

# SHAHZAD SOHAIL

## Head Of Central Operations



### Qualifications & Training

- SIA License
- IOSH Managing Safely
- CSAS (Community Safety Accreditation Scheme)
- Level 2 in Risk Assessment
- GDPR
- Complaint Handling
- Appraisal and Performance Monitoring
- Project Griffin
- Counter Terrorism Awareness
- First Aid
- Fire Marshal
  
- Degree in Business & Information Technology
- HNC and Access Course in Business & IT
- Health & Safety Training (Internal)
- Fire Marshal Training
- First Aid Training
- MS Office, Adobe Packages, Sony Packages, Firewalls

### Current Role

Shahzad Manages the Central Operations and has responsibility to oversee all operational aspects of the day to day business.

Shahzad strategically manages rosters from across our national client base on Timegate. Along with his team, they allocate shifts to over 100 employees ensuring that there is no compromise to the quality of our service delivery, whilst providing a duty of care to our officers.

He develops monthly forecasts using the KPI's to assist management in targeting Key areas of the business, and is the first contact for any operational questions or complaints. His leadership has helped the control room to become the crucial operational hub it is today.

### Experience

Shahzad has worked in the Security Industry for over 10 years, and has developed a wealth of experience across all aspects of Operations Management.

He began his career in the Security Industry via selling alarm systems. He became a Control Room Assistant and was tasked with making pre-shift check calls to ensure officers arrived punctually and smart. He also began to build his operational experience by doing site visits for both staff welfare and performance management.

Shahzad quickly worked his way up the ranks to become Operations Manager, focusing on training the control room staff and building a rapport with clients to help retention and communication. SSG actively pursued Shahzad due to this excellent record of core experience, and he joined us to become Head of Housing.

### Core Competencies

Strategic Planning  
Operational Excellence  
Risk Management

Team Leadership  
Resource Allocation  
Relationship Building

