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| William  ***E-mail:*** [***William.383989@2freemail.com***](mailto:William.383989@2freemail.com) Personal Data:  * *Date of Birth: 21st Nov 1985* * *Sex: Male* * *Nationality: Ugandan* * *Marital Status: Married* * *Height: 5’9 ft.* * *Weight: 78 kg*   ***Strengths:***   * *Flexible + willing to improvise.* * *Honest and Hardworking,* * *Ability to work under pressure* * *Punctuality, sincerity towards the work.* * *Making respectful environment.* * *Problem solving* * *Analytical* * *Initiative* * *Teamwork* | Curriculum Vitae  Objective  CAREER OBJECTIVES  To obtain a position in a leading Company where my education, experience and prophecy to adopt to the dynamic growth of the company allows me to have an opportunity to achieve the company goals and advance my career.  Area of Expertise  -MS Office (Excel, Word, PowerPoint) - Handling Customers  -Good Customer Service - Maintaining all the staff records  -Negotiating when Required - Customer Satisfaction  -Report submission on time - Electronic data entry  Education   * Diploma in Electrical Engineering 2007 * Uganda Advanced Certificate of Education 2004 * Uganda Certificate of Education 2002 * Primary Leaving Certificate 1998   Work Experience  **TRANSGUARD LLC United Arab Emirates**  **Date : Oct 15th 2015 to date**  **Among the Duties**  **Designation: Security Supervisor Meraas Lamer Beach Mall**  **Dec 07th 2017 to date**  **Roles and responsibilities**   * Protect property and premises and life of the occupants of the client while on duty. * Deployment of Guards in different locations as discussed with the Meraas Security Management. * Patrolling to check on the potential risky areas and provide advice to the client and the Security Management on the required deployment * Make Daily reports for the Management and MSSD for follow up on the occurrence of incidents. * Traffic control to avoid over crowding and wrong parking and undesired parking. * Check proper PPE of contractors and log them with reference to their approved work permits. * Check and hand in attendance to the payroll Office for salary arrangement for the guards * Report any Sick guard and respond to any emergency that arises at the work place. * Check for the proper grooming of the guards as per the grooming standards accepted by DPS and company policy. (SOPs) * Report Incident/Accidents that arise around the mall area. * Coordinate with Emrill the FM contractors to monitor the proper safety and working of all the contractors working in the mall area stores and offices while carrying out repair works.   **Designation: Security Supervisor Meraas Outlet Village Mall DPR**  **Date: 13th Aug 2016- Dec 05th 2017**  **Roles and responsibilities**   * Deployment of Guards in different locations as assigned by the Security Manager. * Patrolling to check on the potential risky areas and provide advice to the client and the Security Management on the required deployment * Make Daily reports and forward to the Line Manager who later forwards to the accounts department. * Check and hand in attendance to the payroll Office for salary arrangement for the guards * Report any Sick guard and respond to any emergency that arises at the work place. * Check for the proper grooming of the guards as per the grooming standards accepted by DPS and company policy. (SOPs) * Report Incident/Accidents that arise around the mall area. * Coordinate with Emrill the FM contractors to monitor the proper safety and working of all the contractors working in the mall area stores and offices while carrying out repair works.   **Designation: Administrator/Team Leader Landmark offices Jebel Ali.**  **Date: 15th Oct 2015- 10th Aug 2016**  Roles and responsibilities.   * Observe and report the irregularities. * Investigating and following up all incident that compromise the safety and security of the site. * Helping visitors fill in the appropriate forms to gain entry to the office area and delivery area. * Customer care and providing general information to visitors and staff. * Strictly Implementation of SOP's * Polite approach while dealing with staff and visitors people. * Well known to procedures of Lost and found. * Maintain and follow up daily occurrence report. * Dealing with emergency (Fire, bomb threat, medical). * Safely Evacuation process and procedure in case of emergency * Respond to any emergency situations that may rise at the Landmark Head Office Jebel Ali, whilst informing the supervisor and the health and safety office. * Deployment of Guards in different locations and monitor from time to time. * Patrolling to check on the potential risky areas and advise the Management on the required deployment and solutions * Make Daily reports for forwarding to the management for action and follow up. * Check and hand in attendance to the coordinators for processing of payments for the guards(Staff). * Report any Sick guard and respond to any emergency that arises at the work place. * Check for the proper grooming of the guards as per the grooming standards accepted Transguard Group LLC and SIRA/DPS * Report Incident/Accidents that arise around the ware house and office area during the duty timing. * Coordinate with Al-Sharawi the maintenance contractors to monitor the proper safety and working of all the contractors working in the warehouse and offices while carrying out repair works.   **Training Attended in Dubai.**   * Security Supervisor training * DPS Training for Security in Dubai. * CCTV Operators Training * Fire Fighting Training * Customer service training * On Site First Aid training   **Customer Sales representative MTN Uganda Limited Jinja Regional**  **Date: Feb 20th 2010 to Nov 25th 2014**  Four years worked as a sales representative for MTN Telecom Uganda limited in Jinja District Eastern Uganda.  **Among the duties included;**   * Distribute and sale all the products of MTN Telecom Uganda Limited in the eastern region of Uganda. * Carryout survey for customer demands as per region. * Raise the complaints received from the customers in the field to the regional manager * Balance and forward the sales receipts, invoices to the * Customer care for the clients who report to the sales point.   **Jaguar Security Limited**  **Date 15th Mar 2008 to 20th Jan 2010**   * For 2years worked as Security team leader for Jaguar Security Company in Uganda Eastern Uganda Area.   **Responsibilities includes,**   * Deployment of Guards in different locations as assigned by the deployment office. * Patrolling to check on the potential risky areas advise the client and the Jaguar Security Management on the required deployment * Make Daily reports and forward to the deployment office who later forwards to the client for reference. * Check and hand in attendance to the payroll Office for salary arrangement for the guards * Report any Sick guard and respond to any emergency that arises at the work place. * Check for the proper grooming of the guards as per the grooming standards accepted by Jaguar   Languages Known   * English * Lusoga * Luganda   The above mentioned information is true to the best of my knowledge    **William** |