

Joseph A Sarno Jr

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Security Officer

Seeking to leverage my one-year tenure as a Foreman and Core Team Coordinator at the ESPN Sports Complex and Marathons, alongside my current role as a Security Office Coordinator, to propel my career trajectory in leadership.

CORE SKILLS AND COMPETENCIES

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|--------------------------|----------------------------------|---------------------------|
| ● Personal Security | ● Anti-Terrorism | ● Surveillance |
| ● Effective Communicator | ● Behavior Assessment | ● Crisis Management |
| ● Mentor and Trainer | ● Policy & Procedure development | ● Strong Attention Detail |
| | | ● First Responder |
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PROFESSIONAL EXPERIENCE

Walt Disney Company

Security Office Coordinator (February-2023 to Present)

- As the Security Office Coordinator, my days are filled with opportunities to train, lead, and engage our resolute team of Cast Members. Whether it's organizing hands-on training sessions or leading by example on the field, I ensure everyone is equipped to uphold safety standards. Through diligent awareness and effective communication, we create a secure environment where every Cast Member feels informed and empowered.
- When faced with challenging situations, I rely on critical thinking to prioritize safety above all else. Whether it's responding to medical aid runs or diffusing conflicts between guests and Cast Members, I always put safety first and practice common sense decision-making.
- In our diverse workplace, I incorporate the LMTR framework into our daily operations, fostering a culture where leadership, management, technical skills, and relationships are valued. I actively promote inclusion, recognizing and celebrating diverse thoughts and ideas, which enhances our team's creativity and effectiveness.
- I prioritize the professional and personal development of our Security Cast by providing them with the necessary knowledge and resources. From offering training programs to addressing individual needs, I ensure they have the support required to thrive in their roles.
- Utilizing GEMS, I meticulously manage staffing levels and schedules within Security Operations, ensuring adequate coverage and optimal efficiency. By maintaining appropriate staffing levels, we uphold our commitment to safety and service excellence, creating a workplace where everyone can succeed.

Security Host - Epcot (August 2022- February 2023)

Security Host – Motor 6 (February 2021 -August 2022)

Security Host – Disney Springs (February 2020 -February 2021)

Security Host – Foreman (Pro Bowl Sports Complex) (January 2020)

- As a Security Foreman at Walt Disney World Resort, my role goes beyond just ensuring safety; it's about building relationships, fostering teamwork, and executing operations seamlessly.
- Building relationships is at the core of my responsibilities. I actively engage with peers, partners, and law enforcement, forging strong connections that enhance our collective efforts in maintaining security.
- In cultivating a positive and collaborative workplace, I prioritize successful team building. By promoting open communication and mutual respect, I create an environment where everyone feels valued and motivated to excel.
- Conflicts are inevitable, but I approach them as opportunities to foster trust and guide effective leadership decisions. I identify issues, engage all parties involved, and work towards resolutions that benefit the team and the organization.
- Clear communication is key to our success. I ensure that my team understands the mission, vision, and strategies, enabling them to execute plans effectively within their areas of responsibility. Development is also crucial. I invest in the growth of my coworkers and subordinates through mentoring, coaching, and providing opportunities for advancement. By offering feedback and guidance, I empower them to reach their full potential.
- In executing day-to-day operations, I lead by example. Whether it is conducting walking patrols, providing kiosk support, or meticulously documenting reports, I demonstrate the dedication and attention to detail required in our role. Observing, reacting, and responding to occurrences throughout the resort demand strong diligence. From visual inspections to providing directions to Cast Members and guests, I assure you that safety always remains our top priority. Monitoring radio traffic is another essential aspect of my role. I promptly respond to safety concerns, demonstrating agility and composure in handling emergencies as they arise.
- Overall, as a Security Foreman, I am committed to upholding the highest standards of safety and service at Walt Disney World Resort, ensuring that every guest's experience is magical and memorable.

Security Host- ESPN Sports Complex/Transportation and Ticket Center (Jun 2019-Feb 2020)

Security Host- Transportation and Ticket Center (June-2018 to June 2019)

G4S

Security Officer (multi-locations) (Feb. 2013 – Mar. 2017)

Benton Harbor Department of public safety – (Police Officer)

Police officer (Jan. 2012 – Feb.2013)

EDUCATION & TRAINING

Kenneth C. Thompson Institute of Public Safety- Police Academy

Associates of Science-Criminal Justice

ADDITIONAL INFORMATION

- **Resort Field Trainer**
- Resort region 1 Core Team 2019 – New Years' Eve and New Years' Day
- Coordinator for TTC Star Wars Marathon 2019
- TTC Core Team- Princess Half Marathon 2019
- Pop Century core team 2019 – Pop Warner Core Team