

**LAURETTA SPEARS**

4645 Knollpark Circle, Antioch, CA - 510 915-0869 - mslreed2@gmail.com

**OBJECTIVE**

Seeking employment as **Security Officer/Customer Service** where I can utilize my skills and experience.

**EXPERIENCE**

- Extensive experience working in customer service in various areas such as: hospital environment, hospitality food service, retail service and field technician.
- Provide assistances to medical staff with disturbances, assaultive behavior from visitors and patients
- Monitor reception desk in emergency waiting room, provide information to visitors regarding incoming patients, issue visitors passes to patient rooms. Prepare incident reports and daily activity log.
- Experience in food services such as: catering events, hospital tray-line food server, staffing service for corporate holiday parties, sporting events, private parties, church events and delivering hot meals to the disabled and seniors.
- Knowledge of retail inventory such as: receiving stock, re-routing discontinued items to warehouse, prepare layout surveys at various locations for product display – coordinating with store manager.
- Knowledge of Electronic Theory, technical support for installations, connections and testing of equipment, experience with small hand tools, knowledge of solder and desoldering.
- Knowledge of Microsoft Word ability to type 45 words a minute, very detail oriented knowledge of administrative support, multi line phones, faxes, mailroom, copies, and deliveries.
- Knowledge of processing and submitting Regional office inventory, reconcile records annually for office equipment and property.

**WORK HISTORY**

- 01/2006 – 6/2015 **Security Officer** Allied/Barton Security Services Oakland, CA  
Worked directly with general public/hospital staff; provide customer service and security to ensure the safety of everyone arriving and leaving the hospital campus.
- 11/2010 - Present **Catering Server** Your Way is My Way Catering Antioch, CA  
Work for catering company as food server, Hostess, Bartender, weddings, church functions, picnics and graduations.
- 01/2005 – 06 **Food Server/Walter** Acrobat Staffing San Francisco, CA  
Server for all occasions, corporate holiday parties, sporting events, Hospital strikes, Weddings, and private events.
- 02/05–02/06 **Kitchen Worker** California Pacific Medical Center San Francisco, CA  
*Via-Acrobat Staffing*  
Worked on the tray-line, delivered food carts to patient rooms and retrieved, restock supplies in the kitchen and storeroom; also prepared and submit inventory report for items needed in the kitchen and storeroom.
- 3/2004 – 05 **Electronic Field Tech** Acumen Building Enterprise Oakland, CA  
Electronic Field Technician subcontracted to BART, technical support for installations, connections and testing of automatic fare gates and ticket equipment at various Bart stations.
- 11/2002 – 04 **Field Merchandiser** ATA Retail Services Oakland, CA  
Communication and coordinate with receiving manager to complete receiving and shipping invoices for new or discontinued items, arrange and display merchandise on the shelf to promote sales

**EDUCATION**

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|-------------------------|---------------------------------|--------------|
| Berkeley Adult          | Medical Terminology Certificate | Berkeley, CA |
| ITT Technical Institute | Associate of Science Degree     | Hayward, CA  |