

MARK A. SMITH

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SECURITY/LAW ENFORCEMENT PROFESSIONAL

Bilingual, results-driven professional with a proven track-record managing the security of facilities, property, and resources. Possess an active Security Guard License from the *State of Ohio Department of Homeland Security*. Exhibit solid judgment, organization, and multi-tasking skills while responding to emergencies and rapidly changing environments. Demonstrate effective communication and interpersonal skills while working with internal staff and law enforcement agencies. Work well as a leader and collaborative team member. Technically proficient in MS Office, CCTV, Access Control, and Interior Intrusion Detection Systems. Fluent in English and Spanish. Additional skills include:

- Patrol/Command Post
- Electronic Surveillance
- Control Room Operations
- Emergency Response
- Shrink/Loss Prevention
- Performance Management
- Risk Analysis
- Continuous Operations
- Relationship Management

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

SECURITY OFFICER, PREMIERE SECURITY SERVICES, Columbus, Ohio 2004 – Present

- Selected for a high-profile placement at *The Riffe Gallery for Government and the Arts*, and charged with patrolling and monitoring the Governor and the House of Representative floors.
- Maintain compliance with all company, client specific, and mandated regulations and security measures.
- Closely monitor shift activity and identify, respond to, and report security, medical, fire, and water emergencies.
- Manage control room operations including reviewing 45 cameras and logging all events.

Key Accomplishments

- Supervise 6 direct reports with indirect responsibility for up to 24 additional security officers.
- Received the *All Stars Gold Star* for efforts identifying and securing a suspected criminal.

LOSS PREVENTION OFFICER, ELECTRONICS SUPER STORE, Reynoldsburg, Ohio 2004 – Present

- Monitor store activity to identify internal and external risks, theft, and fraudulent activity.
- Review receipts for accuracy and hold accountability for all shrink related processes.

Key Accomplishments

- Prevented thousands of dollars in loss by identifying and monitoring employees and customers suspected of stealing, leading to both personnel terminations and customer arrests.
- Detain and interview theft suspects in accordance with company procedures and regulations, and work cooperatively with local law enforcement to investigate cases.

SALES REPRESENTATIVE, COLUMBUS AUTO, Columbus, Ohio 2003 – 2004

- Exceeded performance goals and delivered strong revenue, profit, and customer service results.
- Effectively managed the sales cycle from greeting the customer to auto delivery and buyer follow-up.
- Assessed customer needs, identified solutions, and secured sales through a consultative approach.

Key Accomplishments

- Selected to attend product training and facilitate internal training sessions for all sales representatives.
- Achieved a 95-100% satisfaction rate on voluntary customer surveys.

SHIFT MANAGER/CLERK, ABC GAS, Kettering, Ohio 2002 – 2003

- Responsible for third shift operations including cash handling, loss prevention, and inventory management.

EDUCATION

REYNOLDSBURG POLICE DEPARTMENT, Reynoldsburg, Ohio

Attended Theft Detection & Reporting Seminar, 2004

OHIO UNIVERSITY & KETTERING COLLEGE, Athens & Kettering, Ohio

Completed 70 hours towards Associate of Science, 2000-2003