

VINOTHINI RAJU

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Personal Summary

Resourceful FLHSSE and Operations Manager with good management skills in streamlining operations, driving Fire safety, health, environmental, and quality standards, drafting policies and procedures and training to ensure maximum safety, good hospitality, customer satisfaction and business revenue. Expertise in integrated facilities management, coordinating diverse teams and resources to complete objectives. Organized and detail oriented with a proactive and hardworking nature. Handles up to 26 sites in UAE including Commercial, Residential, Healthcare projects, warehouses with 3000 employees.

Professional Knowledge

- Working with the General Manager, manages project development, including project scope, goals, and deliverables.
- Establishes Hard Facilities Management & Soft Facilities Management's section goals.
- Knowledgeable with the Dubai Municipality Regulations and Statutory such as Pest control, Rope Access, Water sampling, Pool Maintenance, Low risk and High-risk area Management etc.
- Experience in managing community projects.
- Manages the budget and keeps track of all facilities and maintenance spending, identifies, troubleshoots, produces scopes of work.
- Ensure operational excellence in achieving KPIs, working towards establishing a sustainable financial model.
- Prepare business plan, incorporating vision and mission, SWOT analysis.
- Recommend budget changes where necessary and prepare a draft of project timelines and milestones identifying project dependencies and critical paths.
- Developing and setting up policies, procedures, sales and marketing strategies related to FM.
- HSEQ management system, records, documents, and review reports.
- Able to work for multiple sites and manage 20+ subcontractors, planning performance management.
- Strong analytical skills to prioritize multiple tasks at same time.

QHSE

- Lead and manage the regional SHEQ department to align with business objectives and operational needs.
- Develop and implement SHEQ strategies that ensure consistent, high-quality performance across all regional projects and teams.
- Oversee and influence the implementation of safety, health, environmental, and quality procedures to ensure compliance with internal policies and relevant external regulations.
- Act as a key stakeholder in fostering a culture of continuous improvement and ensuring safe and efficient operations across all regional projects.
- Monitor and report on SHEQ performance across the region, ensuring corrective actions and improvements are taken when necessary.
- Maintain and enhance relationships with local authorities, regulatory bodies, and external partners to ensure the company meets and exceeds all industry standards and regulations.

- Deliver training and development programs to ensure teams are fully equipped to adhere to SHEQ standards.
- Act as an advisor to senior management, offering expert insights into SHEQ risks, challenges, and opportunities for improvement.

- Estimates and oversees resources and participants needed to achieve project goals determines and assesses the need for additional staff, and coordinates recruitment of labor as needed.
- Coaches, mentors, and oversees project team members.
- Effectively communicates project expectations to team members.
- Helps manage or allocate staffing resources needed to complete the job in a timely fashion.
- Oversee job progress and proactively communicates potential issues or problems.
- Study and evaluate new maintenance procedures, techniques, and equipment for possible implementation; attend and participate in conferences.
- Conduct regular facility inspections and implement good practices to improve efficiency and reduce operating costs.

Operations and Facilities Management

- Monitor service delivery performance and lead in the evaluation of suppliers' performance to ensure the selection of appropriately qualified service providers.
- Monitor resource utilization to ensure that the right number and talent is available for running operations, improving customer satisfaction, and achieving business objectives.
- Monitor and control the execution of maintenance contracts, review the preventive and corrective maintenance programs, and supervise the implementation by employees or assigned contractors.
- Manages customers' expectations through clear communication and transparent work attitude to be consistent and to develop strong customer relationships.
- Manages the implementation and improvement of policies, guidelines, and processes for contract management and administration to ensure that all business requirements are fulfilled while delivering a quality service to customers in line with the corporate strategy.

Educational Summary

- M.B.A Facility Management.
- Bachelor of Electronics and Communications Engineering.
- NEBOSH IGC certified Occupational Health and Safety professional course certification.
- Six sigma green belt certified.
- ISO CQI & IRCA certified Lead auditor for QMS 9001.
- ISO CQI & IRCA certified Lead auditor for EMS 14001
- ISO CQI & IRCA certified Lead auditor for OHSMS 45001.
- Food Safety Level 2 Certification.
- Diploma in Computer Applications.

Previous experiences

- **FLHSSE Manager, Mandarin Oriental Jumeirah**, Dubai 2024 to present.
- **Group Operations and QHSE Manager** (UAE and Oman), Tanzifco Emirates LLC, (Nov 2023-Present)
- **Facilities Operations and QHSE Manager** Full Circle Facilities Management, Al Sayyah group, Dubai (Aug 2021-Nov 2023).
- **QHSE and Training Manager** Elite Safety Consultant, Dubai (Nov 2020-July 2021).
- **QHSE and Operations Engineer** AVS Excel Technologies, Dubai (Sep 2017-Oct 2020).
- **Facility and Operations Engineer** in Vega enterprises IMEX, India (2016-2017).

Personal Details

Name: Vinothini. R
DOB: 27.01.1991
Gender: Female
Marital status: Married
Visa status: Employment visa (Dubai)
Driving License: Valid

