

Ismail Ahmed

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Education

Aston University Engineering Academy Sixth form

Level 3 BTEC Business Extended Diploma.

Customer service, marketing, business studies, office 365 usage etc.

Birmingham

2022 - 2024

Eden Boys Leadership Academy Birmingham East.

Grade 7 Maths, Grade 6 English Language | 11 GCSEs

Birmingham

2017 - 2022

Experience

Gryphon Security

Door Supervisor

- Greeting and assisting hospitality customers.
- Manual and wand searches.
- Crowd control and managing access points.
- Using security equipment & technologies to ensure site safety.
- Checking tickets and monitoring behaviours of lounge customers.

Birmingham

09-2024 - Present

Guard Group Nationwide

Security Officer

- Patrolling multiple religious sites.
- Ensuring site safety.
- Monitoring behaviours and verbal exchanges.
- Greeting and providing directions to worshippers.
- Managing car parks.

Birmingham

08-2024 – 11-2024

Leadership & Activities

Aston University Engineering Academy Sixth form (Milkshake Stall)

Team Leader / Sales Role (Part of BTEC course)

- Served students and staff with a friendly attitude.
- Took orders, customising drinks, and handling payments.
- Helped in keeping the stall clean, showed others how to speak to customers, and sorted out any issues.

Birmingham

05-2023

Skills & Interests

Technical: Years of experience with Office 365 (Excel, Word and Outlook etc).

Language: English – Native,

Urdu – Fluent, Arabic – Intermediate.

Interests: A passion in providing excellent customer service.

- Into fitness, front-facing roles and love entering new environments.