

# Selena Ramirez

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A Lead Mall Security Guard with eight years of experience, specializing in access control, customer service, communication, and team leadership. A strong history of coordinating security teams to respond to emergency situations and resolve interpersonal conflicts peacefully.

## Key Skills

- Security
- Access Control
- Customer Service
- Team Leadership
- Conflict Resolution

## Professional Experience

### Lead Mall Security Guard

Manhattan Mall, New York, NY | June 2016- Present

- Oversaw a team of 20 security guards for one of the nation's highest foot traffic malls, provided training on security protocols and reporting procedures, conducted performance evaluations, and provided coaching and mentorship
- Led the development and implementation of a racial sensitivity and cultural awareness training program to address ongoing issues related to racial profiling
- Coordinated daily patrols of mall premises and interfaced with law enforcement to resolve security incidents, provide statements, and determine appropriate actions

### Mall Security Guard

Brooklyn Mall, New York, NY | September 2014 - June 2016

- Performed daily patrols of perimeter during shopping hours, analyzed suspicious activity and behavior, and interfaced with law enforcement agencies to apprehend and detain violators
- Ensured compliance with site procedures and safety protocols during patrols
- Utilized conflict resolution techniques and interpersonal skills to de-escalate situations

## Education

### High School Diploma

Central Park East High School, New York, NY | September 2010 - June 2014

## Certifications

- Guard Card License #12345, State of New York, 2014
- CPR Certified, Red Cross, 2014