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**Personal Profile**

I am a dedicated Security Officer with a proven track record in safeguarding sensitive environments, including prior experience within Banks. I bring commitment to maintaining the highest levels of safety and security. My tenure in the banking sector has developed my ability to navigate complex security protocols with precision and vigilance. Possessing excellent communication skills, I excel in diffusing potentially volatile situations with tact and diplomacy. My keen attention to detail ensures thorough monitoring of security systems and swift identification of any irregularities. Adhering to strict ethical standards, I prioritise integrity in all my interactions, safeguarding both assets and trust. Equipped with comprehensive emergency response training, I am adept at swiftly and effectively managing crises with calm professionalism. Adept at problem-solving, I am quick to adapt to evolving security challenges while upholding a strong customer service ethos.

**Key Skills**

* Extensive Security background
* Valid SIA licence
* Excellent organisation and planning skills
* Superb interpersonal skills
* First class customer service skills
* Exceptional attention to detail

**Employment History**

**Cargo Club, Manchester 2023**

Bar Tender

* Working at one of Manchester’s largest nightclubs
* Prepare and serve a variety of alcoholic and non-alcoholic beverages promptly and accurately according to established recipes and customer preferences
* Maintain a clean and organised bar area, including stocking and replenishing bar inventory, glassware, and supplies as needed throughout the shift
* Engage with customers in a friendly and professional manner, taking orders, providing recommendations, and ensuring exceptional customer service
* Check identification to verify legal drinking age and refuse service to intoxicated or underage individuals in accordance with local laws and venue policies
* Handle cash transactions, operate POS systems, and accurately process payments while maintaining cash drawer integrity
* Monitor and manage bar inventory levels, anticipating demand and coordinating with management to ensure adequate stock levels
* Adhere to all relevant health, safety, and sanitation guidelines, including proper handling of food and beverages to prevent contamination and maintain cleanliness standards
* Handle any customer complaints or issues professionally and promptly, escalating to management as necessary

**SGL CO Packing Limited, Nelson 2022 – 2023**

Warehouse Operative

* Retrieve orders from designated areas of the warehouse, utilising pick lists or electronic systems to identify specific items requested.
* Accurately pick and packing items
* Ensure proper packaging of items by selecting appropriate box sizes, packing materials, and cushioning to prevent damage during transit.
* Use packing techniques to maximize space efficiency and minimize the risk of breakage or spillage during handling and transportation.
* Conduct quality checks on picked and packed items to verify accuracy, completeness, and condition, addressing any discrepancies or issues promptly
* Maintain a clean and organized work environment, including sweeping floors, disposing of packaging materials, and keeping workstations clear of clutter.
* Adhere to all safety protocols and procedures, including proper lifting techniques, personal protective equipment usage, and reporting any hazards or incidents to management.

**Kumari Bank Limited, Jagati Bhaktapur, Nepal 2020 – 2021**

Security General

* Conduct regular patrols throughout the bank premises to monitor for any suspicious activity, unauthorised individuals, or security breaches
* Monitor security cameras and alarm systems to detect and respond to any potential threats or security incidents promptly
* Provide a visible security presence to deter criminal activity and reassure customers and staff of their safety
* Maintain accurate records of security-related activities, including incident reports, shift logs, and any observations of suspicious behaviour.
* Enforce bank policies and procedures related to security, including compliance with regulatory requirements and industry standards.
* Continuously assess security risks and vulnerabilities within the bank environment, recommending and implementing improvements to enhance security measures.
* Participate in training sessions and drills to maintain proficiency in security protocols, emergency response procedures, and use of security equipment.

**Further Education and Training**

**Training Strategies**

Door Supervisors in the Private Security Industry

First Aid Certification

Team Leading Training

Customer Service Certification

Personal Development for Employability

**Bhaktapur Multiple Campus, Bhaktapur, Nepal**

Bachelor's in Business Administration

**Interests**

During my spare time I enjoy keeping fit by going to the gym, watching Sports, spending time with my wife and watching films.

**References**

Reference will be made available upon request