**Personal Profile**

A Confident and capable multi-skilled professional with good knowledge of the security industry with a high level of proficiency in fault finding and resolution at exchange level. Providing high standards of service delivery both on commercial and residential assignments. Possesses both excellent communication and interpersonal skills, combined with high levels of organisational ability that enable him to work extremely effectively as an independent or team-base engineer. Dedicated and hardworking and keen to continue his career with an organisation that is able to offer long-term career development and training.

**Keys Skills**

* Providing high standards of service delivery in commercial and residential settings
* Fault detection, diagnostics and fault resolution on exchange and telecoms equipment
* Computer literate and highly skilled with technical and diagnostics software packages
* Well trained and fully conversant with health and safety regulations and awareness

**Work Experience**

**05/22- Present RGE Services Weekly Fire Alarm Testing Engineer**

**London**

Testing Fire Alarms weekly

Testing Ventilation Shafts/Windows weekly

Testing Emergency Lighting

Building relationship with clients & customers to deliver great customer service

Shadowing service engineers

Carry out small works

**10/17-05/22 Interr Security Retail Security Guard**

**London**

Providing a safe environment for staff and store customers

Theft prevention, detection internal and external

Product protection checks on stocks

Meeting & greeting store customers

Opening up store and closing

Using radio to communicate with store colleagues and Store manager

Using CCTV to detect & prevent theft

Staff search

**08/17-23/10/17 ICAL Fire Safety Limited Trainee Fire Alarm Engineer**

**London**

Testing Emergency Lighting

Servicing Fire Extinguisher

Servicing Fire panels such as Kentec

Issue certificate to comply with BS 5266

Carrying out small works

Building relationships with clients & customer to deliver great customer service

**11/16-08/17 Total Security Services Retail Security Officer**

**London**

Providing a safe environment for staff and store customers

Theft prevention, detection internal and external

Meeting & greeting store customers

Closing store

Staff search

Dealing with antisocial behaviour

Monitoring CCTV to detect & prevent theft

**08/14-/10/17 Carlisle Events Stadium Steward**

**London**

Providing a safe environment for staff and stadium customers

Meeting & greeting stadium customers

Staff & Stadium customer search

Stadium patrols

Dealing with antisocial behaviour

**12/13- 08/14** **Oxfam Customer service Assistant London**

Providing good customer service

Stocking

Arranging delivery for customers & answering their enquiries

Working at the Till

**06/10 – 07/10 Qube GB on Behalf of Talk Talk Broadband Installation Engineer London**

* Installation of TV and Broadband Service Equipment and service upgrades
* Fault finding, diagnostics and repairs

**07/06 – 09/07 IPS & Hays (BT Contract) Telecom Frames Engineer London**

* Provision, installation and recovery of telephone lines and working on LLU circuits
* Fault finding and resolution with the use of diagnostic software
* Installation of Redcare and ISDN circuits
* Line testing and tracing with proficient use of a variety of testing equipment
* Updating records and databases via the Nat system, Featurenet and private circuits
* Emergency and practical repairs and main distribution frame (MDF) uplift.

**02/06 – 05/06 BT Openreach Telecoms Engineer London**

* Providing high standards of customer care and service delivery
* Provision and installation of telephone and broadband lines for both residential, commercial and LLU customers
* Fault finding and resolution of equipment and street cabinets
* Maintaining and updating computerised job log record
* Working in accordance to health and safety regulations and guidelines

**09/99 – 02/02 Leigh’s (Natural History Museum) General Assistant London**

* Providing high standard of customer care in the retail catering sector
* Responsible for the sole running of Snack shop and management duties
* Stock ordering and replenishment
* Food preparation in the kitchen and counter service - serving meals
* Health and safety and food hygiene awareness

**Education**

Fundamentals in FD & A Unit 1 08/06/2021 Fire Industry Association London

CSCS Card 28/08/2019 Keltbray London

SIA CCTV Course 12//14-02/15 Free2Learn London

SIA Security Door Supervisor Course 05/13-07/13 AJ Straight Solutions London

Cisco IT Essentials Course 05/10-06/10 Merton College London

Higher Diploma in Electronics 10/02-07/05 University of Westminster London

BTec National Diploma in Electronics 09/96-06/00 Lambeth College London

GCSE English C, Double Science C, Maths C,

C & G Electronics and Computer Systems

**Education**

C & G Diploma in Business – Pass 09/91-06/96 Dunraven School London

C & G Certificate in IT

GCSE Art C,

**References available upon request**