

ALAA MOHAMED IBRAHIM

Ajman, UAE | Phone: +971504099852 | Email: elkassara7@gmail.com

Professional Title: Security Officer

## PROFILE

Experienced and reliable security professional with 8+ years of proven expertise in public safety, facilities management, and quality control roles in various industries.

Strong background in high-pressure environments with additional experience in quality control roles in manufacturing and service sectors.

## PERSONAL INFORMATION

Nationality: Egyptian

Marital Status: Married

Languages: Arabic (Native), English (Good)

Age: 30

## WORK EXPERIENCE

Egyptian National Railways – Egypt

Senior Security Supervisor | 2013 – 2021

- Ensured the security of stations, trains, and public infrastructure.
- Led a team of guards and coordinated with law enforcement.
- Documented reports, conducted checks, and enforced regulations.

Tafaseel BPO – Ajman, UAE

Quality Assurance | Dec 2023 – Present

- Audited service quality and provided feedback to teams.
- Oversaw implementation of process improvements.

Operation Executive | Sep – Dec 2023

- Managed social welfare case processing.
- Worked with CRM and support systems to resolve issues.

Diaa Internet Cafe – Alexandria, Egypt

Supervisor | 5 Years

- Maintained order, monitored users, and ensured rules compliance.
- Provided technical support to customers.

## EDUCATION

Bachelor of Management Information Systems | Alexandria University | 2013–2018

## TECHNICAL & PROFESSIONAL SKILLS

- Surveillance systems and monitoring
- Emergency and incident response
- Team supervision and task coordination
- Microsoft Office, CRM tools
- Report writing and documentation

## REFERENCES

Available upon request