

SHAHID HUSSAIN



Contact Details

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Education

Intermediate in Commerce - 2018
Govt. National College, Karachi

Matriculation - 2016
Darul Huda High School, Karachi

PROFESSIONAL SUMMARY

Active and vigilant CCTV operator with four years of professional experience in setting up, calibrating, and operating surveillance equipment. Observant and resourceful in setting camera positions, and monitoring people and incidents. Strong time management and communication skills, excel in the team and individual settings, and proficient in using and maintaining technology to perform key surveillance tasks.

Experience

Reporting Officer – November 2021 - Present

Level 3 Back Office Services (Pvt.) Ltd., Karachi

- Prepare Salaried Report Year/Month to date.
- Prepare Exception Report Year/Month to date.
- Prepare daily DVR audit (i.e. Offline stores, Connecting Issue, Cameras Adjustment if required & Time Discrepancies), and send to the DVR Team.
- Prepare reports and presentations on any adjustments or improvements necessary to the safety of the facility.
- Investigating suspicious activity, look for or unethical practices, then reporting to the concerned with the findings.
- Maintaining daily logs of irregularities such as property damage, theft, presence of unauthorized persons, or unusual.
- Training & supervising new staff on security standard operating procedures.
- Excellent at communicating with colleagues, management, and clients to transmit necessary -information, collaboratively solve problems, and secure persons and property.
- Demonstrating multi-tasking abilities for engaging in multiple job functions daily.
- Overseeing day-to-day processing of payroll for 600+ employees, including review of timesheets and computing pay.

CCTV Operator – November 2018 – November 2021

Zara Mobility Services (Pvt.) Ltd., Karachi

- Surveillance of Authorized **AT&T** and **Cricket Wireless USA** stores.
- Surveillance of up to 50 stores cameras (**Each had minimum 4 cameras**) at one time.
- Responded and reported to supervisor (i.e. Early Open, Not Open, Late Open, Early Closed, Late Closed, Break-in, Robbery, Theft, Shoplifting, Medical Emergency, Upset Customer, Threatening Customer, Customers/Employees Altercation, Store Empty, Without Dress Code, False Alarm etc.

Core Qualifications

- Highly observant of surroundings with special attention to detail
- Training on the meaning of body language and expression as a way to pinpoint potential problems
- Ability to multitask and not get distracted by surroundings
- Proper judgment necessary when dealing with high-stress situations
- Deep concern for the safety of others
- Capacity to take orders and fulfill responsibilities in a timely manner
- Organizational skills needed for information analysis
- Proficient in computer programs and systems pertinent to the job

Languages

- English
- Urdu
- Pashto

- Identified areas that required CCTV monitoring.
- Continuously monitored CCTV screens for the prevention of pilferage, vandalism, larceny, and sabotage.
- Ensure the proper function and recording of all camera systems in the facility.
- Responded and reported alarms, suspicious activities, and violators in accordance with established procedures and policy.
- Ensured all video security equipment is operating effectively and efficiently.
- Reviewed activities captured on camera and notified authorities of suspicious activity.
- Archived CCTV footage and maintained its tracking database.
- Installed, repaired, and maintained CCTV cameras.
- Kept maintenance and repair records for security equipment.
- Worked with IT and purchasing departments to develop and implement an upgraded, expanded CCTV security monitoring system.
- Responsible for monitoring video surveillance and reporting any potential issues through by email and call.
- Often asked to be part of the security detail that was on hand when the product was delivered to the store.
- Focused analytical and critical thinking skills to troubleshoot equipment and create solutions that improve equipment, processes, and departmental efficiency.
- Well experienced in some surveillance software's (Speco, AVMS, NVMS, IVMS, OVISS ProS, OVISS ProX, DMM, Solink Cloud & Nest Wifi).

Assistant Manager – January 2017 – June 2019

A & I Communication, Karachi

- Administered and processed all Petty Cash transactions within the parameters.
- Maintained the Petty Cash float.
- Skilled in Microsoft Office (Word, Excel, PowerPoint).
- Urdu Complete (All version of InPage).
- Documentation work in English, Urdu, Arabic & Sindhi.
- Worked well under pressure.
- Windows 7, 8 & 10 and Software & Hardware Installation.
- System Upgrading.