

Eric Roberts

Security Guard

Licensed security officer with 6 years protecting commercial property, healthcare facilities, and corporate campuses. Trained in access control, CCTV monitoring, incident reporting, and emergency response. Known on shift for steady judgment under pressure and clean, timely reports.

EDUCATION

Associate of Applied Science,
Criminal Justice, Central
Piedmont Community College,
2018

NC Armed Security Guard
License (active); CPR/AED/First
Aid certified through American
Red Cross

KEY SKILLS

- Access control (Lenel, Genetec)
- CCTV monitoring and footage review
- Incident report writing
- Verbal de-escalation and CPI
- Patrol and post procedures
- Radio communication and dispatch coordination
- Fire-watch and life-safety inspection
- Use-of-force policy
- CPR / AED / First Aid
- Crowd and access management

PROFESSIONAL EXPERIENCE

Senior Security Officer | Beacon Ridge Protective Services, Charlotte, NC,
2021 – Present

- Lead a 4-officer night shift covering a 320,000 sq ft logistics facility, conducting hourly patrols and dock checks
- Cut after-hours trespassing incidents by 47% in the first year by changing patrol routing and adding two new camera angles
- Train new hires on report writing, radio etiquette, and use-of-force policy; onboarded 11 officers in 2023
- Coordinate with Charlotte-Mecklenburg PD on theft and trespass cases, providing CCTV exports and witness statements
- Run quarterly fire-watch drills and confirm all 38 extinguishers and AED units pass monthly inspection

Security Officer | Mercy Crossing Medical Center, Charlotte, NC,
2018 – 2021

- Staffed ED entrance and behavioral health unit; de-escalated combative visitors using verbal techniques and CPI training
- Logged 60 to 80 incident reports per month including patient elopements, weapon checks, and visitor disputes
- Backed up clinical staff during Code Gray and Code Silver events without injury to patients or officers
- Issued and tracked over 200 visitor badges per day during peak visiting hours using Lenel access control