

# Carl D. Bragg

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## Summary of Qualifications

- 10 years of professional security work at upscale hotels, banks, retail stores, and large events
- Proven skills in deescalating conflict and mediating tension between both individuals and large crowds (As a counselor and as a security guard)
- Guard card certified going on 11 years

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## Experience

### Security

- Monitored and authorized entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises
- Maintained proper look for each client; while at Ambassador Security, was stationed at the Sheraton Hotel, the San Francisco Furniture Mart, and the SF Flood Building
- Physically and appropriately apprehended any individuals who did not comply with building regulations after warnings
- Wrote reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Made reports and calls to local authorities where necessary

### Customer Service

- Spoke to and answered questions from concerned clientele and pedestrians in a friendly manner while redirecting irrelevant questions to the appropriate person
- Escorted clientele from Mission National Bank to parking lots and vehicles when needed (clientele carried large amounts of cash and required security assistance)
- Opened up for Mission National Bank, opened the safes, and locked up and secured the bank daily with high moral turpitude

### Leadership and Training

- Trained new hires on surveillance equipment, client safety, and diversity
- Promoted to intake coordinator at Hospitality House after 2 months of exceptional performance; supervised 2 staff in daily duties

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## Experience

Security Officer	Mission National Bank	San Francisco, CA	12/02 - 3/13
Security Officer	Ambassador Security	San Francisco, CA	6/01 - 12/02
Intake Coordinator	Hospitality House	San Francisco, CA	5/98 - 1/01
Floor Monitor	Hospitality House	San Francisco, CA	3/98 - 5/98

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## Education

High School Diploma	Vanden Travis Air Force Base	Fairfield, CA	1971
Sociology courses	Solano Junior College	Suisun Valley, CA	1971 - 1973