

## **PERSONAL PROFILE**

An experienced team leader a wealth of experience in working with security industries in the UK. Great at information assimilation, attention to details with a great ability to take initiative. Familiar with all aspects of team management and payroll. Flexible worker with an open mind looking for a new challenge. Holder of a valid SIA licence, H&S, and risk assessments licences with the ability to de-escalate volatile situations in a calm, ethical and professional manner. Full UK driving license held.

## **KEY SKILLS AND ACHIEVEMENTS**

- I have developed an extensive ability to work with IT programmes like search engines, Microsoft Word, Microsoft Excel and Microsoft PowerPoint. During my degree, I wrote many professional reports and presented them to an audience both online and offline.
- My interest in security stems from the fact that I have a careful, thoughtful, and methodological approach towards data, good at assimilating information and demonstrating sound judgements. My previous jobs and degree have helped in Improving and maintaining these skills.
- I am an excellent team leader; I have led class groups to accomplish assignments, managed team rotas to ensure that all duties are done in a timely and professional manner, completed daily reports at work and I am a great father.
- Because I am good at asking probing questions, I have become a very effective with communication both verbally and written.

## **EMPLOYMENT & WORK HISTORY**

**Dec 2018 – Present      AKD Direct Security Direct, Swansea**  
**Security Officer**

Duties include:

- Operation of the control CCTV system.
- Dealing with conflict situations in a calm, diligent, ethical, and professional manner both inside and outside the venue.
- Regularly patrolling the car park and the building while ensuring that all standards are maintained.
- Flexible and reliable team player with the ability to show up at work when ever need be.
- Excellent team leader by assisting team members when needed and managing team rotas.

**Aug 2018 – Dec 2018      Hogarth's Pub, Swansea**  
**Door Supervisor**

Duties include:

- Utilising my skills as an SIA licensed door supervisor, providing security for a busy city centre bar. Being vigilant in ensuring that the only people entering the bar are of appropriate age and not inebriated.

- Patrolling and observing the patrons, to ensure that they are behaving appropriately.
- Dealing with emergencies inside the venue, such as fire alarms or bomb threats and ensuring the safety of all customers and staff.
- Demonstrating exceptional communication skills when patrolling, ensuring that all customers are treated with respect, dignity and can have an enjoyable time safely.
- Demonstrating honest and courteous manners.
- Maintaining a very high level of physical fitness.
- Ability to be decisive and quick thinking.
- Good knowledge of Licensing Laws and Health and Safety regulations.
- A calm, assertive manner, to defuse potential conflict situations by restraining and ejecting people if necessary.
- Good observation skills, remaining alert to any potential issues.

## **VOLUNTEERING**

**Jun 2017 – Dec 2018**

**SASS, Swansea**

- I volunteered with SASS Swansea by helping in welcoming new asylum seekers and refugees in Swansea and helping them to settle and socially integrate with friends and relevant resources in the city.

**Jun 2016 – May 2018**

**Unity Group Centre, Swansea: Volunteer Receptionist**

Duties included:

- Welcoming visitors to the centre, showing them around and providing them with refreshments.
- Answering telephone calls in a professional manner, dealing with enquiries as required or forwarding them on to the required person.
- Assisting with people arriving at the centre to access the foodbank.

**Sept 2016 – Dec 2016**

**Down to Earth Project, Swansea**

- Helped with constructing buildings for the community project to be used as offices or learning areas.

**2013 – 2018**

**Arrived in the UK Awaiting Work Permit**

## **EDUCATION & TRAINING**

**Jun 2020**

**University of Wales Trinity St. David**

Certificate of Higher Education Skills for the Workplace

**Jun 2018**

**Godwill Ltd, London**

SIA licence

## **REFERENCES**

Available on request

**CYRILLE RENE TOUNOUDJOU**  
99 Mynydd Garn lwyd Road, Swansea  
SA6 7NZ

07452775645  
[cyrilletounoudjou@hotmail.com](mailto:cyrilletounoudjou@hotmail.com)

## **Cover Letter**

St. Helen's  
Swansea  
SA1 5DB  
OCS Group (UK) Ltd

99 Mynydd Garn Lwyd Road  
Morrison, Swansea  
SA6 7NZ

7 December 2020

### Application for role of Security Supervisor

Dear Sir/Madam

As an experience security officer with over 2 and a half years' experience, I am eager to put my skills to work in a world class international accredited security company like OCS Group Ltd. I would like to apply for your Security Supervisor as advertised online by Totaljobs as I would prove a perfect fit for your business.

You will see from the attached CV that I'm careful, thoughtful, flexible, reliable, honest, and hard working. Having led group projects at the University of Wales Trinity St. David, and Hogarth's Pub, Swansea, I offer valuable practical experience to back up my strong team leadership and supervisory credentials.

A few examples:

- During my degree, I shared tasks within my group, while ensuring that each member delivered their tasks in a timely manner with the best quality.
- I also handled conflicts within my group by listening and effectively assisting to communicate the misunderstandings while, ensuing honesty and that the dignity of my team members was respected.
- At Hogarth's Pub, Swansea, I was effective with problem solving by staying calm under pressure with the ability to prevent, manage volatile situations in a professional, dignified manner within a team to deescalate the situations.
- As a team leader at Hogarth's Pub, my duty towards my team members was to provide motivation, backup, and team assistance to deliver the work to the best professional standards possible.

Thank you for considering my application. I hope to have the opportunity to interview for the role and look forward to hearing from you. You can reach me on 07452775645 or [cyrilletounoudjou@hotmail.com](mailto:cyrilletounoudjou@hotmail.com).

Yours faithfully

Cyrille Rene Tounoudjou

## 1.0 Reflection of my CV and cover letter

According to (Gibbs 1988), it is not enough to learn an experience. To ensure that the experience is not forgotten, it is also important to reflect on the experience. Reflection on work done can lead to generating feelings and thoughts leading to the formation of concepts that can be generalized and used to solve problems. For this reflective work, I will use Gibbs reflective cycle to reflect on finding a job, creating a CV, and developing my cover letter.

### Description

Firstly, I chose to apply for a security supervisory job. Then I searched for jobs on google. On Totaljob.com I found a security supervisor job by OCS Group (UK) Ltd, that matched my career goal, my qualifications, and skills.

I began to create a CV which is going to match the job specification and requirements of the job advertised, with my experience, qualifications, and skills. I did this by using the key words in the job advertisement to describe my corresponding experiences.

I wrote about my personality profile to brand myself. Then I wrote about the skills I have. Next, I described my work experiences and the roles that I was involved with. Then, I wrote about my education and training. Finally, I asked for a request of my references.

In my cover letter, I expanded on my experience in the security industry. I explained how I used my skills to accomplish my tasks and what skills I can bring to the role applied. My intention was to demonstrate to the company that I will be of benefit to them if they employ me.

### Feelings

I feel that there are many jobs advertised online but to find the job that I wanted online was difficult.

While, searching for jobs online, I realized that it was challenging to pick a job with the best match to my experience. As soon as I saw the security supervisor job by OCS Group (UK) Ltd, I felt that it would match my personality and experience.

When I was writing my cover letter. I felt positive because my strengths and skills were convincing and beneficial to the company.

### Evaluation

I am confident that if I already obtained my degree, I would get an interview for the job.

The process of matching the job specifications to my personality and experience to my CV and cover letter was easy.

It took me about one week to match my skills and experiences with the perfect job online.

### Analysis

I think that I would get an interview for the job if I had my degree because, my personality and experience are a near perfect match with the job specifications.

It took me time to find my preferred job because I had to go through many job agencies online and read different job specifications to arrive at the best match.

### Conclusion

To get a chance for employment, I need to find the job that best matches my experience and skills. On the CV I must match the job specifications with my strengths, skills, and experiences. I also learned that on the cover letter, I must present myself in a way that would make the company know that I could be an asset to them.

### Action Plan

In the future, before I start a job application, I will give myself at least two weeks to search for a job which best matches my skills and experience.

### Reference List

- 1- Gibbs, G. & Great Britain. Further Education Unit, 1988. Learning by doing: a guide to teaching and learning methods, London: FEU.

Appendix-1 Security supervisor job at OCS Group (UK) Ltd

Link: <https://www.totaljobs.com/job/security-supervisor/ocs-group-uk-ltd-job91267597>



## Security Supervisor

(/jobs-

St. Helen's, Swansea (SA1), SA1 5DB

Show my commute time

at/o-c-s-

Up to £9.25 per hour

OCS Group (UK) Ltd (/jobs-at/o-c-s-group/jobs)

Permanent  
group/jobs)  
Recently

Check your FitScore ()

Send

Apply (/job/91267597/apply?TemplateType=ResponsiveFeatured)

Save

Managing a team of Security Officers to ensure the highest level of security and safety of both customer buildings and personnel is met.

You'll effectively supervise on a day-to-day basis the operation of the security team, ensuring that an exceptional end-to-end service is provided as per contract requirements. You will ensure that all assigned tasks are completed in a professional and timely manner and all relevant legislation is adhered to.

### Your main responsibilities may include:

- Supervising the security team, providing exceptional first line manned guarding to the assigned contract
- Ensuring compliance with all identified legislation, i.e. H&S, SIA Licensing & Risk Assessments
- Ensuring that all duties carried out in an honest, ethical and professional manner

12/7/2020

Security supervisor in St. Helen's, Swansea (SA1) | OCS Group (UK) Ltd - Totaljobs

- To provide exceptional level of service to all staff and visitors to the site
- To be a point of contact for all emergency situations
- To operate and control the CCTV system
- To ensure regular patrols of the site while ensuring all standards are maintained
- Duty manager cover on weekends on rotation
- To manage team rotas and timegate systems

**To succeed in this role you will need the following:**

- SIA License (Door Supervisor) - essential.
- SIA CCTV License (PSS) - preferred.
- Experience of working within the Security Industry, including incident control.
- Experience of working within a customer focused environment.
- Excellent communication skills both written & verbal.
- Ability to work on own initiative.
- Ability to work effectively within a team.
- A professional demeanour.
- Ability to demonstrate sound judgement and integrity.
- A good level of computer literacy at minimum of National Level 2 - e.g. GCSEs Grade A\*-C.

**What will you get in return?**

- A pension scheme- to save for the future - eligibility rules apply
- Access to high street discounts
- Access to low interest loans
- Recognition scheme 'OCS Stars'- monetary rewards given to top performers
- Training and Development- apprenticeships, e-learning, English as a Second Language and our award nominated 'Impact' Programme
- Long Service Awards
- Cycle to work scheme- discounted bicycles
- Access to our Employee Assistance Programme- 24-7 Wellbeing Support

**Why join OCS Group Ltd?**

From providing a first-class shopping experience at major retail and leisure establishments, to maintaining critical factory facilities for well-known industrial organisations, to supporting the patient journey at large hospitals, we provide the essential services that keep businesses and societies running day in and day out.

We are the largest family-owned facilities management services company in the world and we deliver over 70 accredited services internationally.

OCS prides itself as a company that has family values.

We take CARE of you; We act SAFELY and responsibly; We are TRUSTWORTHY; We work as EXPERTS.