



# PURNA YARLAGADDA

## CONTACT

- 📍 86,Shakespeare Crescent, London,  
UNITED KINGDOM E12 6LP
- ☎ 07879700043
- ✉ kannna99.y@gmail.com
- 🚩 INDIAN
- 🚗 D1

## SKILLS

- Security Industry Authority (SIA) licensed
- Security checks
- Licensed venue security
- Body search techniques
- Bag inspections
- Site security procedures
- Restaurant security
- Incident reporting
- Access systems and patrol
- Identification checks
- Appropriate screening and searching
- Emergency management
- Restraint and escorting techniques
- Customer screening
- Physical intervention techniques
- Violence prevention
- CCTV monitoring
- Crowd control
- Venue emergency response
- Behaviour control
- Incident reports
- Point-of-entry screening

## PROFESSIONAL SUMMARY

Door Supervisor with experience in customer-facing security roles. Builds rapport using excellent interpersonal skills for professional service. Punctual and flexible for reliable support across varied shift patterns. Confident individual with strong initiative and work ethic seeks experience in door security. Skilled in diffusing situations through confident communication and judgement. Physically fit to meet active job demands. Careful security professional with physical and verbal abilities to manage incidents and restore order. Focused on prevention first and control second, with care for health, safety and wellbeing of personnel. Trained in remote and direct monitoring techniques. Talented security professional skilled at conducting building patrols, securing entrances and exits and keeping visitors under constant surveillance. Dependable in writing reports, updating records and handling simultaneous tasks in fast-paced settings. Experienced Door Supervisor committed to upholding establishment safety and legal compliance through focused, attentive security provisions. Completes monitoring, patrolling and supervision activity with due care and attention for secure environments. Calm under pressure for responsive customer support. Safety-conscious security team member with excellent communication skills and eye for detail. Physically dexterous monitors premises using advanced security cameras. Successful at professionally handling and resolving conflicts. Assertive with experience maintaining safe, fun customer environments through diligent security services. Conducted searches, ID checks and monitoring tasks with focus to uphold legal compliance. Polite and professional to maintain establishment reputation. Resilient student with excellent problem-solving and conflict-resolution skills seeks door supervision opportunity. Upholds positive environments through confident communication and relationship building. Reliable experienced in screening individuals, monitoring access points and proactively identifying problematic behaviours. Attentive and observant, with willingness to step into range of conflicts. Works great with local law enforcement to tackle serious security issues. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion. Hard-working with strong organisational skills. Achieves company goals through exceptional planning and prioritisation. Energetic employee well-versed in strong communication and organisation skills. Seeks solutions to problems and applies extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects. Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements. Successful at managing multiple priorities with positive attitude. Willing to take on greater responsibilities to meet team goals. Committed manager with exceptional leadership, organisational skills

and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth. . Works to increase success through effective work strategies and customer service. Excellent reputation for resolving problems and improving customer satisfaction. Offers flexible schedule to deliver on team goals. Dedicated with years of experience. Demonstrated history of meeting company goals and promoting best practices. Thrives under pressure and adapts to challenges with ingenuity and resilience. Accomplished student, pursuing eager to apply knowledge and gain practical experience. Experienced working in team environments. Reputation for hard work, punctuality and willingness to learn new things. Reliable with industry experience. Offers excellent communication and good judgment to effectively meet team needs. Proactive planner and problem solver. Focused with impressive track record in collaborative, cross-functional teamwork within high-pressure environments. Adept at project planning and managing multiple accounts at once. Dedicated to improving company sales goals and meeting business objectives. Enthusiastic with lot of experience. Secures team success through hard work, attention to detail and excellent organisation. Shares knowledge to achieve results. Customer-oriented with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Dedicated highly effective in undertaking administrative and programme management tasks. Manages complex data with excellent organisation. Motivated to achieve outstanding success through prompt communication and helpful approach.

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## WORK HISTORY

### DOOR SUPERVISOR

02/2024 - Current

#### V CONNECT SECURITY SERVICES - LONDON, UNITED KINGDOM

- Maximised site security, maintaining effective communication with other door supervisors to coordinate conflict resolution actions.
- Carried out visitor screening and searches to enforce compliance with established policies.
- Conducted detailed searches and confiscated unauthorised or illegal items.
- Used approved techniques to defuse conflict and remove unruly guests.
- Used to work in Krispy Kreme site ensuring that no one is stealing doughnuts from front of Krispy Kreme retail site and also from Krispy Kreme warehouse which is located back of house
- Screened passengers and belongings to clear for boarding.
- Completed thorough incident reports, recording exact observations, occurrences and witness statements.
- Created hazard-free environment by reporting on building damage and irregularities.
- Kept entrances secure with consistent visitor, personnel and package screening.
- Used initiative and independent judgment within established guidelines to respond appropriately to security situations.
- Secured cash and valuables against on-property loss or interference during transport.
- Applied outstanding communication and interpersonal skills when interacting with staff and visitors.
- Collaborated with security teams and emergency services to resolve urgent situations.

- Patrolled property during open hours, observing activities and deterring vandalism or criminal activity.
- Worked in lucky 8 hotel located at Ilford where my duty is to take care of council guests who may be in refuge status ,physically ill, unable to walk ,mentally and physically not good.
- Maintained consistent site security, enforcing rules, issuing notifications and removing violators.
- Used to observe all actions done by council guests and used to report it to control team if necessary to take further action
- Identified safety risks by analysing reports and camera footage.
- Investigated alarms and incidents with rigorous evidence collection.
- Inspected access points for signs of tampering and secured against misuse.
- Remained flexible in rapidly moving environment and adapted to developing situations.
- Worked in security control room to continuously monitor CCTV feeds.
- Completed regular patrols after business hours, preventing intrusions and detecting problems.
- Kept detailed incident reports following any issues or disruptions on site.
- Carried out checks on fire doors regularly, ensuring compliance with safety regulations.
- Upheld professional and approachable demeanor to provide customer assistance.
- Collaborated closely with team members for efficient operations.
- Diplomatically resolved patron conflicts to mitigate security risks.
- Enforced company policies consistently whilst dealing with customers and staff alike.
- Undertook risk assessments frequently to identify potential hazards on site before they became problematic.
- Liaised efficiently with local law enforcement when required, supporting investigations or reporting incidents accurately.
- Facilitated effective complaint management with thorough incident reports.
- Handled customer queries in a professional and friendly manner to ensure satisfaction.
- Monitored CCTV systems, identifying potential threats or disturbances.
- Provided first aid assistance when necessary, prioritising health and safety of all individuals present.
- Detected fraudulent identification cards swiftly, preventing unauthorised access.
- Demonstrated assertiveness and confidence to facilitate prompt resolution of pressurised situations.
- Used conflict resolution skills to diffuse tense situations.
- Eliminated unauthorised access, performing thorough identification checks to grant entrance.
- Maintained order with effective crowd control techniques.
- Balanced firmness with diplomacy when enforcing rules, maintaining positive relationships without compromising on security standards.
- Received training in fire safety procedures, enhancing preparedness in case of emergencies.
- Enforced venue policies regarding prohibited substances and activities.
- Worked closely with management to implement new security measures, improving overall site security levels.
- Managed queues effectively during busy periods, reducing waiting times and maintaining visitor satisfaction.
- Assisted in emergency evacuation drills, ensuring understanding amongst staff and visitors.
- Conducted thorough bag and body searches for enhanced security.
- Improved safety by conducting regular patrols of premises.

- Handled ID checks using company system, managing customer access or denial in line with company policy.
- Monitored venue grounds and adjacent areas to proactively detect risks.
- Maintained accurate surveillance records and incident reporting in line with regulatory requirements.
- Guaranteed security of all entry and exit points with frequent foot patrols.
- Watched CCTV footage to proactively identify suspicious or dangerous behaviour.
- Prevented security breaches through continuous monitoring, enhancing staff and visitor safety.

#### **FOOD DELIVERY DRIVER**

12/2023 – Current

**STUART UK LIMITED** - LONDON, UNITED KINGDOM

- Used and maintained refrigeration equipment and thermal bags to keep food at desired temperatures.
- Stored and delivered food while maximising food safety.
- Checked food and drink orders for accuracy before leaving restaurant.
- Delivered to customers on time by following pre-calculated route and schedule.
- Verified orders with customers upon delivery.
- Collected orders from various restaurant locations quickly.
- Received consistently positive customer feedback on delivery times and service levels.
- Maintained excellent hygiene whilst handling customers' orders.
- Maintained personal vehicle to roadworthy standards to support reliability.
- Loaded and unloaded goods safely from vehicle ensuring proper handling of items.
- Followed traffic laws consistently to promote safety on roads.
- Ensured proper food storage during transportation, maintaining quality standards.
- Alerted customers about delays to pickup or delivery to foster satisfaction.
- Ensured correct orders were collected from restaurants upon arrival to minimise customer dissatisfaction.
- Complied with company policies and food regulations for customer health and safety.
- Provided outstanding takeaway experience by delivering food on time with friendly demeanour.

#### **FOOD DELIVERY DRIVER**

12/2023 – Current

**JUST EAT UK LIMITED** - LONDON, UNITED KINGDOM

- Used and maintained refrigeration equipment and thermal bags to keep food at desired temperatures.
- Alerted customers about delays to pickup or delivery to foster satisfaction.
- Ensured correct orders were collected from restaurants upon arrival to minimise customer dissatisfaction.
- Complied with company policies and food regulations for customer health and safety.

#### **DOOR TO DOOR LEAFLET DISTRIBUTOR**

06/2024 – 07/2024

**OPPIZI UK LIMITED** - LONDON, UNITED KINGDOM

- Maintained professional demeanour whilst interacting with potential clients.
- Demonstrated resilience through consistent performance in all weather conditions.

- Walked many miles per shift in all weather conditions, including snow, wind and rain.
- Demonstrated adaptability by taking on additional duties during peak periods.
- Delivered 600 books in 4 hours time duration using a trolley of weight of approximately 40-50 kgs
- Answered questions about flyer content to ensure comprehension.
- Assured proper storage and organisation of leaflets, minimising wastage.
- Diligently recorded delivery locations for accurate tracking purposes.
- Maximised exposure, using street knowledge and GPS navigation skills to plan maximally efficient routes.
- Achieved targeted coverage area with proactive approach towards distribution tasks.
- Optimised conversion, ensuring consistent enthusiasm and in-depth knowledge about services promoted.
- Utilised strategic planning to ensure efficient leaflet distribution.
- Promoted client's services or products to locals during distribution process.
- Optimised productivity by familiarising self with local routes and shortcuts.
- Ensured punctuality at all times, displaying a strong commitment to the role.
- Adhered strictly to company policy and guidelines during work hours.
- Maintained physical fitness, enabling sustained energy levels throughout shifts.
- Maintained positive relationships to effectively handle public confrontation.
- Improved flyer reach, handing out leaflets at strategically chosen locations.
- Constantly met and exceeded distribution targets, maintaining on-time delivery
- Demonstrated efficient navigation skills when distributing in unknown areas.
- Familiarised self quickly with various neighbourhoods to expedite delivery times and enhance efficiency .
- Provided friendly, professional customer service throughout leaflet distribution.
- Drove delivery vehicles safely and responsibly, upholding professional company reputation.
- Utilised a hand-held GPS device to navigate efficiently between different drop-off points on assigned routes.
- Promoted products or services effectively through persuasive conversations and informative leaflet presentation.
- Maintained an upbeat and positive attitude, serving as a good brand ambassador during interactions with the public whilst distributing pamphlets.
- Assisted in organising targeted marketing campaigns, contributing significantly to the successful dissemination of key messages via leaflet drops..

#### **FOOD DELIVERY DRIVER**

10/2023 – 07/2024

**GOPUFF UK LIMITED** - LONDON, UNITED KINGDOM

- Used and maintained refrigeration equipment and thermal bags to keep food at desired temperatures.
- Alerted customers about delays to pickup or delivery to foster satisfaction.
- Ensured correct orders were collected from restaurants upon arrival to minimise customer dissatisfaction.

- Complied with company policies and food regulations for customer health and safety.
- Provided outstanding takeaway experience by delivering food on time with friendly demeanour.
- Stored and delivered food while maximising food safety.
- Checked food and drink orders for accuracy before leaving restaurant.
- Delivered to customers on time by following pre-calculated route and schedule.
- Verified orders with customers upon delivery.
- Collected orders from various restaurant locations quickly.
- Received consistently positive customer feedback on delivery times and service levels.
- Maintained excellent hygiene whilst handling customers' orders.
- Maintained personal vehicle to roadworthy standards to support reliability.
- Loaded and unloaded goods safely from vehicle ensuring proper handling of items.
- Followed traffic laws consistently to promote safety on roads.
- Ensured proper food storage during transportation, maintaining quality standards.

#### **FOOD RUNNER AND WAITING STAFF**

06/2023 – 10/2023

**COUPLE (UK) Limited** - LONDON, UNITED KINGDOM

- Facilitated smooth delivery of service by dealing with guests requests efficiently and accurately, maintaining clear and effective communication with kitchen staff.
- Supported overall restaurant operation, assisting other team members when necessary for seamless service.
- Prepared tables for next guests to ensure quick turnover rate in busy periods.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Demonstrated exceptional multitasking skills whilst prioritising large volumes of orders effectively.
- Supported kitchen staff by transferring dishes, utensils and cooking equipment efficiently.
- Assisted waitstaff in taking orders when needed, ensuring accurate relay of information to the kitchen team.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Informed customers regarding ingredients used to address allergy and dietary issues.

#### **SUPPORT WORKER**

11/2022 – 11/2022

**ACCESS LIVING** - LONDON, UNITED KINGDOM

- Led group activity programmes to support independence and encourage community inclusion.
- Monitored individuals' progress, continuously updating and adjusting care plans to meet health and wellbeing needs.
- Assisted with personal care activities such as washing and dressing, consistently promoting positive health and hygiene.
- Maintained detailed records of patient behaviour changes for healthcare team reference.
- Implemented care plans set out by healthcare professionals leading to improved patient well-being.
- Used excellent communication and interpersonal skills to engage and interact with individuals in need.
- Prepared nutritious meals that met special dietary needs of clients.

- Contributed feedback on patient progress leading to adjustments in personalised care plans.
- Conducted one-to-one and group support sessions, helping service users to achieve care plan objectives.
- Continuously promoted best practices in health, safety and security to safeguard service user welfare.
- Promoted mental stimulation through conversation, reading and games resulting in enhanced cognitive function.
- Helped achieve patient independence through guided tasks and activities.
- Administered medication according to schedule, promoting optimal health outcomes.
- Ensured consistent quality improvement by developing improved personal care services, optimising service user satisfaction.
- Encouraged social integration by facilitating community involvement opportunities.
- Monitored and documented client behaviours, activities and development, aiding appropriate care plan management.
- Provided transportation for medical appointments, ensuring timely arrival.
- Enhanced wellbeing of patients by providing emotional support and companionship.
- Applied mobility assistance knowledge to safely ambulate patients in varying elevations and obstacles.
- Provided support in social, physical and emotional areas to assist clients with integration into local community.
- Delivered high-quality care to individuals with varying needs, tailoring support to meet personalised care plans.
- Reported on service user progress to senior staff, addressing concerns and suggesting appropriate action.
- Empowered individuals to pursue hobbies and leisure activities such as shopping and creative activities.
- Assured safety measures were met to prevent falls or accidents.
- Promoted personal wellbeing and independence, building service user confidence through social and community interaction.
- Recommended clients for specific treatment programmes to aid timely recovery.
- Established and maintained working relationships with clients based on trust and non-judgement.
- Highlighted additional support provisions to maximise clients' growth opportunities.

#### **WAREHOUSE WORKER**

09/2022 – 10/2022

**PREP WORLD (CSS RECRUITMENT AND TRAINING LTD) – KENT, UNITED KINGDOM**

- Duties include trimming, cutting, sorting and packing fruits, vegetables and practicing Clean as you Go throughout the facility
- Checking and assuring the quality of products being used meets customer specification and company food safety standards.
- Operate at all times in accordance with Health and Safety regulations and in adherence to any relevant health, safety and environmental policies and procedures.
- Work closely with other departments to achieve best possible outcomes for business, in particular to ensure effective working relationships with the Assembly team.
- Adhere to Prepworld values and behaviours at all times.
- Day to day operations – Ensure that fruit is prepared in line with customer specification and company standards.
- Health and Safety – comply with all relevant health and safety, technical and environmental policies and procedures, ensuring a safe working



environment for staff and visitors.

- The role involves some manual handling and the ability to withstand working in cold storage conditions on a daily basis
- The role requires an alert disposition, working in the vicinity of PPT and moving machinery

#### **SHIFT SUPERVISOR**

07/2019 – 09/2021

**SRI KRISHNA ESTATES – VIJAYAWADA, INDIA**

- Assisted in preparing weekly schedules, ensuring adequate staffing at all times.
- Improved team cohesion by implementing effective communication strategies.
- Addressed staff absences and holiday requests to achieve consistent rota coverage.
- Maintained high cleanliness standards across all work areas; promoted hygienic practices amongst staff members.
- Fostered a positive work environment, resulting in increased employee morale.
- Trained and mentored new employees to maximise team performance.
- Effectively organised staff placement per shift with zero error rate.
- Handled any emergencies or issues during shifts with professionalism and calmness.
- Managed staff schedules, ensuring required coverage to meet shift needs within budget.
- Employed forward-thinking mindset to anticipate and quickly eliminate issues on shift.

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## **EDUCATION**

**Master of Science:** MSC IN BUSINESS WITH INTERNATIONAL MANAGEMENT , 06/2023

**UNIVERSITY OF NORTHUMBRIA AT NEWCASTLE – LONDON**

- Graduated from University of Northumbria at Newcastle in the course MSC BUSINESS WITH INTERNATIONAL MANAGEMENT with 59 percent of marks
- PASSED WITH COMMENDATION

**Bachelor of Science:** BTECH IN COMPUTER SCIENCE AND ENGINEERING (C.S.E), 01/2021

**KLUNIVERSITY ,VADDESWAREM – VIJAYAWADA**

- Graduated from KLUUniversity with 7.03 /10 points (equivalent to 70.03 % ) IN BTECH IN COMPUTER SCIENCE AND ENGINEERING (C.S.E) with exceptional professional skills ,knowledge in the field of study
- Passed in FIRST CLASS

**Some College (No Degree):** MATHS ,PHYSICS, CHEMISTRY (M.P.C), 03/2015  
**NARAYANA JUNIOR COLLEGE VIJAYWADA – VIJAYAWADA**

- Completed my Intermediate Education (Class 11,12 ) with 854/1000 marks equivalent to 85.4 % marks ) (Board of Intermediate Education –Andhra Pradesh)
- Passed in FIRST CLASS

**Some College (No Degree):** TENTH CLASS , 03/2013

**V. S. St. John's Higher Secondary School – GANNAVARAM**

- Completed Tenth Class with 7.4 /10 points (74 % marks) (Central Board of Secondary Education ,New Delhi )
- Passed in FIRST CLASS