



# Gurinder Singh

## Objective:

Experienced Facilities Supervisor adept in bringing forth expertise in Facility Management. Proficient in various areas, sectors, and handling the soft and hard service team. Able to effectively self-manage during independent projects, as well as collaborate as part of a Facility team.

## Experience:

### *Amwaj Catering Services, Doha, Qatar*

*April 2022 to present*

#### **Facilities Supervisor**

- Handle Complaints of client's accommodation.
- Manage the Database of client complaints using the CAFM system.
- Handle hard & soft service teams.
- Check and inspect the sites.
- Provide work reports to management.

### *Ejadah Asset Management Group, Dubai, UAE*

*June 2018 to May 2020*

#### **Facilities Coordinator**

- Register building complaints of Electrical, Plumbing & HVAC.
- Customers handling and resolving their problems.
- Inform soft & hard service teams about work procedures.
- Coordinate with clients and management.
- Create quotations and send them to clients.

### *Punjab Institute of Medical Science, Punjab, India*

*August 2010 to June 2018*

#### **Engineering Electrician Technician**

- Worked in the engineering department of a charitable hospital.
- Monitor the control panel's activities.
- Manage the Plumbing and Electrical store.
- Installation and replacement of Plumbing and Electrical equipment.
- Default the issues.

## Projects:

### *Engineering General Services, Mowasalat (Govt.), Qatar*

*April 2023 to present*

#### **Facilities Supervisor**

- Look after the manpower accommodation.
- Manage all the accommodation facilities.
- Handling soft and hard service team.
- Grievance record and update to the department.
- Attend all the meeting that organized by Mowasalat.

## Contacts:

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## Leadership Skills:

- Team leading.
- Supervisory.
- Critical thinking.
- Communication.
- Rectify the problems.

## IT Skills:

- Installation of N- computing.
- LAN Networking using TIA & EIA.
- Dressing the LAN cables.
- Installing the routers & switches.
- Installation of operating system.

## Technical Skills:

- Using IBM Maximo Application.
- Knowledge of PPM methods,
- Time management.
- Installing DVB sharing servers.
- Installation of computer hardware.

## Facilities Skills:

- Complete project on time.
- Manage clients and their problems.
- Customer service.
- Website Editor.
- Analysis work before finished.

## Achievement:

- Customer attention increase to 65% to 90%.
- Maintained a 93% satisfaction rating over 24 months.
- Reduced spent on buying new tools by 20% using old tools.
- Work order closing & improved closing rate by 31% in a half year.
- Reduced time spent on written work by 20% reorganizing the excel files.

## Activities:

- Provide guidelines to juniors.
- Supply chain management.
- Customer service management.
- Material supply and demand.
- Create plan to utilize work location.

## Interest:

- Working on screen.
- Solving the problems.
- Complete the pending work.
- Create professional atmosphere.
- Inspect and track the performance.

## Language:

- English.
- Hindi.
- Punjabi.

*FIFA World Cup 2022, TBS, Mowasalat (Govt.), Qatar  
April 2022 to March 2023*

### Facilities Supervisor

- Handling manpower and accommodation.
- Update the check-in and check-out time sheet.
- Head count and utilize the master list.
- Manage the soft and hard service team.
- Attend the TBS departmental meetings.

## Education:

### Master of computer applications (MCA)

*Lovely Professional University, Punjab, India  
November 2014 to December 2016*

#### Achieved 6.0 CGPA

- Asp.net project with DBMS.
- Computer Language understanding.
- Database management system.
- HTML webpage create & customization.
- LAN Networking.

### Bachelor of Science in information technology (BSc-IT)

*Punjab Technical University, Punjab, India  
September 2011 to October 2014*

#### Achieved 70.79 percentage

- Computer operating system installation.
- Computer hardware analysis.
- Encryption of information.
- Troubleshoot computer application errors.
- Wire & wireless networking.

## Duties and Responsibilities:

- Create a work order in the IBM Maximo Tivoli application.
- Maintain all database of payments and update log in Maximo.
- Work order closing as well as updating all information regarding work.
- Uncommon ability to deal with contractors, and customers in a positive way.
- Develop and implement maintenance processes and procedures.

## Declaration:

Hereby, declared that all the above information presented is true and that any false information submitted in support of the application will invalidate the application.