

STRENGTHS

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Situational awareness

Camera and alarm monitoring helped identify unusual behavior early. Teammates relied on clear escalation when several events competed for attention.
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Calm prioritization

During busy control room periods, calls and alarms were sorted by urgency. Clear decisions kept responders focused on useful information.
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Accurate documentation

Activity, key, maintenance, and incident logs stayed current through disciplined entries. Reliable records supported smoother shift handoffs.
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Clear communication

Radio and telephone traffic received concise summaries. Responders gained practical details without unnecessary delay or confusion.
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Technical troubleshooting

Routine console, alarm, radio, and workstation issues were checked promptly. Early reporting helped preserve operational readiness.

SKILLS

- CCTV monitoring

Access control
- Electronic doors

Alarm systems
- Radio communications
- Call summarization
- Incident logging

Cross referencing
- Event prioritization

Data entry
- Emergency coordination
- Equipment troubleshooting

SUMMARY

Early career security operations professional with three years of experience supporting **controlled access**, **public safety** communications, and secure control room activity. Monitors CCTV, electronic doors, alarms, **staff movement**, visitor access, and concurrent radio and telephone traffic with steady attention. Summarizes calls, cross references information, prioritizes events, enters accurate data, and maintains activity, key, equipment, and incident logs. Recognizes hazards, unusual behavior, and developing disturbances, then shares clear information with responders and facility staff. Troubleshoots routine console, radio, alarm, computer, and workstation issues while documenting maintenance needs. Experience includes rotating day and **night shifts**, weekends, holidays, and fast changes in operational priorities. Brings calm judgment, reliable documentation, and practical security technology skills that support safe detention and public safety operations.

EXPERIENCE

Security Control Operator

Regional Public Safety Communications Center 📅 October 2024 to Present 📍 Meridian, ID

- Supports a public safety control room through continuous monitoring, access management, communications, documentation, and routine equipment support. Handles concurrent events for staff, visitors, responders, and facility operations while protecting accurate information flow.
- Monitored **CCTV**, electronic doors, **alarms**, and controlled access during continuous facility operations.
 - Summarized radio and telephone calls, prioritized **concurrent events**, and routed urgent information accurately.
 - Maintained activity, key, equipment, and incident logs under established records procedures.
 - Recognized **hazards** and unusual behavior, then escalated concerns with clear responder information.
 - Troubleshot console, radio, alarm, computer, and workstation issues while documenting maintenance needs.
 - Supported **rotating shifts**, weekends, holidays, and changing priorities within **safety sensitive** operations.

Security Operations Assistant

Community Safety Operations Center 📅 September 2023 to September 2024 📍 Nampa, ID

- Supported daily security operations through access monitoring, camera observation, communications handling, incident documentation, and equipment checks. Worked with public safety personnel to preserve orderly information flow during routine activity and emerging events.
- Tracked staff and **visitor movement** through CCTV, access controls, and electronic door systems.
 - Managed radio and **telephone traffic**, summarized calls, and directed information to appropriate personnel.
 - Cross referenced activity details during concurrent events to support accurate **prioritization** and **data entry**.
 - Recorded key, maintenance, activity, and incident information for dependable operational continuity.
 - Reported developing hazards and disturbances, giving responders concise information for follow up.
 - Checked consoles, radios, alarms, and **office equipment**, then documented **minor maintenance** needs.

PROJECTS

Control Room Readiness Review 📅 2025

Activity logs Key control

Visitor monitoring

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

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MONTHS

Reviewed control room communication, access, alarm, logging, and equipment workflows during supervised operations. Focus remained on accurate information flow, practical troubleshooting, and readiness for concurrent events.

Emergency Communications Practice 📅 2024

Practiced call summarization, cross referencing, prioritization, radio communication, and data entry during public safety scenarios. Exercises supported calm decisions and concise information sharing.

LEADERSHIP & AWARDS

- Public Safety Training Excellence Recognition, 2025
- Community College Dean's List, 2023
- Peer Shift Training Volunteer, 2025 to Present

EDUCATION

High School Diploma

Meridian High School 🎓 GPA: 3.5 📅 2020 📍 Meridian, ID

Coursework: Public safety procedures, computer operations, communication skills, emergency preparedness

CERTIFICATIONS

- CitiCall Skills Preparation Certificate 📅 2024
- CPR and AED for Professional Rescuers 📅 2025

TECHNICAL SKILLS

- **Video Security Systems:** CCTV, camera monitoring, video surveillance
- **Access Control Systems:** Electronic doors, controlled access, visitor access
- **Alarm Systems:** Security alarms, fire systems, alarm monitoring
- **Communications Equipment:** Two way radio, telephone systems, radio dispatch
- **Control Room Operations:** Security consoles, activity monitoring, event prioritization
- **Records Management:** Activity logs, key logs, maintenance logs
- **Emergency Communications:** Call summarization, responder coordination, emergency information
- **Computer Operations:** Data entry, cross referencing, workstation support
- **Equipment Support:** Preventive maintenance, minor maintenance, equipment troubleshooting
- **Public Safety Procedures:** Hazard reporting, disturbance reporting, safety procedures
- **Assessment Methods:** Computer based exams, oral boards, background investigations
- **Workplace Readiness:** Random drug testing, safety sensitive operations, shift rotations

PROFESSIONAL AFFILIATIONS

- Campus Emergency Preparedness Club, 2022 to 2023
- Peer Shift Training Volunteer, 2025 to Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST