

TS

Taylor Smith

Concierge Security Guard

CONTACT



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LinkedIn | Portfolio



City, ST 12345

KEY SKILLS

- Guest screening & credentialing
- CCTV monitoring
- Incident reporting
- Emergency coordination
- Conflict de-escalation
- Customer service

EDUCATION

- **Associate of Science in Criminal Justice**
June 2019

ABOUT ME

Concierge security guard with four years of experience blending guest services with perimeter protection in upscale hospitality environments. Skilled at greeting visitors, monitoring surveillance, and coordinating with emergency response teams to maintain a secure and welcoming atmosphere.

PROFESSIONAL EXPERIENCE

CONCIERGE SECURITY GUARD | GRAND PLAZA HOTEL, MIAMI, FL
JUNE 2021 - PRESENT

- Greet and screen 200+ daily guests, verifying credentials and ensuring only authorized individuals access secured areas
- Monitor lobby CCTV feeds and conduct regular patrols to deter suspicious activity, contributing to a 15% drop in trespassing incidents
- Coordinate with local law enforcement and hotel management to respond swiftly to safety concerns

SECURITY GUARD | BAYSIDE SHOPPING CENTER, MIAMI, FL
MAY 2019 - MAY 2021

- Patrolled common areas and serviced alarm systems in a busy retail complex with 1,000+ daily visitors
- Assisted in incident reporting and provided eyewitness statements that aided in the recovery of stolen property
- Trained new hires on guest interaction protocols and conflict de-escalation techniques