

Mahmoud AL Omari

Personal Details:

- Nationality: Jordanian.
- Marital Status: Married
- DOB: 20th Feb 1982
- Address: Riyadh – KSA
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- Email address: malomari1982@hotmail.com
- JOR , KSA valid driving license.
- Visa Status: Iqama



Objectives:

To obtain a career-oriented position in a professional, progressive organization whereby mutual growth and prosperity is underlined. Execution of duties to the best of my abilities and establish apposition of trust, prosperity, and confidence within the company.

Profile:

- Excellent teamwork, function well under pressure.
- Ability to interface with clients and understand their needs.
- Able to learn and apply quickly and efficiently.
- Ability to work individually or with group.
- Team Player, Dynamic and self-motivated.
- Good understanding of business requirement in changing environments.
- Excellent influencing and interpersonal communication skills
- Problem Solving.
- Leadership Skills
- Enthusiastic Team Member and Motivator
- Perseverant and Strong Commitment towards Achievement of Goals.

Educations:

- **2000-2002;**
Hotel Management Diploma from Amoon College in Amman – Jordan.
- **1998-2000;**
High school in Hospitality and tourism education – IBen Rushid high school in Irbid -Jordan.
- June 2020 – PMP course for (36hrs) completed.

Languages:

- Arabic - mother tongue.
- English – Excellent (spoken – writing – reading).


Work Experience:

- ✚ **Lavender Flavor Company – Riyadh – KSA.**
CEO Office Manager and PA – Sep 2019 – March 2020.

- ✚ **Al Hayat Investment company – SPORTA fitness equipment, Jeddah – KSA**
Area Manger (Western Region) - 01 Oct 2018 – 11 March 2019.
 - Restructuring and executing the business of the branch, acting as project manager step by step with the contractor.
 - Expand the marketing for the company on the region.
 - Build strong network to introduce the company in the region.
 - Looking after the sales team and their daily work progress and achievements.
 - Trainings and development for the team members.
 - Support the team in all their inquiries and needs.
 - Plan the best practices for the team members on their daily work

- ✚ **Al Hayat Investment company – SPORTA fitness equipment, Riyadh – KSA**
Key Account Manager
14 Jan 2018 – 30 Sep 2018
 - Developing a solid and trusting relationship between major key clients and company.
 - Resolving key client issues and complaints.
 - Developing a complete understanding of key account needs.
 - Anticipating key account changes and improvements.
 - Managing communications between key clients and internal teams.
 - Managing account team assigned to each client.
 - Strategic planning to improve client results.
 - Negotiating contracts with client and establishing timeline of performance.
 - Establishing and overseeing internal budgets with the company and external budgets with the client.
 - Collaborating with sales team to maximize profit by up-selling or cross-selling.
 - Planning and presenting reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training.
 - Meeting all client needs and deliverables according to proposed timelines.
 - Analyzing client data to provide customer relationship management.
 - Expanding relationships and bringing in new clients.

- ✚ **Al Hayat Investment company – SPORTA fitness equipment , Khobar – KSA**
Eastern Region Area Sales Manger
01 August 2016 – 14 Jan 2018
 - Structure and execute of the branch from sketch, acting as project manager step by step with the contractor.
 - Sales & marketing for the company on the region.
 - Build strong network to introduce the company in the region.
 - Looking after the sales team and their daily work progress and achievements.
 - Trainings and development for the team members.
 - Support the team in all their inquiries and needs.
 - Plan the best practices for the team members on their daily work.

 **Al Hayat Investment company –Lavender Flavor Co. Riyadh – KSA**
Purchasing Manager -
03 Jan 2016 – 30 July 2016

- Develop, lead and execute purchasing strategies
- Track and report key functional metrics to reduce expenses and improve effectiveness
- Craft negotiation strategies and close deals with optimal terms
- Partner with stakeholders to ensure clear requirements documentation
- Forecast price and market trends to identify changes of balance in buyer-supplier power
- Perform cost and scenario analysis, and benchmarking
- Assess, manage and mitigate risks
- Seek and partner with reliable vendors and suppliers
- Determine quantity and timing of deliveries
- Monitor and forecast upcoming levels of demand

 **SWEETT Group (Cyril Sweett Ltd) - Abu Dhabi – UAE**
Facility Manager
July 2013 – November 2014

❖ **Project Management**

- Managing project activities involving working out various requirements with respect to utilities, machines, manpower & monitoring overall project operations for ensuring timely completion.
- Planning and effectuating new projects and fit out works preventive maintenance schedules of various machineries and instruments to increase machine up time and equipment reliability.
- Handling the tasks of the facility management hard and soft services day to day operations following the sections – mechanical, electrical, plumbing, civil, fire alarm system, emergency lighting system and building management system.

❖ **Facility/ Infrastructure Management**

- Assessing as well as suggesting on property relocation.
- Liaising with the architects & consultants for technical specifications & project commissioning.
- Spotting out ways of improving the energy efficiency and suggesting the effective use of space.
- Planning facilitate changes in working procedure, forms, practices, workflow, personnel assignment, and equipment.
- Verifying that the items recorded under equipment code on company's books are physically present at the site listed on the e-portfolio report or by noting where the item is as well as final disposition of the equipment.
- Lead and develop Asset Management procedures; - Oversee the planning and scheduling of all resources to deliver services.
- Gather and link information, resolve discrepancies and make strategic recommendations.
- Develop and control profits, plans and budget.
- Managing the sub-contractors and arranging the quotations and AMC proposals.
- Controlling the work of foreman's supervisors and technicians & Purchase of material to ensure completion of the project.
- Preparing the monthly report.
- Preparing the planned preventive maintenance schedules.
- Manages capital asset maintenance.
- Establish and monitor overall performance for production and quality standards.
- Provide Leadership and training to accomplish the company goals and objectives.
- Develop and track annual work plans, lead the development of annual budgets and manage.
- Oversee all project procurement activities.
- Initial Planning and Cost Estimates for any Fit out Works new projects.

❖ **Operations & Maintenance:**

- Executing planning, preventive & predictive maintenance to increase equipment reliability & availability.
- Overseeing maintenance of life safety systems of buildings & ensuring immediate report and rectification of any major defects.
- Preparing Gap Analysis, identifying areas of bottlenecks/ breakdowns and taking steps to rectify the equipment through application of troubleshooting tools like root cause analysis.
- Executing cost saving and energy saving techniques/measures and modifying system to achieve substantial reduction in O&M expenditures and work within the budget.
- Budgeting for repair and maintenance, refurbishment and replacement works.
- Preparing operating & capital expenditure budgets; managing operations within the budgets.
- Improving the existing processes & suggesting new technologies that benefits facilities & operations.
- Coordinate and Manage subordinates, facilitate interdepartmental communication and allocate tasks and resources as needed.

❖ **Human Resource Management:**

- Implementing policies for manpower planning, selection, induction, orientation & development in organization.
- Ensuring proper documentation and updating of records including Attendance, Leave.
- Monitoring the performance of multi-skilled work force and conceptualizing need-based training programs to enhance their efficiency & productivity.

✚ **RAK BANK – Dubai**

April 2011 – July 2013

Position: collector & MIS Analyst: MIS Analyst and collector.

✚ **APCOA UK LIMITED – ADNEC**

April 2009 – Oct 2010

Position: Parking & System Operational manager

- Oversee the daily operation of the Car Park and implement the client's operational requirements.
- Execute the car park operational plan (staff positions and staff adequately aware of their responsibility).
- Comply with the client's and the company Health and Safety policies.
- Follow the car park operating procedures and safeguard the welfare of staff and car park users by running efficient and effective operations.
- Resolve client /visitor complaints and keep record of all incident and issues.
- Prepare monthly operation reports or when its required.
- Monitor stock levels relating to parking supplies (tickets, uniforms, consumables, etc) as per company budget.
- Responsible to overview cash collection procedures and deposit to client's bank as per accounting procedures.
- Keep abreast the functionality of the car park equipment installed in coordination with site equipment engineers.
- Recruit, train and appoint staff with the approval of the company operations management and co-ordinate with the company's main administration unit, accounts, and technical departments.
- Acting on behalf of the contract manager while he is on business trip or out for meetings.
- Prepare traffic plans for the upcoming events.

✚ **Castles Plaza Real Estate:**

Feb 2008 – March 2009


Position: property sales & leasing consultant.

 **Hamptons international Dubai: (subsidiary of Emaar properties)**

June 2006 – Oct 2007

Position: Leasing and Property Management Executive:

- Preparing monthly MIS reports to the management such as renewals in that particular month, rental increases, break leases, refunds of security deposit and new move-ins, market survey, lease contracts, receipts, for accounts by using Oracle system.
- Ensure that the properties are listed are available in daily basis.
- Prepare the required daily, weekly, monthly reports and submit it to the management.
- Dealing directly with FM department as well as the contractors and sub-contractors in all related issues to the maintenance, property facility, equipment, performance of contractors and office keep up.
- To provide an efficient and courteous service to all customers (owners, residents, visitors) and assist in setting up and operating soft service.

 **Emaar Properties: (Handover department)**

March 2004 – June 2006

Property Handover Executive:

- Make sure all the keys are ready for handover.
- Prepare all the manuals for the projects and keep it ready.
- Ensure that the handover lists and all the fact sheets are available to insure smooth moving.
- Make sure that the clients are fully satisfied and happy.
- Solve the problems which we are facing on the same time.
- Do the show around for the clients if it's required and do the snagging for their property.
- Ensure that the daily report is field and ready.
- Ensure that all the required documents, gifts, Keysetc#, are ready all the time.
- Attend the orientations with/without the customers to insure the properties are kept in a neat condition ready for the handover.

Trainings:

- BMS operations.
- PM ABACUS DBS 120 – Parking operation system.
- Firefighting.
- Safety, emergencies and first aid.
- Customer satisfaction.
- Money laundry.
- Time management.
- Stress management.
- How to deal with difficult people.
- Performance to excellence.
- Negotiation skills.

** References available upon request **

Thank You