Sparsh Handa

Security Operations Manager | Control room and incident coordination

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PROFESSIONAL PROFILE

Control room manager with eight years of experience coordinating alarms, CCTV monitoring and security response teams. Builds consistent escalation decisions through clear operating procedures, operator coaching and auditable incident logs. Ready to apply control-room discipline to wider site security operations.

OPERATIONAL CAPABILITIES

Response leadership - Alarm triage, dispatch and emergency escalation.
Assurance - Evidence handling, log audits and corrective-action tracking.
People - Operator coaching, roster planning and scenario exercises.

EMPLOYMENT RECORD

Security Control Room Manager

Corps Security | Leeds | May 2023 - Present

• Manage three shift supervisors and 18 operators in a fictional Leeds control room supporting 12 client sites on a continuous rota.

• Approve rosters, verify task-appropriate licensing and arrange trained cover; maintain escalation contacts and response instructions.

• Coordinate priority alarm and emergency responses, escalating to site managers and emergency services through agreed procedures.

• Audit incident logs and evidence access, investigate missed escalations and report response trends and resource constraints to the director.

Control Room Shift Supervisor

Corps Security | Leeds | Nov 2020 - Apr 2023

• Led six operators per shift, checked handover quality and prioritised concurrent alarm activations.

• Introduced log-quality reviews that improved complete incident records from 84% to 97% in a three-month sample audit.

• Ran scenario exercises with site supervisors and tracked corrective actions from communications failures.

CCTV and Security Controller

Corps Security | Leeds | Sep 2018 - Oct 2020

• Monitored authorised camera feeds, logged incidents and dispatched officers using approved call-out instructions.

• Maintained evidence continuity records and restricted disclosure to authorised requests.

EDUCATION

• Masters in Management and technology | 2022

• Level 2 Certificate in IT User Skills | 2019