

RONNA JACKSON

Protective Security Officer

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☎ (123) 456-7890

📍 Pittsburgh, PA

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CAREER OBJECTIVE

Qualified armed officer with over a decade of injury and casualty-free security experience. Motivated to lead a team of attentive, hard-working officers who prioritize safety complemented by the use of surveillance cameras and other equipment.

WORK EXPERIENCE

Protective Security Officer

Custom Protective Services

📅 2012 - current

📍 Pittsburgh, PA

- Compile and sign-off on surveillance data from 5 officers under direct supervision.
- Lead public to exits or safe rooms in emergencies, offering a calm and protective presence.
- Troubleshoot security equipment, including cameras, x-rays, wands, radios, and GPS, resolving over 90% of issues without ordering new parts or equipment.
- Trained 25+ officers in firearm safety, security operations, and detainment of policy violaters.

Protective Security Officer

Fields Protective Services

📅 2009 - 2012

📍 Pittsburgh, PA

- Safeguarded visitor entrance, interacting with the public and providing a visible, armed presence to deter conflict and disturbances.
- Detected and apprehended 100% of materials picked up by x-ray and hand wands.
- Maintained detailed logs of activity per shift and submitted verbal reports upon unusual incidents in addition to written logs.
- Responded to 100% of alarms and alerts within 2 minutes.

Server

Dentin BBQ

📅 2007 - 2009

📍 Pittsburgh, PA

- Greeted and directed patrons to find a seat, bringing tables menus and water within 3 minutes of their arrival.
- Promoted weekend specials, selling 15% more specials than all other servers.
- Checked on customers 3-4 times per table, taking orders, refilling drinks, delivering food, and offering dessert.
- Bussed tables, chopped vegetables, refilled condiments, cleaned bathrooms, and swept floors in non-peak hours.

EDUCATION

High school diploma

Quaker Valley High School

📅 2003 - 2007

📍 Leetsdale, PA

SKILLS

Written Communication

Surveillance Cameras

Detail Oriented

Compassionate

Safety

Strong Work Ethic