

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.
- 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.