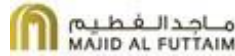


Work Experience:

CCTV Operator, Al-Emarat Security Services (From Mar, 2020 - Present)

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.
- Attend to complaints of theft, pilferage or reported losses and conduct preliminary investigations on an ad-hoc basis as and when required.
- Control the operation of all cameras in order to carry out necessary camera patrols.
- 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.
- Implemented video surveillance, motion detection and closed-circuit television systems to aid in monitoring the premises.
- 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).
- Greetings customers warmly and ascertain problem.
- Resolving customer's complaints via phone and e-mails.
- Compile reports on overall customer satisfaction.
- Communicating and coordinating with colleagues as necessary.



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

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

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

Worker Bees BPO, Rawalpindi, Pakistan



➤ Key Responsibilities;

- Maintain a positive, emphatic and professional attitude towards customers at all times.
- Assisting customers through different channels.
- 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.

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 Conquer Training & Development Center, UAE
- Documents preparation with MS. Excel, Word, PowerPoint, Paint & Photoshop
- Exceptional knowledge of Email configuration (Outlook)
- Customer service training from City Centre Sharjah, MAF.
- Light vehicle driving license number 2774772 Abu Dhabi.

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

Interests



Cricket



Music



Gym

Contact Me



+971-52-9179750



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