

MILKAH NYAMBURA GICHERU

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SUMMARY

Active and vigilant CCTV operator with seven years of professional experience in setting up, calibrating, and operating surveillance equipment. Observant and resourceful in setting camera positions, monitoring people and incidents. Strong time management and communication skills. Excel in the team and individual settings. Proficient in using and maintaining technology to perform key surveillance tasks.

HIGHLIGHTS

- Excellent CCTV operator
- Very strong communication and organization skills
- Able to accurately monitor several screens simultaneously
- Exceptional ability to place CCTV cameras for the best coverages
- Works very well as part of a team
- Reliable employee who is always on the job when scheduled

WORK EXPERIENCE

CONTROL ROOM OPERATOR *May 2018 – July 2025*
International Reserve Group, Westgate Shopping Mall

Responsibilities

- Responsible for operating and maintaining surveillance equipment
- Watching both live and recorded video surveillance footage
- Reporting incidents or suspicious behavior and contacting the authorities when necessary.
- Respond promptly to radio checks and keep accurate records of all communication
- Keep a record of any incidents and report these to the duty security manager
- Report any alarm activation to the Duty Security Manager
- Ensure the proper function and recording of all camera systems in the facility
- Confirm all regular or one off approvals deliveries in the mall

X-RAY BAGGAGE SCANNER
International Reserve Group Westgate Shopping Mall

August 2015- April 2018

Responsibilities

- Search carry-on or checked luggage by hand when it is suspected to contain prohibited items such as weapons.
- Record information about any luggage that sets off alarms in monitoring equipment.
- Decide whether luggage that triggers alarms should be searched or should be allowed to pass through.
- Inform other screeners when luggage should not be opened because it might contain explosives
- Provide directions and respond to passenger inquiries.

SECRETARY
Liberty Homes

May 2010 - October 2013

Duties

- Answering and directing phone calls.
- Organizing and distributing messages.
- Maintaining company schedules.
- Organizing documents and files.
- Documenting financial information.
- Maintaining and ordering office supplies.
- Scheduling meetings and conferences.

RECEPTIONIST
Weblin Technologies

Jan 2007- June 2009

Duties

- Answer and address incoming phone calls in a timely and polite manner
- Faxing, scanning, mailing and filing documents
- Perform other administrative work like typing

EDUCATION

Ecohealth company ltd	November 2023 Certificate of Automated External Defibrillator (AED)
Ecohealth Company Ltd	October 2020 Certificate of first aid awareness training
Ecohealth Company Ltd	November 2019 Certificate of fire safety awareness training
Kiwan Computer & Business Management College	May 2004-October 2006 Diploma in graphics design
Kiangunyi Girls Secondary School	KCSE February 1999-November 2002

SKILLS

- Computer proficiency
- Critical thinking and problem solving
- Teamwork and collaboration
- Oral and written communications skills.

REFEREES

1. NANCY MBUGUA

Liberty Homes

Managing Director

Tel: 0722702840

2. PATRICK GITAU

Weblin Technologies

Managing Director

Tel: 0721214644

3. KEREN AKHURA

International reserve group

Control room manager

Tel: 0719710770