Waqar Yasir

SECURITY OPERATIONS MANAGER

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PROFILE

People-focused security manager with nine years of experience developing frontline teams and maintaining reliable shift coverage. Experienced in attendance reviews, roster approvals and supervisor coaching across busy customer-facing locations. Combines fair staff management with documented inspections and practical incident follow-up.

PROFESSIONAL EXPERIENCE

Security Workforce Manager

Carlisle Support Services | Birmingham | Jan 2022 - Present

• Manage five supervisors and 62 officers across seven fictional Birmingham assignments; review staffing demand, leave and overtime before approving weekly rosters.

• Authorise suitably qualified cover within delegated limits and escalate vacancies or budget exceptions to the director.

• Conduct monthly performance conversations, monitor licence expiry records and coordinate refresher training before deployment.

• Inspect sites with supervisors, agree corrective actions with clients and report service performance, staffing risks and investigation outcomes.

Security Contract Supervisor

Carlisle Support Services | Birmingham | Sep 2019 - Dec 2021

• Directed 28 officers across rotating shifts and maintained daily attendance, welfare and handover records.

• Introduced a standby availability register that reduced uncovered shifts from 12 to four per quarter in the sample portfolio.

• Coordinated initial incident responses, preserved reports and escalated safeguarding and emergency concerns under site procedures.

Security Team Leader

Carlisle Support Services | Birmingham | Aug 2017 - Aug 2019

• Led an eight-officer team, allocated patrols and coached new starters on customer service and access control.

• Maintained training sign-offs and checked that post instructions matched changing site risks.

CORE SKILLS

Workforce planning | Performance and attendance management | Recruitment coordination | Client service reviews | Licence and training tracking

EDUCATION

• Masters in Business Management | 2025

• Bachelors in Leadership and Management | 2018