

**ADIATU**

**E-mail**: **adiatu.380721@2freemail.com**

**Dubai, UAE**.

**CAREER OBJECTIVE:**

According to my level of experience with enthusiasm and motivation needed to ensure the highest levels of safety and security i would be pleased to obtain a position where strong customer service skills and ability to work with diverse people in a stimulating environment conducive to mutual growth of the company.

 **SUMMARY OF QUALIFICATION & ACHIEVEMENTS:**

* Over 4 years of hands-on experience in the field of security, customer service and hospitality have proved and dealt with different types of guests and customers which of whom require patience and tact.
* In-depth knowledge of preparing reports in order to be able to report to supervisors and managers.
* Profound experience in detecting signs of emergencies and responding to them immediately.
* Exceptional ability to assist in recommendations and reservations.
* Proficient in computer skills like MS Word, MS Outlook, MS Access, MS Excel, spread sheets and other related applications.
* Able to follow the strict directions appropriately.
* Certified Security Officer Certificate from Dubai police (protective systems department).
* CCTV operator in Time Hotels*.*

**PROFESSIONAL CAREER:**

* **Al Furjan Mall, DIP Dubai. - Security System Operator CCTV / Security Team Leader . January 2018 - May 2018.**

**BELHASA SECURITY SERVICES.**

 **Responsibilities** :

* Performing functions of installing, repairing and maintaining CCTV cameras
* Visiting locations to identify the areas that need to be monitored with CCTV cameras
* Monitoring the activities captured on the cameras, and informing the authorities in case of suspicious activities.
* Editing the captured images as per the instructions of the client and preparing a copy for their reference.
* Keeping of records safe for evidence purpose.
* **TIME OAK HOTEL AND SUITES** (Barsha heights)

 Security system operator / Security Team Leader.

 January 2015 - January 2018.

 **BELHASA SECURITY SERVICES.**

 **Responsibilities:**

* Monitor and operate the CCTV cameras and associated equipment in the CCTV Control Room.
* Follow protocols for maintaining the security of the CCTV Control Room and its facilities
* Operate a range of remote call monitoring, alarms and communication facilities contained within the Control Room.
* Report any incidents that occur immediately to the Authorities Incident Control Room via a dedicated link, and/or report to other relevant agency and provide support/commentary to the Police and/or other relevant agency.
* To be familiar with all procedures related to fire prevention and evacuation and to ensure prompt decision making in line with the safety and security of colleagues.
* Thoughtfully exercises initiative in decision-making and alerts or informs related executives as situations require.
* Performs all duties common to Security Officer/Asst. Team Leader and any other tasks as stipulated by Director of Security.
* Handles all keys while on duty and is responsible to hand it over to incoming shift Team Leader.
* Responds and deals with emergency situation as required.
* Submits daily log reports through ‘Perspective’- incident reporting software, to the Director of Security.
* Is responsible for found Property deposited with Security and for its safekeeping.
* Conducts appraisal for Security Officer and Assistant Team Leader
* Evaluates performance of security personnel and advises/ recommends improvement and trainings.
* Ensures security officers are provided with resources for their optimal performance of duty, e.g. Follow ups, new tasks, etc.
* Conducts regular training for security personnel.
* Conducts mock drills involving security personnel for medical emergency, fire, power shutdown, etc.
* Inspection of Fire patrol sheets.
* Maintain accurate records of data recordings and events, using incident reporting software.
* Participate in personal training and development in order to maintain an understanding of current CCTV legislation and regulation.
* Assist the Police in respect of preparation of evidence and other activities associated with attendance at Court as a witness.
* **TIME GRAND PLAZA HOTEL AL QUSAIS.**

CCTV Operator / Team Leader – April 2014 – 2015.

 **BELHASA SECURITY SERVICES.**

 **Responsibilities:**

* Team leader/ CCTV operator at time Grand plaza hotel
* Taking and delivering messages to designated offices, giving out passes to contractors and handing over different vehicle keys to drivers, staff members and managers which part of key controlling.
* Following department policies, procedures and service standards.
* Ensured that all customers acquired good and excellent quality assistance.
* Protecting people and property at designated place by ensuring overall safety and security of customers, guests, colleagues and premises.
* Reporting and recording any incident which has occurred during and after most especially responding to all emergency situations and provide First Aid .
* Conduct regular patrols of all the premises.
* Warning violators of rule infractions, such as loitering, smoking in wrong place.
* **SECURITY OFFICER** . March 2013 - march 2014

 (Marina Trident Tower ).

 **EMRILL SECURITY SERVICES.**

 **Responsibilities:**

* Handled all tenants interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible, resolving tenants complaints; assists tenants in all inquiries in connection with apartment management.
* Identified and resolved security vulnerabilities in the front desk and reception area.
* Make sure all visitors, suppliers to the tenants provide a copy of identity card before they visit their apartments.
* Registration of the visitor ID cards inside the visitor log book.
* Handling of the tenants difficulties and notify the technical team to resolves the issue.
* Calling the guest upon visitor arrival.

**TRAINING COURSES AND SEMINARS:**

# SIRA Security system CCTV certificate.

# Dubai protective systems (DPS)

# Nabosh safety course certificate.

# Valps safety awareness certificate

* Customer service Training certificate.
* Certificate in National Youths Service Corps.

**EDUCATION:**

* Higher National Diploma in Mass communication
* Ordinary National Diploma In mass communication.
* Certificate of Education O LEVEL

**RELATED SKILLS:**

* Ability to operate radio or telephone equipment and/or console monitors
* Ability to interact cordially and communicate with the public
* Effective oral and written communication skills
* Active listening skills
* Ability to assess and evaluate situations effectively
* Ability to identify critical issues quickly and accurately
* Attention to detail

**PERSONAL DETAILS**:

* Nationality :Nigerian
* Date of Birth :26 – October -1982
* Languages :Fluent English, Swahili
* Visa status :Residence visa

**REFERENCES:**

* Upon -request.