

Lisa Jackson

Security Officer

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Profile

Security supervisor with 12 years across hospital, campus, and corporate accounts. Run scheduling, post audits, and CPI training for teams of 18 to 40 officers. Strong on labor compliance, post-order updates, and client retention.

Professional Experience

Security Site Supervisor | Pinecrest Regional Hospital (Argent Shield Security), Charlotte, NC **2020 – Present**

- Supervise 34 officers across 3 shifts at a Level II trauma center with 412 beds
- Cut overtime spend by about \$86,400 in 2023 by rebuilding the schedule template and cross-training swing officers
- Run monthly CPI and workplace violence refreshers; team holds a 96 percent on-time training rate
- Investigate use-of-force and patient-elopement events and submit findings to hospital risk committee
- Renewed client contract in 2024 after a clean Joint Commission environment-of-care review

Assistant Security Manager | Queen City Tower (Bellwether Guard Group), Charlotte, NC **2017 – 2020**

- Managed 22 officers across a 38-floor multi-tenant high-rise with 6 access-controlled lobbies
- Rewrote post orders for all 8 posts after a tenant change, cutting access tickets to building engineering by roughly a third
- Owned hiring pipeline, interviewing 60 plus applicants per year and onboarding 14 hires
- Handled tenant complaints directly and closed 9 out of 10 within the same business day

Shift Supervisor | Atlantic Coast University Public Safety, Wilmington, NC **2014 – 2017**

- Led night-shift patrol team of 9 officers across a 661-acre coastal campus
- Coordinated with Wilmington PD on 14 mutual-aid calls including 2 active-search events
- Built a new dispatch log template adopted department-wide
- Trained dispatch staff on Clery Act timely-warning procedures

Security Officer | Cape Fear Convention Center, Wilmington, NC **2012 – 2014**

- Worked event posts for crowds ranging from 800 to 11,000 attendees
- Cleared concourses during a severe weather evacuation in 2013 with no injuries
- Trained as fire watch lead during pyrotechnic productions
- Wrote post-event AAR notes that fed into next-event staffing

Education

BS, Criminal Justice, University of North Carolina Wilmington, 2012

North Carolina Private Protective Services Board License (active)

IAHSS Advanced Officer Certification

CPI Nonviolent Crisis Intervention Instructor

Key Skills

- Workforce scheduling (WinTeam, Tracktik)
- Post-order development
- Use-of-force investigations
- Joint Commission environment of care
- Clery Act reporting
- Workplace violence prevention
- Client account management
- Hiring and onboarding
- CPI instruction
- OSHA recordkeeping
- Budget and overtime control