

Waqaas Mahmood

Briefly explain your role

I am responsible for helping oversee the successful completion of projects and events. My duties include performing specialised tasks, managing a team of staff members, and establishing relationships with vendors and freelance professionals.

What do you love about your job?

I love to help our clients with their daily on-site queries. I also enjoy being a part of a team that is always growing and progressing forward.

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

I like making people feel safe. It makes me feel good and accomplished that I can protect people and their properties on a daily basis.

How does KST support you in your role?

KST supports me by always being there when I need them. Our director has always been there for me when I have had personal or professional issues that I have needed help with.

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

No, I would say the barriers that we originally faced (years ago) have now been near enough eradicated. Negativity has been washed away in my opinion!



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

My previous role as a customer service advisor helped me to be able to build relationships with our clients. I feel comfortable having all types of conversations needed so that I can have a positive impact in my day-to-day work.

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

My most memorable and cherished moment at the company was when I went through a very upsetting time in my personal life. My sister unfortunately passed away, and KST supported me greatly. Treating me like I was part of their family. I will never forget that and commend them for the extra support they offered.

What opportunities do you feel the security profession offers?

The profession offers security and independence. Along with many opportunities to progress within the sector.

What do you do at work on a daily basis?

I deal with any problems on site along with completing daily queries, new tasks and developing rapport with all new clients. The role I do means I am always on the go and I have to give my 100 percent to make sure the control room is kept secure and safe.

How do you balance work and home responsibilities?

I keep my home and work life separate!

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

You will need initiative, determination and persistence, resilience, and a willingness to take on new information and tasks. Keep strong and put all your effort in, you will always see results.

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