

Michelle Green Security Guard

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PERSONAL STATEMENT

A well organised and priority focussed individual who has a long track record of successfully working around the clock to ensure that stringent security levels are always met, and that a site is safe and secure at all times. Michelle possesses highly developed inter-personal skills in areas such as persuasion, negotiation and influencing. On top of this she has a unique ability to work to tight deadlines and manage conflicting priorities. She is an excellent communicator who is able to

remain cool, calm and collected in the most volatile of situations. Michelle is now looking to further an already successful career by working for an ambitious and expanding company where she can further develop her knowledge and potential.

C

Professional skills

Customer service
Observational skills
Analysing situations
SIA licence
Crowd monitoring
Door supervising
IT skills
Events steward
Crowd control
Conflict resolution



V

Personal skills

Good judgement
Active & energetic
Perceptive
Punctual
Reliable
Efficient
Flexible
Assertive
Confident
Honest

CAREER HISTORY

Retail Store - Birmingham

SECURITY GUARD April 2009 – Present

Responsible for preventing any theft or damage from taking place. Also required to greet visitors, check their identification, enforcing rules and regulations as set down by the employer as well as conduct random searches of people and their bags.

Duties

- Responding to alarm calls and investigating any reports of disturbances or anti-social behaviour.
- Circulating amongst visitors and employees to preserve order and protect property.
- Patrolling indoors as well as outdoors and checking all windows and stairwells to make sure they are locked and secure.
- Maintaining and monitoring security cameras, alarm systems and other electronic surveillance equipment.
- Always on the lookout for safety hazards, unlocked doors, security violations, blocked entrances & unauthorised persons.

Shopping Centre - Coventry

SECURITY GUARD June 2008 – April 2009

KEY COMPETENCIES

- Able to communicate confidently and effectively, and show initiative under pressure.
- Can speak French & German to a good level and comfortable when dealing with people from different countries/cultures.
- Escorting unruly people off the premises, sometime forcefully.
- Able to react quickly, professionally and effectively to emergency situations.
- Experience of managing large events, organising traffic, night patrol duties and securing building perimeters.

ACADEMIC QUALIFICATIONS

Birmingham North College 2005 - 2008

Diploma Store Security

Birmingham South School 2003 - 2005

A Levels: Maths (B) English (A) Physic (C) Geography (A)

REFERENCES – Available on request

London



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