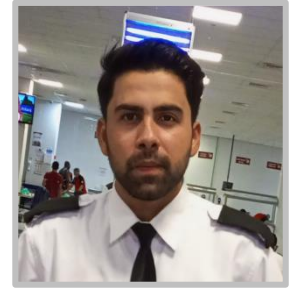


Muhammad Junaid Ahmad

SUMMARY:

Customer-focused professional with 4 years of experience as a CCTV Operator, Security Guard, and Receptionist. Proven ability to deliver exceptional customer service, creating positive interactions with clients and visitors while maintaining a secure environment. Adept at managing front-line responsibilities and addressing inquiries with professionalism. Skilled in monitoring surveillance systems, incident response, and upholding security protocols. Strong observational skills and effective communication ensure a safe and compliant environment while providing seamless support at the front desk. Dedicated to ensuring both security and a welcoming atmosphere for all.



PROFESSIONAL SKILLS:

Computer Skills:

1-year diploma in Microsoft Office Suite (Word, Excel, PowerPoint) and other essential software applications.

Technical Skills:

Knowledgeable in basic IT concepts and troubleshooting, gained through a 3-month internship.

Communication Skills:

Strong verbal and written communication skills, enhanced through a 6-month English language course. Proficient in English, Urdu, Hindi, and Punjabi.

Problem-Solving and Time Management:

Strong problem solving skills with a track record of identifying problems and implementing effective solutions. Expert in time management, prioritizing tasks to meet deadlines and increase productivity.

Team Collaboration:

Team collaboration involves working towards common goals and leveraging diverse skills. My work experience has taught me that effective communication and mutual respect drive creativity and success.

Adaptability:

Quick learner who adapts easily to new technologies and work environments.

WORK EXPERIENCE:

CCTV Operator / Security Officer – Transguard Group LLC. Dubai United Arab Emirates. 07/2022 - Present

- Deira City Center Mall (Majid Al Futtaim Properties) UAE - February 2024 – Present
- Nakheel Properties.
- COP28 UAE.

- Maintaining a secure atmosphere for mall customers and employees by monitoring the live CCTV cameras.
- Preventing and identifying criminal acts on the premises.
- Regularly providing the on-floor workers with the necessary support.
- Helping customers with their Lost & Found things by looking at the CCTV footage upon request.
- Preparing reports and emails on daily, weekly and monthly basis.
- Notifying the seniors of the information in case of an emergency.
- Preparing and archiving an incident's record for use in the future.
- Providing support to the authorities if needed.
- Passing information to the mall management about any incident online or offline.
- Offering the best possible solution to parties involved in any conflict and listening to both sides.

Security Officer – Al Safeena Guarding Services LLC. Dubai United Arab Emirates. 03/2018 to 01/2020.

- Binghatti Properties 03/2018 to 01/2020.

Binghatti Vista , Binghatti Diamond , Binghatti Point

- Monitored entrances and exits to ensure resident safety.
- Conducted regular patrols of the premises to deter and identify suspicious activities.
- Responded promptly to alarms and emergencies, coordinating with law enforcement as needed.
- Assisted residents with security concerns and provided guidance on safety protocols.
- Maintained detailed logs of incidents and daily activities.
- Monitored CCTV surveillance systems and reported any irregularities.
- Enforced building policies and procedures to ensure a secure environment.
- Authorize entrance of people and vehicles.

Receptionist / Computer operator

➤ **Home Appliances shop,** Lahore Pakistan - December 2015 - February 2018.

- Managed inventory records and updated stock levels using computer software.
- Processed sales transactions and maintained accurate sales records.
- Generated reports on sales performance and inventory status.
- Assisted customers in selecting home appliances based on their needs and preferences.
- Handled customer inquiries and resolved any issues or complaints.

EDUCATION:

High secondary school Degree in Commerce - March 2014 - April 2016
GOVT. College Ravi Road, Lahore, Pakistan.

License:

- Security systems operator license
- Security Guard license

Appreciation Certificate:

- Received an Appreciation Certificate from **UNITED NATIONS** (UNFCCC) for contributions during **COP28** UAE.