

## Nadeem Ahmad

Dubai – United Arab Emirates

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I am eager to leverage my passion for security and safety in a role where I can apply my expertise to enhance operational standards. Recognized for my dedication, motivation, and enthusiasm, I am committed to delivering exceptional results and advancing security protocols.

### PROFESSIONAL EXPERIENCE

#### Two Season Hotels & Apartment Dubai – Surveillance

##### Security Services

24<sup>th</sup> April, 2024 - to date



##### Responsibilities:

- ◆ **Safety and Security:** Safeguard the hotel and its guests by ensuring comprehensive security measures.
- ◆ **Guest Assistance and Customer Service:** Provide exemplary service and support to guests.
- ◆ **Report Preparation:** Compile and submit daily operational reports, as well as monthly, quarterly, and annual summaries.
- ◆ **Daily Briefings:** Deliver daily briefings to security personnel and ensure adherence to grooming standards.
- ◆ **CCTV Monitoring:** Oversee CCTV surveillance to identify and address suspicious or unauthorized activities.
- ◆ **Policy Adherence:** Ensure strict compliance with all hotel policies and Standard Operating Procedures (SOPs).
- ◆ **Local Authority Coordination:** Offer assistance during medical emergencies and liaise with local government authorities as needed.
- ◆ **Incident and Accident Reporting:** Document and report incidents and accidents comprehensively.
- ◆ **Patrolling and Inspections:** Conduct regular patrols of hotel premises, including inspections of rooms, fire hoses, and critical infrastructure such as parking areas, electrical systems, and telephone facilities.

#### Time Oak Hotel & Suits Dubai - Surveillance Security Services

15<sup>th</sup> Nov 2023 – 23<sup>rd</sup> April 2024



#### Electrical & Mechanical Corps – Pakistan Army

19<sup>th</sup> Mar 2015 – 09<sup>th</sup> Dec 2021



##### Responsibilities:

- ◆ **Annual Plan Preparation:** Develop and submit the annual plan to senior management.
- ◆ **Correspondence Management:** Draft and respond to letters and incoming mail.
- ◆ **Report Preparation:** Prepare reports on a weekly, monthly, quarterly, semi-annual, and annual basis.
- ◆ **Policy Adherence:** Follow established policies and Standard Operating Procedures (SOPs).
- ◆ **Repair Activity Analysis:** Analyze repair activities and maintain accurate records.
- ◆ **Data Collection:** Gather relevant data from departments and subordinate units.
- ◆ **Plan Implementation:** Share and implement approved plans with relevant units.
- ◆ **Briefing Preparation:** Prepare briefings for senior management as needed.
- ◆ **Document Organization:** Arrange and file documents according to procedures and maintain records.

## ACADEMIC EDUCATION

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- ◆ **BACHELOR DEGREE – COMPUTER SCIENCE**  
Post Graduate Collage, Nowshera, University of Peshawar
- ◆ **INTERMEDIATE CERTIFICATE – COMPUTER SCIENCE**  
Muslim Degree College, Nowshera - BISE Mardan
- ◆ **SECONDARY SCHOOL CERTIFICATE – SCIENCE**  
F.G Public School, Risalpur - BISE Islamabad

## TRAINING CERTIFICATE

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- ◆ **SECURITY SUPERVISOR CERTIFICATE** (Security Industry Regulatory Agency)
- ◆ **TECHINICAL DOMAIN CERTIFICATE** (National Freelance Training Program)
- ◆ **ACTIVE CITIZENS PROGRAM** (British Council URDO)
- ◆ **FLOOD AFFECTED YOUTH AND DECISION MAKERS** (CHANAN Development)
- ◆ **SIX MONTH OFFICE AUTOMATION** (Technical Training Institute/ Trade Testing Board)

## SKILLS

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| <ul style="list-style-type: none"> <li>◆ <b>Goal-oriented mindset</b></li> <li>◆ <b>Client Relationship Building</b></li> <li>◆ <b>Complaint Handling</b></li> <li>◆ <b>Workflow Management</b></li> <li>◆ <b>Guest Handling</b></li> <li>◆ <b>Hospitality</b></li> </ul> | <ul style="list-style-type: none"> <li>◆ <b>Customer satisfaction measurement</b></li> <li>◆ <b>Customer Service</b></li> <li>◆ <b>Excellent Communication</b></li> <li>◆ <b>Team Collaboration</b></li> <li>◆ <b>MS Office</b></li> <li>◆ <b>Leadership</b></li> </ul> |
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*I hereby declare that the above information is true and correct to the best of my knowledge.*

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