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### **Personal Profile**

Self-driven, results orientated with a positive outlook and a clear focus on high quality and business profit. A Natural forward planner who critically assesses own performance. Mature and credible, Reliable, tolerant and determined. Empathic communicator, able to see things from the other person's point of view. Well-presented and business-like. Keen for new experience, responsibility and accountability. Able to get on with others and be a team-player.

### **Career Objective**

With experience in Both Facilities Management and Retail Management working with CAFM and SAP systems I have extensive knowledge of various platforms and programs. I have built great working relationships with member of all organisational structures and gained an understanding regarding all aspects of the current role, I am currently working within a Housing Association primarily focusing on Compliance and assisting with the reporting and the billing of all Reactive and Planned works along side Coordinating a small help desk team.

I hold a Full Clean Driving License

### **Educational Background**

Our Lady and St. John RC High School  
11 GCSE's all B and above that include Maths and English.

### **Work Experience**

#### **2022 – Current – Business Support Coordinator – Places for People Ltd**

##### **Responsibilities**

- Overseeing a Business Support Administration Team with Scheduling Planned and Reactive Maintenance works both Compliant and Non Compliant.
- Supporting the Business Support Manager and the higher SLT with ad hoc tasks and reports.
- Completing Weekly and Monthly reports from the in-house CAFM System.
- Liaising with internal Management teams, clients and contractors to ensure contracts are signed in accordance with corporate governance and appropriate purchase orders are secured and filed.
- Liaising with Finance to ensure invoices are accurate and are received by clients in a timely fashion.
- Co-ordinating meetings, project team calendars and minute taking including a 6 weekly planner for maintenance technicians over 48 sites.
- Supporting external meetings, workshops and training
- Telephone, email and in-person liaison with colleagues, clients and key opinion leaders
- Meeting any agreed deadlines with the internal SLT
- Communicate with appropriate Lead/Consultants in a highly professional, transparent and reliable manner
- Managing a Door Access system for multiple internal offices.

## **2016 – 2022 – Projects and Administration Coordinator – Equans Services Ltd**

### **Responsibilities**

- Scheduling and generating invoices and ensuring project financials fully reconcile
- Completing statement of work (SoW) templates and contract variation documentation
- Liaising with clients to ensure contracts are signed in accordance with corporate governance and appropriate purchase orders are secured and filed
- Liaising with Finance to ensure invoices are accurate and are received by clients in a timely fashion
- Co-ordinating meetings, project team calendars and minute taking
- Supporting external meetings, workshops and training
- Telephone, email and in-person liaison with colleagues, clients and key opinion leaders
- Meeting any agreed deadlines with the Project Lead/Consultant
- Communicate with appropriate Project Lead/Consultant in a highly professional, transparent and reliable manner
- Project resource allocation

## **2015 – 2016 – Site Administrator – Engie Services Ltd**

### **Responsibilities**

- Running WIP reports on SAP for financial reporting and working with the Finance Business Partner to help minimise loss and boost profits
- Working with CAFM system (Maximo) to input data and Purchase Orders and pulling information from the reports
- Producing invoices for the client on monthly basis for Fixed Fee and Sales
- Processing of Variations, Lifecycle and Small works including Billing
- Receipting and Invoicing of goods via the Coupa PO system
- Assisting Account Lead with WIP and P&L figures
- Processing of Drawdown requests and liaising with the client for sales income

## **2012 – 2015 – Sales Administrator – J&B Electric Power tool Co.**

### **Responsibilities**

- Online and Telephone based inbound and outbound sales
- Merchandising and arranging stock
- Managing Suppliers and Clients accounts
- Running an embroidery and customization department
- Processing online and PDQ Terminal payments and refunds

## **2010 – 2012 – Store Manager – That's Entertainment**

### **Responsibilities**

- Running the store on a daily basis
- Handling the opening and closing of the store
- Managing a team of staff with KPI's and appraisals
- Overall Maintenance and merchandising of the store
- Processing large deliveries on a daily basis

## **2005-2010 - Store Manager – GameXchange UK Ltd**

## Responsibilities

- Overall Maintenance and merchandising of the store
- Managed all operation at store including hiring, training, planning and evaluation of staff
- Improved sales and marketing procedures and attained highest growth in sales
- Handling the opening and closing of the store
- Increased sales and ensured High profits

## **2004-2005 – Technician – Bowlplex**

### Responsibilities

- Maintenance of bowling lanes and machinery
- Customer service
- Reception Sales
- Use of Fork Lift and Pump trucks.

## **2003-2004 – Scrap Metal Worker – Frank Barnes Ltd**

### Responsibilities

- Sorting of metals and mixed materials
- Maintenance of heavy machinery
- Use of Yard vehicles

## **Skills**

- Excellence in customer service
- Excellent Trainer and supervisor
- Creating merchandising strategies
- Problem solving skills
- Numeracy skills
- Written and verbal communication skill

## **Hobbies and interests**

For almost 8 years I have taught myself Website Design & Development, Mobile Application and Video Game Programming using various Languages which I do in my own time as a Hobby / Small Business, The skills I have learnt from this has had a huge impact on the way I work including my presentation of work and attention to detail.

**References available upon request**