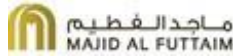


Work Experience:

Security Supervisor, Professional Security Systems (From June, 2022 - Present)

Sharjah City Centre, Majid Al Futtaim

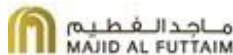


➤ **Key Responsibilities;**

- Directing and overseeing the implementation of all safety and security programs for the purpose of providing protection and a sense of well-being to all visitors, tenants and team members.
- Responsible for supervising a team of security personnel and providing first line management to the operational shift to ensure that all duties are carried out as per SOPs.
- Supervising security personnel in their daily assign task to safeguard lives and property by conducting regular foot patrol at facility.
- Supervising the daily routine duties and tasked to disseminate all order from the client/company to all security guards on duty.
- Conducting investigation on any situation arises and submitting reports to inform the client/company of what is happening in the entire shift of duty.
- Developed procedures for the emergency response and crisis management, physical security, information protection, incident management and investigation units.
- Attend to complaints of theft, pilferage or reported losses and conduct preliminary investigations on an ad-hoc basis as and when required.
- Conducting training for all newly hired personnel.
- Preparing security policies, alarm response protocols and card guidelines.
- Conducting Investigation regarding suspected incidents of external fraud, employee theft and embezzlement.
- Patrol facilities to ensure a general security presence and visible deterrents against crime and regulatory violations.
- Implemented video surveillance, motion detection and closed-circuit television systems to monitor the premises and to identifying, correcting and recording the safety hazards.
- Conducting security department meetings and participating in other required management meetings.

CCTV Operator, Al-Emarat Security Services (From Mar, 2020 – May, 2022)

Sharjah City Centre, Majid Al Futtaim



➤ **Key Responsibilities;**

- Monitor activities of all premises and procedures activities via the CCTV System.
- Monitor **iCetana Software** for necessary pop-ups and investigate.
- Monitor camera images continuously so as to assist with the prevention and detection of crime regularities.
- Monitor the movements of vehicles, maintenance personnel, sub staff and visitors.



Aspiration

To pursue a career in an environment that is intellectually stimulating and to excel by making the best use of opportunities, upcoming challenges through initiatives are result oriented with commitment for overall growth of organization and self.

Skills

- MS Office (Excel , Word, PowerPoint)
- Internet Browsing
- E-Mailing
- Typing Speed (40wpm)
- IRO (Incident Reporting Online)

Strengths

- Effective Communication
- Planning
- Leadership
- Teamwork
- Time Management

- Arrange the use of automatic camera and screen sequencing to increase the likelihood of detecting incidents.
- Operate all other equipment in the monitoring room in a correct and efficient way. (i.e. Access control/Intercom Functionality/BMS system etc.).
- Check equipment for operational readiness and conduct first line maintenance.
- Record equipment failures and faults in applicable books and register.
- Store video evidence securely under appropriate conditions.
- Produce formatted statements of evidence to corroborate real-time recordings.
- Assist supervisor in changing/managing duties.
- Patrol to prevent and detects signs of intrusion and ensure security of doors, windows and gates.
- Answer alarms and investigate disturbances.
- Monitor and authorize entrance and departure of employees, visitors and other persons to guard against theft and maintain security of premises.
- Maintained reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- Monitored entire facility using CCTV while simultaneously performing dispatch duties.
- Monitored security cameras and fire, building and alarm system.
- Assisting the customers in their difficulties (Lost items, missing children or locations).
- Resolving customer's complaints via phone and e-mails.
- Compile reports on overall customer satisfaction.
- Communicating and coordinating with colleagues as necessary.
- Assisting customers through different channels.

Sales Executive (From Jan, 2019 - Dec, 2019)

Worker Bees BPO, Rawalpindi, Pakistan



➤ Key Responsibilities;

- Maintain a positive, emphatic and professional attitude towards customers.
- Knowing product inside and out so that you can answer questions.
- Greetings customers warmly.
- Sale of company's product on phone calls and e-mails.
- Acknowledging and resolving customer complaints.
- Knowing product inside and out so that you can answer questions.
- Sale of company's product on phone calls and e-mails.

Honors & Awards

- Employee of the month (Nov- 2021) rewarded by City Centre Sharjah, MAF Properties
- Employee of the month (Feb- 2021) rewarded by City Centre Sharjah, MAF Properties

Interests



Cricket



Music



Gym

Contact Me



+971-52-9179750
+92-341-5838284



Rizwanshoukat555@gmail.com



<https://www.linkedin.com/in/rizwan-shoukat-muhammad>



https://twitter.com/Rizwaan_8?t=Fy2AuQQjcpU_8CPtuhqFow&s=09



https://www.instagram.com/invites/contact/?i=1pggwwmv65lqb&utm_content=san5g8



Sharjah, UAE

Education and Professional Training:

- Higher Secondary School Certificate (FSc), Federal Board of Intermediate and Secondary Education, Islamabad, Pakistan
- Fire Fighting training from National Security Institute, Ajman
- Computer Certification, Rawalpindi College of Commerce, Islamabad, Pakistan
- Health & Safety Training from Majid Al Futtaim (MAF)
- Emergency First Aid certificate from Capital Management Consultancy & Development Centre, UAE
- Documents preparation with MS. Excel, Word, PowerPoint, Paint & Photoshop
- Exceptional knowledge of Email configuration (Outlook)
- Customer service training from City Centre Sharjah, MAF.
- Driving License number 2774772, Abu Dhabi (Category 3 manual).

Personal Information:

- Date of Birth: 16th April 1997
- Marital Status: Single
- Nationality: Pakistani
- Visa Status: Employment (Transferrable)
- Passport No: LP5192171
- Expiry Date: 16th Jun, 2024
- Language: English, Urdu & Arabic