services (Cleaning, Pest Control, Landscaping waste management etc.) ensuring work is carried out as per agreed SLA and prepare snag reports.
- Supervise activities within the assigned properties, conduct regular meetings with internal & external teams to monitor progress of activities and to ensure compliance with the agreed standards and requirements.
- Conduct regular site visits and promptly address identified issues.
- Monitor and maintain records of utilities expenditure and implement initiatives of sustainability (solar power, solar water heating, etc.) and utilities cost saving projects.
- Ensure customer complaints are timely and appropriately managed and closed to satisfaction.
- Support in smooth customer check-ins and check-outs, when required.
- Support with the coordination and execution of legal paperwork including lease agreement, government engagements for licensing, etc.

International Bank of Qatar, Qatar (Apr 2007 - Jun 2019) Facilities Officer (Apr 2009 - Jun 2019) Archive & Records Management Clerk (Apr 2007 - Mar 2009)

Highlights:

- Successfully set up 15 branches of the bank along with 62 ATM locations.
- Skillfully managed rebranding project from conceptualization to implementation in 2009.
- Rendered strategic support in setting up and managing data recovery center for the bank.
- Executed asset transfer to acquiring entity including evaluation, cost management, transfer of assets, documentation and management reporting.
- Conceptualized outsourced solution of virtual documentation center and its implementation.

Responsibilities as Facilities Officer:

- Managed maintenance, security and archiving activities of the bank ensuring smooth & seamless facilities operations.
- Led implementation of the departmental policies, procedures and standards related to maintenance, security and archiving while delivering a high-quality and cost-effective service to all customers.
- Interacted with bank staff, completed maintenance requirements, monitored alarm/data systems, and ensured that security procedures are being followed correctly across the bank.
- Directed and monitored facility repairs, installation, small construction remodeling, ground improvements, re-location of departments and maintenance projects.
- Ensured effective maintenance of mechanical and electrical facilities systems such as generators, UPSs, ACs, Lifts, etc.
- Supervised all maintenance activities in branches, ATM's and HO, ensuring compliance with required service level; identified and investigated maintenance issues, and reported to the Head of Department.
- Responsible for procurement and contract management; followed up with maintenance contractors/service providers for the supply and/ or installation of product/ services.
- Managed appropriate resource utilization, ensuring that premises are maintained cost effectively.
- Selected appropriate sub-contractors for work through accurate analysis of the service required; ensured that contractors timesheets are completed on time for all work done.
- Oversaw all activities related to the bank's security in compliance with bank's security standards & QCB requirements.
- Management of supplier payments.
- Ensured appropriate recording and storage of received documents for future reference and retrieval.'
- Ensured compliance with QCB procedures for retrieval and re-filing of documents.
- Monitored fire & safety procedures, and ensured that they are in accordance with QCDD; conducted fire drill at bank branches & head office.
- Coordinated with Civil defense department for approval of the premises as per law prevailing from 2010.
- Led the team and encouraged teamwork to achieve high performance standards and meet established targets.

Responsibilities as Archive & Records Management Clerk:

- Managed the receipt, storage, retrieval and disposition of banking records and information
- Collated documents to be filed from different departments and filed them as per the filing procedures of the bank.
- Maintained documents for 3 months at bank premises and then transferred to main archiving store.
- Liaised with GWC (Records Management Company) for transferring documents to archiving store; retrieved documents based on request from departments.
- Ensured that archive requests have been approved by concerned head of department, and ensured that all documents are retrieved back on time.
- Maintained and updated current functional classification structure, retention schedule and records disposition schedule and manages changes.
- Managed daily filing of documents in customer files; sorted and eliminated unnecessary documents.
- Consistently ensured compliance with all security and safety procedures of filing documents.

David Atkins Enterprises, Qatar (Aug 2006 – Dec 2006) Hub Marshal

Responsibilities:

- Provided assistance in planning, investigation and operational activities of the Transport Department of the company.
- Monitored transport costs, developed transportation relationships, and maintained records of all transport schedules.
- Efficiently set up and managed Transport Hub as per schedules and monitored movement of vehicles closely.
- Assessed and managed route variations as required; provided accurate location maps to drivers.
- Consistently maintained safety procedures with regards to operational process for crew and vehicles.
- Handled all escalations related to vehicles and drivers' issues; maintained good relationship with drivers.
- Conducted investigations to determine causes of transportation accidents and improved safety procedures.
- Organized and oversaw all health & safety checks and routine vehicle checks, and ensured adherence with both company and statutory requirements.
- Maintained updated knowledge of all transport legislation and procedures to ensure company compliance.

Previous Assignments

- Collections Specialist, Ocwen Financial Services, India (May 2004 – June 2005)
- Personal Server, Ritz Carlton Hotel, Qatar (Feb 2003 – Mar 2004)

Education

- AS Levels IGCSE, The English Modern School, Doha – Qatar (1999)
- Diploma in Hotel Management & Catering Technology, IIAS School of Management, India (2002)

Professional Certification

- Advanced Lean Six Sigma Yellow Belt: C.S.S.C.
- IOSH – Managing Safely
- Essentials of Fire Safety Principles – Green World Group (KHDA)
- First Aid at Work – Green World Group (KHDA)
- COSHH – Control of Substance Hazardous to Health – Green World Group (KHDA)
- Analysis of Accident & Incident Investigation – Green World Group (KHDA)
- ISO 14001:2015 Environmental Management System – Environmental Management & Sustainability – CPD Certified
- Integrated Management System Internal Auditor Training (ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)
- MOC - Management of Change in Process Safety – CPD Certified
- BBSM – Behavior Based Safety Management – CPD Certified
- HAZWOPERM – Hazardous Waste Operations & Emergency Response Management – CPD Certified
- HVAC Professional Certification – CPD Certified
- Applied Principles of Workplace Safety Compliance – The CPD Standards Office
- Disaster Management with Advanced Emergency Response Principles – The CPD Standards Office
- Sustainable Facilities Management - Marcus Evans – Qatar
- Fire Warden / First Aid Certification - Qatar International Safety Centre – Qatar
- Anti – Money Laundering Certification - Arab Academy for Banking & Financial Services – Qatar

Personal Details

Nationality: Indian

Date of Birth: 30th June 1982

Marital Status: Single

Languages: English, Hindi & Konkani