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**SHAILESH**

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**WORK EXPERIENCE**

**November2015/ January 2017 SCHLUMBERGER, SUTHERLAND GLOBAL SERVICES, Mumbai**

**Designation: Security Consultant**

**Responsibilities:**

* Handling Logistics calls from all over North America and Trinidad & Tobago for Schlumberger.
* Monitoring time & movements of trucks, light vehicles and drivers through satellite systems and navigation systems installed in the vehicles.
* Reporting Emergency Situations like **Accidents** & **High Jacking of Vehicle**, to the location Managers, site HSE and following **ERP** for the same.
* Advising drivers on safety measures to be taken during driving in after dark hours especially in Trinidad & Tobago and follow up regarding their safety.
* Checking for expired vehicle documentations, registrations & driver certifications, HAZMAT certifications as per US & CANADA, DOT Standards and informing the same to the location Supervisors, Managers & HSE officers, in India & North America.
* Checking for rest hour logs and making sure that the drivers and alternate drivers going on trips are well rested before they start their trip.
* Approving trips on behalf of the approver in US & Canada for low & medium compliant trips.
* Informing Approvers & HSE Officers at the location about High Risk & Major Non Compliant trips, by providing them the accurate information and reason for risk approval, if required.
* Giving weather updates regarding weather in different States in US , Canada & Trinidad & Tobago.
* Issuing Return, Duplicate Trips and creating New Trips for the drivers.
* Following up on trips and taking appropriate action for trips not completed and reported on time.
* Informing the same to the supervisor & management team.
* Effective call handling and solving complaints and providing solutions for the same.

**February 2014 /April 2014** **CRYSTAL CRUISE LINES,** L.A, California**,**

**Designation: Security Staff**

**Responsibilities:**

* Access control.
* Reprogramming & maintenance of electronic locking systems & all security equipments.
* Providing safe and lock assistance to the guest as and when required.
* Intensified screening of passenger and passenger identification & visitors in order to

verify authenticity and validity.

* Handling all shipboard security for the vessel, drugs interdiction as directed by the Chief Security Officer.
* Coordinating with the bridge team & security team over phone and radio regarding gangway operations.
* Frisking of Passengers with Metal Detectors & Pat down Checks.
* Implementing onboard security measures to deter unauthorized entry and illegal activity.
* Conducting Patrols on foot, in all public, crew areas and open decks.
* Maintaining a 100-yard security zone around cruise ship and maintaining environment by monitoring and

setting equipment control.

* Restricting access to any sensitive vessel areas, such as the bridge, engine room and other restricted areas.
* Complete reports by using e-mails and daily activities logs by recording observations, information,

incident occurrences, and surveillance activities; interviewing witnesses, obtaining signatures.

* Ensure calibration and operation of equipment like GTS, Screening machines, WTMD,SABER 2000 &

cameras by completing maintenance requirements, following manufacturer’s instructions, troubleshooting, malfunctions, calling for repairs, evaluating new equipment and techniques.

* Prevent losses and damage by reporting irregularities, informing violators of policy and procedures ,

restraining trespassers.

* Contributes to team effort by accomplishing related results as needed.

**October2012/ January2014 LIQUITERIA (Snacks n Juice Bar)** Mumbai

**Designation: Supervisor**

**Responsibilities:**

* Taking responsibility for the business performance of the restaurant.
* Organizing marketing activities such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Planning and coordinating the entire operation of the restaurant during scheduled shifts.
* Managing staff and providing them with feedback.
* Responding to customers complaints.
* Ensuring that all employees adhere to the company’s uniform standards.
* Recruiting, training and motivating staff.
* Maintaining high standards of quality control, hygiene and health and safety.
* Checking stock level and ordering supplies.
* Preparing cash drawers and providing petty cash as required.
* Helping in any area of the restaurant when circumstances dictate.

**February 2012/September 2012** **RAL (Raymonds Apparels Ltd)**.**PARK AVENUE STORES.**

**Designation: Store Salesman**.

**Responsibilities:**

* Proactively approaching customers to build a positive relationship.
* Recognizing different people styles and modifies his /her presentation accordingly.
* Identifying needs and wants, presenting multiple offerings.
* Building confidence in the mind of customers that their problems can be solved by showing them

products and accessories based on their descriptions.

* Closing ability: Efficiently picks up the verbal and visual buying signals.
* Colour Blocking: Products stacking on shelves, Mannequin display and Window display.
* Housekeeping aspects of VM i.e. Packing a garment, unpacking, stock replenishment (from backroom to

shelves and to final customer).

* Cleanliness of the store, clutter free trail room.
* Forecasting of quantity requirements at SKU levels for the stores.
* Help SM & Merchandiser in planning base stock-initial deployment stock at SKU level.
* Planning &adherence to replenishment schedule category wise.
* Handling stock inward and outward process.
* Global count on a daily basis, generating DSR (Daily sales Report).
* Billing, handling of cash on day to day basis.

**May 2009/June 2011** **CELEBRITY CRUISES,** Florida, Miami

**Designation: Security Guard**

**Responsibilities:**

* Access control.
* Intensified screening of passenger and passenger identification & visitors in order to

Verify authenticity and validity.

* Handling all shipboard security for the vessel, drugs interdiction as directed by the Chief Security Officer.
* Coordinating with the bridge regarding gangway operations.
* Frisking of Passengers with Metal Detectors & Pat down Checks.
* Implementing onboard security measures to deter unauthorized entry and illegal activity.
* Conducting Patrols on foot, in all public, crew areas and open decks.
* Maintaining a 100-yard security zone around cruise ship and maintaining environment by monitoring and

setting equipment control.

* Restricting access to any sensitive vessel areas, such as the bridge, engine room and other restricted areas.
* Complete reports, daily activities logs by recording observations, information, Incident occurrences, and

surveillance activities ;interviewing witnesses, obtaining signatures.

* Ensure calibration and operation of equipment like GTS, Screening machines, WTMD, SABER 2000

&Cameras by completing maintenance requirements, following manufacturer’s instructions,

troubleshooting, malfunctions, calling for repairs, evaluating new equipment and techniques.

* Attending to fire Alarms calls and emergencies.
* Prevent losses and damage by reporting irregularities, informing violators of policy and procedures ,

restraining trespassers.

* Contributes to team effort by accomplishing related results as needed.

**September 2006/April 2009** **KLM / NORTH WEST AIRLINES,** Mumbai Airport.

**Designation: Security Agent.**

**Responsibilities**:

* Access control.
* Passenger screening in order to detect suspicious signs in appearance and behavior and checking

passenger travel documents (Passports, Visas, ARC, etc.) in order to verify authenticity and validity.

* Providing information regarding baggage policy & any changes if applicable.
* Assisting frequent fliers with up gradations to Business and 1st class.
* Coordinating with immigrations and customs services and other security agencies to ensure that any

passenger and crew of being on the INS “Prevent Departure” list or other black listed passengers are

promptly reported to the authorities.

* Acceptance of interline passengers.
* Setting up of baggage make up & break up area.
* Aircraft search for suspicious objects.
* Screening cargo & checking for documents & manifest needed by customs for various types of cargo to

be shipped to different destinations.

* Checking of all catering equipment’s, Duty free products for tampering &pilferage and completing

necessary paper work required by the authorities.

**August 2000/August 2005** **M/s. ENVIRON CHEM,** Mumbai.

**Designation: Manager-Logistics (Imports)**

**Responsibilities**:

Issuing Commercial Invoices & Excise Invoices, Liaising with overseas officers & shipping agents regarding shipments. Arranging & coordinating multi – countries shipments. Executing, Monitoring and ensuring that logistics services provided are fulfilled to the requirement. Ensuring that the logistics services provided are billed timely and accurately for client with necessary support documents. Developing effective customer relationship by providing regular feedback and conducting periodic operational review with clients. Reporting to the Director regarding day to day operations. Maintaining & managing of warehouse& stocks, computer software’s& peripherals and other equipment’s used on day to day basis. Conduct assessments and propose improvements to methods, systems and procedures in areas such as operations, record management &communication. Conduct quality audits and develop quality management.

**EDUCATIONAL QUALIFICATIONS**

2004 B.A from Madurai Kamaraj University (India)

2001 H.S.C from National Open School (India)

1999 S.S.C from National Open School (India)

**ADDITIONAL QUALIFICATIONS**

COMPUTERS 1yr course in computer application from Info German Computer center.

MS Office (Excel, Word, Power Point) Internet & E-mail, Basic Hardware & LAN setup.

AVATION In house training conducted by MIAL (Mumbai International Airport Ltd.) in Airport &Aviation Security.

SHIPPING Completed courses in Personal Survival Techniques, Personal Safety & Social Responsibility, Elementary First Aid, from School of synergic studies.

Fire Protection & Fire Fighting from B.P. Marine Academy.

International Ship & Port facility Security from Mumbai Maritime Training Institute.

Ship Security Officer from Tolani College of Maritime studies.

Onboard Courses **Conflict Management, Crowd Management, Crisis Management & Human Behavior.**

**PERSONAL DETAILS**

DOB 25 DEC 1977

Height 182.88

Weight 67kgs

Marital Status Single

Languages English, Hindi, Marathi

Nationality/Religion Indian/Hindu

**SHAILESH**