

Dheeraj Kumar

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PROFILE

A strenuous and assiduous person with interpersonal skills, confidence, experience, and communication abilities. An ideal candidate for working under stress and managing teams and task.

CORE COMPETENCIES & OBJECTIVES

To get a career-oriented job in a professional environment that offers utilization of my education, experience knowledge and skills and provides learning opportunities to keep pace with advance era.

EMPLOYMENT

Present: TRANSGUARD GROUP L.L.C

From: Jan 2016 – till date

Working as an Team Leader– TRANSGUARD GROUP SECURITY - COMMAND CENTER

Role & Responsibilities

In this role I am responsible monitoring surveillance equipment, inspecting cash vans, equipment, PPE and access points, permitting entry. Prevent losses and damage by reporting irregularities, informing violators of policy and procedures, restraining trespassers. First source of contact in any incident for the regulatory authorities. i.e., SIRA, PSFRD, ASSD, POLICE.

- ❖ Dispatching of 450+ Vehicles in UAE wide Operation.
- ❖ Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- ❖ Assure safe transit of Cash / Valuables from Customer to Base and vice versa.
- ❖ Route planning and provide assistance in rerouting if required.
- ❖ Answer alarms and investigate disturbances.
- ❖ Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- ❖ Ensuring presences in any Vehicle Breakdown and assure safe transfer of Cash / Assets from Breakdown Vehicle to the Replacement Vehicle.
- ❖ Ensure presence during the Audits of the Cash Management Centers. Control all Vehicle Access Admin Passwords and regulate new User Passwords to the authorized staff only.
- ❖ In any case of incident, inspect all the surroundings and will gather evidence (if any) and report to the Senior Security Manager afterwards compile a detailed investigation report.
- ❖ The dedicated resource to respond to all the Panic Alarm like PSCOD/ ASSD/ SIRA/ breakdowns/ Accident/ Incident/ Suspicious Activity/ Attack/ Robbery etc. and assuring that actions prescribed in relevant SOP's are met with in agreed timeline.
- ❖ If any Incident: - assuring to make live streaming of van, Inform Security Manager ASAP, send WhatsApp to (Management) send email to (concerned department + Management), assign Security staff, Inform concerned BU Manager, Fleet Manager, CMC Manager and Command Centre Manager.
- ❖ Responsible to check status of vehicles in application. If found not updating, then escalating issues to concerned vendor/ follow up on raised issues/ arrange appointment for vendors by coordinating with concerned department and vendors. Follow-up is done until issue is rectified.

Working as an ATM Monitoring Assistant in Transguard Cash Command Centre

Role & Responsibilities

Monitoring over 1000 ATM machines and SCDM over 5000 machines performances through specialized software APTRA Vision, GUNNEBO and ESQ.

Monitoring through Email Notification alerts for ENBD, EIB and GUNNEBO automatic generated error alerts and logging the calls in concept evolution (incident management tool)



- ❖ Monitoring the ATM's/CDM's and SCDM's transaction activities.
- ❖ Ensure customer care efficiency standards are met and gives total customer satisfaction and excellent service.
- ❖ Daily Recording of Activities Occurred during the Shift in the Occurrence book and system.
- ❖ Coordinating with other departments, necessary to ensure processing of customer's request.
- ❖ Raising the ATM/SCDM Service calls with the concern departments.
- ❖ Coordinating with ATM cash forecasting team, ATM Callout team, ATM replenishment team and Cash management center team.
- ❖ Accountability for activation of new ATM /CDMS for Emirates National Bank of Dubai, Emirates Islamic bank, Gunnebo SCDM machines, FGB, UBL and CBD.
- ❖ Reporting project status to the concerned clients and other business unit within organization.
- ❖ Ensure complete customer satisfaction, 24X7 services and uptime for ATM/CDM machines.
- ❖ Coordinating with various vendors for fixing ATM/CDM related issues.
- ❖ Escalating issues to respective business heads and seek early resolution. Coordinate with I.T/Vendor/Business for a smooth transition.

Worked as an Administrator in cash Service with Transguard Group LLC, Dubai.

Role & Responsibilities

- ❖ Processes employee's resignations and coordinates with HR for employee termination cases.
- ❖ Prepare and process employee's incident reports.
- ❖ Prepare employee's annual/emergency leave-applications and maintain, update all overstays on leave reports.
- ❖ Prepare requests for new employees' company IDs medical insurance cards, cash collector cards and their replacements.
- ❖ Coordinates and arranges employees for their residence visa renewal, medical process.
- ❖ Liaising with HR & payroll for all employee' salary related queries.
- ❖ Responsible for other duties as assigned by the management.









CAREER HISTORY

- ❖ **03 years' working experience as Team Leader in Transguard Group LLC Fleet Management.**
- ❖ **02 years of working experience as an ATM Monitoring Analyst in Command Centre with Transguard Group LLC, Dubai.**
- ❖ **03 year working experience as an Administrator in cash Service with Transguard Group LLC, Dubai.**

Management

- ❖ Maintaining MIS for any query related to ATM/CIT/SCDM support.
- ❖ Manage internal operation and internal team working on systems and get the status for all required and updating and so forth for better control.
- ❖ Maintaining daily assignment sheet with time taken to complete each activity. To be able to justify your work.

Application Used:

1. **Aptra Vision:**  Managing and performing the administration responsibilities.
2. **ESQ:**  Used to monitor the performance of ATM's and cash flow.
3. **CWC:**  Managing and performing the administration responsibilities
4. **CAFM:**  Completely web-based Computer Aided Facilities Management
5. **GUNNEBO:**  Managing and performing the administration responsibilities.
6. **V Zone Track:**  Used to monitor TG soft vans operating across UAE and prepare monthly reports i.e., Daily Km, Trip, Salik, Idling and over speed reports required by management.
7. **Securepath:**  The core responsibility to monitor Secure Path (SIRA) Fleet Management Tracking system of Armored Vehicles associated with TG by SecurePath application operating across UAE.
8. **Tahaluf:**  The core responsibility to monitor Tahaluf (MOI) Fleet Management Tracking system & End to End Surveillance of Armored Vehicles associated with TG by SecurePath application operating across UAE.

TRAINING:

Possess DPS (Department of Protective System) training certificate.
Customer Service Dealing and Communication (Basic Training)
GUNNEBO Advance Training.

ACADEMIC DETAIL

- ❖ Diploma in Computer Application from SIMT in 2012.
- ❖ Diploma in Financial Account from SIMT in 2010.
- ❖ Intermediate from J&K Board in 2012.
- ❖ Matriculation from J&K Board in 2009.
- ❖ UAE Driving License No. :3996098

COMPUTER SKILLS

- ❖ Computer skills expertise in Microsoft office (MS word, excel, power point)
- ❖ Familiar with general computer applications

PERSONAL MINUTIAE

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|-------------------|---------------------------------|
| ❖ Last Name: | ❖ Kumar Dheeraj |
| ❖ Nationality: | ❖ Indian |
| ❖ Gender: | ❖ Male |
| ❖ Marital status: | ❖ Single |
| ❖ Passport No. | ❖ V5128778 |
| ❖ Visa Status: | ❖ Residence Visa |
| ❖ Languages: | ❖ English, Urdu, Hindi, Punjabi |
| ❖ D-O-B | ❖ 12-03-1993 |