

Farhan Kayani

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SUMMARY

Ground Security Officer at London Luton Airport and Business Management graduate with experience working in regulated environments where accuracy, confidentiality and compliance are essential. Currently working as a Ground Security Officer at London Luton Airport, handling sensitive information, identifying security risks and producing accurate reports to support operational decisions. Combined with over six years' administrative experience managing records, databases and reporting, I have developed strong skills in data accuracy, information handling and prioritising workloads in fast-paced environments.

QUALIFICATIONS

- BA Business Management – The University of York- 2:2 (2020- 2024)
- BTEC Level 3 Business Management – D*D
- BTEC Sub Diploma in Law – D*

CORE SKILLS

- Planning & organisation
- Administration & office support
- Teamwork & working across departments
- Stakeholder communication
- Accurate data entry & documentation
- Database and CRM management
- Documentation & report preparation
- Compliance, confidentiality & information handling
- Business Analysis & Problem Solving

WORK EXPERIENCE

Ground Security Officer | London Luton Airport (*Current Role*)

- Coordinate with operational teams using radio communication systems to share information clearly, support real-time decision-making and maintain efficient operations.
- Conduct passenger screening and document verification within a regulated aviation security environment, maintaining a high level of accuracy and

attention to detail while ensuring compliance with strict procedures and standards.

- Successfully identified prohibited items during covert Civil Aviation Authority (CAA) security tests, demonstrating strong attention to detail, adherence to security procedures and the ability to identify risks within a high-pressure operational environment.
- Handle sensitive security information in accordance with established procedures, ensuring confidentiality and appropriate escalation where required.
- Produce accurate incident reports and communicate key operational updates to supervisors, supporting informed decision-making.
- Collaborate with operational teams to share information, escalate concerns and ensure accurate communication of security-related issues in line with established procedures.
- Verify passenger documentation and security information, identifying inconsistencies and escalating issues appropriately in line with established procedures.
- Manage competing priorities in a busy, time-sensitive environment while maintaining attention to detail

Administrative & Marketing Assistant | Kip McGrath Education Centre *(July 2016 – Sep 2022)*

- Acted as a key point of contact for parents, students and staff, responding to enquiries, providing information and resolving issues efficiently.
- Managed student enrolment records and coordinated communication between parents, tutors and the Centre Director to support an organised assessment and enrolment process.
- Maintained electronic records using Keap (Infusionsoft), ensuring information was accurate, complete and accessible, identifying and correcting missing or inaccurate information where required. Maintained confidentiality when handling personal and sensitive information, following safeguarding procedures.
- Prepared administrative documents, correspondence and records to support the day-to-day running of the education centre.
- Produced monthly reports using CRM and Microsoft Excel data to provide accurate information on student enrolments and support operational decision-making.
- Responded to enquiries by telephone, email and in person, ensuring information was communicated accurately and professionally.

- Coordinated assessment appointments between parents, tutors and the Centre Director by arranging schedules, preparing documentation, taking accurate meeting notes and maintaining records to support the assessment and enrolment process.
- Managed multiple administrative tasks simultaneously, prioritising workloads to meet deadlines during busy enrolment periods while maintaining accuracy.
- Supported marketing activities, including campaigns, social media content and promotional activity

Sales Intern | Odysian Sales *(September 2022–October 2022)*

- Maintained CRM records and updated customer information accurately to support structured business processes.
- Communicated professionally with prospective customers by telephone.
- Maintained accurate customer records and updated information held within internal systems to support ongoing customer engagement.

WHSmith *(Sales assistant • February 2023- September 2023)*

- Delivered customer service in a fast-paced airport environment, managing enquiries and transactions efficiently.
- Worked collaboratively with team members to ensure consistent service delivery during peak travel periods.

TECHNICAL SKILLS

- Microsoft Word- Document preparation, formatting and report writing
- Microsoft Excel- Data entry, sorting, filtering, formulas, reporting and maintaining accurate records
- Data Entry= Data entry, validation, record keeping and identifying information discrepancies
- Microsoft Outlook- Email communication, inbox management and administrative coordination
- Keap CRM (Infusionsoft)- Database management, record updates and maintaining data accuracy
- Administrative Systems – Maintaining electronic records and supporting operational processes

ADDITIONAL INFORMATION

Captain of a university American Football team, responsible for helping organise training sessions, coordinating team logistics and communicating strategy during matches. Developed leadership and influencing skills by motivating teammates, communicating clearly under pressure and helping the team work towards shared objectives. As a linebacker, analysed changing situations in real time and adapted decisions based on changing situations, strengthening problem-solving, decision-making and teamwork skills.