

Command Centre Operator/Customer Service Agent

Name: Nanda

Nationality: Nepalese

Age: 34 years old

Language: English, Hindi, Urdu, Nepali, Malay

Date of Issue: 28 July 2014

Date of Expiry: 27 July 2024

Email address: [Nanda.331729@2freemail.com](mailto:Nanda.331729@2freemail.com)

**PROFILE**

To secure a position where my hard work, dedication and ability to communicate and liaise effectively with a diverse client group in a friendly and diplomatic manner can be put to good use while acquiring new skills that would be of advantage to any Company I work for.

**SKILLS AND KNOWLEDGE IN SUMMARY**

* Exceptional written and oral communication abilities
* Safety and details oriented
* Proven leadership and administrative skills
* Adapt quickly to diverse management and client style
* Fully familiar with latest building facility management system
* Effective in multitasking
* Efficient and organized in profession and hardworking
* Highly trustworthy, discreet and ethical with ability to keep confidentiality
* Excellent analytical skills
* Accuracy in data entry and good mathematical skills

**WORK EXPIRIENCES:**

**06 and half years of UAE experience in Security/Admin Field**

**PSBD LICENSED SECURITY GUARD IN GULF FIDELITY SECURITY SERVICES**:

Worked as a lead guard/patrol guard from January 2012 to February 2014, as a HSE guard from March 2014 to September 2014, worked as a Control room operator and Admin from September 2014 to July 2015 and then working as Control room Head Guard till present in ADGM Square (previously Sowwah Square), Al Maryah Island Abu Dhabi and am a member of ERT (Emergency Response Team)

**JOB DESCRIPTION**

**AS A PATROL GUARD/LEAD GUARD/HSE GUARD**

* First responder in any kind of emergency
* Conducting standard patrolling in series according to the pattern or plan and conduct through inspection
* To identify Health, Safety and security risks and report
* To conduct random checks of any MEP/housekeeping staffs to ensure compliance with access control permits and permissions.
* To look for suspicious people/ items and report it immediately to control room
* To attend to any assistance requested from tenants, contractors and resolve any incidents.
* To assist visitors with direction and escort them

**AS A COMMAND CENTRE/CONTROL ROOM OPERATOR**

* Receiving telephone/intercom calls and direct callers to correct department or personnel and provide correct information as required.
* Monitoring CCTV and act according to procedure.
* Responding quickly to all alarms through the fire safety system and coordinate emergency response
* Monitor Access Control and intruder alarms through the Security Management system and coordinate any emergency response.
* To report all security issues to Site Security Supervisor.

**AS AN ADMIN**

* Logging all the maintenance issues, occurrences, events, incidents within the site, accurately in daily operational reports and forwarding the issues to the helpdesk and MEP and housekeeping teams.
* Maintaining a contact list and instruction sheets with fire drill procedure, emergency numbers, evacuation plan and emergency contact detail.
* Preparing daily/weekly/monthly operational reports
* Maintaining Lost and Found register and items
* Preparing incident reports
* Receiving and responding the e-mails related to tenants, management and helpdesk.

**Command Centre Head Guard**

Considering my hard work and efforts to the security control room operation, my company and the client promoted me as a control room/Command Centre Head Guard on 1 August 2015 and since then working as Command Centre/Control Room Head Guard in ADGM Square.

**JOB DESCRIPTION**

* Receiving Telephone calls and direct callers to correct department or personnel
* Dealing with emails and responding
* Attending all queries of the callers and to give possible solution and likely action
* Communicating with all emergency services
* Assisting with emergency authorities like Police, Civil Defense, ADDC etc. as and when required
* To carry out incident/Accident situation reports from caller
* To keep daily incoming and outgoing calls log
* To update information regarding upcoming events and Contact persons with relevant events
* To report all security issues to Head of Security

**IN CASE OF AN EMERGENCY BEING A COMMAND CENTRE HEAD GUARD**

* To contact Civil Defense, Police and Ambulance as required, give them full details of location for easier access
* To report the emergency to the Island Security and relevant parties.
* To get situation report from guards attending the scene of the emergency and ensure Supervisor and Emergency Coordinator are updated as frequently as necessary
* To get situation report from Supervisor, Emergency Coordinator, ERT members and island security as frequently as necessary
* To maintain a record of any developments from ERT members and Emergency Coordinator
* To complete emergency check list
* To prepare a complete incident report

**PSBD LICENSED SECURITY GUARD IN FALCON SECURITY SERVICES**:

Worked as a reception guard in Al Massa Hotel Apartments in Al Ain, Abu Dhabi from May 2010 to September 2010 and as a access controller, Admin and CCTV operator in Saadiyat Construction Village, Saadiyat Island, Abu Dhabi from September 2010 to December 2011

**JOB DESCRIPTION**

* Allowing and stopping of all authorized and unauthorized persons in the workers village
* Conducting visual search and baggage check
* Issuing keys/access cards to housekeeping/MEP/transportation staffs and keep accurate record
* Crowd control
* CCTV patrolling throughout perimeter and report any suspicious activity/people/things to Site Supervisor
* Preparing hand written daily, weekly and monthly reports/incident reports and recording statements
* Maintain vehicle logs etc.

**EDUCATIONAL QUALIFICATION:**

Passed High School Diploma (10+2) from Tribhuwan University Nepal in the year 2001

Passed S.L.C. from Megha Raj Higher Secondary School in the year 1998

**OTHER TRAININGS**

* IOSH/Managing Safely (HSE course) from Gulf Test Consultancy, Abu Dhabi 2014
* Basic fire fighting training from Aspire Middle East Abu Dhabi
* Advanced Security guard training from Rhino Security Services, Kathmandu Nepal
* Basic Security Guard Training/Security guard refreshing course from National Security Institute under ministry of Interior Abu Dhabi

**AWARDS:**

* Employee of the month May 2015 from Gulf Fidelity Security Services in ADGM Square, Abu Dhabi

**ACHIEVEMENTS:**

* Promoted to Control Room Head Guard from Control room operator

**Declaration:**

I hereby declare that the above details are true and correct to the best of my knowledge.