

My Resume

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PROFESSIONAL SUMMARY:

An experienced security professional dedicated to maintaining high quality standard of **work** as well as keen to learn new skills and is creative and a practical individual. Experienced in working in Pakistan and overseas. Able communicate effectively, to work on own initiative and as part of a team. Pay attention to details and deliver high level of customer service.

CAREER HISTORY:

ITD Bank Coordinator assigned at FAB Head Office, Abu Dhabi.

Supervisor in Transguard Cash Services from 2013 to 2020.

- Ensure all staff to follow and implement established operational procedure and standards.
- Monitor and coordinate ATM status and issues and escalate to Bank IT operations.
- Prioritize incoming emails and reply to non- technical inquiries.
- Provide administrative support & maintain in-depth knowledge of ATM/COM policies & procedures.
- Coordinate with all vendors and channels for security permissions and various legal requirement.
- Monitor ATM status in NCR APTRA-Vision system.
- Handle ATM/COM operations involving liaising with machine vendors, new ATM/COM installation, trouble shooting, cash replenishment of ATMs, and processing of ATM deposits and captured cards.
- Perform coordination and monitoring of reconciliation of various banking GL accounts, which relates to cash and ATM replenishment.
- Assist vendor invoices, finance reports and monthly billing.
- Prepare memos, spreadsheets and presentations for customers and management.

Crew Team Leader

Transguard Cash Services (Part of Emirate Group of Companies) Dubai, UAE 2008 to 2012.

- Assigned to the armored service operations team responsible for pickup and delivery of customer orders in accordance with a designated route. Also responsible for first level maintenance support for ATMs and CDMs.
- Coordinate and communicate with customers.
- Handle sealed bags with cash over to the Cash in Transit (CIT) company.
- Hand over cash to CIT, should the cash allocated to the custodian be over the CIT vehicle limit, the extra cash should be stored in a vault safe.
- Generate deposit slip from the ATM, verify the slip to the number of deposits in deposit bin and seal those deposits into a stop lose bag
- Balance each ATMs cash on route once every two weeks by counting the cash note for note and do a balance initiate

request on the back panel.

- Gather and Record information accurately and securely.
- Generate list of cash requirements per ATM from the recommendation Load Report.
- Report unacceptable service from CIT Company to Mandated official
- Report armed robberies or ATM attack to Group security, safety and continuity immediately
- Follow precautions to prevent armed robbery
- Follow the route handover procedures when a fellow ATM custodian is going on leave or will otherwise not be able to service Delivering results and meeting customer expectations
- Support the company's CIT operations by ensuring proper management of the CIT business processes and exceptional service delivery; in maintaining office systems and supervising core CIT staff.
- Assist in achieving operational objectives by contributing information and recommendations to Strategic plans and reviews, assisting in preparing and completing action plans
- Contribute to the implementation of operational, quality, and customer-service standards by ensuring that daily reports from the CIT team members are properly documented and followed up with the CIT manager.
- Ensure safe CIT operations by initiating and carrying out Proper planning before and during any CIT operation.
- Monitor out of office CIT operation activities through proper communication methods
- Assist in resolving problems that may arise with the day-to-day CIT operations
- Provide information that will be used in completing audits; identifying trends; determining system improvements and implementing change.
- Supervise junior staff of the CIT division to ensure that operations in the department are thoroughly carried out.
- Identify new and alternative ways for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Assist in the designing and implementation of CIT policies by ensuring that operational policies are realistic; ensuring that the laid down standards and procedures are adhered to both in the company premises and in any other location where CIT Operations are being carried out; measuring results against standards; making necessary adjustments.
- Assist in maintaining discipline in the CIT team by constantly ensuring that company HR standards on discipline and work ethics are constantly maintained

Cashier and Store Assistant Orion CNG & Petrol Station Peshawar, Pakistan 2004 To 2008

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- issue receipts, refunds, credits, or change due to customers.
- Answer customers' questions and provide information on procedures or policies.
- Assist customers by providing information and resolving their complaints.
- Greet customers entering establishments.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Request information or assistance using paging systems.
- Offer customers carry-out service at the completion of transactions.
- Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.

ACADEMIC QUALIFICATION:

- Diploma in Commerce from Islamia College, Pakistan (2002-2004)

OTHER QUALIFICATION:

- Driving License Abu Dhabi UAE valid from 2014 (LTV Manual# 2154976)
- Cash in Transit training completed from Private Security Business Department Abu Dhabi.
- Self Defense training completed from Emirates Aviation College Dubai.
- Basic Security Officer training completed from Private Security Business Department Abu Dhabi.
- Knowledgeable in Microsoft Office applications
- Experienced forklift driver of goods and materials

COMMUNICATION AND LANGUAGE SKILLS:

- Good communication, Administrative and Public Relation Skills.
- Fluent in English, Urdu & Punjabi Written, Reading, and Spoken.

PERSONAL DETAILS:

- DOB : 10th Apr 1988
- Nationality : Pakistan
- Gender : Male
- Religion : Islam
- Marital Status : Married
- Height : 5'.8"
- Passport # : AW5778924
- Expiry : 31st May 2027

HOBBIES:

- Professional enrichment
- Reading
- Jogging

CAREER STATEMENT:

"I feel that my greatest strengths are firstly my willingness to take responsibility for all the duties within my jurisdiction. Secondly my ability to quickly understand a member of the public's needs, and thirdly my positive attitude to dealing with any problems that I may come across".