


Jordan Miller

Unarmed Security Guard

Unarmed security guard with four years of experience in loss prevention and customer-facing security roles. Skilled at de-escalation, access control, and maintaining a visible security presence to deter misconduct.

CONTACT

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KEY SKILLS

- Foot patrol & presence
- Access control
- De-escalation techniques
- Security reporting
- Crowd management
- Customer service

EDUCATION

Certificate in Security Operations
June 2018

PROFESSIONAL EXPERIENCE

Security Guard (Unarmed) | SafeGuard Solutions , Phoenix, AZ
July 2020 – Present

- Conduct foot patrols in retail and office buildings, reducing incidents of vandalism by 25%
- Manage front-desk access control, screening 300+ visitors daily while delivering positive customer service
- Prepare daily security logs and incident reports, improving documentation accuracy by 30%

Security Assistant | Phoenix Convention Center , Phoenix, AZ
May 2018 – June 2020

- Assisted in event security for conventions of up to 5,000 attendees, coordinating crowd flow and emergency exits
- Provided visitor assistance and directions, maintaining a 95% satisfaction rating on post-event surveys
- Monitored surveillance feeds and alerted supervisors to potential safety hazards