



## JEMSHID HASHIM

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### Professional Summary

Proactive and results-oriented Risk & Compliance Manager with a robust skill set in interpersonal communication and a wealth of experience in the retail sector. My primary focus as an R&C Manager is to mitigate financial losses associated with retail operations, addressing challenges such as theft, vandalism, accidents, and injuries. Possessing effective communication skills, I collaborate seamlessly with store personnel and law enforcement. I operate with discretion and professionalism, ensuring confidentiality is upheld consistently. Known for my meticulous attention to detail, keen observational abilities, and outstanding analytical skills.

### Key Proficiencies

Proficient in Inventory Management	Expertise in CCTV Operation
Specialized in Legal and Ethical Investigations	Adept in Intrusion & Access Control System
Skilled in Receiving Operations	Proven ability in Crisis Management Activation
Experience with Cashier monitoring System	Possess Training the trainer skills
Knowledgeable in Procurement Governance	Accomplished in Negotiating, selecting vendors, and contracting

### Key Achievements in Career

1. Spearheaded the development and implementation of innovative Loss Prevention methods, including the establishment of a Loss Committee, resulting in a substantial reduction of wastages and shrinkages within the store. Engaged the entire operational team in shrink control initiatives.
2. Played a pivotal role as the lead member of the Crisis Management team during the Civil War in Aleppo, Syria in 2011. Successfully devised and executed the Country Evacuation plan, ensuring the safety of personnel and assets during the shutdown of retail operations in Syria.
3. Formulated and implemented a comprehensive Procurement Policy Framework for the company, delineating governance and internal controls for procurement performance evaluation mechanisms.
4. Introduced a Cashier monitoring system in Jordan and Lebanon, leading to a significant reduction in shrinkage and loss of merchandise at cashier lines.
5. Implemented a centralized monitoring headquarters for all stores in Jordan and Lebanon, connecting over 1000 cameras to a central location.  
Innovatively managed store openings and closings remotely, eliminated night shift guards, resulting in substantial annual savings exceeding one million AED in Operating Expense. Implemented GPS monitoring for company cars and exercised power consumption control through central CCTV.
6. Provided crucial support to operations in Iraq and Lebanon, including the recruitment and training of current Country Risk & Compliance Managers.



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7. Undertook the management of the Quality & Hygiene Department, ensuring adherence to the highest standards.
8. Conducted numerous successful fraud investigations throughout the career, showcasing a commitment to maintaining integrity and security within the organization.

### Professional Experience

#### Group Risk & Compliance Manager Millennium Farms for Agricultures

July 2023 - Present

Appointed as the Group Risk & Compliance Manager at Millennium Farms, overseeing safety and security initiatives across the organization. Responsible for implementing robust safety measures in agricultural facilities spread across five different locations in Jordan, managing a workforce of approximately 800 employees.

#### Key Achievements and Responsibilities:

- Spearheading the implementation of safety and security protocols to ensure a secure work environment.
- Proactively ensuring the health and safety of employees by overseeing the provision and maintenance of equipment, machines, and tools equipped with proper safety measures.
- Conducting regular safety instruction and training sessions to familiarize employees with workplace hazards.
- Developing and maintaining an up-to-date plan for all security activities, including training programs, patrols, and staff hires to optimize the Security Department's alignment with farm operations.
- Formulating comprehensive policies and procedures in areas such as loss prevention, fraud prevention, and privacy.

#### Risk & Compliance Manager Carrefour MAF Hypermarkets – Amman, Jordan

Sep 2006 to July 2023

- Commenced tenure with Carrefour Jordan as Security Manager in 2006.
- Temporarily assumed the role of Receiving Manager for the City Mall store during mid-2008.
- Promoted to Country Loss Prevention Manager in 2009, overseeing operations in Jordan and Syria.
- Gradually assumed responsibility for stores in Iraq and Lebanon due to consistent high performance.
- Since October 2019, entrusted with the Quality & Hygiene Department for Jordan as Country Risk & Compliance Manager.



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### Key Achievements:

- Successfully led the opening of over 60 stores in the Levant region, contributing to the following accomplishments.
  - Identified safety issues and security violations, implementing preventive programs.
  - Designed and implemented technical security systems.
  - Led recruitment and training initiatives for new store openings.
  - Strategically designed and reorganized security system layouts to meet company demands and mitigate risks.
  - Managed vendor selection, service contracts, and performance monitoring for procurement processes.
  - Ensured compliance with company procurement framework, emphasizing adherence to internal controls.
  - Approved purchase orders and coordinated the delivery of goods and services.
  - Controlled the procurement budget and fostered a culture of long-term savings in procurement costs.
  - Made decisions regarding staff promotions, demotions, and terminations when necessary.
- Additional Responsibilities:
- Completed various training sessions including First Aid, Fire Fighting, and retail-related topics such as Train the Trainer, Company Values, Company Know How, Socio Dynamic Strategy, Un-Freeze, etc.
  - Trained all new managers on store procedures and policies.
  - Maintained comprehensive records of fraud-related reports, ethics hotline follow-ups, loss reports, investigations reports, and recovery reports.
  - Provided training to staff to enhance performance.
  - Collaborated closely with VP Risk & Compliance, Executive Regional Directors, CFO, and Country Managers to formulate and strengthen the Risk & Compliance Department within stores.

**Operations Manager**  
**Group 4 Securicor – Dubai, UAE**

**Oct 1999 to Aug 2006**

### Role Summary:

Oversaw Physical Security Guarding Operations for the Dubai branch, managing a team of 600 guards. Conducted professional training for guards deployed across diverse locations, including banks, star hotels, shopping malls, retail outlets, executive offices, showrooms, and more. Successfully coordinated guard deployment across approximately 250 sites, serving over 100 clients. Meeting client requirements and adapting to their specific needs posed a significant challenge, providing valuable experience in this role.



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### Education

**Bachelor's Degree in commerce, Cost Accounting** 1999

**University of Calicut** – Kerala, India

### Personal Details

**Date of Birth:** 09 -01 -1979  
**Nationality:** Indian  
**Marital Status:** Married with 3 kids.  
**Languages known:** English, Hindi, Arabic and Malayalam