

# Robert Smith

## Lead Screener

### PERSONAL STATEMENT

A motivated professional with six years of investigative experience, in both the armed and unarmed security private and federal sector. Providing command presence in highly visible situations, to identify possible threats to ensure TSA's mission of safe travel for passengers and their commerce is accomplished.

### WORK EXPERIENCE

#### Lead Screener

**Transportation Security Administration - February 2008 - May 2019**

##### *Responsibilities:*

- Interacted daily with a variety of passengers who may be upset, confused, or unfamiliar with the rules of air travel.
- Effectively screened passengers and carry-on baggage for potential weapons or hazards.
- Identified needs of the traveling public and balanced them with safety and security within regulation guidelines.
- Technically proficient in operating Walk -Through Metal Detectors, X-ray Machines, Explosive Threat Detection, Explosive Detection Systems, and other screening equipment.
- Completely inspected travel documents of passengers for fraudulent use in order to thwart security breaches.
- Reviewed and interpreted security policies, directives and/regulations.
- Implement the daily importance of supporting TSAs mission of protecting the traveling public and their belongings.

#### Screener

**ABC Corporation - 2003 - 2008**

##### *Responsibilities:*

- Performed network support, Internet troubleshooting, desktop support, customer support and diagnosing computer-related issues, as well as monitored and assisted employee development as they dealt with technical and customer issues in a call center environment.
- Temporarily promoted to acting supervisor responsible for team success, coaching individuals, and ensuring all personnel were in compliance with company policy and metric expectations.
- Used organization, technical and personal skills on special projects, training and processing documentation to promote a customer service focus, minimizing repeat calls, and keeping accurate records to lower business costs.
- Resolved manager-escalated issues; customer advocate to resolve chronic or ongoing issues, customer requests for Internet packages, modems/routers, browser settings, connections, and Internet Service Providers.
- Wrote training instructions for employees and customers.
- Authorized dispatch, coordinated with departments on orders, service, and billing support to achieve customer, team, department and

© This [Free Resume Template](#) is the copyright of Qwikresume.com. [Usage Guidelines](#)

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
[info@qwikresume.com](mailto:info@qwikresume.com)  
[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Medical Terminology,  
Supervisor, Excel,  
Microsoft, Phlebotomy.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

company goals.

- This is Dummy Description data, Replace with job description relevant to your current role.

## Education

Bachelors in Criminal Justice - (University of Phoenix Online)