

Veronica Ward

Philadelphia, PA 19139

veronicaward39@yahoo.com

267-333-9275

Work Experience

Concierge/Security

Planned Companies - Philadelphia, PA

January 2018 to Present

Concierge for chancellor properties, Inc apartment complex. signing residents in and out the building. cctv monitors and controlling all access coming in and out the building. receiving mail signing in packages. answering phones and operating elevators.

safety officer

prime legacy security - Philadelphia, PA

September 2017 to Present

safety officer for only charter high school. access control, cctv monitors, fight prevention, handcuff training handle with care training. metal detectors

Certified Home Health Aide

Delaware Valley - Philadelphia, PA

2016 to 2017

Ensured clients' complete safety and wellbeing by closely monitoring their condition throughout each shift and immediately reporting any concerns to management

security monitor

Liberty Management Services - Philadelphia, PA

October 2013 to May 2015

Security Monitor

- * Increased facility-wide security within an incarceration site by screening all visitors and inmates and removing all banned material and equipment prior to entering

- * Professionally diffused high-stress situations involving aggressive inmates, and consistently remained

patient, tactful, composed, and situationally-aware during these events

Security Officer

Allied Barton Security Services - Philadelphia, PA

2001 to 2012

Increased the overall security throughout college campuses by conducting foot and vehicle patrols, monitoring and reporting suspicious activity, and controlling access to the building

- * Delivered responsive, courteous, and informative customer service to more than 100 guests per shift, and effectively balanced high customer volumes with high quality service

- * Prevented unauthorized access to building departments by controlling entrances via a sophisticated

security system and monitoring CCTVs

* Coordinated with emergency personnel, and quickly responded to any security issues

* Recognized by management as a dedicated, passionate, and hardworking security officer that consistently increases the safety and security of all people, property, and assets across the site

Education

Associates in customer service in customer service

Patrol Officer Training Program - Philadelphia, PA
2017

University of Pennsylvania and Drexel University - Philadelphia, PA

Skills

Customer Service, Front Desk

Certifications/Licenses

sora licenses

April 2018 to April 2020

security officer certificate

Additional Information

cpr certified,handcuff training,baton training,pepper spray training