


# PRETOM CHAKRABORTY

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## Summary



Professional and diligent SIA approved management professional with expertise building mature teams that deliver quality and excellent customer service experience across entire levels of the organisation. I've amassed years of progressive experience in teaching and training first aid, customer service, CCTV operations, Covert monitoring, technical and legal interpreting, and proofreading, business operation, and management, tender discussion, and negotiation, data management, project management, road haulage transport including hazardous goods, food chain logistics, and delivery, Lean Six Sigma control, site health and safety under guidelines.

## Experience:



### Volunteering and Management:

2011- 2020

- Critical thinking – Upholding general H&S, Risk assessment, Fire safety, Manual handling, Food safety, and First aid duties.
- Leadership– Creating a workplace culture that is consistent with the overall organisation's and that emphasises the identified mission, vision, guiding principles, and values of the organisation.
- Project management – Keyholding responsibilities, along with monitoring and controlling the incoming crowd. Scheduling and arranging weekly meetings.
- Communication – Plan and allocate resource efficiently to coordinating disaster relief & fundraising campaigns. Communicate regularly with other managers, the director, president, and other designated contacts within the organisation.
- Oversight and direction – Overseeing accounts & maintaining business correspondence. Proofreading company's guidelines, policies, memorandum, and circulars into user into friendly languages with GDPR compliance.

ISKCON Birmingham	Spark hill Library	Nishkam Civic Association	BHF	Royal Voluntary Service
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### Construction and Security:

2015- Current

- General duties– Establishing and implementing safe and proper working practices upon risk assessment under H&S guidelines. Monitoring sub-contractors, plants, and materials.
- Collaboration – Setting agendas and holding regular toolbox talk. Planning and understanding to deliver the agreed project within the agreed contract conditions and financial targets encompassing the time frames scheduled.

- Team support – Providing leadership, direction, and guidance, Setting SMART goals. Liaising with materials and sub-contract procurement teams and contract managers to ensure the right resources are available.
- Miscellaneous – Undertaking Banksman, Fire marshal, First-duties at times, overseeing loading and unloading and conducting the sire induction.

Swift personnel	Quick temp	Smart recruitment	Phoenix Security	Titan Recruitment	PSR solution
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## **Transport:**

2013- Current

- Driving– General haulage, Trunking, Night outs, Depot delivery,
- Specialised driving – Hazardous goods package and tanker (ADR), Building materials, Oversized goods, Container, Fridge trailer
- Customer Service – Upholding company values of providing excellent service to our customers,
- Unloading – Using Forklift, Moffett and HIAB crane to unload at customer's premises.
- Record keeping – adhering to driving hours and working time directives, delivering goods according to set schedules efficiently and professionally
- Maintenance – Complete regular vehicle checks, maintaining cleanliness and appearance of our vehicles, both internally and externally,

HGMS	Aspray 24	Pro1 Recruitment	Smart recruitment	Deliveroo
Uber	Quick temp	Selco Builders	Titan Recruitment	Honda
Pizza hut	Swift Personnel	Nissan Birmingham central	Wolverhampton flight training	National Express
Breez	On point logistics	Montgomery Transport	DPD	XDP

## **Language (Interpreting, Translation, Voice over):**

2016- Current

- Translating and interpreting court documents at depositions and hearings between parties of different lineage & accompanying state-appointed attorneys to prison and detention centres.
- Assisting people who have difficulty expressing their needs in English In a legal, medical construction and media environment.
- Providing translation, proofreading, transcription, voice-over and localisation services for both technical and non-technical documents in both Bengali and English
- Assisting with litigation and negotiation with foreign diplomates and business personnel at conferences in person or remotely.
- Preparing entry-level multilingual agents who have ILR Level 2 language proficiency in Bengali and Hindi.

Capita	DA Language	The big word	A to Z interpreting	Prestige Network
Pro Z	Clear Voice	ICT Translation	Language empire	Translation Express

## Hospitality & Social Care:

2011-2014

- Companionship – sharing conversation and spending time together
- Personal care – assisting with bathing, dressing and, when necessary, continence support
- Helping with mobility – some customers need assistance getting around the home
- Overseeing medication – all according to the customer's care plan
- Household chores – help around the house, such as vacuuming or washing clothes
- Preparing and cooking meals
- Running errands – assisting with tasks such as shopping or picking up prescriptions
- Other medical support – Worked with following conditions such as Dementia, MS, Learning difficulties, End of life care, Diabetes, Alzheimer's Paraplegia, Epilepsy, Spinal chord injuries and many more.

Desired Care 4U	Bluebird Care	Airbnb	Curam
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## Professional qualification:



➤ SMSTS certificate		2015- Current
➤ First Aid at Work	[Level 3]	2012- Current
➤ CSCS card (Green)	[Level1]	2018- Current
➤ COSHH Risk Assessment	[NQF Level-3]	2020- Current
➤ Lean Six Sigma	[Yellow Belt]	2018- Current
➤ ISO 14001:2015 EMS	[NQF Level-3]	2018- Current
➤ Customer Service	[NQF Level-2]	2013- Current
➤ Diploma in Project Management	[NQF Level-5]	2013- Current
➤ Fire marshal certificate	[Level 2]	2015- Current
➤ Traffic marshal certificate	[Level 2]	2015- Current
➤ SIA- CCTV & Door Supervisor	[Level 2]	2015- Current
➤ Care Certificate		2021- Current
➤ PTTLS	[Level 3]	2019- Current
➤ TEFL	[Level 5]	2018- Current
➤ Diploma in Coaching and Mentoring	[Level 3]	2020- Current
➤ DPSI Law (Bengali)	[Level 6]	2018- Current
➤ Class 1 HGV & PCV licence		2015- Current
➤ HIAB	(ITSSAR qualification)	2016- Current
➤ Moffett	(ITSSAR qualification)	2016- Current
➤ ADR	[NVQ level 2]	2016- Current
➤ Petroleum Driver Passport		2019- Current
➤ MPQC card	[Level 2]	2017- Current
➤ Forklift licence	[Level 1]	2016- Current
➤ DQC and DIGI card	[QCF Level 2]	2015- Current
➤ Facility Management	[QCF Level-2]	2020- Current
➤ Food & Safety Knowledge	[NQF Level-3]	2013- Current
➤ Rail Engineering & PTS	[NVQ Level 2]	2020- Current

## Other qualification:



Bachelor in Philosophy, 2:2	[Level 6]	2014
PPL- Private Pilot Licence	[NVQ Level 3]	2018
Flight Radio Telephony Operator Licence	[Level 4]	2018
AVSEC	[Level D]	2016
Diploma in Children Studies	[NQF Level-3]	2013
IELTS	[Level 4]	2010
Award in landscape Photography	[Level 2]	2010
VTCT Award in Indian head Massage	[Level 3]	2012
Diploma in coaching & Mentoring	[Level 3]	2020
Facilities Management	[Certificate]	2020
GDPR & Cyber security awareness	[Certificate]	2021
CPD		Ongoing

## Future qualification on Pipeline



- ❖ ATPL
- ❖ Level 4 Certificate in Risk Management (CRM)
- ❖ Level 4 in Construction Site Supervision
- ❖ Level 3 Award in Assessment in Education
- ❖ Level 3 in Conflict management
- ❖ Level 3 in Physical intervention
- ❖ COSS and ES
- ❖ Retail management (Merchandising, Distribution & marketing)
- ❖ Diploma in Customer Service
- ❖ Diploma in Nursing and Patient Care
- ❖ Modern business writing
- ❖ Six Sigma Green Belt

## Security clearance



DBS	2020
SIA (Security Industry Authority)	2020
Foreign counter terrorism check	2019

## Avocation:



Flying, Hobo Nickel, Numismatics, Cycling, Product Benchmarking, Music, Movies, Animation, Youtubing, Travelling,