TAREK ABDELFATTAH ZAKI

CAFM Administrator | Help Desk & Facilities Technology Specialist | Python Automation

📍 Al Dhafra Region, Abu Dhabi

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Professional Summary

FM Administrator with strong experience in CAFM/CMMS systems (SEHA FM – Auberon Technology). Skilled in asset management, SLA monitoring, preventive and corrective maintenance, automation, and reporting. Strong ability to support operations, ensure compliance, and deliver accurate data-driven insights.

Work Experience

CAFM / FM Administrator

Al Mazroui Supplies Contracts & Maintenance Company LLC – Liwa Hospital, Abu Dhabi, UAE
Apr 2023 – Present

• Manage CAFM/CMMS system (SEHA FM – Auberon Technology) for asset registration and maintenance.

• Assign, monitor, and close work orders with supervisors and technicians.

• Track SLA performance and produce KPI reports.

• Maintain accurate asset and maintenance data across multiple sites.

• Provide system support and training to users.

• Build Excel/Power BI dashboards for PPM and SLA compliance.

• Ensure compliance with contractual, HSE, and quality standards.

Help Desk & CAFM Operator

Liwa Hospital – Abu Dhabi Health Services Company (SEHA)
Jan 2021 – Mar 2023

• Operated SEHA CMMS for service requests, complaints, and asset tracking.

• Monitored work order lifecycle and SLA compliance.

• Provided first-line CMMS support for supervisors and technicians.

• Prepared daily and weekly management reports.

• Acted as the first point of contact for maintenance service requests via phone, handling calls as a maintenance service representative and ensuring proper logging into the system.

Technical Skills

• CAFM/CMMS: SEHA FM (Auberon Technology), IBM Maximo, Concept Evolution, Archibus, SAP PM (quick onboarding to other CMMS)

• Reporting & Data: Excel (Advanced, Power Query, Pivot Tables, VLOOKUP), Power BI, Google Data Studio; standardized CSV templates

• Helpdesk: Ticketing systems, SLA escalations, Outlook (shared mailbox)

• Collaboration & Docs: SharePoint, Microsoft Teams (templates, versioning)

• HRMS basics: timesheets, leave workflows

• Automation: Python (Playwright, Selenium, Pandas), Google Apps Script

• Networking & Systems: pfSense, Debian, FreeRADIUS, VMware/Proxmox

Education

BSc in Computer & Management Information Systems
Higher Institute of Computers & IT, Tanta, Egypt | 2012

Certifications

• CAFM/CMMS Systems Training (SEHA FM – Auberon Technology)

• Preventive Maintenance & Facilities Operations

• Python for Automation Projects

Languages

• Arabic: Native

• English: Professional Proficiency

Key Projects

• FixFlowBot (Telegram-based CMMS Alternative): Built and deployed a reporting system integrated with Google Sheets & Drive.

• Automation: Developed Python scripts for various tasks.

Personal Details

• Date of Birth: 13 March 1991

• Nationality: Egyptian