



# ISABELLA CLARK

Front desk security

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## PROFESSIONAL SUMMARY

Security professional with 5 years of front desk experience, adept at ensuring safety and managing visitor protocols. Known for exceptional customer service and effective communication skills. Committed to maintaining a secure environment while efficiently handling administrative tasks. Eager to bring my expertise to an organization that prioritizes safety and operational integrity.

## WORK EXPERIENCE

### Front desk security

Jun / 2022-Ongoing

Quantum Solutions LLC

Phoenix, AZ

1. Greeted and assisted residents and guests, ensuring a welcoming atmosphere.
2. Managed check-in processes and enforced building regulations for safety.
3. Answered phone inquiries and directed calls to appropriate personnel.
4. Patrolled premises to deter unauthorized access and ensure security compliance.
5. Addressed resident complaints promptly, fostering positive relationships.
6. Managed incoming and outgoing mail and packages for residents.
7. Maintained logs of daily activities and incidents to enhance security oversight.

### Front desk security

Jun / 2020-Jun / 2022

Silver Lake Enterprises

Seattle, WA

1. Monitored and patrolled to ensure safety and compliance with regulations.
2. Documented daily activities and irregularities, such as property damage or suspicious behavior.
3. Utilized excellent customer service skills to address visitor inquiries and concerns.
4. Oversaw visitor flow, maintaining a secure and organized front desk area.
5. Delivered tailored services for clients during high-profile events and gatherings.

## EDUCATION

### Associate of Applied Science in Criminal Justice

Jun / 2018 - Jun / 2020

City College

Denver, CO

Focused on security protocols and emergency management practices.

## SKILLS

### Microsoft Office Suite



### Data Management and Reporting



### Presentation Skills



### Time Management



### Security Protocols



## INTERESTS

Star Gazing

Art

Technology

Home Brewing

## STRENGTHS

Positivity

Forward-thinking

Originality

Creativity

## LANGUAGES



English



Italian



Polish

## ACHIEVEMENTS

- Achieved a 30% reduction in security incidents through proactive monitoring.
- Successfully trained new staff on security protocols and emergency procedures.
- Implemented a visitor management system that improved check-in efficiency by 25%.