

RESUME 223

OBJECTIVE:

Highly motivated, dedicated, and results-driven professional looking to secure a position as a *Supervisor, in Customer Service, Finance, or Security* by utilizing my knowledge, training and experience

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience providing security services in a variety of settings including casinos, government buildings, front desk and retail
 - Proficient with some aspects of workforce development, as a supervisor, including training, delegating work assignments, monitoring all work activities for quality, expediency, and proper employee/customer interactions, and consulting with upper management for employee status/progress reports
 - 15 years' experience providing excellent customer service in a variety of industries including security, finance, gaming, retail and hospitality; Assisting customers with their product/service requirements, requests, and selections, offering intelligent solutions customized to individuals, and resolving issues to complete satisfaction
 - Establishes rapport quickly with a diverse range of clients, conducting weekly site visits, building strong, long-lasting business relationships
 - Knowledge of banking services, regulations, products, including fraud, process steps, and introducing new procedures to be utilized by the company
 - Familiar with computers; Efficient in Microsoft Office, Windows, Internet research, and email
 - Strong communications, analytical, detail-oriented, and problem-solving skills
 - Multi-tasks efficiently, learns new systems quickly, and completes projects on time or ahead of schedule
 - Works well independently or collaboratively in a team environment
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WORK EXPERIENCE:

07/18 – Present

Security Officer

Summerville Services Inc., Niagara Falls, NY

- Lock doors and gates of entrances and exits to secure buildings
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises
- Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Patrol government county building premises to prevent and detect signs of intrusion and ensure security of doors and windows

07/17– 06/18

Security Officer II

Seneca Niagara Casino, Niagara Falls, NY

- Kept and maintained control over secured keys
- Issued voluntary and involuntary exclusions professionally
- Assisted in apprehensions and apprehended thieves
- Adequately protect the life and property of guests, employees and the Seneca Niagara Corporation property
- Implement pre-shift briefings, meetings and trained new hires
- Promoted multiple times with in my career

08/16 – 04/17

Phone Operations Supervisor

The Message Center, San Antonio, TX

- Ensured employees were following company policies and procedures
- Resolved customer and client concerns
- Promoted within first 2 months of employment for stellar service
- Handled all information with accuracy, security and confidentiality
- Completed schedules for clients and my staff

09/12 – 04/16

Transaction Fraud Check Analyst

Citi Corporation, San Antonio, TX

- Investigate fraudulent credit card and check returns
- Provided crisis support
- Minimize and prevent theft and fraud
- Handled information with accuracy, security and confidentiality
- Promoted within 8 months' time
- Assisted with bank branch questions
- Knowledgeable with branch procedures and policies

10/09 – 09/12

Sr. Target Protection Specialist / Assets Protection Specialist Interim

Target Corporation, Metairie, LA

- Investigated fraudulent credit card purchases and fraudulent returns
- Resolve immediate safety concerns and maintain security equipment
- Assisted in apprehensions and apprehended shoplifters
- Provided crisis support
- Minimize and prevent theft and fraud
- Handled information with accuracy, security and confidentiality
- Promoted twice for superior work service

10/03– 05/09

Dual Rate Security Supervisor

Seneca Niagara Casino, Niagara Falls, NY

- Supervised over 20 Security Officers, hundreds of guests and employees at one time
- Kept and maintained control over secured keys
- Implement pre-shift briefings, meetings and trained new hires
- Assisted in apprehensions and apprehended thieves
- Adequately protect the life and property of guests, employees and the Seneca Niagara Corporation property
- Promoted multiple times with in my career

EDUCATION:

Private Investigation Certification, 2012

Delgado Community College New Orleans, LA

Management and Operations Technical Diploma, 2009

▪ Graduated with Honors ▪ Deans list ▪ GPA 3.5
Niagara County Community College, Sanborn, NY

HSE Diploma, 2000

Niagara Falls High School, Niagara Falls, NY