# Dheeraj Singh Mehta

# 10 Years Exp. in Security Operation, ATM and Cash Management.

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# Committed & dedicated people, which will help me to explore myself fully and Intend to build a career with a leading corporate of hi-tech environment with realize my potential. Willing to work as a key player in a challenging and creative environment, and ready to accept any challenging task.

**Fashion Clothing Store**

**2018 to June 2020**

## Responsibilities

**Greeting customers, responding to questions, improving engagement and providing outstanding customer service.**

O**perating cash registers, managing financial transactions, and balancing drawers.**

Assess customer’s needs and provide assistance and information on product features.

Maintain in-stock and presentable condition assigned areas.

Build productive trust relationships with customers.

**Cross-selling products to increase purchase amounts.**

“Go the extra mile” to drive sales.

Actively seek out customers in store.

Team up with co-workers to ensure proper customer service.

**Asst. Manager- Audit Department (HO)**

**Securitrans India Pvt. Ltd-Delhi**

January 2013 to March 2017

**Securitrans India Pvt. Ltd** is incorporated to cater to the specialized needs of the banking industry and high value Security, it provides security for Cash-in-transit, ATM Management, Cash Pick up, Secure Vaulting, Transportation of Bullion and Payroll packaging and delivery. **Company has about 187 branches all over India.**

**Job Profile**

## Branch Internal Audit

**Responsible for Monitoring and guiding the team** during Internal Audit process.

**Audit of stock** (Guards uniform, Stationery and other security equipments)

Ensures compliance with established internal control procedures by **examining records, reports, operating practices, and documentation.**

**Verifies assets and liabilities** by comparing items to documentation.

**Verifies invoice/vouchers from the venders.**

Identifying if and where processes are not working as they should, and advising on changes to be made.

**Undertaking reviews of wages**

Preparing reports and commentaries statements

**Investigation of fraud at PAN India level.**

**Regular follow up with the concerned Branch till the issue not closed.**

**File legal action/FIR against the defaulter.**

##  Security site Audit

Audit client/ATM's site to ensure all site records are maintained and monthly reports completed.

Audit site to ensure all electronic surveillance equipment used on the premises are up to date.

Inspect and evaluate staff; verify accurate records of employee attendance and timesheets provide positive direction to motivate quality performance; discipline personnel when necessary and appropriate.

To ensure shift staff do not while on duty or on post: **carry personal mobile phones or chew gum lean on buildings eat drink smoke.**

To undertake fire alarm tests as required.

**Vault Auditing**, verify the IN and OUT records of currency in the vault, verify the quality and quantity of currency, analysis and verify the process of currency shorting etc**.**

## Special duty for the company

**I used to operate SIPL Panipat Branch (Haryana) as a Branch Manager (Deputation period for 5 months). In Branch there was more than 1000 Security Guards, 700 ATMs site, various CITs and Cash pickups etc.**

## Duties & Responsibilities as a BM:-

Maintain contact and friendly relationships with the Bank/MSP and **Customers building a favorable** company image. Resolve problems and complaints as they arise.

**Successfully resolve Bank/MSP issues** timely and professionally.

Provide Bank/MSP assistance as needed. This will include over the Field, over the phone, etc

Review daily reports like C3R and FLM/SLM calls, taking appropriate action as needed

**Attend periodic Bank/MSP coordinator’s meetings.**

Manages workflow to assist staff in balancing priorities, providing backup support if needed and otherwise ensuring that all work is accomplished with an appropriate sense of urgency

Assign and directs all work performed in the branch and supervises all areas of operation in accordance with established company policies/procedures, objectives and applicable laws.

**Participate in the recruiting and interviewing** process of new employees.

**Executive**

**Security and Intelligence Services (SIS) India Pvt. Ltd**

**January 2012 to January 2013**

**SIS provides security**, facility management and cash logistics services, which are essential to the functioning of a vibrant and healthy economy. We have emerged as a trusted leader across these business segments in India and other geographies in the Asia Pacific region.

**Jr. Executive- Security**

**BRINK'S ARYA INDIA PVT LTD - Delhi**

**July 2007 to October 2011**

Brink’s Arya India Pvt. Ltd is the global division of [Brink’s, Incorporated](http://www.brinksinc.com/), a **widely recognized provider of secure logistics solutions.** Utilizing our integrated network of worldwide affiliates, Brink’s offers secure transport and associated security services in more than 110 countries

## Management Expertise

**•Ability to guide individuals towards goal achievement using negotiation team work Collaboration, motivation and staff development skills.**

**•Develop strong inter-personal relationships with the team to cohesively bond them together.**

**•Modify operation as needed to meet service level agreement under supervision of the seniors.**

## Education

**Graduate-BA**

Delhi University – New Delhi

**Computer Skills**

**MS Excel (V-lookup, Pivot Table report, Password protection etc),** MS office, Internet, Emailing

Traveling skills to travel anywhere in India.

## Extramural Activities

**NCC “B” and “C” Certificate**

• Participated in **RDC (Republic Day Parade) 2007**, out of 148 cadets selected from all over Delhi.

• Also selected for the **RAJPATH,** out of 144 cadets selected from all over India, the NCC marching contingent performed at Rajpath on Republic Day, 26th January 2007.

## Commendation

**CEO Commendation**

**“February 2009”**

I have received an **Appreciation letter** from Brinks Arya (my first company), given by the CEO for my performance during Deputation in Bangalore Branch. There were some IR issues.

## Personal Information

**DOB : 09th May, 1986**

**Height and weight : 5’ 11’’, 69 Kg**

**Marital status : Married**

**Residence Status : Permanent- Delhi**

**I assure** t**hat all the above information is true the best of my knowledge.**

**Dheeraj S. Mehta**