

Rizwan Qureshi

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SECURITY SUPERVISOR WITH 8 YEARS OF EXPERIENCE IN UAE

I have a passion for security and safety and have personally developed and enhanced myself in every role. My drive, dedication and enthusiasm has continually been appreciated and formally recognised.

I consider myself to be highly motivated, hardworking, never getting tired and always striving to provide the highest level of security services and maintaining the standards even in the most difficult circumstances, and last but not the least being able to empower & motivate others to equally give their best in generating the maximum from available resources and to be a good leader and trainer. To be successful hotelier who will provide the highest levels of comfort & hospitality, committed to anticipate and satisfy guests needs by consistently providing Personalized, Efficient and Friendly quality Service, while maintaining Team moral and motivation and achieving company financial goals.

KEY SKILLS & EXPERTISE

CUSTOMER SERVICE

- ✓ Patience
- ✓ Attentiveness
- ✓ Clear Communication Skills
- ✓ Ability to read guests
- ✓ Empathy
- ✓ The Knowledge of product
- ✓ Communication

LEADERSHIP & TRAINER

- ✓ Team Motivation
- ✓ Delegating
- ✓ Trustworthiness
- ✓ Responsibility
- ✓ Feedback
- ✓ Knowledge of security
- ✓ Strong communication

ADMINISTRATIVE

- ✓ Planning
- ✓ Administrative duties
- ✓ Excellent Communication
- ✓ Time Management
- ✓ Fire Life Safety Presentation
- ✓ Sops updating
- ✓ Innovative & Resourceful

Computer Proficiency:

- ✓ ERP, MS Office Applications (Word, Excel, PowerPoint, Outlook)

CORE COMPETENCIES:

Personnel Recruitment and selection - Security SOP - Inspection, Security Auditing, Risk Assessment, Crisis Management, Incident Analysis and Investigation - Conducting Trainings and looking after day to day security operation.

PROFESSIONAL EXPERIENCE

Loss prevention Supervisor

Four Points by Sheraton Bur Dubai – Dubai, UAE
June 20th 2022 – To Date.

Responsibilities:

- Patrolling all areas of the property, secure rooms, assisting the guests with room access. Conducting emergency response drills, daily physical hazard/safety inspections, investigations, interviews, and key control audit. Managing the staff Schedules for all shifts and events.



- Monitoring Closed Circuit Televisions and alarm systems. Authorize, monitor, and document access to secured areas. Assisting guests/employees during emergency situations.
- Maintaining the confidentiality of reports/documents, releasing information to authorized individuals. Defusing disturbances in accordance with company policies and procedures. Resolving safety hazard situations.
- Handling all interruptions and complaints. Ensuring compliance with alcoholic beverage control laws. Calling for assistance using proper code responses. Providing proper paperwork to employees.
- Following all company policies and procedures, reporting accidents, injuries, and unsafe working conditions to the managers.
- Developed procedures for the emergency response and crisis management, physical security, information security, incident management and investigation units.
- To prepare reports for the management on the happenings that take place on the workplace and also reporting to the authorities so no legal problems take place in the future.
- To provide support in emergency and evacuation services by guiding people to take certain routes to ensure their safety

SENIOR SECURITY SUPERISOR

The Dubai International Financial Centre – Dubai, UAE
July 2019- June 13th 2022.



Responsibilities:

- Supervising the security manning
- Running the operation as security shift manager
- Maintain all documents work required under DIFC Policy
- Maintain Security Job Safety Analysis.
- Prepared Crisis Management File and Business Continuity plan.
- Worked as Department trainer and trained over 100 associates & outsource contractors in result of Fire Life Safety procedure.
- Review Threat Conditions on a monthly basis.
- Investigate all criminal allegations made in the hotel and liaise with Dubai Police/CID where appropriate. (With-holding evidence of a serious crime in UAE is an arrest able offence in itself)
- Management of CCTV system, Ving card Access Control System and Fire Control Panels.
- Briefing security team each day at 18:00hrs regarding any issues, give out any specific tasks and cover any events that are occurring that evening. Also updating team on fire training, SOP etc.

SECURITY SUPERVISOR

Al Habtoor Polo Resorts & Club – Dubai, UAE



October 2018 – July 2019

Responsibilities:

- Team Motivation
- Security Deployments
- Operation awareness
- Daily activity reporting
- Maintain the security and safety of the office building, visitor, and Team Members and their property by providing constant vigilance in and around.
- Routine inspections of the office/residential Villas
- Act promptly in the event of a circumstance that requires attention.
- Ensure all firefighting equipment requirements are met and maintained.
- Assist Management in dealing with any incidents that arise within the buildings

- Follow all Occupational Health & Safety rules upheld by the Hotel Management
- Daily reporting to the duty managers of security and keeping the log record of all the incidents events and other activities.
- Proper monitoring all guards in my responsible area.
- Liaising with the Dubai Police, CID regarding different security / operational issues.
- Guest complaints handling and giving satisfactory feedback to them.



SECURITY SUPERVISOR & LOST AND FOUND CORDINATOR

Level Shoes Chalhoub group – Dubai, UAE

February 2018 – 2019 August

Responsibilities:

- Daily briefing as everyday operational routine
- Supervising the security manning
- Receiving international and local calls inquiries
- Present the lost and found inquiries daily
- Reply to the guest by mail inquiries using Eternity data base system
- Arranging and compiling the emails accordingly
- Updating all the lost and found files including (lost report/daily report/CCTV request/daily inquiries

EDUCATION

INTERMEDIATES COLLEGE CERTIFICATE

Hazara University, Mansehra. Pakistan 2014

CERTIFICATES AND AWARDS

- Received Employee of the Month Certificate from CEO of Al Habtoor Polo Resorts & Club – July 2019
- Star performer certificate for excellence job & pro Activity Supervisor from Al Habtoor Polo Resort & Club 2019
- Appreciation's letter of best performer in real fire From Al Habtoor Polo Resort & Club
- Employee of the month of January 2019 by Transguard group LLC
- Employee of the month of Jun 2019 by Transguard group LLC
- Employee of the month of May 2022 by DIFC

TRAINING PROGRAMS

- SECURITY SUPERVISOR CERTIFICATE (Security Industry Regulatory Agency)
- DPS CERTIFICATE (Dubai Police Academy)
- First Aid (Dubai Police Academy)
- Fire Warden (Dubai Police Academy)
- POD (Dubai Police Academy)
- Proper Handling of Guest Complains
- Fire and Safety Trainer
- Prepared Fire Drill Plan & managed more than 10 fire drills

I hereby declare that the above information is true and correct to the best of my knowledge.