

# Bharath Kumar Udutha

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## CUSTOMER SERVICE PROFESSIONAL/SECURITY & SAFETY SUPERVISOR

### PROFESSIONAL SYNOPSIS

05 years of experience of leading Security and Safety Operations and Customer Service/Hospitality (Inclusive As a Control room Admin & Supervisor)

Demonstrates solid experience in developing recipes; standardizing production recipes to ensure consistent quality; establishing presentation techniques and quality standards

Proficient in day-to-day security duties, checking the facility, and ensuring all health and safety compliance

### KEY DELIVERABLES

- ✓ Successful track record in providing overall leadership, professional knowledge, and expertise in the administration and support of Health and Safety processes.
- ✓ Proficient in conducting risk assessments, evaluating loss control programs, investigating, and analyzing losses, and preparing professional reports.
- ✓ Solid experience in assisting in investigating and intervening when necessary, on reports, safety, security, emergency preparedness variances, environmental concerns, etc.
- ✓ Possesses strong administrative and organizational skills and demonstrates a facility with managing multiple tasks and parties through effective use of time and resources.



### CAREER TIMELINE



## CAREER REVIEW

### Transguard Group LLC, Dubai, U.A.E | Since Apr'21 | Security/Safety Supervisor

#### Key Deliverables

- Projecting the image of the property to the authorities, whilst liaising between various governments and the management of the two properties on security issues.
- Ensuring appropriate risk management aimed at avoiding or reducing losses by implementing a viable contingency plan.
- Training the Security Team and ensuring that all security and safety procedures are effectively carried out.
- Ensuring external fire systems auditors are invited to audit and make recommendations as per the fire systems in accordance with the safety rules and regulations
- Assigns areas for security officers to patrol and presents a list of potential problems.
- Carrying out security inspection and audit on guards' performance.
- Attending management briefings and addressing security/safety issues with on-site department heads.
- Overseeing the management and control of Lost and found properties with the Police
- Managing the security team and participating in Security budget planning and control, and policy-making.
- **Worked as Safety and Security Supervisor and Control room Admin (Above 100 Sites of Automotive & Logistics)** oversight of the security of the staff, visitors & Customers offering guided tours to all VIPs, and supervision of the security team across the Sites.
- Leading all the issues & Emergency situation by utilizing manpower.
- Evaluate , assess and analyses performance of security Personnel
- Develop and implement preventative measure against accidents, thefts and other risks
- Ensure compliance of applicable policies and regulations while implementing security measure
- Supervising the close circuit systems, dealing with lost and found cases which include Cash, Jewellery and Other Valuable Electronic items, checking the facility, and ensuring all health and safety compliance, making of reports and updating to Client.
- Handling customer complaints from Showroom and Workshop side as well as from the Security team and relevant Managements.
- Team Work and Co-operation amongst to run the Operation Smoothly
- Managing the operation as per the satisfaction of the client or any other task assigned by the client.
- Preparation of Reports and Presentation (Daily, Weekly, monthly, yearly)
- Site Visits and Highlighting the issues to Relevant management to Improve the Standards as per Norms as well follow-ups, If required

#### PROJECTS HANDLED

##### Heritage Fresh

- Worked as a Customer Service Associate (CSA) In Heritage Fresh, Promoted As Store Receiver / Incharge

##### Carrefour Warehouse

- Worked as a safety Security Teamleader to ensure the site operation is running smoothly and safely.

##### Al Futtaim Automotive and Logistics

- Working as a safety Security Supervisor to ensure the site operation is running smoothly and safely by Visiting the Sites on Daily Basis Across the Dubai

##### Al Futtaim Automotive and Logistics

- Worked as a safety Security Supervisor and Control room Admin (Above 100 Sites) to ensure the site operation is running smoothly and safely Across the UAE.

### Carrefour Warehouse – NIP - UAE

Position: - Safety Officer /Team Leader

#### Key Deliverables:

- Access Control
- Managing the traffic Control at yard
- Proper Guidance of the Suppliers, Distributors and Agents.
- Customer Service of Newly Visited Customers
- Record maintaining
- Coordinate With Warehouse Operation team
- Handling and Guiding the Local authorities

### Heritage Fresh Super Market – India

Position: - Customer Service Associate (Store Receiver /Incharge)

#### Key Deliverables:

- Customer Service
- Receiving the Goods (FMCG, FNV & E-Com Etc.)
- Coordinate Between Customers and Warehouse DC for Productivity Check
- Keep update to Customer for Product details and Usage,
- Handling the Customer complain,
- Maintain sales targets.

- Balancing of P&L, Prevention of loss
- Team Work & Provide a healthy Environment for Staff
- Reaching the Sales targets
- Prepare and maintain Reports (Daily, Weekly, monthly, yearly)
- Prepare and Recognize of Staff Performance

## EDUCATION CREDENTIALS

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- ✓ **Intermediate from P.R.B.M Junior College, Telangana, INDIA**
- ✓ **Secondary School Certificate (S.S.C) from Adharsha high school, Telangana, INDIA**
- ✓ **SIRA Certified Security Supervisor License**
  - Received a Certification of Appreciation letter from the Company
  - Certified as Basic first aider, Firefighting , POD assistance from UAE

## PERSONAL DETAILS

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**Date of Birth:** 01<sup>st</sup> Aug 1998 | **Linguistic Abilities:** English, Hindi, Telugu | **Passport No:** U7336596; Valid up to: 23/09/2030