

Daniel Abera

Briefly explain your role

Onsite customer service officer for a very busy market within Leeds City Centre.

What do you love about your job?

I love assisting members of the public, I like the challenges that the job brings on a daily basis!

What made you decide to start a career in the security sector?

Having connections in the industry and meeting new people, as well as all the positive experiences I have gained over the years that have led me to the role I have now.

How does KST support you in your role?

Any issues or concerns I have, whether personal or professional, someone is always there at KST to assist and help me.

Has there been any significant barriers to progression in your career within the security profession?

No, I have never experienced a barrier in my progression within security.

How has your previous work experience prepared you for your role in security?

My previous work experience developed my skills within security – such as building client relationships, carrying out efficient patrols and so on.



What's your most memorable moment in your career so far?

One of the stall holders on my site was attacked by a member of the public, I intervened and detained the attacker until police arrived, preventing the stallholder from receiving a more serious attack or any life-threatening injuries.

What opportunities do you feel the security profession offers?

The ability to meet new people and deal with challenging situations every day.

What do you do at work on a daily basis?

I provide customer service to visitors and members of the public, carry out site patrols, and respond to any incidents or issues onsite.

How do you balance work and home responsibilities?

I make sure my daily tasks at work are fully complete before I finish my shift. This then means when I leave work to go home, I can relax knowing my working day is finished completely.

What advice would you give for someone new starting in the industry?

I would advise someone to research the role and the company before joining as both need to suit your needs for your career. KST is a great company to work for and have always provided me with support and development opportunities.

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