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RESUME/ CURICULUM VITAE

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| NEELAN A/L MOORTHY,  **PERMANENT ADD**  T4-22-07, LAKEFRONT RESIDENCE CONDOMINIUM,  PERSIARAN SEMARAK API,  63000 CYBERJAYA SELANGOR.  **E mail : neelan3108@gmail.com** | C:\Users\EndUser\Desktop\Neelan.jpg  Paste your latest colour photograph passport size. |

SUMMARY OF EXPERIENCE:

Experienced Security Professional who has achieved increased safety of customers and employees for over 6 years. Trustworthy in protecting and securing confidential information of a Company. Well-versed in operating security systems such as Building Alarms and CCTV, and Access Control systems. Expertise in identifying safety hazard and security risk in business and providing root cause and plan of action to resolve issues. Bachelor in International Business (hons), majoring in International Management.

PERSONAL PARTICULAR

Age : 35 Date Of Birth : 31 August 1987

Nationality : Malaysian Gender : Male

Marital Status : Married

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EMPLOYMENT HISTORY

1. **AREA** **SAFETY, SECURITY AND RESILIENCE MANAGER (East Central)**

Duration : 2nd May 2019 until Present

Current Salary : Rm 5,200 basic + fixed allowances (Rm1000) + Claims Rm750 +-

Company : Lotus’s Store Malaysia Sdn Bhd (Formerly Known as Tesco Stores Malaysia Sdn Bhd)

-To work closely with business divisions to provide a first class and cost efficient security services and safe guarding the company , safety of the customers and employees.

-Provide timely advisory based on threat and risk management policy.

-Manage all safety and security incidents and ensure action plans being carried out and resolved in timely manner.

-Manage and complete risk assessments to the agreed standard and timeline.

-Drive awareness and importance of safety procedures abide by the policies and guideline.

-Manage local security team across all the stores in (East Central Region).

-To be work closely with Store team, Safety , Legal , Internal audit , Project Team and Human Resource.

-Handled various of theft cases and provide necessary advise and action.

-Identified risk by conducting store visit and audit and provide necessary coach and guide to the employees to drive them to follow correct processes.

-Directly reports to the Directors on the campaign, investigations, safety and health matters.

-Follow up on Maintenance tracker report to update and provide solution on mechanical or equipment faulty which relates to safety and priority by communicating with Maintenance Area Manager. (All the follow ups been done based on safety priority and budget)

Achievements :

-Promoted to become an Area Manager for East Central and continue to drive the team and business towards right direction.

- 2021/2022 Stock Loss (Main Objective) was achieved and have given company savings according to budget given.

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1. **SAFETY, SECURITY AND RESILIENCE MANAGER (West Central)**

Duration : 5th February 2018 until Present

Current Salary : Rm3950 basic + fixed allowances (Rm1500) + Claims Rm750 +-

Company : Tesco Stores Malaysia Sdn Bhd

-To work closely with business divisions to provide a first class and cost efficient security services and safe guarding the company , safety of the customers and employees.

-Provide timely advisory based on threat and risk management policy.

-Manage all safety and security incidents and ensure action plans being carried out and resolved in timely manner.

-Manage and complete risk assessments to the agreed standard and timeline.

-Drive awareness and importance of safety procedures abide by the policies and guideline.

-Manage various security contracts and third party vendors.

-To be work closely with Store team, Safety , Legal , Internal audit , Project Team and Human Resource.

-Handled various of theft cases and provide necessary advise and action.

-Identified risk by conducting store visit and audit and provide necessary coach and guide to the employees to drive them to follow correct processes.

-Take necessary action to reduce non-compliance of employees which effect the company profit and risk on the other employees and customers.

Achievements :

\*Involved in Stock Lost Project in Ipoh, Mutiara Damansara , Puncak Alam, Kuala Selangor to train huge number of employees and department Managers on how to make prevention on safety and reduce shrink and stock lost for the store. Successfully has been signed off the project with Store Director, Area Managers and Project Managers.

\*Cash Lost Investigations with Area Manager to build the evidence and have taken legal action on the theft.

\*Visited store under my region and provided employees coach and guide on processes to be complied which have reduced the errors and mislead made by the employees and department Managers (various of trainings been conducted on safety and security awareness and compliance for employees).

\*TARGET which is a high end security system were implemented into my cluster store and successfully carried out and had brought down many non-compliance in cashiering and shrink in the store via front end. Page 3 of 11

2. **SECURITY SUPERVISOR - Security Department** Duration : 9th January 2017 until 19th January 2018 Current Salary : Rm2500 basicCompany : DHL GLOBAL FORWARDING MALAYSIA (KLIA)

-Conduct daily roll call to all contract security personnel to ensure that all contract security personnel with presentable uniform and appearances.

-Assists Security Manager/Executive in investigation, TAPA & ISO Audits.

-implementation of the agreed corrective actions to close all the identified gaps.

-Conduct training and educate all contract security personnel to ensure them understand their job scope, proper working procedures and handling of the security equipment as per published in the Security Manual and other security guidelines.

-Ensure SOPs are been adhere with by all parties involved in the area of operation.

-Conducts checks and security audits of vendors (transportation partners) and their operational facilities.

-Conduct spot check and made observation to ensure all contract security personnel discharging their responsibilities in accordance to the Security Manual and other security guidelines.

-Conduct inspection on all security system including magnetic alarm sensor, vibration sensor are functioning.

-Maintaining all records related to Security Activities.

-Read and compile security incident report and brief Security Manager/Executive on any imminent threat or breaching of Security Procedures.

-Inspect and compile all quality documents prepared by Contract Security.

-Prepare monthly summary activities/ Security Service Provider’s KPI.

-Monitor staff activities via CCTV and Card Access report.

-Reviewing CCTV recording and report on any suspicious activities.Review Card Access and to maintain.

Reason for Leaving : To find better opportunities and upgrade my career level.

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**3.Operations Assistant (OA)- Ground Handling (Airfreight Cargo)**

Duration : 16Th March 2015-03RD January 2017

Company : Sats Ltd (Cargo)

Current Salary : SGD $1,650-1700 (Basic+Allowances)

-Deployed under Singapore Airlines, Scoot Airline, Silk Air and Nippon Cargo Airways , Export Operational Division where I’m responsible to handle all the 'Acceptance' of cargoes from agents which should be in compliance with the rules and regulations set by the IATA, Airlines and Countries.

-Handle DGR Shipment,Valuable,Vunerable ,General and Service Cargo.

-Have broad knowledge on the airline industry on how the airline operations is being carried in terms of cargo operations and also passenger.

-Comply the Standard Operating Procedure (SOP) to ensure the safety of the Airline is not compromised.

-Ensure the proper documentation and declaration is properly followed without any errors and did not exceed the limitation set by the airlines, countries and IATA.

-Ensure the cargo is in proper condition which is safe to carry in the airline.

**3.Security Concierge (SC)- SMRT, ANG MO KIO BUS DEPOT (NIGHT SHIFT)**

Duration : 14th May 2013-12th March 2015

Company : Certis Cisco Protection Service Pte Ltd (Singapore)

Current Salary : SGD $1,750.00 -$2,000.00++ (Basic+allowances+OT)

* Provide quality customer services (but ensure not to answer for sensitive enquiries made by the civilian).
* Look out for suspicious person or items within or outside the premises which could be a threat for the company or people.
* Attend to customer enquiries and emergency matters.
* Provide tighter security services including patrolling duties.
* Ensure the premises is under surveillance 24/7 and must be alert and vigilant at all time.

**Reason For Leaving** : To grab a job which has better career prospect.

**4.Human Resource Executive**

Duration : 5th April 2012- 7th May 2013

Company : Home 24 (ROCKET INTERNET MALAYSIA)

Last Withdrawn Salary: MYR 2,200.00

* Basic Knowledge in payroll matters and calculation.
* Perform daily leave administration task (AL,ML,UPL & other miscellaneous leave)
* Since it is a newly start-up company, have contributed on doing standard salary guideline using available sources for HR recruitment purpose. Page 5 of 11
* Update daily tracking list on recruitment status to be viewed by HR manager and Managing Director.
* Engaged in appointing a Third Party Administrator (TPA) for Travel Policy (staff benefit).
* Responsible to maintain personal file of each staff in Home24 (highly confidential matters and only accessible to me and HR manager)
* Prepare documents with official Rocket Internet Malaysia-Home24 letterhead.
* Responsible to do filing and keep record of confirmed staff, resigned staff, Increment for staff and all types of HR related staff confidential records.
* Maintain attendance record and keep update everyday for the payroll purpose.
* Keep track on hired, resigned, upcoming joiners figures for the top management budgeting purpose.

Multi-Tasking on Administration work

* Engaged in setting up Standard of Procedure (SOP) for stationeries requisition.
* Requisition forms with workflow chart for request stationeries and inventories created.
* Handle stationeries distribution to each department on weekly basis according to the amount requisition made.
* Arrangement of laptops, stationeries and inventories for new staff and for existing staff will be only done upon request(with acceptable reasons).
* Done tagging for all the inventories purchased by company for administration record.
* Ensure sufficient stationeries stock available and make orders from suppliers.

**Reason for Leaving**: Company has been shut down the whole operations in Malaysia due to unable to find an investor.

5.**Business Support Assistant (Contract)**

Duration: 5th September 2011-15th March 2012

Company: Freight Mark (M) Sdn Bhd

Exposed to : **Export documentation**

* Act as person in charge for Fonterra Brands (M) Sdn Bhd and follow export documentation process by referring General Shipping Instructions (GSI) guidelines.
* Responsible and accountable for the coordination and compilation of all required documents outlined in the GSI within the KPI lead-times provided.
* ensure that each document in the process is generated with maximum accuracy and free of any errors.
* work out the lead time factors and ensure that all the documents are completed within the timelines.
* ensure that all the documents are uploaded to your superiors and on to the customers for speedy resolution.
* ensure that all completed documents are thoroughly checked before being couriered to the export destinations  or customers within the timelines required.
* ensure that all the relevant supporting documents are relayed to the internal customers within the established timelines. **Reason For Leaving** : **End of Contract.** **Page 6 of 11**

3. Internship Student as Season Assistant (Credit Controller)

Duration: 16th December 2010-7th July 2011

Company: Metro Parking (M) Sdn Bhd (213264)

Exposed to :

* In-charge as intermediaries between accounts department and operation department.
* Ensure customer transaction updated in the Go Global system-Account Receivable(AR).
* Responsible for cash flow which is received met the daily target.
* Contributing to reduce companies trade debtors by sending memo.
* Responsible to print out invoice statement-(Invoicing) every beginning of the month and distribute to customer.
* Experienced in preparing Pre-bill data and statement as at year 2010 for brought forward amount in year 2011.
* Experienced in preparing trade debtors statement as at year 2010 for opening balance in year 2011.
* Also experienced in dealing with customer and companies.
* Update daily collection in Excel which has been programmed to identify unpaid customer and collection target for the current month.
* Run Aging report (30days,60days and 90 days net) for every month to identify current debtors and follow-up matters.
* Prepare Account Receivable report for Accounts closing purpose on every end of the month.

**ACHEIVEMENT : RECEIVED ‘A’ RESULT FOR INDUSTRIAL TRAINING**

Supervisor contact number: Mr. Ridzwan Hj Osali- Assistant Executive. (013-2058347)

EDUCATIONAL BACKGROUND

Highest Education

Field of Study : Bachelor in International Business (Hons)

Major : International Management

Current pointer : 2.97

University : Management & Science University (MSU), Shah Alam.

Graduation Date : 8th Jan 2012

Second Highest Education

Level : STPM (Sijil Tinggi Pelajaran Malaysia)

Field of Study : Arts (Full Pass) **Page 7 of 11**

Institute / School : SMK Anderson, Ipoh.(2006)

Third Highest Education

Level : SPM (Sijil Pelajaran Malaysia)

Field of Study : Arts

Institute / School : SMK Anderson, Ipoh.(2004)

MAJOR COURSES TAKEN

* Human Resources Management Strategies
* Multinational Management
* International Financial Management
* Principles and Practices of International Management
* Macroeconomics/Microeconomics
* International Relation
* Cross Cultural Management
* Global Strategy Management
* Industrial Relation.

ADDITIONAL COURSES TAKEN

1. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (30th August 2013) :

**- SE-SO-101C-1 HANDLE COUNTER-TERRORISM ACTIVITIES**

1. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (5th July 2013) :

- **RE-SCS-101C-2 MAINTAIN PROFESSIONAL IMAGE**

1. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (5th July 2013) :

-**RE-SCS-102C-1 Interact with Customers**

1. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (14th June 2013) :

-**SE-SO-102C-1Handle Security Incidents and Sevices Page 8 of 11**

1. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (12th June 2013) :

-  **SE-SO-103C-0 Provide Guard and Patrol Services**

1. **Certified Service Professional** awarded by Singapore Workforce Skills Qualifications **(WSQ)** on (5th July 2013) :

-Provide GEMS Service/Interact with Customers (SV-CS-101G-1)

-Delivery Service Excellence (SV-CS-102G-0)

-Offer Customized and Personalized Service (SV-CS-103-G) Page 3 of 11

1. **Retail Certified Service Professional** Programme awarded by Singapore Workforce Skills Qualifications **(WSQ) &**Conducted bt the **Singapore Institute of Retail Studies** from (24th, 25th 28th June 2013, 3rd & 4th July 2014).
2. Statement of Attainment awarded by Singapore Workforce Skills Qualification **(WSQ)** on (22nd April 2015) :

-  **MF-LOG-106E-2 OPERATE FORLIFT**

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SKILLS

International Business skills

* Exposed to real International Market, Environment, and Culture by visiting China(Beijing) regarding Global Strategy Management Project. (22/10/2010-25/10/2010).

Language skills

* Written and Spoken Language

Proficiency in English, Bahasa Malaysia and Tamil-(Spoken Only).

Computer skills

* Extensive experience with Internet Explorer and Microsoft Office.
* Intermediate in the usage of MS Power Point, MS Word and MS Excel.

Communication skills

* Able to deliver engaging, informative, well-organized presentations.
* Able to resolves and/or escalates issues in a timely fashion.
* Understands how to communicate difficult/sensitive information tactfully.

Soft Skills

* Participate in few presentation and debate successfully.

PLUS POINT AND WEAKNESSES

Plus points, can manage oneself without much guidance from superiors, love to learn and master on specific task. Able to interact with people in professional and friendly ways which is based on the customers/client/people preference. Has the ability to adapt organization culture very fast and able to perform the task with the proper Standard Operating Procedure (SOP) as required by the company. Likes to study, comply and master the SOP of the company and act as a professional based on the rules and regulation given by the company as a guideline. Weaknesses, appear in myself when I found there is an SOP need to be altered, I will make some suggestions and extra afford to make my facts strong which will benefits the company and also the employee even the previous SOP has been made by the higher superior. Used to be punctual on time at workplace and never give reason for not necessary excuses.

INTEREST AND HOBBIES

Enjoy traveling and like to explore new places, new people and difference cultures. Like to interact with people. Problem solving and fixing puzzles is my strength and interest.

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REFERENCE

**1.Thamilarasan Arumugam**

Operations Manager (SSR)

Safety Security and Resilience Department (SSR)

HP : 016-409 3778

Email : [thamilarasan.arumugam@lotuss.com](mailto:thamilarasan.arumugam@lotuss.com)

**1.Saravanan Subramaniam**

Area Safety Security and Resilience Manager (SSR)

Safety Security and Resilience Department (SSR)

HP : 016-381 2672

Email : saravanan.subramaniam@lotuss.com

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