

PROFILE SUMMARY

Expert Security Guard, Catering and Retail Manager seeking a similar position

QUALIFICATIONS SUMMARY

- **6 full years of Security experience, securing facilities and guarding performers:** Efficient in Lobby Reception, Access Control, Weapons and Drugs Screening, Surveillance, Loss Prevention, Patrols, Escorts, Apprehensions, Incident De-escalation, and Reports.
- **10 ½ years of Customer Service experience:** Served in Retail and Technical Support roles.
- **Strong technology skills:** Can operate CCTV consoles, alarm systems, two-way radios, multi-line phones, office equipment, and PCs (Windows, Word, Photoshop, Internet applications).
- **Take pride in great people skills:** Outgoing, helpful, always respectful, culturally sensitive, persuasive, and diplomatic. Trained and supervised other employees.
- **Responsible, take-charge problem solver:** Reliable, flexible, quick to learn, strict with procedures and safety, and willing to go the extra mile to prevent problems or help people.

EXPERIENCE DETAILS

SECURITY SERVICE

- Greeted, stopped, and directed people at entrances to event sites and nightclubs.
- Performed pat-downs and checked bags as needed for dangerous items or drugs.
- Signed authorized visitors in and out, and provided directions.
- Checked and locked doors, and guarded / escorted staff and talent.
- Answered phone calls and radio calls, and notified people as needed about visitors.
- Observed people for any behaviors that might lead to violence, theft, or vandalism.
- Mediated to prevent or stop fights, and escorted out troublemakers and trespassers.
- Patrolled and inspected areas including doors, windows, alarms, offices, backstage areas, stairwells, and restrooms; and investigated any discrepancies or safety hazards.
- Called police as needed, and submitted detailed incident reports.

CUSTOMER SERVICE

- Answered and resolved dozens of technical support questions daily by phone and email.
- Helped theatre customers with buying tickets or concessions, and with locating other people.
- Assisted New Balance store shoppers with finding and paying for shoes and clothes.
- Diplomatically resolved any issues between employees, guests, and customers.

MANAGEMENT

- Oriented, scheduled, and delegated assignments to over 20 movie theatre employees.
- Verified and entered timesheet hours and processed payroll checks.

RECENT WORK

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|---------------------------------|---|---------------------|
| Catering/Barista | Travelin Joe Espresso, Berkley, CA | 6/08-present |
| On-Call Security Officer | New West Security, Roseville, CA | 1/06 -12/13 |
| Assistant Manager | Cinema West (closed 1/05), Los Banos, CA | 4/03 - 1/05 |
| Technical Support Rep | Cobra Solutions, San Francisco, CA | 9/01 - 1/02 |

EDUCATION

Computer and Business courses, Heald College, San Francisco, CA
Diploma, Thurgood Marshall High School, San Francisco, CA