

# Yathusha Irugal Bandaralage

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KEY STRENGTHS	PERSONALITY	FUTURE LEARNING
<p><b>Vendor/ Service Provider/ Contractor Management</b></p> <p><b>Mobilization &amp; Transition</b></p> <p><b>Risk Management</b></p> <p><b>Auditing &amp; Inspections</b></p> <p><b>Fire Warden/ First Aider</b></p> <p><b>Safety Representative</b></p>	<p><b>Go getter</b></p> <p><b>Self-Starter/ Finisher</b></p> <p><b>Attention to detail</b></p> <p><b>Ethical Conduct</b></p> <p><b>Integrity</b></p>	<p><b>Master of Business Administration</b></p> <p><b>NEBOSH Health &amp; Safety</b></p>



UNIVERSITY OF MORATUWA  
Wisdom is all wealth



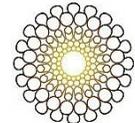
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நகர அபிவிருத்தி அதிகாரசபை  
Urban Development Authority



integrus  
BRIDGING LIVES TO SERVICES



London  
Stock Exchange Group



إكسبو 2020 دبي، الإمارات العربية المتحدة  
DUBAI, UNITED ARAB EMIRATES

1991	2013-2017	2015 March – 2015 October	2017 June – 2018 May	2018 May – 2018 September	2019 April – Ongoing
<b>Born</b>	<b>B. Sc. (Hons) Facilities Management</b>	<b>Trainee Facilities Manager</b>	<b>Facilities Executive at HSBC</b>	<b>Facilities Executive at London Stock Exchange Group</b>	<b>Deputy Manager – Operation Support Services</b>
<b>Sri Lanka</b>	<b>Sri Lanka</b>	<b>Urban Development Authority &amp; Integrus Pvt Ltd – SL</b>	<b>JLL – Jones Lang LaSalle</b>	<b>FMI Pvt Ltd Sri Lanka</b>	<b>EXPO 2020, Dubai</b>

**BSc. FM Dissertation:**

Engagement of Female Facilities Management Professionals in Sri Lankan Industry

**Familiar Softwares:**

Microsoft Office Package, Expert in Office and Excel, MS Project, facilities360 CAFM, (Wetrack.com- Project/ Risk/ Incident Management/ Run Sheets, MS Dynamics – ERP & CRM.

# Yathusha Irugal Bandaralage

B.Sc. (Hons) Facilities Management

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Email: [yathusha0505@gmail.com](mailto:yathusha0505@gmail.com),

## PROFESSIONAL EXPERIENCES

### 1. Deputy Manager – Operation Support Services at EXPO 2020 (December 2020 - Ongoing)

#### ***Core Accountabilities:***

- Management of the Operations Support Services functional area and venue plans
- Report to the Senior Manager – Operations Support Services to assist with any Functional requirements
- Ensure implementation and adherence for all Expo wide Policies and Procedures
- Represent as required the Operations Support Services department in matters related to maintenance, cleaning and waste management regarding safety and operational issues
- Work with Venue Management and Overlay teams in ensuring the cleaning, maintenance and waste requirements of temporary structures across the Expo 2020 site
- Manage and monitor the Project Tasks/Milestones and Risks registers using dedicated information technology
- Monitor compliance of Service Providers across Operations Support Services that extend to Key Performance Indicator's and resolving performance gaps, implementing penalties and/or incentive awards and managing contract scope variations.

#### ***Operational responsibilities:***

- Act as the initial point of contact for onsite zone operations activities
- Work alongside the appropriate zone, functional Lead Managers, such as Ceremonies, International Participants and Venue Management on ensuring a seamless delivery of operation
- Manages the Service Providers adherence to the planned preventative maintenance, testing and inspections
- Managing shut-downs as required for transitions and installations

#### ***People Responsibilities:***

- Manage allocated respective teams responsibly and proficiently.
- Provide leadership to the service provider teams

## 2. Coordinator – Handover & Maintenance at EXPO 2020

(From April 2019 – November 2020)

- Responsible for managing technical assets, day-to-day management of Facilities Management service providers and maintenance operations whilst integrating with Event Operations Functional Areas and other business departments, oversee and witness all Expo building venues during handover ensuring the receiving of spare parts, tools, and as-built documentation at handover and to support the FM Management in ensuring all Reactive and Planned Preventative Maintenance is carried out during Pre-Event and Event phase as per the agreed Service Levels and Response Times.
- Coordinate the access of main contractors to carry out outstanding works and snag works within the handed over venues.
- Coordinate the rectification works and ensure these have been recorded to a central file during the defects liability period (DLP)
- Monitor Mechanical, electrical and plumbing (MEP) system performance post-handover, and assist with reporting faults and rectification of faults
- Assist the Facilities Manager (FM) to monitor service standards in Front of House and Back of House areas throughout the event
- Ensure Reactive and Planned Preventative Maintenance is carried out as per the schedule and agreed Service Level during the Pre-Event and Event phases
- Liaise with the FM Helpdesk and Computer-Aided Facilities Management (CAFM) Coordinator to ensure all Maintenance activities are recorded within the CAFM System
- Carry out daily Back-of-the-House (BOH) and Front-of-the-house (FOH) rounds, ensuring the building fabric is in good order, noting any defects and raising the defects via the EXPO CAFM system
- Ensure all planned and reactive work orders are completed on site as per EXPO standards
- Assist the site management team with the selection and mobilization of all third party service providers
- Attend regular management meetings with service providers and note follow up actions as required. Coordinate follow up on action items.
- Review and make recommendations to maintain building integrity, maintaining accurate records as required
- Liaise with building contractors to follow through on approved work and ensure work is closed out
- Assist in the compliance of existing Health and Safety policy, safe working practices and EXPO best practice, liaising closely with the Head of department, Health & Safety Managers
- Ensure all service providers remain compliant to EXPO Policies
- Operate and maintain an effective filing system for the department
- Manage and maintain the 'control of contractor' register, to include liaising with the technical and production team along with external provider
- Obtain weekly reports from various suppliers outlining the service used or provided
- Ensure building plans are kept up to date
- Recommend to the Facilities Manager improvements that could be made to the Site Management Packages
- Provide administrative support to the Facilities Manager, arranging departmental meetings, including preparing and circulating agendas, taking minutes and monitoring agreed actions

### **3. Facilities Executive : FMI (Facilities Management Integrated) at London Stock Exchange Group account (From May 2018 to September 2018)**

FMI is the FM face of prestigious Abans group of companies and is a fully fledged service provider

- Vendor & Contractor Management
- Responsible for the delivery of all hard and soft services including support for events, daily catering and staff transport as required on a site including the direction, supervision and oversight of subcontracted vendor services.
- Ensures delivery of PPM in line with agreed timelines and monitors vendors to ensure service delivery in line with KPI/SLAs.
- Develops a close working relationship with all the vendors to ensure that they fully understand the client culture and are made to feel part of the team delivering a high quality service.
- Ensure that the maintenance services are delivered in line with the contractual commitments and within budgets.
- Conduct competitive tendering exercise and identify suitable specialist subcontractors for the site, carry out comparative analysis and make recommendations to Client on the most appropriate subcontractors.
- Assess performance of the subcontractors based on performance assessment criteria as agreed.
- Setting annual goals for generating savings in area of such as energy and cost of maintenance operations.
- Maintain all records related to the performance of facility management operations on Client site.
- Ensuring that the subcontractors are meeting their commitments on scheduled delivery of trainings.
- Ensure that the subcontractors have a planned, structured and solution based approach to the delivery of maintenance services.
- Analyse call outs to understand trends, undertake strategic initiatives to minimize the same.
- Scheduled cross feedback from subcontractors and Client staff on our process to improve services level & satisfaction in organization.
- Train team members on all Quality policies & procedures
- Calling for quotations, Preparation of POR, receiving goods, invoices and check for discrepancies and ensure corrections before authorizing for payments.

### **4. Facilities Executive : JLL (Jones Lang LaSalle) at HSBC account (From June 2017 to May 2018)**

Jones Lang LaSalle Incorporated or JLL is an American professional services and investment management company specializing in real estate. Since March 2014 it has officially marketed itself under the abbreviation "JLL" Global headquarters are located in Chicago

- Support Engineering Manager in managing the Mechanical, Electrical, Plumbing installations & all civil maintenance within the facility.
- Responsible for preparation of critical spares list for all installations as per manufacturers. Recommendations and plan for the inventory where the maintenance is carried out with in-house teams.
- Implement and oversee the pre-emptive maintenance programme to reduce the risk of sudden failures of critical equipment.
- Assist the Engineering Manager to review the maintenance/service practices of M&E Contractors to deliver quality work practices in line with the manufacturer recommendations. Maintain the logbooks, checklists and PPM schedules for all M & E installations.

- Ownership of the day-to-day administration, including reports generation of the stocks tracker.
- Provide assistance to the FM and AFM in managing all administrative functions, security issues and facility services and any other administrative functions as deemed by Global MSA.
- Developing and implementing procedures and performance measures to ensure simplification and accuracy of work methods and reliability of FM.
- Ensuring an adequate supply of consumables/materials and service for the proper operation of services.
- Maintain appropriate stock levels of all consumables to ensure smooth operations & escalate in time to achieve availability of stocks.
- Maintain appropriate levels of Petty cash to support FM operations.
- Vendor invoices processing aligned with JLL and Client's finance process.
- Routinely inspect all services to ensure performance measures are being maintained.
- Arrangement of all consumables and supplies for Client / VIP visits.
- Interfacing with the pest control for carrying out the pest control activities at the facility.
- Monitoring the mail room activities.
- Preparing the Daily/Weekly and Monthly reports.
- Collecting all documents from the vendor for compliance audit.
- Interacting with the Housekeeping vendor.
- Taking facility rounds and find out snags and raising tickets for the same.
- Follow up and close the tickets logged.
- Effectively manage Facility team to ensure an on time deliverable system.
- Routinely inspect all services to ensure performance measures are being maintained.
- Performance objectives accurate billing and invoicing.
- Zero stock out of situation.
- Maintain tactful relationship with client to ensure customer satisfaction and ensure all service deliveries are meeting the deadlines.

#### **5. Trainee Facilities Manager: *Integris Pvt Ltd* (From 2015 June to 2016 October)**

Integris design and deploy customized solutions in Facilities, Energy and Environmental Management services that deliver savings and improvements

- Assist managing inventory & ensure adequate supply availability
- Assist designing, planning & execution of electrical projects.
- Assist in contract agreement procedures.
- Assist in procurement procedures.
- Managing overall administration.

#### **6. Trainee Facilities Manager: (*Urban Development Authority*) *Sethsiripaya , Dutch Hospital & Arcade independence square* (From 2015 March to 2015 June)**

- Assist in cost control management of maintenance work.
- Ensure expected uptimes & building operates to its highest efficiency at all time.
- Daily routine property walks to identify issues and ensure addressed identified issues are rectified.

## ACADEMIC QUALIFICATIONS

- **B.Sc. (Hons) in Facilities Management** (Accredited by the Royal Institution of Chartered Surveyors -RICS, UK) Department of Building Economics, University of Moratuwa, Sri Lanka.

## PROFESSIONAL QUALIFICATIONS

- Member of IFMSL (Institute of facilities Management Sri Lanka)
- Completed Leadership Qualities & Positive Thinking program (Ministry of Higher Education)
- Completed industrial training program (University of Moratuwa , Sri Lanka)

## PERSONAL PROFILE

- Name in full :- Yathusha Irugal Bandaralage
- Date of birth :- 5<sup>th</sup> of May 1991
- Civil status :- Married
- Gender :- Female
- Nationality :- Sri Lankan
- Driving Licence :- UAE

I'm a facilities management professional with thrust for knowledge, attention to detail and knack for meeting deadlines. Potential people & team leading skills with exposure to multi-ethnic working environments. Naturally persuasive within ethical frameworks while excel at meeting and exceeding expectations

## NON-RELATED REFEREES

Stewart Clarke

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Mohammad Awadhi

Lead Manager Operation

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