

Cover Letter

Respected Concerned,

I am **Irfan Haider**, and I would like to apply for current openings at your prestigious company.

I have completed my M.B.A in (Management & marketing). I have 04 years of experience in the field of Customer service/Main reception security officer at Transguard Group L.L.C. I have an in-depth knowledge of the duties that I will have to perform and expertise in the field of work that would help me accomplish all the assigned tasks in the event of me being placed in your company.

I have enclosed herewith my resume, my detailed profile for your reference and review. I have also provided my contact information. Please feel free to contact me in case of any questions. I am looking forward to meeting with you in person for an interview.

Thank you for your time and consideration.

Yours sincerely,

Irfan Haider

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Irfan Haider

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Al Qusais 01, Dubai, Dubai United Arab Emirates



Summary:

Dedicated professional with more than 4 years' experience managing teams in retails, hospitality, and corporate environments. Personable leader who comfortably interacts with people from diverse cultures and backgrounds. Resourceful and creative problem solver with expertise in building and personnel security. Adept at taking crucial decision during emergency and coordinating with law enforcement agencies. Excellent communication, critical thinking, and observation skills. Proficient in assessing and eliminating risk and handling confidential information.

RECEPTION SECURITY.

Worked as main reception security at DANZAS LLC (2016-2018)

Duties & Responsibilities.

- Welcoming visitors by greeting them.
- Answering calls from control room and enquiries in person by phone.
- Monitoring logbooks and roll call sheets.
- Maintaining security by following procedures.
- Directing visitors by maintaining employees and department direction
- Monitoring Access control gate.
- During times of alarm activation, the turnstiles should be opened manually and exit points should be cleared
- Assist staff with the evacuation by providing advice and direction
- Calling civil defense police 999 and give them information.
- Keeping the reception area tidy.
- Finishing daily occurrences report and hand over report.

CUSTOMER SERVICE/RELATIONSHIP OFFICER.

Worked as Relationship officer/Customer service officer in Mobilink Microfinance Bank Pakistan (Dec,2020-May,2022).

Duties & responsibilities.

- Implement the approved sales/service plans to achieve growth objectives of bank by agreeing micro level sales/service delivery plans with BM/RM.
- Sells products by establishing contact and developing relationships with customers as per defined SOP of the bank.
- Achievement of Targets/Objectives of sales in assigned areas with best ethics and moral practices by following SOPs
- Ensure target achievement through genuine sale by avoiding family loaning, activist base lending and adjustment lending.
- Make business of company profitable through sales of loans and enhancement of number of customers by following SOPs of the bank.
- Marketing of company products and make strategy in this regard.
- Identifies business opportunities by identifying prospects and evaluation of position of the industry.
- Ensuring on track performance by conducting physical verification of the prospective clients.
- Ensure proactive collection, perusal timely repayment of loans by communication with clients and ensuring hundred percent collections of loans by following SOPs of the bank
- Extra care must be taken while handling of customers legal documents to avoid any misuse.

CURRENT WORKING POSITION: working as security systems Operator as Transguard Emirates Group LLC.

Location Flydubai Head Office /Security Control Room.
Company Worked as security system operator in DANZAS control room (2018-2019)
Emirates Transguard Group Security, Dubai.

(Reporting to: Manager Operations, line Manager)

Duties & responsibilities

Security Systems Operator – Reporting to Manager Security

- Staffing and scheduling.
- Regularity compliance.
- Training of Security Staff per SOPs and locations.
- Dealing with emergencies.
- Site instructions, EAP drills and evacuation rehearsals.
- Assets Management.
- Security Administration and Team management.
- Security Operational Documentations and reporting.
- CCTV, Perimeter Alarm systems, Fire and Safety Procedure.
- Patrolling Operations and Monitoring.
- SWOT analysis and Risk Assessment.
- Loss prevention.
- Conducting interview of involvements in incident.
- Plan, assign, and direct the operational work of employees engaged in various aspects of fire, safety, security and licensing operations.
- Follow property specific procedures for handling emergency situations (eg, evacuations, medical emergencies, natural disasters).
Report work related accidents, or other injuries immediately upon occurrence.
- Crowd control and interruption handling such as Suspicious individual, intoxicated, intruders etc.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Complete incident reports of all Security/Loss Prevention related incidents such as theft, accidents, physical hazards, and fire alarms.
- Handle business interruptions and complaints, such as suspicious individuals, civil disturbances or demonstrations, noise complaints, intoxicated individuals, etc.

SECURITY & SAFETY QUALIFICATIONS.

SIRA	CCTV OPERATOR LICENSE
DPS	Department of protective systems Dubai (DPA)
Fire Marshal	Emirates Aviation collage, Dubai.
First Aid	Emirates group Security (CASS), Dubai.
Fire System	FACP/Alarm systems, Sprinkler system.
CCTV & Access Control	INTERVID Electronic Access control system and IP Close circuit Television

Monitoring system by AVIGILON/Honeywell CCTV system and access control.

QUALIFICATIONS/ACADEMICS.

M.B.A (Marketing & Management)	University of Sargodha, Pakistan	2011-2015
B.COM (I.T)	University of Sargodha, Pakistan	2010-2011
I.CS (I.T)	B.I.S.E Dera Ghazi Khan, Pakistan	2005-2006
MATRICULATION	B.I.S.E Dera Ghazi Khan, Pakistan	2004-2005

COMMUNICATION SKILLS.

(English)	Fluent (Writing, Reading, Speaking)
(Hindi/Urdu/Punjabi)	Fluent (Reading, Writing, Speaking)

Personals:

Profile:	Male, 32, Single
Nationality:	Pakistan
Religion:	Islam
Current Location:	Pakistan.
Visa Status:	Having 03 years employment visa as security officer of Transguard LLC.

Reference:

1. May contact no hesitation to **Abdul Rehman**, Merchandising officer Transguard Group, +971569947376.
2. May contact no hesitation to **Muhammad Shoaib**, SSO Dubai Mall Dubai, +971589349939.