

# **Lauren DeLong**

392 Irving Avenue

San Jose, CA, 95128, United States

408-856-5774

laure.delong@gmail.com

## **Professional Experience**

### **Security Code 3**

Security Officer November 2013 - Present

- Working at Hospitals, sport centers, schools, bakery opening, recycling business, and food manufacturing business.
- Securing interior and exterior on foot patrols.
- Ensuring safety of all employees and guests: directing traffic and access control.

### **Universal Protection Service**

Security Officer October 2013 - Present

- Working at a high rise building.
- Foot patrol of interior and exterior areas of assigned locations.
- Have the ability to report suspicious activities and persons, write detailed narrative reports, maintain daily activity reports (DARs), enforce rules, regulations, policies, procedures, and respond to emergency situations requiring security assistance.
- Access control through an admittance process
- Assists visitors with a legitimate need to gain entry to the facility
- Screen visitors and client employees in an efficient manner in order to expedite their admittance to the site or facility
- Check for unsafe conditions, hazards, unlocked doors, security violations, blocked ingress and egress mechanical problems, and unauthorized persons
- Operate and monitor close circuit television systems

NES West, Rocklin, CA, United States

Event Staff August 2012 - Present

- Ensuring the safety of all patrons and ensuring the privacy and safety of artists performing at the event, Searching, and ticket taking.

Da Noodle, San Jose, CA, United States

Server September 2013 - October 2013

- Accept payment from customers, and make change as necessary.
- Clean and organize eating, service, and kitchen areas.
- Relay food orders to cooks.
- Collect and return dirty dishes to the kitchen for washing.
- Pack food, dishes, utensils, tablecloths, and accessories for transportation from catering or food preparation establishments to locations designated by customers.
- Serve customers in eating places that specialize in fast service and inexpensive carry-out food.

Olive Garden, San Jose, CA, United States

Server March 2013 - August 2013

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Prepare checks that itemize and total meal costs and sales taxes.
- Take orders from patrons for food or beverages.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after patrons have finished dining.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Inform customers of daily specials.

Motherhood Maternity, Milpitas, CA, United States

Sales Associate November 2009 - September 2010

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Place special orders or call other stores to find desired items.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Clean shelves, counters, and tables.
- Oversee morning paperwork.
- Complete bank deposits.
- Open and close store on time with personal key.

## **Education**

Andrew Hill High School, San Jose, CA, United States

Completed coursework towards High School Diploma, Feb 2008

- Enrolled in JROTC for two years.

Erikson Adult Education, San Jose, CA, United States

Feb 2008-May 2009

- GED Program

Heald College, Milpitas, CA, United States

Completed coursework towards Administrative Business, Jun 2012

- Will be returning to complete degree.

### **Additional Skills**

- Word Processing and other computer skills.
- Exceptional customer service skills.