Vanessa Diaz (415) 936-4173 dnessa92@yahoo.com Oakland, CA

**EXPERIENCE Allied Universal**  June 2017 – 2023 South San Francisco & Menlo Park, CA Security Officer/Operation team

* Protecting people, property, and assets.
* Front desk check-in: Clearance directions.
* Patrolling: Monitoring systems and safety hazards.
* Radio communication, de-escalation, CPR, First Aid, AED, Traffic and crowd control.
* San Mateo County Courthouse Security: Screened 30 to 300 personal items and people daily, searching for metal weapons and contraband using an x-ray machine, metal detector, and hand wand.
* Handled customer questions and complaints politely and efficiently.
* Assisted customers to correct locations and departments based on their personal needs.

**YearUp & Intern**  Sep. 2016 – Jun. 2017 San Francisco, CA

* Prepared 6-10 new hire laptops weekly, provisioning computers with Casper, ensuring each computer is encrypted and registered in JSS through terminal commands.
* Reviewed ticket queue daily, helping approximately 7 employees set up dual or single monitors, connect phones with lifters, troubleshoot Mac laptop issues, and administer software access.
* Assembled over 30 iPads and Mac minis, provisioning admin accounts and connecting devices with Google accounts and Zoom.
* Evaluated over 300 Help Center articles within a two-week period for correct and updated information, organized by departments.
* Inspected over 50 conference rooms twice a week, ensuring connections with iPads to TV displays, Zoom app functionality, audio quality, and availability of USB, HDMI cable converters, and charging cables for laptops.
* Supported facilitators with new hires, aiding new employees with computer setup and app usage, and initializing Global Protect security features and DUO security on personal phones.

**Maloney Security** Sept. 2016 – 2017 San Francisco, CA Event Security

* Secured multiple conventions at Moscone Center.
* Ensured all attendees obtained badges during shows.
* Scanned badges and facilitated organized lines.
* Handled unauthorized persons with professional communication in person and via radio.

**Street Plus** Jan. 2016 – Aug. 2016 San Francisco, CA Booth Ambassador

* Oversaw and protected San Francisco Tenderloins Community Park and public restrooms from drug abuse.
* Informed the public of available resources and referred them to appropriate organizations.
* Navigated company car and maintained public health and sanitation in the Lower Polk district.
* Performed outreach services towards homeless and mentally ill individuals in the Tenderloin neighborhood.

**Coit** Oct.r 2015 – Mar. 2016 Millbrae, CA Customer Service Rep

* Proposed estimates for residential clients and informed them of products and business standards.
* Coordinated schedule appointments for commercial businesses.
* Filed approximately 100 invoices weekly and conducted several calls to potential customers during non-peak hours.
* Aided in dispatching 10-30 carpet, HVAC, tile, and drape cleaning appointments weekly.

**SIXT**  Jan. 2015 – Sep. 2015 Millbrae, CA Sales Agent, Fleet Planner & Driver

* Assisted customers to upgrading to luxury cars & contract details explaination
* Verify average 150 available cars daily & closed contracts daily.
* Organized over 200 cars in parking slots. -
* Damage check/Review/Email claims specialists.

**Starbox Foods**  Feb. 2014 – Jan. 2015 Brisbane, CA Delivery Driver

* Arranged over 200 breakfast and lunch orders for corporate companies.
* Delivered in a timely manner resulting in satisfied customers.
* Prepared for the next day and restocked inventory

**Commerce Energy** Nov. 2012 – Jan. 2014 Sales Agent San Bruno, CA Sales

* Consulted for natural gas with 10 homeowners and residents daily.
* Discussed contract details resulting in contract agreements.
* Recruited and trained employees to establish multiple sales teams.

**Magnolia of Millbrae** Jun. 2011 – Oct. 2012 Millbrae, CA Server

* Assisted elderly served food & drinks
* Set & clean, table bus, kitchen help
* Open/Close for Dinner

**EDUCATION**

**Year Up / Foothill College** Sep. 2016 – Jun. 2017 San Francisco, CA

* Completed coursework in Business Communications with specialized training in Network Support Systems.
* Student Ambassador for Year Up, an intensive competitive technical training and career development program.

**City College of San Francisco** Sep. 2011 – Jun. 2018 San Francisco, CA

* Completed 12 courses in English, Arts, and Languages.

**South San Francisco High** Aug. 2007 – Jun. 2011 South San Francisco, CA

* Sojourn to the Past, an intense civil rights movement education program.
* Varsity basketball starter

**RELEVANT SKILLS**

- Microsoft Word & Excel - PC & Mac proficiency - POS System

- Customer Service - Dispatch routes - Security patrol

- Inventory logging - Training