

## Curriculum Vitae

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### Personal Details

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Name	Mohammad Tawqeer
Date of Birth	13/01/1996
Country of Birth	United Kingdom
Gender	Male
Home Address	Flat 301, D33, Building 70, Lusail, Zone 69
Email Address	Tawqeer13@gmail.com
Mobile Number	+974 33874890
Marital Status	Married
Driving Licence	Full UK Driving Licence

### Profile

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I have recently relocated to Lusail in Qatar from England. I have an extensive background in Security. I have guarded high profile government figures including the presidents from around the world at events such as COP 26 multiple times. I have also worked in more casual roles such as at malls and large events including football matches and festivals. This has led me to be ultra-aware of my surroundings and made me more aware than ever that teamwork is key to all that I do, and clear communication is vital.

I often find myself challenging theories and thus then researching the argument I have come up with to reach a sound conclusion. It is this innate curiosity that fuels my passion to continually obtain new knowledge. My highly versatile nature means I can utilise gained transferable skills in any environment whether it is how best to motivate a team to meet deadlines and targets or actively listening and accommodating the professional views and interests of team members to move ahead with given tasks, adhering to company policies. In my spare time I concentrate on my physical fitness. I attend the gym daily and frequently go on runs. I also like to play golf in my spare time and volunteer coaching the youth under 7s football team on a weekend. I am looking for longevity in a role and I truly believe my strong work ethic combined with my experience makes me a competitive candidate on a path of self-development in this field.

### Qualifications

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Dearne Valley College	September 2013 – June 2014	Level 2 Motor Vehicle Body Repairs
Rotherham College	September 2012 – June 2013	Level 2 Plumbing
Oakwood Technology College	September 2007 – July 2012	General Certificate of Secondary Education 9 A - C:  English Language, English Literature, Maths, Science, Spanish, BTEC Sports, Design Technology

## Employment Experience

Position Held:	Dates:	Responsibilities:
Security Guard – Professional Security	November 2019 – July 2024	<ul style="list-style-type: none"> <li>➤ <b>Monitoring and Surveillance:</b> Regularly patrolling the premises to observe and identify any suspicious activity or potential security breaches. This may involve using surveillance cameras and other monitoring equipment.</li> <li>➤ <b>Access Control:</b> Managing and controlling access to buildings and restricted areas. This may include checking identification, issuing visitor passes, and ensuring that only authorized individuals enter certain areas.</li> <li>➤ <b>Emergency Response:</b> Being prepared to respond to emergencies such as fires, medical emergencies, or security breaches. This includes following established procedures for evacuation, contacting emergency services, and administering first aid if needed.</li> <li>➤ <b>Monitoring Access Control Systems:</b> Operating and monitoring security systems, such as CCTV and alarms, to detect any security issues.</li> </ul>
Security Supervisor – Atalia Servest	October 2021 – November 2021	<ul style="list-style-type: none"> <li>➤ <b>Conducting Inspections:</b> Performing regular inspections of the facility to identify security vulnerabilities and ensure that safety measures are in place, such as checking fire alarms, locks, and lighting.</li> </ul>
Security Guard – Lodge Security	May 2019 – September 2021	<ul style="list-style-type: none"> <li>➤ <b>Reporting Incidents:</b> Documenting and reporting any unusual occurrences or incidents, such as theft, vandalism, or accidents. This typically involves writing detailed reports to inform the authorities or management.</li> <li>➤ <b>Customer Service:</b> Providing assistance to clients, employees, and visitors, which may include answering questions, providing directions, and helping with any issues they may have in the facility.</li> <li>➤ <b>Conflict Resolution:</b> Addressing and resolving conflicts or disputes that arise on the premises, using verbal de-escalation techniques when necessary.</li> </ul>
Customer Management - Capita	January 2018 – April 2019	<ul style="list-style-type: none"> <li>➤ <b>Answering Inbound Calls:</b> Responding to incoming customer inquiries, requests, and complaints in a timely and professional manner.</li> <li>➤ <b>Providing Customer Support:</b> Assisting customers with questions about products or services, troubleshooting issues, and guiding them through processes.</li> <li>➤ <b>Outbound Calling:</b> Making calls to customers for various purposes, including follow-ups, surveys, promotional offers, or sales.</li> <li>➤ <b>Product Knowledge:</b> Maintaining a strong understanding of the company's products or services to answer questions accurately and provide relevant information.</li> <li>➤ <b>Documentation:</b> Accurately recording details of customer interactions, including inquiries, complaints, and resolutions, in the call centre's database or customer relationship management (CRM) system.</li> <li>➤ <b>Problem Solving:</b> Identifying and resolving customer issues by analysing the situation and providing effective solutions or escalating the issue to higher-level support when necessary.</li> <li>➤ <b>Maintaining Professionalism:</b> Upholding a professional demeanour, even in challenging situations, and ensuring positive interactions with customers.</li> </ul>
Warehouse Worker - Amazon	February 2014 – December 2017	<ul style="list-style-type: none"> <li>➤ <b>Receiving Shipments:</b> Accepting and unloading incoming products from suppliers, checking for damages, and verifying that the shipments match the purchase orders.</li> </ul>

		<ul style="list-style-type: none"> <li>➤ <b>Inventory Management:</b> Organizing and storing products in designated locations within the warehouse. This includes accurately labelling and categorizing items for easy retrieval.</li> <li>➤ <b>Picking Orders:</b> Locating and collecting products from the shelves based on customer orders. This process often involves using handheld scanners or mobile devices to ensure accuracy.</li> <li>➤ <b>Packing Orders:</b> Preparing items for shipment by securely packing products in boxes, applying labels, and ensuring that the contents are protected during transit.</li> <li>➤ <b>Shipping Orders:</b> Loading packed orders onto delivery trucks or waiting for transport to ensure that they reach customers on time. This may include coordinating with delivery service providers.</li> <li>➤ <b>Quality Control:</b> Inspecting products for quality and accuracy before they are packed and shipped. This ensures that customers receive the correct items in good condition.</li> <li>➤ <b>Maintaining Cleanliness and Organization:</b> Keeping the warehouse clean, organized, and compliant with safety regulations. This includes clearing aisles and ensuring that items are stored properly.</li> </ul>
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References available upon request.