

JOHN OKEYO OGAL


SECURITY OFFICER

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 54, Rodi-Kopany, Kenya

ACCOMPLISHMENTS

- 
- **Enhanced** security operations at Naivas Supermarket, supervising 3 access points and 4 security team members per shift, ensuring safe daily operations for 300+ customers and achieving a 30% decrease in security incidents through proactive monitoring and strict access protocols.

OTHER CERTIFICATIONS

- First Aid & Defensive Driving – KIHBT (March 2015 – April 2015)
- Plant Operator Course – KIHBT (January 2015 – March 2015)
- Driving Course – Imperial Driving School (June 2013 – August 2013)

SKILLS



- Access Control Management
- CCTV and Video Surveillance Monitoring
- Security Patrols and Risk Assessment
- Incident Detection and Reporting
- Emergency Response Procedures
- Alarm Systems Monitoring
- Threat and Vulnerability Assessment
- Crowd Control Management
- Loss Prevention Strategies
- Security Policy Enforcement
- Conflict De-escalation Techniques
- Communication and Interpersonal Skills

PROFESSIONAL SUMMARY



Disciplined and vigilant Security Officer with over 9 years of hands-on experience safeguarding commercial premises, with strong exposure to high-traffic supermarket security operations. Proven ability to maintain a safe and orderly environment through effective access control, loss prevention, surveillance, and incident response. Recognized for professionalism, sound judgment, customer-focused engagement, and strict adherence to security protocols, safety regulations, and organizational procedures.

PROFESSIONAL WORK EXPERIENCE



Security Officer – Access Control - G4S Kenya Limited

- Naivas Supermarket**
-  01/2022 - 09/2025
-  Kisumu, Kenya
- Controlled entry and exit points to ensure authorized access for staff, customers, and suppliers.
 - Monitored CCTV systems to detect suspicious activities and prevent theft or security breaches.
 - Conducted routine patrols within the supermarket to maintain a visible security presence.
 - Assisted in handling shoplifting incidents in line with company and legal procedures.
 - Responded promptly to emergencies, disturbances, and safety concerns.
 - Maintained accurate incident and daily occurrence reports.

Security Officer – Access Control - Wells Fargo Security

- Quickmart Supermarket**
-  02/2016 - 07/2021
-  Nairobi, Kenya
- Provided frontline security coverage for a busy retail outlet serving 500+ customers per day.
 - Performed routine bag checks and exit controls, helping reduce shrinkage and internal losses over time.
 - Conducted regular patrols every shift, ensuring compliance with safety standards and store policies.
 - Supported store management during peak hours, promotions, and stock deliveries.
 - Handled and de-escalated customer and staff incidents professionally, minimizing disruptions to operations.
 - Maintained clear incident logs and communicated security concerns promptly to supervisors and management.

EDUCATIONAL QUALIFICATIONS

- Kenya Certificate of Secondary Education (KCSE)**
-  2006 - 2009
- Ngere High School
- Kenya Certificate of Primary Education (KCPE)**
-  1996 - 2005
- Akele Primary School