**Ballah**

Ballah.150485@2freemail.com

**Availability: immediate**

**CAREER OBJECTIVE**

A position utilizing my extensive supervision experience, my proven co-ordination capabilities, my interpersonal and communication skills, my education, and well as my record of notable accomplishments in my domain.

**CAREER SUMMARY**

Safety and security support professional with more than 10 years of experience; adept at working in fast-paced environments demanding strong organizational, leadership and interpersonal skills. Committed to exceptional customer service and driven by challenges. Detail-oriented and resourceful in spearheading, organizing and completing projects; ability to multitask effectively.

**• Confidential Correspondence and Data • d Relationship Management**

**• Back and Front Office Operations • Safety Inspection**

**• Workflow Management • Needs Assessment**

**• Customer Relations • Customer Retention**

**• Facilitation • Staff Supervision/Training**

**EMPLOYMENT EXPERIENCE**

***Operation Coordinator 2014 to Present***

Professional Security Systems, Abu Dhabi, UAE

• Plan, direct, or coordinate one or more administrative services of an organization

• Ensure all functions mentioned below are carried out in an efficient and effective manner whilst providing maximum-security support to field operations

• Coordinate all emergency/crisis management assets providing a timely and coherent response to incidents as they arise

• Coordinate with Private Security Business Department (PSBD) – CID – Police.

• Develop a working relationship with personnel and a comprehensive working knowledge of Security system

***Patrolling Supervisor 2014***

Professional Security Systems, Abu Dhabi, UAE

• Responsible for patrolling at the site ensuring proper compliance wth the laws and polices

• Manage indigenous security and Police forces, conduct limited training and administration for them, and deploy them as part of the overall security plan consistent with requirements

• Ensuring that all patrol personnel are assigned to a patrol area and that they understand their duties and responsibilities

• Ensuring that patrol personnel remain in their assigned patrols areas

• Being aware of all applicable departmental instructions, procedures, and policies that affect the proper performance of duty

***Security Supervisor 2012 to 2014***

Professional Security Systems, Abu Dhabi, UAE

• Responsible to manage the security team

• Risk Assessment, Inspection, Analysis and Evaluation of Current Controls.

• Fire Fighting, Protection and Prevention within Health and Safety Rules

• Ensuring all the security systems, such as the CCTV and burglar alarms, are working properly and reports any breakdowns of the security systems to management.

• Risk Management, Emergency Response and Recommendations

***Customer Care Representative and Sales 2009 to 2010***

Zain Telecom, Khartoum, Sudan

• Supported clerical and order processing needs of sales staff and parts department

• Maintained standard human resource policies and procedures for dealership

• Supervised order management, customer relations, chargeback resolution and collections

• Provided team leadership to accomplish department goals and monitor work flow

• Performed all aspects of customer service and satisfaction, including answering busy multi-line phone system, coordinating special promotions, and providing detailed information for various products

• Consistently provided excellent, informed customer service and maintained strong reliable work ethic

***Customer Representative 2002 to 2007***

Security Guard for Commissioner of Refugees Office in El showak , Khartoum, Sudan

• Drove and guards armored vehicle to transport money and valuables to prevent theft and ensure safe delivery

• Monitored and authorized entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises

• Inspected and adjusted security systems, equipment, and machinery to ensure operational use and to detect evidence of tampering

• Assists in the supervision of Security Officers on assigned shift

**EDUCATION AND CREDENTIALS**

***Diploma, Electronic Engineering 2006***

University of Omdurman Islamic, Sudan - Additional course work in Electronic Engineering.

***Diploma, English Langugae 2006***

[ School Name ], Sudan - Advanced courses in English Language.

**ADDITIONAL TRAINING**

• Basic Security Training Certificate, National Security Institute , 2010

• Supervisor Training Course Certificate, National Security Institute, 2012

• Safety Courses from AC training & Consulting, NEBOSH – IOSH – First Aid – Fire Fighting, 2016

**SPECIAL SKILLS**

***Computer & IT -*** Microsoft Office™ (Word™, Excel™ PowerPoint™)

Windows™

Adobe™

Publisher

***Language -*** Arabic-Fluent

English-Fluent

PROFESSIONAL REFERENCES

Available upon