

JOSHUA DE LEON CAIDIC

BICS Certified (British Institute of Cleaning Science) License to Practice

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CAREER OBJECTIVE

Dynamic and skilled individual with vast experience in soft services, housekeeping, customer service, operations management, and team leadership. Proven ability to develop effective customer service processes, drive employee engagement and satisfaction and increase customer loyalty. Adept at handling multiple locations and training and developing staff.

WORK EXPERIENCE:

- **Khansaheb Civil Engineering LLC**
FM Division
Dubai, U.A.E.
Asst. Soft Services Manager
Sept. 2021 to Sept. 2022

DUTIES AND RESPONSIBILITIES:

- Focus on Staff performance in terms of standards of Cleanliness based on BICS and Health and Safety
- Manage and direct Supervisors on a daily basis.
- Regularly review of work schedules (PPM's) and monitor cleaning activities
- Carry out risk assessments and safe systems of work periodically as per company policy and send monthly report QHSE Dept
- Customer Complaints Handling
- Liaise regularly with Heads of Departments, Clients and all other service users.
- Manage and apply cost control measures whenever necessary without risking the work quality company standards.
- Prepare and send monthly performance report and PPMs.
- Conducted quality, timely performance feedback and performance appraisals.
- Ensured compliance with company policies and procedures as well as industry standards.
- Facilitated communication between customers, suppliers, and internal teams.

➤ **Ejadah Asset Management**

Dubai, U.A.E

Soft Services Executive – IDAMA

Oct.2019 to Sept. 2021

DUTIES AND RESPONSIBILITIES:

- Manage and supervise the team of suppliers Executive and Supervisors to ensure that work is conducted in accordance with QHSE standards and work plan/schedule.
- Develop and implement annual, monthly and weekly PPM schedule for Soft Services
- Coordinate with Variable Works team to ensure planning and closure of all service request.
- Prepare quotations for any variable services and deliver on time and submit completion report.
- Customer Complaints Handling
- Ensure that workers abide 100% compliance in grooming, appearance, uniform of staffs and ensure no complaints from
- Admin HQ during the monthly quality audit
- Conduct routine check to ensure that quality of services meets the service level agreements and excels key performance indicators.
- In charge for TECOM Site- A (Dubai Internet City, Dubai Knowledge Park and Dubai Media City.
- Managed daily operations including scheduling appointments, managing calendars., effectively.
- Followed up with customers in a timely manner to ensure satisfaction throughout the service process.

➤ **Tyloz Cleaning Services**

Dubai, U.A.E.

Division Manager (Operations)

Oct. 1, 2017 to Sept. 2019

DUTIES AND RESPONSIBILITIES:

- To prepare the daily driver's schedule
- To do site visit and make estimation of cleaning hours and number of staffs needed.
- To do daily spot checking of all morning boutique in Mall of the Emirates and Dubai Mall like Chanel, Prada, Gucci and etc
- In charge of all deep cleaning projects like boutiques, offices & etc
- In charge for all DIOR overseas project such as in KSA (Riyadh & Jeddah) & Kuwait.
- Mentored and coached team members, leading to improved morale and increased employee retention rates.
- Resolved customer complaints regarding service.
- Established effective communication protocols with internal stakeholders, ensuring timely project completion.
- Met deadlines while maintaining high-quality deliverables.
- Committed to delivering excellent customer service while working in a fast-paced environment.
- Provided efficient and courteous service to customers at all times.

➤ **Dubai World Trade Centre**

Dubai, U.A.E.

Supervisor – Housekeeping Department – FM Division
Sept. 2011 - Oct. 2014 & Feb. 2016 – Sept.26, 2017

DUTIES AND RESPONSIBILITIES:

- To assign staff to their designated locations and assist the Manager in preparing staff weekly/daily duty schedules.
- To conduct morning briefing regarding company's standards, policies and procedures
- To check all contract offices, public areas, exhibition halls and contract exhibitions stands during exhibition Open day and make sure that the company standards are met as per SLA.
- To respond promptly to customers inquiries
- To handle and resolve customers complaints.
- To provide training, coaching and counselling to all the staffs (seniors or new)
- To send emails and write in the logbook all important things that has been done in the venue and offices and all customer's comments, complaints and all events that took place during the duty hours.
- To prepare halls dilapidation before and after the exhibitions & prepare quarterly location snag lists.
- To conduct monthly staffs, point checklist and PDR'S (Performance Development Review)
- To distribute guests and cleaning supplies to the staffs and make supplies requisition if supplies are already depleted.
- Prepare and plan weekly, monthly and annually general cleaning projects as per SLA and update in the system (KPI)
- Established and implemented operational standards and procedures for departments supervised.
- Monitored daily operations of housekeeping staff and provided feedback.
- Inventoried stock to verify available supplies and equipment in adequate amounts.

➤ **Flexible Maid Cleaning Services**

A German Cleaning Company Al
Barsha, Dubai, U.A.E.
Operations Supervisor / Manager (Multi-Tasking)
Oct.2014 – Oct. 2015

DUTIES AND RESPONSIBILITIES:

- To assign staffs in their respective location as per client schedules
- Prepare staff duty schedules on daily basis.
- Prepare invoices and collect payments from clients (daily and monthly) and update in the company data base.
- Prepare Quotations and service contracts as per company policies and procedures.
- Suggest marketing plan to Managing Director for implementation.
- To provide training, coaching and counselling for both new & senior staff.
- Reviewed and addressed key customer relations issues.
- Resolved escalated complaints and answered questions regarding policies and procedures.
- Evaluated employee performance against set objectives on an ongoing basis.
- Documented daily operations activities in database.
- Resolved conflicts between employees in an efficient manner while maintaining a positive work environment for all individuals involved.
- Met with staff to discuss procedure adherence, proper job-specific techniques, and performance.
- Oversaw staff development, training and performance management.
- Recruited new employees based on job requirements while ensuring alignment with company culture values.

➤ **Dubai World Trade Centre**

Customer Service Desk (CSD) Dubai,
U.A.E.

Customer Service Representative – Venue Management Division
Sept. 2009 – Oct. 2010

DUTIES AND RESPONSIBILITIES:

- Receiving and preparing all onsite exhibitors orders through EBMS
- To handle and resolve customers complaints.
- To received payments from clients either on cash or credit cards.
- To respond promptly to all customers queries either face to face, email or by phone.
- To coordinate & communicate with relevant departments to ensure smooth delivery of our products and services.
- To send emails and write in the logbook all relevant information's and events took place during the end of the shift.
- Close and tally all cash and cards sales and drop to the cash office during the end of the shift.

➤ **Dubai World Trade Center (DIHA)**

Team Leader Dubai

Intl Hotel Apts.

Jan. 2007 to Aug 2009

DUTIES AND RESPONSIBILITIES:

- To assign staff to their designated locations and assist Asst. Manager in preparing staff weekly/daily duty schedules.
- To conduct morning briefing regarding company's standards, policies and procedures.
- Give the room keys and write in the logbook (In/out) and ensure all keys are returned after their shifts.
- To distribute guests and cleaning supplies to the staff's ex (shower gels, lotions, tissues, bed sheets etc.) and make sure to prepare requisitions if the supplies are already depleted.
- Check and change in the system (Fidelio) if rooms are ready to sell or not and coordinate to the front office for room status.
- Spot room check-up as per check list.
- Help the deep cleaning team, when necessary, especially for the bust periods like back-to-back check outs etc.
- Perform snag list and send TR (Trouble Report) to Eng., Dept. by email.
- Conduct coaching, training & counselling to all staffs.
- To send emails and wrote in the logbook all important things that has been done in the Apts. and all Customer's comments, complaints and all events that took place during the duty hours.

➤ **Dubai World Trade Centre (Office Towers and Exhibition Halls)**

Gen. Cleaner

June. 2004 to Dec.2007

DUTIES AND RESPONSIBILITIES:

- To clean all assigned areas such as offices, public areas (BOH/FOH) and in Exhibition Halls.
- To attend daily morning briefing conducted by Supervisor or Team Leader.
- Prepare all cleaning tools, materials and supplies before heading to assigned location.
- Tally all consumed cleaning supplies in the housekeeper checklist on daily basis as per company policy.
- Attend all relevant personal training and development provided by company;
- Report all damages seen on location to supervisor or team leader.
- Follow company policy and procedure such as report to duty time and wear complete uniform etc.

TRAININGS ATTENDED:

- Customer Experience Champion
Khansaheb Civil Engineering LLC.

- November 16, 2021
Dubai, U.A.E
- COSHH Risk Assessor Certification
The knight of Safety
Sept. 15, 2020
Dubai, U.A.E. (Online)
- Fire Safety Training (Basic Fire Safety)
Al Salama
December 27, 2016
Dubai, U.A.E.
- Working Safely
IOSH (Institute of Occupational Safety & Health)
Aug.13, 2015 Dubai, UA.E.
- Leadership Management
E-Learning, DWTC – Delivery Management
March 26, 2015
Dubai, U.A.E
- SUPERVISORY SKILLS TRAINING
Blue Ocean Academy
January 20-21, 2012
Dubai, U.A.E.
- SUPERVISORY SKILLS
DWTC – Delivery Management
July 22, 24 & 26, 2012
Dubai, U.A.E.
- OCCUPATIONAL SAFETY AND HEALTH MANAGER
OSHAcademy –ISMS
May 21, 2011
Dubai, U.A.E.
- SERVICE EXCELLENCE TRAINING
Telephone Etiquette / Customer Care and Complaint Handling
DWTC - HOSPITALITY - August 1, 2009.
Dubai, U.A.E.
- BASIC SAFETY COURSE
Fire Prevention and Firefighting.
Personal Survival and Techniques.
Elementary First Aid.
University of Cebu (METC)
Nov.22, 1999 – Dec.1, 1999

AWARDS RECEIVED:

QSHE Top Manager Performer of the Month

December 2021

Khansaheb Civil Engineering LLC.

FM Division

Winner of Bright Idea

June and Sept. 2008

DWTC: Housekeeping Dept.

Housekeeper of the Month

Sept. 2007

DWTC: Housekeeping Dept.

SKILLSS:

- Interpersonal skills.
- Communication skill (English) – verbal and written
- Problem analysis and problem solving

- **Team player**
- **Customer service oriented.**
- **Knowledgeable in Basic MS office**
- **Time Management**
- **Staff Management**
- **Employee Relations**
- **Quality Assurance**
- **Coaching and Mentorship**
- **KPI Monitoring**
- **Contract Management**
- **Workflow Management**

EDUCATION

Associate in Maritime Transportation
University Of Cebu – METC (Maritime Education and Training Center) June
1996 – Oct. 1999
Cebu City, Philippines.

PERSONAL DATA

Birth date	:	Sept. 29, 1979
Birthplace	:	Ormoc City, Philippines
Civil Status	:	Married
Visa Status	:	N/A

I hereby certify that the above information's are true and correct to best of knowledge.

Joshua L. Caidic