

104779-MEC-6CMOQm-E-1997

Quality & Technical Audit Deputy Manager

Holds a B. Sc. in Mechanical Power Engineering and has more than 23 years of solid experience, 18 years in the field of facility management, operation & maintenance, and equipment repair. Specialist in planning all types of maintenance programs (preventive, predictive, reliability, and total productive maintenance) for rotating & static equipment. High capability to monitoring, controlling and improving the performance & quality of maintenance program by a measurable checklist and SMART KPIs. Using root cause analysis and failure codes as tools to minimize breakdowns and uninterrupted operation of equipment. 5 years in the fields of Mega Projects construction project management.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 11/06/1974
Gender : Male
Marital Status : Married
Residence : Currently KSA

EDUCATION

: B. Sc. in Mechanical Power Engineering, South Valley University, 1997

LANGUAGES

Arabic : Native Language
English : Very Good
French : Fair

COMPUTER SKILLS

: Windows, MS Office, Internet
: CMMS & MAXIMO

TRAINING COURSES AND CERTIFICATIONS

: Business Skills Development Package course in American Chamber of Commerce in Egypt, includes:

- Management Skills Introduction.
- Project Management.
- Project Management Professional Certification (2005).
- Project Management Professional Certification (2009).
- Fundamentals of Business Management.
- Teams That Work.

: (OSHA) ADVANCED Diploma (NASP) (2016).
: Centrifugal compressors principles, operation and design (2020).

- : Lean Six Sigma - Yellow Belt (2020).
- : Lean Six Sigma – Green belt (2020).
- : Firefighting systems (sprinklers and Mist system), SBG (Dec. 2011).
- : Computerized Maintenance Management System (CMMS), SBG (Mar. 2012).
- : Types of compressors (reciprocating, rotary screw and centrifugal), SBG (Feb. 2012).
- : Types of Heat Exchanger, SBG (Sep. 2012).
- : Centrifugal chiller plant (titian chiller 5300 T.R), SBG (Sep. 2012).

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From 2019 till 2020
- Employer** : Saudi Binladin Group O&M
- Job title** : Quality & Technical Audit Deputy Manager
- Job Description** :
- Quality and Technical Audit Responsibility: The Operation and maintenance program is the core of SBGOM business, so the main target is maintaining the quality objectives of the operation and maintenance program and general services by monitors, measures, and analyses those objectives to seek continual improvement of services and client satisfaction.
 - Technical Support Responsibility:
 - Supervise final handover process between our company and the client for new operation and maintenance projects which includes assets list, technical specification, testing, and commissioning certificates, As-built drawing, O& M Manuals, training program, special tools list, recommendations spare part, the vendor of equipment, and prepare snag list with all comments.
 - Study technical agreement for new projects to identify the maintenance program depending on client requirements, level of service agreement, critical assets, industry or facility type, final customer, work environment.
 - Calculating the needs of new projects from direct manpower, tools, equipment, depending on a maintenance program, and providing the BOM (bill of materials) for maintenance work.
 - Prepare and consolidate preventive maintenance program by Using Computerized Management Maintenance System (CMMS) which includes the procedures to implementation for all projects. This includes guiding and assisting the project on coding client assets, Preventive Maintenance Instructions (PMIs) taking into consideration the particular criteria of each project.
 - Review PMIs that serve as reference Guidelines in the planning and carrying out the Maintenance of the assets/facilities to be maintained according to existing PMIs library, in case the PMI is not available, PMI shall be produced based on the Asset, the Manufacturers' recommendation, available bulletin, and other Technical data.
 - Ensure that the PMI take into consideration the prevailing conditions & planned manpower requirements, special tools, and resources, and skills that may be needed to achieve the required objectives, measurement requirement and its record for any asset and spare

- parts and materials may be used.
- Review and approved the annual Maintenance Master Plans (PMMPs), Keeping and updating assets, coding structure, review PMIs and making changes according to audit reports, and diagnosing of troubleshooting.
- Review recommending solutions of monthly report for troubleshooting after doing root cause analyses by technical engineers in different specialties and follow the corrective/preventive action to ensure failures not repeated.
- Support Operations by visiting projects and suggesting technical solutions to the problems that cannot be solved by the site staff in different specialties.
- Quality Responsibility:
 - Monitoring and controlling the objectives of maintenance quality program as following:
 - ❖ Maximizing production at the lowest cost and the highest quality and safety standards.
 - ❖ Reduce the cost of the maintenance system by extending the useful life of the asset.
 - ❖ Reduce the cost of employing reactive maintenance personnel.
 - ❖ Reducing breakdowns and emergency shutdowns.
 - ❖ Optimizing resource utilization.
 - ❖ Reducing downtime and uninterrupted operation of equipment.
 - ❖ Improving response and repair time for the troubleshooting.
 - ❖ Improving spares stock control.
 - ❖ Improving equipment efficiency and reducing scrap rate.
 - ❖ Minimizing energy usage.
 - ❖ Providing reliable cost and budgetary control.
 - Create smart KPIs (Specific, Measurable, Achievable, Relevant and timely) to measure and monitor the objectives of the quality program such as Site Quality Indicator, Problem Solving Time, Repeated shut down indicator, Scrap Indicator, corrective maintenance indicator, downtime indicator, fast start-up indicator, overtime cost indicator, energy usage indicator, spare parts balance indicator.
 - Review and approve annually technical audit plan and ensure that covers all projects according to the severity of industry or facility and all types of services.
 - Review the results of ITP (inspection and test plan) from all projects and apply necessary action.
 - Preparing measurable and weightage checklists to monitor and assess the maintenance performance for in-house teams and subcontractors during the internal technical audit.
 - Monitoring and controlling the results of audit reports such as non-conformance and CARs (Corrective action request) and apply necessary action.
 - Analyze the result of the technical audit (final score of weightage checklist, non-conformance, and CARs) to specify the weakness of maintenance performance and the action needed to improve the performance of an in-house team or sub-contractors and develop the maintenance program.
 - Review and approved technical training program for new and existing employees.
 - Validate the number of the monthly spare parts required (long and

- short term, monthly consumption, optimum and minimum stock).
- Monthly recommendation report including methods/case-study of how to minimize spare parts consumption rate.
- Ensure that the measuring and testing equipment dependable by keeping maintenance and validation status up to date according to calibration procedure.
- Provide needed coaching training and development within the scope of quality and process improvement.
- Provide a system to assess the satisfaction level of SBG-OM clients and describe the methodologies needed for the implementation of the client satisfaction survey and the analysis of its results.
- Maintaining SBG-OM Procedures Quality Site which includes the quality objectives, police, and procedures for all the departments (HR, SCD, BDD, Finance, IT, QATD...etc.) and the operation projects.
- Improving the performance by a focus on increasing the effectiveness and efficiency of SBG-O&M organization to fulfill its policy and objectives procedures.
- Leading initiatives that improve service quality and resiliency by analyzing existing systems to find areas for improvement.
- Review compliance SBG-OM international standard (IMS; 9001, 14001, 45001, and 27000), maintain certificates, and pass the external audits successfully.

- Dates** : From 2019 till 2020
- Employer** : Utility Power Contractor
- Projects** :
- Long-stay car park (HARAMAIN Railway Station), Makkah – KSA:
 - MEP Contract includes:
 - Mechanical works: Plumbing infrastructure ductile piping includes Storm and foul drainage water system and connected with sand trap.
 - Electrical:
 - ❖ Installation, testing, and commissioning all lighting and Power systems include (1st fix - 2nd fix and 3rd fix).
 - ❖ Lightening protection and Earthling works.
 - ❖ Installation of raceway cable trays and cable ladders and trucking.
 - ❖ Installation, testing and commissioning uninterrupted power supply units.
 - ❖ Installation, testing, and commissioning distribution panels (MDBs-MCC, etc.).
 - Medinat Alwurud, Taif – KSA:
 - Scope of work: Execution Installation of infrastructure systems (45 km Sewerage pipes and 40 km water pipes) with the complete system.
- Job title** : MEP Project Manager
- Job Description** :
- Manage and administer the construction and delivery of the company's MEP & Infrastructural projects in terms of completion of the works at the site, following the contract documents, proper documentation, finalization of financial accounts, and achievement of the budget profit, whilst developing relationships with the client and also developing a professional team to work under limited supervision.

- Project Team Leader controlling all aspects of the MEP/Infrastructural works including planning, administration, commercial, engineering, documentation, and handover to the client.
- Delegate work to the project team and monitor the progress to completion.
- Ensure the works comply with the contract documents including drawings and specifications.
- Ensure that the works are completed on time, notifying the client of any delays and valuing the costs associated with the delays, with QS coordination.
- Prepare both progress and financial management reports throughout the project. Maintain good relationships with the client and develop a professional team to establish the company as the contractor of choice.
- Develop and administer the project estimate (budget) and control expenditure to ensure the budget profit is achieved. Create opportunities to improve profitability
- Oversee all aspects of the day-to-day management of projects with the team.
- Initiate the project plan and review of progress against set targets.
- Evaluate & Control the value of engineering, design, supplier, and material selection.
- Ensure that the works are installed to the specifications, quality, and other requirements detailed in the contract documents.
- Monitor progress of all aspects of the work to ensure completion on time. Notify the client of any delays to the works.
- Make regular applications for payment and collects cash to achieve positive cash flow.
- Review designs issued by the consultants to ensure they are suitable and adequate. Review and resolves any anomalies before starting work.
- Ensure that the works are undertaken in a safe manner utilizing a project-specific safety plan.
- Determined project schedules and maintained timeline with proactive adjustments to the workflow.

Dates	:	From 2014 till 2018
Employer	:	Saudi Binladin Group (Haramain Division)
Project	:	Holy Haram Project, KSA
Job Description	:	<ul style="list-style-type: none"> • Projects Coordinator: <ul style="list-style-type: none"> - Coordinate the workshop between the design unit and the main operators for Holy Haram (O&M representatives & main operation Reasah Alharmain – Ministry of Interior, Civil defiance - Police, Technical committee, and Emirate of the Markka ...etc.) to identify the operational requirements for each stakeholder to considerations during the pre-design phase of a construction project. - Provide the design unit with all lessons and learned from previous experience for the O&M of Holly Haram especially in MEP works. - Follow-up with design unit the BOD base of design to ensure they achieve operators requirements, and satisfaction. - Share with workshops to identify the procedures of the handover process of projects with all concerned parties. - Coordinate and manage the operators' requirements of all

- stakeholders for seasons (Ramadan and Hajj).
- And prepared all the documents for a seasonal operation to claim all O&M expenses during the season.
- Coordinated and manage all correspondences between stakeholders (Reasah Alharmain – consultant (Dar Al-Handasah) Civil defiance - Technical committee - Emirate of the Markka region - Chief Engineer of the Ministry of Finance ...etc.) and the Saudi Binladin Group Chairman of Executive Board.
- Coordinate with projects managers in preparing responses for all correspondences after reviewed and sent to SBG CEO Office for a signature.
- Reviewing and verifying the commitment of the project with the response content of stockholders' correspondence to Improving the credibility and transparency of the company.
- Executive Office Manager (Reporting to Haramain Division CEO):
 - Worked closely with CEO of Haramain Division to achieve high Management goals.
 - Review and monitoring the weekly and Monthly schedules analysis reports for projects include (in- progress status, in case of delay (Reasons, Impact, Corrective action, compensation), and making the necessary action.
 - Review and monitoring the weekly and Monthly delivery materials plan reports for projects and making the necessary action.
 - Review and monitoring the Monthly Quality report includes (WIRs, MIRs, and NCRs status).
 - Review and monitoring the Monthly Technical department Issues such as (Design drawing, shop drawing, and as-built drawing).
 - Review and monitoring the weekly and Monthly HES report and the Tower Cranes Status.
 - Worked directly with other departments who effectiveness in the operations of projects.
 - Study constraints in the projects and created a responsibility assignment Matrix.
 - Managing and record client and Stakeholders correspondence.

Dates	:	From Nov. 2011 till 2014
Employer	:	Saudi Binladin Group O&M
Project	:	Holy Haram Project, KSA
Job title	:	MEP QC Manager for O& M program
Job Description	:	<ul style="list-style-type: none"> • Assess the performance of SBG-OM in-house team and sub-contractors who Operate & Maintain and repair Huge Systems of Holly Haram to ensure they comply with the objectives of Maintenance Management System (MMS), Preventive Maintenance Instructions (PMIs), and monitoring & controlling all breakdowns to minimize the number of breakdowns and corrective maintenance. • Ensure that projects carry out preventive maintenance according to PMIs and according to the approved Master Plan program. • Creative the inspection and test checklist for the critical MEP equipment to evaluate the performance of SBG-OM in-house team and sub-contractors and the efficiency of the equipment. MEP includes, but is not limited to Rotating equipment like, engines, compressors, pumps, generators, blowers, and gearboxes. Static equipment heat exchangers,

pipings, storage tanks, valves, pressure-relieving devices, boilers, furnaces/heaters. Medium/Low voltage like transformers, switch-gear, (VFD) variable-frequency drive, MDBs, MCC, Lighting, and UPS (Uninterruptible Power Supply) and Low current voltage: sound system, CCTV, Fire alarm system, communication systems, and BACS (Building Automation and Control System). Plumbing like drainage, sewage, supply water, chilled water pipe...etc.

- Preparing annual ITP (inspection and test plan) for all MEP Holy Haram sites which including almost all of the critical equipment to evaluated maintenance performance and performance & efficiency of the equipment.
- Improvement of the performance of maintenance activities by analyzing the audit report, monthly troubleshooting report, and client complaints.
- Review all facility maintenance contracts/agreements and ensures terms and conditions are implemented.
- Study the need and feasibility of minor additions, modifications, and alterations to existing facilities and equipment and discuss the proposals with concerned parties.
- Follow up with heads of other sections respond to, and resolves problems or complaints raised by building occupants systematically and professionally with follow-up correspondence and customer satisfaction surveys.
- Ensure sub-contractors responsiveness to complaints and on-time professional work completion.
- Ensure safety of personnel and building tenants when performing jobs.
- Recommend and perform technical training to staff according to the result of audit reports and KPIs.
- Using CMMS to monitoring O&M program activities status (PM - CM - MI (material issue) – ...etc.).
- Monitoring KPIs to measuring the performance indicators for in-house team and sub-contractors.
- Sharing and attendance in workshops for new extensions projects in Holy Haram between the O&M representative, main operator for Holy Haram, other stakeholders and construction technical office, and the designer to assuring that the new design for the extensions Holy Haram meeting the requirements of operation in Holy Haram and operation and maintenance requirements.

Dates : From Jun. 2009 till Nov. 2011

Employer : Sectra Inc. - Suez (the Sinai Peninsula & Red Sea coast), EGYPT

Job title : MEP Audit Area Manager

Job Description :

- Lead a qualified team to monitor and control the performance of contractor responsible for the Operation and maintenance of Mobile networks for MOBIL company in the Eastern Zone (the Sinai Peninsula & Red sea coast).
- Accept and approve the installation of MEP works by the contractor according to standard specifications.
- Conduct an audit on all existing sites MOBIL network during a year to highlight and report concerns related either to maintenance, or production.
- Perform the second visit to the mentioned number of sites to check the

clearing of all concerns.

- Follow up Developed sites (Civil/ Power/ Mechanical) during acceptance, prepare their technical reports, and submit our recommendation according to technical specs to ameliorate site status.
- Prepare for visits to measure the radio PM data using the agreed standard tools.
- Validate the responses from the contractor's intervention and PST's "problem-solving time".
- Verify and approve the inputs of the monthly KPIs.
- Follow up all testing and commissioning for final validation of MEP works.
- Ensure that the contractor commitment to preventive maintenance activities.
- Check monthly & quarter and annual PM according to manufacturer's recommendations for all the equipment's.
- Study the power upgrade for sites to cover new requirements according to future expansions.
- Follow up with the contractor to submit an alarm report indicating the repeated alarms in sites.
- Follow up with the contractor to clear those alarms according to our submitted recommendations.
- Approve the repair requests from the contractors.
- Approve the required materials and spare parts.
- Validate the number of the monthly spare parts required (long and short term, monthly consumption, optimum and minimum stock). Monthly recommendation report including methods/case-study of how to minimize spare parts consumption rate.
- Ensure that contractor is committed to all safety procedures.
- Apply penalties on the contractor in case of non-compliance with contractor obligation & commitments, the penalty will be calculated based on the contractor's performance.
- Check all environmental and power reserves in the following fields:
 - All maintenance activities for standby generators (1000 KVA & 500 KVA) in MSC (Mobile Switching Centre) every MSC response about 2000,000 user of Mobinil network and more than 200 generators prime power (30 KVA) around Sinai Mobinil network area.
 - Generators (check weekly & monthly & quarter and annual PM according to manufacturer's recommendations).
 - Measure the generators efficiency and recommend the generators overhaul.
 - Cooling System spilt units 3hp & 5hp and Measure the A/Cs efficiency.
 - Power System (AC/DC).
 - Distribution Panel (GEDP).
 - Fire alarm System and firefighting system.
 - DC system including UPS & rectifiers (Delta, Saft, etc.) and backup batteries.
 - External alarms (fire, door and temp., etc.).
 - Cable tray and their accessories.
 - Verify and correct the earth system.
 - Check all Solar cell system components (controls, inverter,

converter, solar cells, batteries...etc.).

- Dates** : From Feb. 2001 till May 2009
- Employer** : Alkan Networks (Vodafone & Etisalat contractor) - Eastern zone - Suez (Sinai Peninsula & Red Sea coast), EGYPT
- Job Description** :
- Mechanical Maintenance Engineer (Feb. 2001 – Jun. 2004):
 - Established the generators section in the eastern zone to direct and supervises the maintenance in-house team to achieve the maintenance program for more than 150 generators with the different rates (301000 KVA) were working as prim power to providing power for 150 sites of Click Mobile company in the eastern zone.
 - Established the maintenance program which includes Preventive Maintenance Instructions (PMIs) according to the manufacturer's recommendation and the client requirements.
 - Established fuel plan to provide all generators with fuel according to the average consumption.
 - Established the BOM (bill of materials) for preventive and corrective maintenance and provide the tools and monitoring the spare parts & materials consumptions and the stock level weekly.
 - Training the Technicians to achievability the preventive maintenance PM, what is the corrective maintenance CM when facing the faults?
 - Supervise and Achieving the PM for region sites according to the plan with the best Performance & quality to reduce faults and alarms.
 - Prepare the estimated budget for the materials and spare parts.
 - Support the maintenance Teams during CM faults to solve the problems on repair time with high quality to prevent repeat the faults during 24/7 around the year.
 - Prepare the daily, weekly, and monthly CM report, analyses all faults and the recommendations.
 - Utilizations for available resources to perform the required work. I have managed all this area with one engineer and 15 Technicians.
 - Follow up the maintenance teams in PM & CM works daily and solving any problem (logistics, transportation, technical).
 - Prepare overhauling plan for all generators according to manufacturer's recommendations and after evaluated the efficiency of generators.
 - Developed the criteria of routine maintenance to be preventive and predictive maintenance after studied and analyses the reasons for troubleshooting. So Applied the Reliability maintenance to achieve the probability of generator Breakdown is once per month with a maximum of 25% from the total numbers of generators.
 - Notice: At this period we haven't Section Head, so I achieved the head section works also from the 1st day.
 - Operation & Maintenance Area Manager (Jul. 2004 – May 2009):
 - Manage all day-to-day operational requirements and allocation of staff to tasks at the site.
 - Develop and implement effective contract-specific reactive maintenance, planned preventative maintenance, and life cycle replacement programs.
 - Ensure that the Asset Management Plan documentation

(Operations and Maintenance Manuals, Health and Safety File, and Statutory records) are maintained in an up-to-date state in each property.

- Maintain adequate inventory of spare parts and maintenance materials and tools as needed and to stay within budgetary guidelines.
- Carry out regular audits of tasks completed by the team to ensure all contractual obligations are met.
- Prepared the annual budget request for the Operations and Maintenance Department, reviews staffing, equipment, and supply needs based upon recent trends and planned activities, monitored expenditures after budget adoption, and approves purchase requisitions.
- Hire, on boards, and develop the capability of team members to meet key performance goals and future succession requirements.
- Meet regularly with the client (as agreed) and submit reports on time.

Dates : From Jul. 2000 till Jan. 2001
Employer : Magic Company for generators
Job title : Sales Engineer for generators

Dates : From Jan. 1998 till Jun. 2000
Employer : Egyptian Armed Forces
Job Description : Served as an Engineer Officer, responsible for the generators department in Baranees Airport.

Field of experience :

- Knowledge of: The principles of management and administration, quality control, risk management, customer satisfaction, client relationship, procedures, policies & work practices, budget administration, procurement and contract management, leadership skills (Decisiveness, Integrity, team building, problem solving, dependability and ability to teach and mentor), Microsoft applications, training and personnel management and ISO standards.
- Ability to: Plan, assign and supervise the work of subordinate staff, work effectively with organization's and maintain positive employee relations within the department; communicate effectively, both orally and in writing, maintain detailed and accurate records, prepare clear and concise written reports including those submitted to the Board of Directors, prepare and make verbal presentations of technical material to non-technical audiences.