

# Hussain Hussain

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## SUMMARY

Experienced professional with a strong background in security, quality assurance, customer service, and retail. Skilled in maintaining safe environments, enforcing protocols, and managing crowd control. Proven ability to lead testing initiatives and ensure compliance. Exceptional communication and problem-solving skills. Seeking a dynamic role to leverage expertise and drive success in the security industry.

## EXPERIENCE

### Steward at Events | Innovative Security Solutions | Birmingham, UK | January 2024 - Present

- Maintained safe and secure environments at various events by enforcing venue policies and procedures.
- Managed crowd control and ensured orderly conduct of attendees.
- Conducted thorough inspections of belongings to prevent unauthorized items from entering premises.
- Collaborated with event organizers, fellow stewards, and security personnel to respond effectively to incidents and emergencies.
- Provided high-quality customer service by assisting attendees promptly and professionally.

### Quality Assurance Engineer | Techlogix | Karachi, PK | June 2022 - December 2023

- Led testing initiatives ensuring safety and compliance in an Agile environment.
- Managed nine release cycles, emphasizing comprehensive testing and risk mitigation.
- Proficient in clear communication, documentation, and coordination with diverse teams.
- Possess technical proficiency in web and mobile application testing, TestNG, JIRA, and other relevant tools.

### Customer Service Representative | Ibox | Karachi, PK | February 2021 - May 2022

- Maintained detailed records of all customer interactions and transactions, ensuring accuracy and completeness of information.
- Proactively followed up with customers to ensure satisfactory resolution of their requests, striving for First Contact Resolution.
- Referred complex or unresolved customer issues to designated departments for further investigation, ensuring comprehensive solutions and customer satisfaction.
- Managed a high-volume call center, handling over 300 calls per day, and consistently maintained top-tier customer satisfaction scores above 95% through effective problem-solving and empathetic communication skills.
- Processed over 150 customer inquiries per day, achieving a 98% customer satisfaction rating by delivering prompt and friendly service.

### Retail Assistant | Mohsin Traders | Karachi, PK | October 2018 - January 2021

- Assisted customers in making informed purchasing decisions by providing product information and recommendations.
- Managed inventory levels and restocked merchandise to ensure availability and visual appeal of products on the sales floor.
- Operated cash register and processed transactions accurately and efficiently, maintaining high levels of customer satisfaction.
- Maintained cleanliness and organization of the retail space to enhance customer experience and promote a positive shopping environment.
- Collaborated with team members to achieve sales targets and contribute to the overall success of the store.

## EDUCATION

Masters of Science of Computing | University of Northampton | Minor in Software Engineering | Northampton, UK | 2025

Bachelors of Science in Computer Science | National University Of Computer and Emerging Sciences | Karachi, PK | 2022 | 3.35

A-Levels | St Patrick's High School | Karachi, PK | 2018

## CERTIFICATIONS

SIA Door Supervisor Training | Training for Employment | 2024

Emergency First Aid Training | Training For Employment | 2024

Passenger Assistant | Eastern MiniBus Services | 2024

## SKILLS

- Completed SIA Door Supervisor Training, equipped with essential knowledge of security protocols and procedures, ensuring the ability to enforce venue policies effectively.
- Certified in Emergency First Aid Training, possessing vital skills in first aid response, enabling prompt and effective assistance in case of medical emergencies during events.
- Trained in conflict resolution techniques, essential for maintaining crowd control and managing potentially volatile situations during events.
- Acquired proficiency in risk assessment and threat detection, enabling proactive measures to prevent security breaches and ensure the safety of event attendees.
- Developed communication skills necessary for effective interaction with guests, colleagues, and emergency responders, facilitating efficient coordination in emergency situations.