**CURRICULUM VITAE**

**JACKSON ODIDA** 

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**WORK EXPERIENCE**

**GUEST ARRIVAL EXPERT(Driver)**

**Windsor Hotel**

**March 2024 -Present**

**Duties;**

**-**Transport guests to/from assigned destinations using property vehicle.

-Document all trips prior to the start of and at the conclusion of each trip.

-Park vehicle in designated location when not in use.

-Inspect property vehicles for damage and cleanliness.

-Check tire pressure and fluid levels for property vehicle, and refuel as necessary.

-Notify appropriate personnel of any vehicle maintenance needs.

-Document all vehicle incidents (i.e., damages, accidents) and provide reports of incidents to manager/supervisor.

-Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional;

-maintain confidentiality of proprietary information;

-protect company assets.

-Welcome and acknowledge all guests according to company standards; anticipate and address guests’ service needs; assist individuals with disabilities; thank guests with genuine appreciation.

**CONTROL ROOM SUPERVISOR  
Regency Security Services  
Sept 2021-Feb 2024**

* Supervise the daily [control room](https://www.securityguardexam.com/security-control-room-operation/) operation.
* Creating SOPs for new locations
* Interfacing with existing and prospective clients
* Visiting Locations and submitting reports of my findings
* Advising senior operations manager on manpower deployments.
* Directing the responding to safety and security incidents
* Follow up any investigations carried out by agents ensuring there is clarity and correct information as directed by Head of Security.
* Reporting critical incidents to the security manager
* Preparing reports for the security manager in case of Critical incidents.
* Develop and complete the control room policy and procedure.
* planning and organizing daily/shift routines and activities.
* Maintain a safe and secure work environment for the employees.
* Remain alert all the time and prepare for the unprecedented incident.
* Ensure the control room staff and equipment are ready for any types of incidents.
* Provide telephone support to the public or the other employees.
* Keep Control Room and personal appearance up to the established service.
* Carry out additional duties as required during emergencies.

**TRAINING SUPERVISOR/SECURITY INSPECTOR**

**REGENCY SECURITY SERVICES**

15TH May, 2019 – Ongoing

Doha - Qatar

* Evaluate employees and identify weaknesses.
* Training security personnel on CCTV system and access control.
* Carryout Surveillance duties through CCTV in order to achieve identification of any possible lacks of unlawful interference.
* Identify training needs according to needs.
* Based on research, plan and implement training programs that will prepare employees for the next step of their career paths.
* Make training schedules.
* Build quarterly and annual training program.
* Present all the technical and supply training requirements.
* Prepare budget for training programs and workshops.
* Encourage employees for training.
* Oversee employee attendance and performance.
* Track employee success and progress.
* Manage the production of program marketing material in collaboration with marketing team.
* Communicate all the training programs on a timely basis.
* Have a program announcement marketing strategy.
* Prepare and deliver training courses.

**SUPERVISOR**

**REGENCY SECURITY SERVICES**

2015 – 15TH May, 2019

Doha - Qatar

* Supervising a team of Security Personnel
* Providing investigation reports based on CCTV reviews and scrutiny.
* Use of IT systems for access control, site patrolling, emergency response, cash collection, report generating, incident investigation and all other standard security duties
* Provides and/or implements security and security protocols for all assigned facilities and information systems.
* Takes proactive steps to provide a safe and secure working environment to staff and visitors.
* Provides specialized security for and monitors access to limited and restricted access areas such as inventory areas, network equipment areas, and employee files and confidential records.
* Conducts regular walk-throughs and security inspections for assigned facilities.
* Where government projects are involved, serves as a liaison to government agencies concerning project security; assists with security clearance processing for employees working on government classified programs.
* Performs other related duties as assigned.

**LOSS PREVENTION SUPERVISOR**

**UKWALA SUPERMARKET**

**2010**

**Kisumu, Kenya**

* To ensure all merchandise that is delivered to the Store Distribution Center is received on the right documentation and as per company policies and procedures.
* Follow up any investigations carried out by agents ensuring there is clarity and correct information as directed by Head of Security.
* To ensure any merchandise is being done on the correct documentation as per company policies and procedures.
* Ensure that goods and equipment are not left lying around where they do not belong.
* To report any suspicious act and suspicious looking people and dishonest and careless acts to the store manager immediately.
* To report on the manhandling of merchandise by any staff member.
* To ensure that security staff are trained properly in Policies and Procedures.
* To ensure that all facilities, machines, and equipment are serviced on time and are in working condition always.
* Audit sites to ensure inventory is processed, handled, and monitored appropriately, and document any failures.
* I helped reduce the store shrinkage margin from 1.3% at the time of my joining to 0.35%

**PRODUCTION SUPERVISOR**

**REGAL PHARMACEUTICALS**

**2008 – 2010**

**Nairobi, Kenya**

* In charge of communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
* Maintaining staff by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.
* Maintaining workflow by monitoring steps of the process; setting processing variables; observing control points and equipment; monitoring personnel and resources; studying methods; implementing cost reductions; developing reporting procedures and systems; facilitating corrections to malfunctions within process control points; initiating and fostering a spirit of cooperation within and between departments.
* Completes production plan by scheduling and assigning personnel; accomplishing work results; establishing priorities; monitoring progress; revising schedules; resolving problems; reporting results of the processing flow on shift production summaries.
* Maintaining quality service by establishing and enforcing organization standards.
* To ensure operation of equipment by calling for repairs, evaluating new equipment and techniques.
* Providing manufacturing information by compiling, initiating, sorting, and analyzing production performance records and data; answering questions and responding to requests.
* Creating and revising systems and procedures by analyzing operating practices, record-keeping systems, forms of control, and budgetary and personnel requirements; implementing change.
* Maintaining a safe and clean work environment by educating and directing personnel on the use of all control points, equipment, and resources; maintaining compliance with established policies and procedures.
* Maintaining working relationship with the union by following the terms of the collective bargaining agreement.
* Resolve personnel problems by analyzing data; investigating issues; identifying solutions; recommending action.
* Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Contribute to team effort by accomplishing related results as needed.

**TEACHER (PART TIME)**

**NGUNYUMU CENTRE**

**2009 – 2010**

**Nairobi Kenya**

* Motivate students to learn hard.
* Counseled special students and assisted them to carry out their tasks.
* Set and mark student’s mock examinations.
* Teaching.

**SECURITY GUARD**

**KK SECURITY**

**2007-2008**

**Nairobi, Kenya.**

* Access control.
* Patrols.
* Monitoring CCTV
* Ensuring safety of life and property.

**CAREER ACHIEVEMENTS**

* In charge of 1500 security guards and chief guards during FIFA World Cup 2022, in hotels and stadiums.
* Successfully oversaw Security Operations at two Tenis events at QTF in 2022 [ATP and WTA]
* In Charge of security operations during FIFA Arab Cup.
* Improved Operations in anywhere there are challenges. Resolved a critical issue without problem increase in resources and time. [Theft in Place Vendome Mall]
* Appreciation letters from RSS
* Advise the Senior Operation manager on starting a training department for the staff.

**EDUCATION**

**Rift Valley Institute of Science and Technology**

**2011-2013**

**Qualification: Diploma in Digital Marketing.**

**Digital Opportunity Trust Certificate**

**Courses Offered**:

* Introduction to Business Entrepreneurship
* Marketing consultation
* Business set up management.

**Qualification:** Entrepreneurship.

Year: 2006 – 2007

**High School Certificate (KSCE)**

**Raliew High School**

2003 – 2006

**CERTIFICATION**

**CCTV Training Certificate**

**RSSE**

**Personal Trainer Level 5/Fitness Instructor**

**Smart International Fitness Academy [SIFA]**

**Qatar.**

**SSS**

**Fire Warden Certificate (Valid till 2025)**

**Enertech Qatar**

**Basic First Aid & CPR Certificate (Valid till 2025)**

**Enertech Qatar**

**Health &Safety Management Certificate (Not Completed)**

**OSHA Academy (Online)**

**INTERNSHIP**

**Koch FM, Nairobi, Kenya.**

**2012**

**Ghetto FM, Nairobi, Kenya.**

**2013.**

**Duties**

* Fully support the company’s **PR** strategy and execute it in different phases.
* Create and curate engaging content.
* Communicate and build relationships with current or prospective clients.
* Effectively utilize company's social media and blogs.
* Create and distribute press releases.
* Assist in administrative duties.

**KEY SKILLS AND COMPETENCES**

* Leadership.
* Communication
* Stress Management
* Adaptability
* Technical Proficiency
* Problem solving
* Teamwork
* Training and development
* Compliance and safety

**AREAS OF EXPERTISE**

* Report writing
* Public Relations
* Communication skills
* Patrolling
* Customer service
* Security supervision
* Security Training
* Screening visitors

**PERSONAL INFORMATION**

Date of Birth : 23RD DEC, 1987

Nationality : KENYA

Sex : Male

Marital Status : Married

Language Proficiency : English

Height : 188CM [6FT . 2”]

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**REFERENCES:** Available upon request