

ABDULLAH ZUHAIRI

Personal

Name

Abdullah Zuhairi

Date of birth

20/08/1988

Nationality

Yamen

Address

UAE - Dubai

Phone number

0522282976

Email

dxadxa113@gmail.com

License

Available

Qualification

Dubai Government

High School Certificate

Languages

Arabic

English

Urdu

Work Experience

Operations coordinator

2012-2020

Ejadah Dubai holding

Security operations specialties department

- Supervise and schedule security officers to ensure full coverage of assigned areas.
- Conduct patrols to ensure safety procedures are followed and property is secure.
- Respond to and manage security incidents, alarms, and emergencies.
- Monitor surveillance systems and access control equipment.
- Maintain daily activity logs, incident reports, and shift handover notes.
- Train new security staff and provide ongoing coaching and performance evaluations.
- Ensure compliance with company security policies and local regulations.
- Collaborate with management and local law enforcement as needed.
- Conduct inspections and recommend improvements to security procedures.

RTA

2021-2023

Customer service

- Respond to customer inquiries via phone, email, or chat in a timely and professional manner.
- Resolve service problems by clarifying issues, determining the cause, and offering solutions.
- Process orders, forms, applications, and requests.
- Maintain customer records by updating account information.
- Follow up to ensure resolution and customer satisfaction.
- Collaborate with other departments to resolve complex issues.
- Coordinate elements of events, including transportation, and staffing.
- Manage event timelines, schedules, and production plans.
- Conduct site inspections and ensure compliance with health, safety, and venue regulations.
- Assist in post-event evaluations and reporting.

Courses & Certificates:

- Security qualification course for partners from the General Department of Transport Security, Dubai.
- A traffic safety course from the Dubai Police General Command.
- Certificate of Appreciation from Dubai Airports.
- Certificate of Participation from Dubai World Trade Center.
- Certificate of Appreciation from Global Village.
- Certificate of Appreciation from Al-Futtaim.

Skills:

- Knowledge of security operations, emergency response, and basic first aid.
- Strong leadership, communication, and conflict- resolution skills.
- Familiarity with CCTV, access control systems, and incident reporting software Strong communication.
- Customer service.
- Attention to details.
- Microsoft word and Excel/MS.