Security Account Manager I

ROBERT SMITH

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Objective

To apply management, customer service, operations and leadership skills in an environment geared towards providing a higher level of performance and efficiency in service.

Skills

Inventory, Operations, Process Improvement, Reporting, Quality Control.

Work Experience

Security Account Manager I

ABC Corporation - 2008 – 2009

- Conducted security assessments, surveys, and planning.
- Directed daily operations for a base security force and coordinated all support services to manage client sites.
- Managed all personnel files, payroll functions, and on-going report development at regular intervals.
- Ensured compliance with DoD contract, MNC-I, MNF-I, and DCMA policies.
- Delivered training to guard force relating to guard duties, ECP procedures, weapons, tactics, and defensive tactics.
- Led a newly created guard force with 80+ personnel; managed training and coordinated transition efforts.
- Managed over $3M in assets and maintained responsibility for contract modifications and business developments.

Security Account Manager

Delta Corporation - 2011 – 2014

- As a Security Account Manager, my position required me to be on call 24 hours 7 days a week.
- If a member of the plant security team called in sick or a reportable incident accorded on the plant site part of my duty was to work the non-.
- Monitored staffs files to insure team was maintaining a current TWIC card and a Class D security licenses as required by US Coast Guard protocol.
- Conduct reviews on accounts on regular basis to evaluate clients demands and usage of account; determine types of services/products and prices/fees.
- Conduct assessments of clients credibility and perform billing duties at their requests.
- Manage and provide assistance in managing or maintaining accounts of strategic clients.
- Effectively manage contract security personnel assigned to multiple locations for Estee Lauder Global Security and Trademark Protection.

Education

Associates in General Studies - (CENTRAL TEXAS COLLEGE - Killeen, TX)

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