

Rashid

[Rashid.365929@2freemail.com](mailto:Rashid.365929@2freemail.com)

**SAFETY & SECURITY MANAGER**

Highly efficient and well organised registered security Manager in the security industry with expertise in security and safety compliance at the level for detecting and preventing signs of intrusion while maintaining a safe and secure environment in premises. Skilled in monitoring and authorising entrance and departure of employees, visitors and other persons while guarding against theft and behaviour. Hand-on experience in maintaining and sustaining order, peace and reducing conflict on-site while working within procedural guidelines and protocol. Outstanding track record of safeguarding client’s property and assets against theft, fire, flood and vandalism; Proactive professional skilled in implementing security and business continuity programme functions as well as formulating strategic objectives in identifying potential intelligence failure through proven investigative and communication skills.

CORE COMPETENCIES

Security staff training and Management ▪ Threat and Risk Assessment ▪ Surveillance Awareness ▪ Operational Planning ▪ Interpersonal Skills ▪ Security Systems and Procedures ▪ Reconnaissance ▪ Investigating and Interviewing Skills ▪ High quality of Customer Service ▪ Incidents and Dilemma Handling ▪ Communication Skills ▪ Resuscitation ▪ Recommend improvements in security, access control and fire system as well as Drills.

KEY SKILLS

* **Operations Management**– Responsible for conducting Expertise and evaluating unit performance on key security issues and programmes and recommending corrective action while analysing key safety issues as well as successfully overcoming all types of unexpected challenges and adhering to established codes and regulations.
* **Industry Knowledge**– Skilled in planning, developing and implementing security plans such as emergency response and crisis management, physical security, information protection, incident management and/or investigation. Adept at keeping abreast of complex industry trends, current security issues. And updating management on risks and threats impacting company business.
* **Leadership and Team Management**– Proactive professional skilled in providing leadership, advice and counsel to line management on security policies and practices while identifying security breaches and recommending and implementing corrective plans. Acknowledged for providing advice and counsel/training to all security staff for managing current and long term strategic programme objectives. Serving as staff support to security management and assisting in conducting investigations of significant threats and/or the loss or misappropriation of assets.
* **Client Relationship Management** – Adept in establishing and maintaining strong customer relations ensuring complete understanding of customer processes enabling delivery of viable security response. Skilled in developing and implementing and developing training programme for all security personnel.
* ***Management and Administration*** – Acting as service liaison between the security and operation department while operating office equipment’s, maintaining records, preparing reports, performing work processing and related clerical duties.

Success

* Successfully leading Safety and Security team to ensure satisfaction of guest.
* Efficiently implemented and enhanced security procedures which decreased accidents and loss to the company, prevented loss.
* Involving employee in decision making and understanding of the company’s core values including safety awareness.
* Effectively supervised one of the largest Hotel Apartment in MIDLE EAST with 1019 room with electronic access control security systems which reduced risk of intruders gaining access.
* Providing strategic direction and advice on all site based safety and security related issues.
* Responsible for managing security team including setting objectives and conducting reviews.
* Facilitating staff training, organising and attending team meetings and providing necessary security inputs.
* Efficiently identifying and implementing best practices and innovative security solutions.
* Focussing on high customer satisfaction within service level targets as well as ensuring safety and security is compliant within the organization.
* Ensuring security is in accordance with DPS guidelines and legislative requirements at all times while ensuring security team's DPS licences are current and valid at all times as well as arranging relicensing / training as required.
* Managing all security incidents, carrying out security preliminary investigations, coordinating emergency response and completing written incident reports and back up reports, when required.
* Ascertaining assignment instructions and all associated processes and procedures are fully documented and accurately maintained.
* Efficiently dealing with security and safety requirement and promptly responding to telephone and email queries of an organization.
* Providing all necessary information to guest and effectively resolving customer’s security and safety requests and issues.
* Updating information relating to security and safety.
* Responsible for performing annual risk analysis relating to security, level of crime, terrorism, workplace violence and threat from natural and manmade disaster.
* Providing advice and counsel to management on security expenditure for protection of company assets where compromise or loss of these assets could seriously affect company business.
* Performing incident analysis and investigation relative to all incidents with advice and closure to all responsible functional management while supporting security management.

CAREER HISTORY

**Yassat Gloria Hotel & Apartments - Sep 2013 - present**

**Security Manager**

* Coordinating with local authorities on emergency issues related to security, crime, terrorist and threat from natural/manmade disaster.
* Reporting all critical incidents with full investigations, statements details and sufficient proofs immediately to Hotel Manager.
* Familiarize with all security systems and equipment (e.g. ving-key card system, panic alarms, lift operation and alarm, door alarms, fire alarm system, fire alarm Devices, fire equipment, CCTV system, Walkie-Talkie communications, Tetra etc.
* Familiarize with the hotel's daily functions and VIPs arrival and Briefing all officers regarding the daily functions, VIPs and new instructions.
* Maintaining Hotel standards by preparing KPIs / SOPs and delivering quality requirements and key internal objectives of an organization.
* Conducting annual appraisal to the team members.
* Responding to the serious incident (e.g. fire earthquake, flooding, etc.) even during off-duty period.
* Giving training to the other departments' staff regarding security awareness and different emergency cases, e.g. bomb threat training, Evacuation training, Fire Fighting training, etc.
* Respond to any fire/smoke alarms in the hotel and be ready to act accordingly.
* Ensure that all fire-fighting equipment is in working condition and all that emergency lights are illuminated.
* Make security rounds in entire building especially car parking areas and ensure the general safety of all vehicle and if they are correctly parked.
* Perform all duty and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve overall objectives of this position.
* Understand and strictly adhere to the rules and regulations established in the Employees Handbook and the hotel’s policy on fire, Hygiene, health and Safety.
* Ensure that all potential and real hazards are reported and rectified immediately.
* Attending all necessary meeting with Departments’ Head.
* Conducting the monthly drills, i.e. medical emergency, drowning, etc.
* Assist/Organize the Security Fire Fighting Team in the event of an emergency.
* Train and Organize safe communication during emergency situations.
* Investigation of any accidents and security incidents involving hotel guest and employees.
* Reporting to any appropriate department head, anything that may be considered a health Safety hazard.
* Keeping all information relating to the department and department duties confidential
* Ensure proper key control is followed at all times and entries are made each time a key is withdrawn or deposited.
* Monitoring the hotel environment and ensure that all critical areas adequately managed through CCTV surveillance and patrolling are maintained and noting any suspicious actions
* Knowledgeable of all security policies, procedure and set standards.
* Ensure that a security officer is present after office hours while items are required or taken by other departments from the stores after office hours.
* Closely monitor the hotel lobby in particular for the presence of any call girls, persons under the influence etc.
* Through hands-on management, supervise closely all Security Officers in the performance of their duties in accordance with Hotel Policies & Procedures and applicable laws.
* Ensure patrol has been carried out in all public areas, restaurants, guest floors, offices, plant rooms and all other areas of the hotel, ensuring safety, security and comfort of all guests, hotel personnel. Ensure that all Security personnel look out for any suspicious loiterers or articles.
* Ensure the smooth running of all operational procedures within the department and in-relation to other departments.
* Conduct enquiries and checks on all security and fire related incidents and submit initial reports.
* Question any suspicious character; Refuse entry if the subject is not able to provide reasonable reply; Request for assistance immediately if the situation arises.
* Close Monitoring and control the movement of all employees leaving and entering the hotel through the employee entrance.
* Ensure that employees have a complete understanding of and adhere to employee rules and regulations.
* Ensure that employees follow all hotel, company and local rules, policies and regulations relating to fire and hazard safety and security.

**Gloria Hotel & Apartments - Dec 2011 - 2013**

**Senior Security Supervisor:**

* Supervising the team and ensuring all members are working on a varied pattern and covering the necessary hours with fairness and respect.
* Monitoring performance, assist with reviews and training of all members of the team.
* Supporting and supervising all members of the team to ensure that all are operating to the SOP'S, policy and procedures.
* Familiar with all relevant Manuals, SOP's, policy and procedures.
* Ensure that the daily activity report are correctly and accurately completed throughout the Shift and submit to Security Manager.
* Ensure that all documentations, reports, etc. are accurately filed.
* Fully understand the role of the Emergency Response Team.
* Ensure that all officers and new recruits are familiar with all emergency systems (e.g. fire alarm systems etc.) and equipment (e.g. fire extinguishers etc.).
* Monitoring all access controls, gate passes visitor / contractor/ casual staff bag searches, hotels keys and CCTV surveillance system.
* Complementing the hotel's guest service efforts in delivering superior service to all hotel Guests, patrons, contractors and visitors.
* Conducting investigations and preparing incident reports as required with all facts.
* Being one of the emergency team members to handle serious incident or crisis.

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| **Knightsbridge Global Security Company** | **Dec 2008 – 2011** |
| **Security Supervisor** | |

KEY PROFFETIONAL ACHIEVEMENTS ACROSS CAREER length

1. **Security Managers certified and holding (Dubai Protect System) License**
2. **Very Good in CCTV investigation**
3. **First Aid Course Certified**
4. **Lifeguard Certified**

EDUCATIONAL QUALIFICATIONS

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| **Diploma in Hotel Management** | **2000- 2004** |
| **Higher Secondary School Certificate** | **1997 - 2000** |
| **Primary school certificate 1988 – 1996** | |
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COMPUTER SKILLS

* Proficient in MS Office Applications Opera, Notes & Outlook e-mail programs, Microsoft Office Word, Excel, Power point and Visio.