**[Security Supervisor Customer Service](https://www.postjobfree.com/resume/ad1beh/security-supervisor-customer-atlanta-ga)**

**Location:**Atlanta, GA

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**Resume:**

Leslye Gooden

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Professional Summary

Dedicated Security Supervisor skilled in providing exceptional security monitoring, knowledge of surveillance protocols and CCTV equipment. Focused and detail-oriented with proven history of mitigating risks and utilizing reasoned decision-making in high-pressure situations. Watchful Security Supervisor committed to maximizing facility security and minimizing risks. Monitors facilities with safety of visitors and staff in mind. Leads team of security professionals to protect facilities and guests. Committed safety leader aiming to fulfill a Security Supervisor opportunity in which honesty and integrity will be highly valued. Well-versed in emergency protocols and basic first-aid. Pragmatic and professional in all situations.

Skills

CCTV Experience

Interviews and Interrogations

Site Visits

Interrogation Techniques

Operations Management

Security Screening

Skilled in Conflict Resolution

Weapons Screening

Security Team Management

Access Systems and Patrol

Staffing and Scheduling

Team Leadership

Work History

07/2019 to Current

Security Shift Supervisor

Allied Universal Security – Atlanta, GA

Recorded incident reports with detailed accounts of occurrences.

Prepared and submitted reports to keep management informed of security activities and developments.

Conducted frequent security audits to identify potential problems related to physical security, staff safety, and asset protection.

Oversaw team of security officers and managed scheduling and performance evaluations.

Monitored alarm systems and CCTV footage to enable prompt attention and response.

Supervised and evaluated security staff performance to determine compliance with safety regulations.

Coordinated with security personnel or other departments to establish safety of visitors and staff.

Developed and implemented strategies to prevent and respond to security incidents.

Analyzed and investigated incidents alongside functional management and security supervisors.

Monitored and approved access control systems for accessibility to authorized personnel.

Screened vendors and contractors before granting access to restricted areas within mall.

Collaborated with management to develop security policies and procedures.

Conducted regular patrols of facility to detect and deter security threats.

Developed and implemented security policies and procedures to establish clear guidelines for operations and maintain quality standards.

Conducted background checks of employees and visitors to verify clean character records and establish security compliance.

Completed daily work report sheets and delegated tasks to employees.

Supervised 5-10 employees and performance of tasks and managed 16-20 offenders.

07/2018 to 03/2019

Assistant Manager

Fire House Subs – Roswell, GA

Supervised day-to-day operations to meet performance, quality and service expectations.

Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.

Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.

Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.

Mentored team members to enhance professional development and accountability in workplace.

Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.

Helped with planning schedules and delegating assignments to meet coverage and service demands.

Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.

10/2013 to 07/2016

Dispatcher Road Supervisor

Compassionate Transportation – Atlanta, GA

I maintained communication with the Drivers and Representative from logistics to ensure all clients were picked up and dropped off in a timely manner.

Maintained professional relationship with clients, facilities and drivers to increase trust, reliability and rapport.

Trained and provided guidance to new team members to apply best practices and comply with protocols and regulations.

Managed conflict resolutions with customers, drivers and other personnel to encourage professional relationships and promote respect.

Maintained updated and detailed records of calls in physical and electronic database.

Oversaw route and condition of field units to manage daily schedule and maintain organized shifts.

Analyzed customer feedback and provided solutions to improve customer service.

Answered phone calls and responded to customer emails.

Monitored and tracked dispatch communication systems.

Monitored vehicle locations to coordinate timely arrivals.

Assisted in resolving customer complaints and grievances.

Communicated with customers to provide delivery updates and resolution.

Facilitated communications between customers and field personnel to answer questions or resolve concerns.

Received new orders, prepared documentation, and assigned personnel.

Developed and implemented customer service policies and procedures.

04/2009 to 11/2012

Customer Service Representative

All IN One Marketing – Orlando, FL

Handled customer inquiries and suggestions courteously and professionally.

Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Answered constant flow of customer calls with minimal wait times.

Answered customer telephone calls promptly to avoid on-hold wait times.

Updated account information to maintain customer records.

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Offered advice and assistance to customers, paying attention to special needs or wants.

Responded to customer requests for products, services, and company information.

Clarified customer issues and determined root cause of problems to resolve product or service complaints.

05/2005 to 09/2009

Home Health Care Aide

Perkins Family – Orlando, FL

Assisted patients with dressing, grooming and feeding needs, helping to overcome, and adapt to mobility restrictions.

Interacted kindly with patients and families and displayed positive, outgoing attitude, resulting in establishment of long-term, professional relationships.

Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces, and purchasing supplies.

Provided patients with assistance in completing daily tasks, reducing daily burden on family members.

Cooked tasty, nourishing meals for patients to promote better nutrition.

Helped patients safely transition between sleeping surfaces and mobility assistance such as wheelchairs by providing consistent support.

Traveled to clients' homes to complete healthcare services and promote continuity of care.

Completed entries in log books, journals, and care plans to accurately document and report patient progress.

Kept close eye on behavior and emotional responses of clients to address concerns and protect each person from harm.

Encouraged patients to participate in safe physical activity to help boost mood and improve overall wellness.

Provided transportation and appointments management.

Administered medication as directed by physician.

Developed rapport to create safe and trusting environment for care.

Coordinated daily medicine schedules and administration to help clients address symptoms and enhance quality of life.

Performed laundry, grocery shopping and other light housekeeping duties as instructed by client.

Provided mobility assistance such as walking and regular exercising.

Transported clients for medical and personal outings.

Assisted clients with living independently through skill-building and mentoring in areas such as housekeeping adaptations and preparation of healthy meals.

Communicated regularly with clients' families to provide updates on health and wellbeing.

Provided direct personal care and administrative services to clients.

Helped clients with managed home care, ensuring efficacy of care by monitoring health status.

Education

07/2011

Associate Degree in Nursing: Nursing Assistance

Everest University - Orlando, FL

05/2003

High School Diploma

Pace Center For Girls - Orlando, FL