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A physically fit highly experienced security guard that speaks six languages looking to obtain a position with Mobile patrol or a full-time supervisor where I may begin my life experiences which will help me for my future police job.

#### CORE COMPETENCIES

- Fluent in four languages: English, Hindi, Urdu and Pashto
- Extensive experience providing security services within the shelter system in the City of Toronto
- Security Guard and Private Investigator Certificate
- Baton and Handcuff Training
- Physically fit with experience intervening in altercations ensuring client safety

#### PROFESSIONAL EXPERIENCE

- Set up and maintain master security guard schedules for all customer job sites within a specific geographical location (branch, region, etc.).
- For all guard assignments, identify appropriately trained and qualified guards, check their availability, and schedule their work.
- Identify and dispatch replacement guards for unexpected vacancies.
- Identify and dispatch guards in response to requests for ad hoc services, stand-downs, temporary work from current customers, special events, etc.
- Distribute work schedules to guards and respond to inquiries as necessary.
- Review and reconcile any issues with completed work to ensure correct guard payroll.
- Respond to and/or escalate service inquiries from customers, guards, and internal staff.
- As needed, assist with scheduling on-site and off-site guard training, as well as scheduling replacement guards for any affected assignments.
- Record all information relating to guard job performance, such as absences, delays, recommendations for disciplinary action, etc.
- Assist the HR and recruiting teams by identifying gaps, areas for improvement and other recruitment and HR issues as they relate to existing guard resources.
- Work with members of the appropriate Operations team to ensure a smooth, consistent approach to the Scheduling workflow.
- Use the specific tools and technology to manage work schedules, guard assignments, customer site details and guard performance records (i.e., Time Gate, etc.).
- As needed, assist with optimization projects that have the goal of improving workflows, standard operating procedures, processes, and tasks. Responsibilities:
- At all times, maintain the confidentiality of all information relative to Company operations and staff.
- At all times, maintain the confidentiality of highly sensitive customer information

- Represent and promote the values and vision of both internally and externally, while following all policies and procedures.
- At all times, maintain a professional, courteous, and diplomatic level of communication, whether by phone, email or face-to-face.
- Complete other duties and responsibilities, as assigned by management.

#### ASP Security

Security Supervisor

Every Respite site of ASP

February 2021-Present

- Provided security to various homeless shelters within the City of Toronto, including harm reduction sites
- Highly experienced working with and providing protection to clients suffering from mental health and opioid addictions
- Ability to urgently respond to crisis situations including mental health breakdowns, physically altercations and opioid overdoses
- De-escalated conflict between clients by problem solving, conflict resolution and negotiation techniques
- Frequently tend to client overdoses, administered Naloxone, and performed CPR
- Highly experienced responded to and administering First Aid to knife wounds, gunshot wounds and other physical injuries
- Established strong working relationships with Emergency Services including the Toronto Police Services, EMS and Toronto Fire Department

#### Paladin Security

June 2020-Present

Shift Lead-Mobile Patrol Supervisor

- Managed over 100 security personnel at various locations throughout the city of Brampton
- Responsible for documenting and investigating serious incidents and complaints
- Conducted patrols after hours on unoccupied business, including Bus Terminals to ensure all areas were secure
- Responsible for scheduling and conducting lockups and unlocks when clients are unavailable
- Provided safe walks for clients to their vehicles to ensure their safety during all hours of the night
- Supported static coverage Officers in the event of emergency situations
- Responded to all alarms when a client intrusion system is activated

#### Russel security

Security Supervisor October 2019-February 2020

- Managed over 50 security personnel ensuring all guards were trained correctly ensuring client safety
- Responsible for overseeing STA schedule for all shifts minimizing overtime costs

- Communicated and enforced compliance with local laws while always upholding company standards
- Developed procedures for emergency response and crisis management
- Counselling management on reducing spending costs without compromising company assets
- Responsible for updating training policies and procedures for all newly hired personnel

#### VOLUNTEER

Salvation Army Food Bank

July 2019-August 2019

- Responsible for sorting donated food items
- Provided assistance with loading and unloading heavy donated items
- Assisted with distributing donated food items to individuals and families

Afghan Women's Association

March 2019-June 2019

- Assisted with planning large community events and activities
- Provided security and crowd control for events with over 100 guests
- Responsible for ensuring the safety and security of all guests in attendance

#### EDUCATION AND TRAINING

Police Foundations Diploma September 2021

Sheridan College, Brampton, ON

Ontario Secondary School Diploma

June 2018

Bramalea Secondary School