



RUSH RIZVI

Hospitality & Soft Services

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SKILLS

- Airport Operations Management
- Safety & Security
- Planning & Problem Solving
- Vendor Management
- Training & Development
- Procedure & Process Improvement
- Time management .
- Strong leadership and organizational Skills
- Customer Service & Satisfaction
- Regulatory and Legal Compliance.
- Collaborative
- Strategic Planning
- Reporting & Documentation
- luxury properties or private households
- Written & Verbal Communication Skills

KEY ACHIEVEMENT

Consecutive achieved 5* Rating in SKYTRAX audit in Bahrain International Airport (Bahrain)

PERSONAL DETAILS

Date of Birth – 15-12-1983
Language - English , Hindi , Urdu
Visa Status – Golden Visa
Driving License - Dubai

OBJECTIVE

A multi-faceted professional accustomed with proven skills; targeting challenging and rewarding opportunities in Facilities Management and Airport Operations Management Hospitality with an organization of high repute.

WORK EXPERIENCE

July 2024 –February 2025

**Fastspeed Facilities Management company
Operations Manager – Soft Services (Dubai)**

- Manage the daily operations and performance of the Soft services department including cleaning , maintenance, pest control, waste management.
- Foster a positive work environment and address any staff issues or concerns promptly.
- Maintain accurate records of cleaning activities, incident reports, staff schedules, and inventory levels.
- Train new employees on cleaning activities according to company standards, policies and procedures, ensuring they understand and follow operational protocols.
- Coordinate with vendors and suppliers to ensure timely delivery of services and materials.
- Train new employees.
- Implement a positive health and safety culture.
- To provide a safe working environment for our employees on client sites.
- Consult with HR on disciplinary issues for guidance and common understanding /approach.

WORK EXPERIENCE

May 2023 –May 2024

VVIP Family (Dubai)- House Operation Manager /Estate Manager

- Create staff schedules, manage workloads, and conduct performance evaluations.
- Maintain high standards of cleanliness and order throughout the household
- Foster a positive work environment and address any staff issues or concerns promptly.
- Organize, and maintain wardrobes, including garment care and seasonal rotation, proper storage and preservation of clothing items.
- Oversee the daily housekeeping task , including cleaning, laundry, and linen management and maintenance of the villa, ensuring that all systems and amenities are functioning properly.
- Schedule and supervise regular maintenance and repairs, coordinating with external contractors.
- Manage the villa's budget, including tracking expenses, processing invoices, and ensuring cost-effective operations.
- Prepare financial reports and provide recommendations for improving financial performance.
- Inventory control for supplies and amenities, ensuring adequate stock and efficient usage.
- Conduct regular inspections of the villa and address any areas needing improvement.
- Ensure compliance with safety standards and train staff on proper cleaning techniques..
- Prepare reports on Villa operations, guest satisfaction, and staff performance, including correspondence and documentation.

October 2021 –March 2023

QZS Dream Group Facilities Management

Bahrain International Airport (Bahrain)- Operations Manager - Soft Services

- Airport operations include ground services, maintenance, and adherence to safety protocols, This involves ensuring smooth operations throughout the day.
- Collaboration with management, Conduct weekly staff meetings to address daily issues, allocate resources effectively (personnel, equipment, facilities), and assign work to the team.
- Train new employees on cleaning activities according to company standards, policies and procedures, ensuring they understand and follow operational protocols.
- Daily reports and submit them to clients through administrative channels, maintaining clear communication and transparency in operations.
- Conduct regular performance reviews for your team members, providing constructive feedback and identifying areas for continuous improvement.
- Maintain safety management systems (SMS) to uphold safety standards across Airport operations, ensuring a secure environment for staff and passengers.
- Monitor and manage budgets to optimize cost-effectiveness in operations, ensuring resources are used efficiently without compromising service quality.
- Liaise with various departments such as maintenance, finance, and HR to ensure seamless coordination and cooperation across different facets of airport operations.
- Communicate effectively with stakeholders, service providers, and customers, maintaining positive relationships and addressing concerns promptly.
- Manage customer complaints and feedback, implementing corrective actions to enhance satisfaction while **maintaining compliance** and Service Desk and Administration Departments.

January 2018 – March 2021:

Al Naba Services LLC (Muscat International Airport, Oman). Operations Officer

Soft Services (Pre-Opening)

- Overseeing and managing all soft services operations within the organization.
- Ensure the smooth and efficient delivery of services such as cleaning, pest control, waste management, and landscaping.

- Develop and implement strategies to improve service quality and customer satisfaction.
- Supervise and train staff members to ensure adherence to company policies and procedures.
- Monitoring and evaluate performance metrics to identify areas for improvement and implement corrective actions.
- Manage budgets and expenses to optimize resources and reduce costs.
- Coordinate with vendors and suppliers to ensure timely delivery of services and materials.
- Maintain records and documentation related to soft services operations.
- Collaborate with other departments to ensure seamless integration of services.
- Updated with industry trends and best practices to enhance service delivery.

April 2015 – December 2017:

**Facilities Management and Maintenance (Hamad International Airport, Qatar)
Housekeeping Shift Supervisor**

- Train, and supervise a team of housekeeping staff, including assigning tasks, providing feedback, and conducting performance evaluations.
- Develop and implement effective cleaning schedules and procedures to ensure all areas are cleaned and maintained according to established standards.
- Monitor daily housekeeping operations and ensure tasks are completed efficiently and to a high standard.
- Inspect areas regularly to ensure cleanliness and address any issues promptly.
- Manage inventory of cleaning supplies and equipment, ensuring adequate stock levels and proper usage.
- Ensure compliance with all relevant health, safety, and sanitation regulations and guidelines.
- Conduct regular safety training for housekeeping staff and enforce safety protocols.
- Maintain accurate records of cleaning activities, incident reports, staff schedules, and inventory levels.

OTHER EXPERIENCE

- January 2012 – April 2015: Rixos the Palm, Dubai (Pre Opening): Housekeeping Supervisor
- September 2011 – December 2011 : Habtoor Grand Resort & Spa : Hostess
- June 2007 – April 2011 : Point Marketing PVT, Navi Mumbai India Maharashtra : Office Assistant

EDUCATION

Bachelor of Art University of Kanpur , Uttar Pradesh India.

PROFESSIONAL QUALIFICATIONS

- **Advance Diploma in Computer Application** from Race Academy Institute Lucknow , Uttar Pradesh India.

PROFESSIONAL TRAINING

- Basic Fire Fighting and First Aid at Enertech Qatar
- Health, Safety and Environment (HSE) at Hamad International Airport Qatar
- Food Safety and Hygiene
- PBICSC Certified.

SOFTWARE

MS Office (Word , Excel, Power Point) , Fidelio, ERP , Opera

