



## MUHAMMAD ZOHAIB

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### PROFILE SUMMARY

- Confident team player with excellent **organizational, communication, and interpersonal skills**, adept at motivating others and fostering collaboration.
- Strong understanding of internet technology and proficient in **Microsoft Word, Excel, PowerPoint**, and computer hardware/software.
- **Self-motivated** and committed to **continuous learning**, capable of making sound decisions under pressure while maintaining a **hardworking and responsible attitude**.

### EDUCATION

*Intermediate Certificate* 2011

Board of Intermediate & Secondary Education, Rawalpindi, Pakistan

*Everyday Excel Specialization* 2024

University of Colorado Boulder, 2024

### CORE CPOMPETENCIES

Security Management • Incident Response • Team Leadership • Risk Assessment • Community Engagement • Policy Development • Crisis Management • Communication Skills • Technical Proficiency • Problem-Solving • Conflict Resolution • Training and Development • Surveillance Operations • Data Analysis • Emergency Preparedness • Access Control Management • Compliance and Regulation • Time Management • Adaptability • Customer Service Orientation • Decision Making • Attention to Detail • Interpersonal Skills • Analytical Thinking • Report Writing • Operational Efficiency • Multi-Tasking • Strategic Planning • Resource Management • Team Collaboration • Ethical Judgment • MS Office Suite

### RELEVANT WORK EXPERIENCE

**Accounts Manager, Kensington Holiday Home & Technical Services LLC, Dubai, UAE**

*Sept 2024-Present*

**Key Deliverables:**

- **Invoice & Records Management:** Prepared and maintained accurate invoices and records for both Kensington Homes Technical Services and Kensington Holiday Homes, ensuring proper documentation for financial tracking and audit.
- **Staff Attendance & Payroll Management:** Managed staff attendance records and processed payroll, ensuring timely and accurate salary disbursements for all employees across both entities.
- **Financial Management & Petty Cash Control:** Maintained detailed records for petty cash and tracked expenses, ensuring adherence to budgetary limits while managing cash flow for both business units.
- **Maintenance & Inventory Management:** Created and updated checklists for maintenance-related work, ensuring timely execution of required tasks and addressing any issues promptly.
- **Project Cost Evaluation & Procurement:** Evaluated project costs to ensure that budget constraints were met, identifying areas of improvement.

- **Operational Efficiency & Reporting:** Monitored and evaluated overall operational efficiency, providing detailed reports on project costs, inventory levels, and financial performance to senior management.

#### **Security Supervisor, Administration Wing, EMAAR Properties, Dubai**

*Dec 2021-Sept 2024*

##### **Key Deliverables:**

- **Security Operations:** Implemented daily security protocols that resulted in a 30% reduction in security incidents across properties within the first six months.
- **Incident Management:** Responded to over 50 security incidents, achieving a 95% resolution rate and improving incident response times by 20%.
- **Team Leadership:** Supervised a team of 20 security personnel, achieving 100% staff compliance with training schedules and a 15% increase in team efficiency through targeted training programs.
- **Risk Assessment:** Conducted bi-annual threat analyses, identifying and mitigating 10 potential vulnerabilities, which enhanced overall property security ratings by 25%.
- **Community Engagement:** Initiated quarterly community safety meetings, increasing resident participation by 40% and fostering a safer living environment.
- **Policy Development:** Updated and standardized security policies, leading to a 50% decrease in policy violations and ensuring 100% compliance with industry regulations.
- **Reporting:** Maintained detailed incident records and prepared monthly performance reports that tracked a 30% improvement in security effectiveness metrics over the last year.
- **Collaboration:** Coordinated with local law enforcement on 15 joint initiatives, enhancing community safety and improving response times for emergency situations by 25%.
- **Training Programs:** Designed and implemented ongoing training for security staff, resulting in a 20% increase in employee certification rates in security protocols and emergency procedures.

#### **Security System Operator Dubai, UAE**

*Dec 2019-Dec 2021*

##### **Key Deliverables:**

- **System Monitoring:** Continuously monitored security systems (CCTV, alarms), identifying, and responding to over 100 suspicious activities, resulting in a 40% reduction in false alarms.
- **Incident Reporting:** Documented and reported security incidents in real-time, achieving 100% compliance in timely reporting, which facilitated faster resolution times.
- **Access Control:** Managed access points to ensure only authorized individuals entered secured areas, improving compliance by 25%.
- **Emergency Response:** Coordinated responses to alarms and emergencies, reducing response times by 20%, significantly enhancing incident management efficiency.
- **Training Support:** Assisted in training new staff on security protocols, leading to a 90% success rate in new hire assessments after training.
- **Community Interaction:** Engaged with residents to address concerns, resulting in a 30% increase in resident satisfaction scores in safety surveys.

#### **ACHIEVEMENTS**

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- Implemented security protocols as a **Security Supervisor**, reducing incidents by **30%** through effective risk assessments and **community programs**.
- Introduced a digital document management system as an **Admin Assistant** at **EMAAR Properties**, improving filing efficiency by **40%** and **enhancing team communication**.
- Developed a training program for security staff that improved emergency response times by **25%**, **increasing** overall safety for residents.

## **TECHNOLOGY PROFICIENCY**

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- **Management Systems:** Proficient in using management systems like Opera and VMS for efficient operations.
- **Microsoft Office Suite:** Advanced knowledge of Microsoft Word, Excel, PowerPoint, Outlook, and Gmail for comprehensive office tasks and communication

## **PERSONAL DOSSIER**

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**Languages:** English, Urdu | **Nationality:** Pakistani | **Visa Status:** Employment