

# Brooklynn Harris

**Support Agent with a  
specialty in Security  
Services**

## Skills

- Time Management
- Attentive to details
- Customer Service
- Team player
- Hospitality
- Security
- Food Service and Preparation

## Experience

### **Securitas / Security Receptionist (worked shifts in alignment with Allied shifts)**

JAN 2022 - JUL 2022, Los Angeles, CA

- Responsible for inspecting bags and packages, monitoring visitor activity, and ensuring premises are secure at Fox Networks.

### **Allied Universal / Security Guard**

AUG 2021 - MAY 2022, Los Angeles, CA

- Patrolled facility and grounds to conduct security checks for Las Palmas movie studio.

### **Milestone Technologies / COVID -19 Health Screener**

MAY 2021 - DEC 2021, Los Angeles, CA

- Ensured an efficient and effective process for welcoming and screening all patients and visitors who entered facilities.
- Tracked and submitted data based on the number of patients and visitors.

### **Kent Security Services / Front Desk Security**

MAR 2021 - JUN 2021, Los Angeles, CA

- Responsible for logging visitors, checking in residents, and inbound calls..
- Monitored luxury apartment premises via surveillance and by foot patrols.

### **VXI Global Solutions (AT&T) / Customer Support Representative**

FEB 2020 to MAR 2021

- Handled inbound billing inquiries, errors, service change requests and basic tech support.
- Assisted with 45+ calls daily ( sales, service requests, and retention).

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I am a flexible, motivated, and hard working support agent with 3 years experience working both front line and back of house. I am also well trained to observe situations to prevent company losses.

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## Education

**Glendale Community College / A.A in Business**

AUG 2021 -CURRENT, Glendale, CA

**Ramon C. Cortines School of Visual and Performing Arts / HS Diploma**

AUG 2016 - JUN 2020, Los Angeles, CA

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## Certificates

**BLS Certification for Healthcare Providers**

APR 2021 to Present

**Food Handler**

APR 2022 to Present

**Guard Card**

MAR 2021 to Present

**AHA Certification**

APR 2022 to Present