

## **Jacob Greenfield**

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*I am a young professional with over 8 years of customer service experience, and two years of managerial experience. I have worked specifically in customer service, management, and hospitality in several multi-million dollar retail and hospitality environments. Currently I'm personally accountable for asset protection, guest experience, public safety, and monitoring contractors and building equipment. I am a highly motivated individual with a passion for working with people, an excellent communicator, and a flexible and creative employee.*

### **RELEVANT QUALIFICATIONS**

#### **Allied Barton Security Services- Asset Protection/Public Safety** *Security Officer*

**Boulder, CO**  
October 2013-Present

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Prevents losses and damage at over 75 stores and businesses by reporting irregularities by informing violators of policy and procedures and restraining trespassers.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.

#### **Department of Assistive and Rehabilitation Services- Disability Determination Services** *Administrative Assistant*

**Austin, TX**  
February 2013-September 2013

- Personally responsible for overseeing, coordinating, and implementing project to update employee identification cards for over 900 employees working Austin branch of DARS. This project spanned several weeks, required detailed planning, and extensive communication with management on ideas and designs.
- Created and revised systems and procedures by analyzing operating practices, record keeping systems, forms control, office layout and implementing changes
- Resolved administrative problems by coordinating and preparation of reports, analyzing data, and developing solutions
- Ensured operation of equipment by completing preventative maintenance requirements; calling for repairs, maintaining equipment inventories, evaluating new equipment techniques

#### **Eldorado Springs Water Company- Hospitality** *Head Lifeguard*

**Eldorado Springs, CO**  
July 2006- September 2011

- Personally responsible for ensuring the safety and welfare of patrons of a multi-million dollar resort; creating and implementing shift changes and deployments; training new employees and ensuring training is up to date; maintaining proper chemical levels; and facility management
- Provided first aid for minor injuries and for major injuries until medical professionals arrived; wrote detailed reports for use by medical professionals
- Routinely practiced proper techniques for dealing with emergency situations, crowd control, and opportunities for outstanding customer service
- Performed maintenance on pool adjacent gardens and performed general landscaping

### **EDUCATION**

**University of Colorado at Boulder- The College of Arts & Sciences Boulder, CO**  
*Bachelor of Arts in Environmental Studies-Policy and Administration* August 2007-December 2011

### **SKILLS AND CERTIFICATIONS**

- Expert in Microsoft Office, Mac OSx, Windows OS, and NexGen Digital Software
- Front end web development including, HTML, CSS, and Java
- OSHA 40 Hour HAZWOPER Certification and OSHA Confined Space Certification