

## Hello

## I'm Daniel Burford

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## Skills

HTML5, CSS3, Javascript, Bootstrap5, Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Communication, Leadership

## Experience

October 2017 - PRESENT

### **San Antonio Zoo, San Antonio** - *Security Officer / Guest Experience / Customer Service*

- Patrol Grounds.
- Work with EMS, Fire Department, and Police Department .
- Minor First aid.
- Learn different computer programs related to managing equipment or access.
- Exhibit communication skills to speak with guests with any questions they may have with the zoo or surrounding area.
- Use leadership skills as an experienced officer to help lead the crew when management left me in charge.
- Use creative thinking to help calm down a stressful situation with irate guests or employees.
- Use multi-tasking skills as a dispatcher to answer phone calls, 2-way radio and answer the door all while updating calls on computer program in a timely and effective manner.
- Make a plan during my shift to get tasks done in a timely and efficient manner.
- Level II security license issued by the State of Texas.

June 2017 - October 2017

### **San Antonio Zoo, San Antonio** - *Merchandise Clerk*

- Manage paperwork for inventory for the shop.
- Keep the area clean and organized.
- Help guests with any questions related to merchandise or pertaining to the zoo.
- Learn different skills to help manage the shop.
- Work closely with management on what products sell more or less on particular days of the week.

## Education

January 2013 - June 2013

**San Antonio Regional Fire Academy** – *Certification of Completion*

Attended the Regional Fire Academy and earned my certification for basic fire suppression.

August 2012 - June 2021

**San Antonio College** – *Associates in Liberal Arts (none complete)*

Close to 80 credit hours working towards liberal arts degree.

July 2021 - January 2022

**University Of Texas at San Antonio** – *Certification of Completion*

Attended a coding boot camp program and earned my certificate of completion for web development and software engineering.

January 2022- Present

**Online Courses** – *Certification of Completion*

Studying towards completion of Comptia A+ certifications.

**Awards**

- Employee of the Month at the San Antonio Zoo for March 2021.
- FreeCodeCamp Certifications in various topics.
- Certificate of Completion from UTSA for coding boot camp.