

Name : Mustafa Zaghal**Address :** Israel, Jerusalem ,29124**Personal Statement :** Single**Date of birth :** 03/04/1989**Mobile number :** 052-5983210 / 02-6720237**E-mail:** Mustafa_zaghal@hotmail.com

SUMMARY OF QUALIFICATIONS

High energy supervisor successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns as well as contributing new ideas that drive company growth. Organized and diligent with excellent written, Oral, and interpersonal communication skills. Strong analytical and planning skills, combined with the ability to coordinate the efforts of many to meet organizational goals. Productive and efficient work habits without supervision. Self-motivator with high energy.

PROFESSIONAL EXPERIENCE

- Team work environment:** (Supportive, Organized, Coordinator, Open-minded)
- Leadership skills:** (Dynamic, motivator, team-builder, energetic, accountable)
- Problem solving:** (Achiever, creative, partial, astute, project management)
- Working to deadlines:** (Working and coping under pressure)
- Knowledge of Safety roles & Procedures**
- customers service & Customers care skills**
- Adaptable, Patient and Friendly**
- Excellent Computer Skills** (word, Excel, Power point etc..)

EMPLOYMENT HST

U.S Embassy in Jerusalem

Oct 2017 – Present

(Marine Chauffeurs Supervisor –Office manager FSN-5)

My Duties as Following :

- acting as supervisor for six(6) chauffeurs assigned to drive the Marine security guard (MSG) Detachment members.
- in addition to serving as supervisor, I'm performing a shift work as a driver of a 6-ton, U.S Government-owned, fully armored vehicles and Mini-bus to transport U.S Marines crucial to the safety and security of the U.S Embassy, as well VIP Visitors.
- As Supervisor to ensures the MSG Drivers Perform Duties as assigned and required.
- manages and resolves administrative and personnel issues.
- managing the facilitating appointment and meeting.
- Following up on the tasks with different sections.
- writing exclusive report.
- documenting and archiving files
- Creates Schedules, ensures that shifts are adequately covered, and creates the Travel Plans weekly.
- ensure that vehicles are maintained and all drivers safety operate vehicles when on duty.
- Communicate with Workshop to follow up the status of the Vehicles.
- Communicate with other section in needed.
- Perform basic security Checks of all Vehicles.
- maintained the share-drive very well (Trip Tickets and Fuel Tracker)
- Timekeeping& Time Attendance (Report the Drivers working hours in WinT&A System weekly)
- Purchasing the Drivers annual Uniforms, stationary, Vehicles Equipment's, and anything the section needs.
- Assistance in purchasing Vehicles to the section that fit the purpose.
- Annual Drivers Evaluation.
- Organized meeting with drivers weekly to achieve the goal and to discuss the work plans and follow any activity.
- Perform other duties when required.

U.S Consulate General in Jerusalem

Oct 2016 – Oct 2017

(Security Guard – FSN-4)

My Duties as Following :

- Perform mobile patrol mission residences and facilities, ensuring that all the properties are secure and providing backup when required.
- Uphold a clear policy of respect for diversity.
- Speak and act as part of one mission
- Control access to the US government facilities and properties , Protect life & maintain order , resist criminal attacks against the Consulate employees , visitors , family members and property and resist any other from the violence against the same include terrorist attacks in accordance with the consulate team and the local police.
- working in special events with high level of security including VIP like (General Consulate in Jerusalem and west bank , Ministers) and make sure these people have special inspection and treatment without any mistakes.
- Give all the reports for the shift leader without any delay (DAILY).
- Being familiar with all the road regulations, also the changes that happen in the last moment with check point in Jerusalem.
- Screening and checking all the applicants and visitors, they need to enter the facilities with packages & vehicles.
- Watch for irregular or unusual conditions that may create security concerns of safety hazards
- Sound alarms or call police or fire department in case of fire or presence of unauthorized persons.
- warn violators of rule infractions, such as loitering, smoking or carrying forbidden articles.
- Permit authorized persons to enter property and monitor entrances and exits.
- Observe departing personnel to protect against theft and ensure that authorized removal of property is conducted within appropriate client requirements
- Investigate and prepare reports on accidents, incidents, and suspicious activities; maintain written logs as required by the post
- Provide assistance to employees and visitors in a courteous and professional manner.
- Perform other duties when required.

**UN FAO (Food and agriculture organization-Jerusalem branch) Sep 2014 – Sep 2016
(Security officer)**

My duties there were as follows :

- Security Guard services for FAO Jerusalem office to the standard instructed by UNDSS.
- Patrol and maintain security of the office premises and grounds during the assigned shift and report any irregularities.
- Respond to emergencies affecting the safety of the premises and notify the immediate supervisor or other designated staff members.
- Perform fire drill exercise every six months.
- searching the private and UN vehicles at the entrance to the UN FAO using a mirror to make sure its safety.
- control entry and ensure security of the organization.
- responsibility for monitoring the cameras, vehicles and pedestrian gates.
- monitoring of the visitors to the FAO and assistance them by providing direction.
- control any movement to and from FAO office in Jerusalem.
- provision of telephone communication in necessary.
- secure the offices at the end of the day work and make sure to switch on the alarm system, and ensure that lights are turned on/off outside the office as appropriate .
- checking around the building every 2 hours to make sure all things it's ok
- Perform other duties when required.

**(Driver / Logistics Assistant)
ACTED Organization (NGO)**

(10/2013-9/2014)

ACTED is an independent international, private, non-partisan and non-profit organization that operates according to principles of strict neutrality, political and religious impartiality, and non-discrimination.

My duties there were as follows :

- Transport ACTED staff to field locations throughout the West Bank, including East Jerusalem.
- Collect and deliver small items related to program procurement and delivery.
- Transport ACTED staff between Jerusalem Office and Ramallah Office.
- Ensure that ACTED vehicles are properly maintained.
- Maintain ACTED vehicle log books.
- Run errands for the Program and Logistics departments.
- 24/7 availability to meet official personnel and visitors at the airport including visa and customs formalities arrangement when required.
- Verify that all tools and items (spare tires, water, oil, first aid kit, etc.) are always kept in ACTED vehicles.
- Provide shuttle services on daily basis for authorized staff.
- Communicate any security issues to Logistics and Security Officer.
- Carry out administrative or basic maintenance tasks in the offices when required.

**Field Coordinator and driver
Natalie Healthcare Solutions company (נטלי בקור רפואי)**

(3/2011-7/2013)

Natalie is An Israel medical company has many branches and the main branch in Tel Aviv city, and the company has many of doctors, nurses and ambulances, The company's mission is to provide doctors to the homes of patients and if necessary the doctor calls the ambulance crews to transfer the patient to the hospital.

My job is:

- coordinate the work of the doctor and receive calls from the Emergency Unit, Organize the cases according to the doctors schedule and based on the priority of the disease ,drive the doctor to the patient's address.
- provide all the medicines and provide all the tools needed by the Doctors Job and their working hours and to ensure the transportation of a doctors in time to the patients home.
- Maintain the Doctor's work schedule , and report their working hours to the payroll
- Follow Vehicles Maintenance and cleanliness on daily basis.
- Perform Other Duties.

Sales person and distributor
Jal Al-Tejarieh Co.

(2/2011-10/2011)

- Responsible for internal sales service.
- Achieved high sales in the store and customer service and persuade them to purchase
- Teamwork and withstand the pressure and solving the problems of customers
- Attracting new customers to the store by good treatment with them

The delivery of goods to customers in the place and time specified

Supervisor
Simple bar

(4/2010-1/2011)

The restaurant was under construction and the nature of work in the restaurant at night where the restaurant is a bar and restaurant.

The restaurant has more than one partner and supervisor, I was one of the supervisors of the workers in the kitchen where I keep on directing workers to clean the tools and maintain the cleanliness of the kitchen after the completion of the work

Sales man and telemarketing
Filter queen co.

(2007-2008)

A leading company in the sale of medical equipment to purify the air inside the house in addition to a device called the filter Queen, which is aided in cleaning home in an easy and effective way.

A Large company and the company have branches all over the world and the company used its way door to door in the marketing of its products

I've learned in this company not to despair and follow-up customer after-sales to achieve customer satisfaction and how to give a good overview of the product ,

EDUCATION

Twihi, (secondary education _ Scientific Term)
2006

Al-Rashidiyeh school , Jerusalem

Average: 84

RELATIVE COURSE

- Driving license (A1,C1,D3)
- Completed the course Advanced Security in the Field / ASITF (English)
- Completed the course Basic Security in the Field II/ (BSITF II)
- Landmines and Explosive Remnants of war safety training
- UNDSS Security Guards Training
- First Aid Provider Course
- Self Defense Training
- Handling Stress
- Security Awareness I: Preparing to travel
- Security Awareness II: Flying
- Security Awareness III: Hotel security
- Security Awareness IV: use of transportation
- Security Awareness V: Safety in public
- Security Awareness VI: Living abroad
- Fire Safety
- Residential security
- MS office 2013
- interviewing for candidates
- Preparing written applications
- Effective Job Interviewing for Candidates.
- IT security awareness

- Security management team (SMT)
- 5 Levels for producing great leaders
- Balancing the dual roles of people, manager and technical expert
- Becoming a manager (Coach)
- Behavioral flexibility of the manager
- Building win-win relationships with your team
- Day to day negotiation for manager
- Effective decision making
- Establishing leadership in the best way
- Fostering and maintain motivation
- Guiding team and individual actions
- Handling emotions within your team
- Leadership best practice
- Making a success of your First management
- Managing changes: Identifying your profile
- Managing Change: Process and Tools
- Managing Changes: Strategic Alliances
- Personal Impact and Charisma in Leaders
- Positioning the cross-Functional Manager
- Securing managerial support for leadership
- The Emotional Skills of the manager
- The management style
- The relationship skills of the manager
- The situational skills of the manager
- Triggering the Dynamics for change

Languages

Languages	Writing	speaking
Arabic	Nation	Nation
English	Fluent	Fluent
Hebrew	Fluent	Fluent

References

Available Upon Request