

TAREK ABDELFAH ZAKI

FM Admin Specialist | 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 Admin

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

Mar 2024– 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 2023 – Mar 2024

- 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), 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

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

- Automation: Developed Python scripts for various tasks.

Personal Details

- Date of Birth: 13 March 1991
- Nationality: Egyptian

