******AMIR

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M.B.A

**Career Objective:**

I am looking for a management position in a growing company where I can apply my experience to increase the company’s reputation and profitability.

**Career summary:**

Result driven and customer focused professional with comprehensive educational background of business administration and diverse experience in Administration, security and safety management and customer services. Committed to achieve and exceed demanding targets and business objectives, while remaining focused on providing an optimum level of services, skilled analytical leader and team builder who motivates the team to improve performance and to accomplish the defined goals and targets; mentor and motivator who work side-by-side with team workers. Contagious passion for high level of customer services cultivated and leveraged successful customer and employee relationships. Technically savvy with proficiency in MS office suits and Windows OS.

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| * Key performance indicators (KPI)
 | * Customer Services
 | * Operational Excellence
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| * Security Management
 | * Safety management
 | * Training & Development
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| * Process improvement
* Staff deployment
 | * Health & safety control
 | * Scheduling & team deployment
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**PROFESSIONAL EXPERIENCE**

**Organization: SS Solutions & Services, Pvt. Ltd, London, U.K**

**Tenure: Nov, 2014to august 2016**

**Designation: Security Manager**

**Responsibilities:**

* Staff training and management of staff grievances.
* Administrative work check and reporting.
* Client satisfaction and customer care
* Staff check in and check out controlling
* deployment and Scheduling
* Team motivation and trainings
* Reporting incidents and accidents happened with in the area of responsibility.
* Assurance of security and safety measures.
* Official reporting and generating time sheets and staff management
* Compliance with the company policies and instructions
* Providing safe and secure environment for the visitors and staff



**Organization: Camden Council, London, U.K**

**Tenure:** **Oct, 2012 to Nov, 2014**

**Designation: Civil Enforcement Officer**

 **Responsibilities:**

* Make sure the implementations of laws and regulation in civil society.
* Working with other professionals like police community support or police department to report incidents like crime or antisocial behavior.
* Issuing penalty charge notices and warnings.
* Identify parking infringements and issuing parking tickets and implementation of traffic rules.
* Customer service in detailing the local authority rules.
* Identifying and reporting suspected abandoned vehicles and damaged equipment, signs or lines.
* Dealing with enquiries and advising public about traffic regulations

**Organization: Surrey Security Services, London, U.K**

**Tenure: Sep, 2010 to Aug 2012**

**Designation: Security Supervisor**

**Responsibilities:**

* Staff management and administration.
* clients care/customer service with professional attitude
* Complaint handling and customer satisfaction
* Staff deployment and supervision
* Book keeping and Record maintaining
* Quality controlling and scheduling
* Staff availability and performance check
* Safety management and KPI’s check

**Organization: City Traffic Police, Faisalabad, Pakistan**

**Tenure:**  **Aug, 2006 to March, 2010**

**Designation: Civil Enforcement Officer/Admin Officer**

 **Responsibilities:**

* Implementation of traffic and parking regulations.
* Staff deployment and controlling
* Book keeping & Document controlling
* Hire official coordination
* Security control
* Staff management and public relations
* Monitor controlled parking zones and one way systems.
* Report offences and issue fixed penalties to the offenders
* Check motor vehicle licenses and detect stolen vehicles.
* Assist other law enforcing agencies if required.
* Appear in court as evidence in legal matters.



**Organization: Unilever, Pvt. Ltd. Pakistan**

**Tenure: Jan, 2004-July, 2006**

**Designation: Merchandising Officer/Staff Supervisor**

**Responsibilities:**

* Staff management
* Area supervisor
* Merchandising activities
* Staff briefing and performance check
* Stock management and look after of delivering the promotions to the customers
* Record maintenance, book keeping and document controlling
* Arranging meeting with clients and customers
* Clients satisfaction and coordination with management

**Professional skills**

* Effective communication skills in English and Urdu languages.
* Outstanding command over verbal and non-verbal communicative and interpersonal skills.
* Ability to manage multiple project with minimal supervision.
* Self-management and team management skills for sustained high performance.
* Conflict management and analytical skills with an attention to detail.
* Excellent listening, interpersonal and presentation skills, both written and verbal.
* Striving for excellence with motivation spirit having enthusiasm and innovative drive.
* Having adaptability and ability to cope with unexpected situations.
* Customer service skills in detailing the queries and demonstrating professionalism with respect.
* Critical reasoning and evaluation with literacy and numeracy skills.
* IT skills and knowledge of government legislation skills.
* Organizational skills to plan and organize systematically to create a cooperative working environment.
* Decision making skills to take initiatives and make quick effective decisions when necessary.

**Educational qualification**

 **EXAMINING BODY: YEAR**

* Master in Business Administration Cardiff Metropolitan University, UK. 2012
* PGD in Strategic and leadership Management Oxford College Of London, UK 2011
* Bachelor of Sciences University of the Punjab, Lahore. 2004
* Intermediate of Computer science F.B.I.S.E, Faisalabad 2002

**Certifications**

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| --- | --- | --- |
| * Security & Conflict Management (Level 2)
 | Edexcel | 2010 |
| * First Aid
 | MG Training, U.K | 2013 |
| * Health & Safety induction (Level 2)
 | High Speed Training, U.K | 2013 |
| * Security services and conflict management (IQ Level 2)
 | Ashley Commerce College, U.K | 2013 |
| * Traffic Management & Conflict Management ( Level 2)
 | City & Guilds, U.K | 2013 |
| * Food safety (Level 1)
 | Weston College, U.K | 2015 |
| * Hygiene Health and safety (Level 1)
 | Weston College, U.K | 2016 |

# Achievements:

* Certificate of performance from the head of department chief traffic office Faisalabad 2010
* Recognized for best performance by the Civil Enforcement Manager, Camden Council, U.K 2013
* Recognition as best supervisor and Team developer by Distribution and Merchandising Manager, Unilever, Pakistan, 2005

# Language skills

* English (Fluent)
* Urdu, (Fluent)
* Hindi(Fluent)
* Arabic (conversational)

**Computer skills**

* Microsoft Office (word ,excel, power point), IT skills,
* Data management, Presentations, HTML
* Internet browsing and operations

**Reference**

* Will be furnished on request.