

# Joel Castillo Jr.

San Jose, CA, 95112

831-240-3273

[CastilloJoel44@iCloud.Com](mailto:CastilloJoel44@iCloud.Com)

## EDUCATION

### **San Jose State University, San Jose— *B.S Management Information Systems***

August 2018 - December 2018

Active member of Management Information System Student Association, Latino Business Student Association & Club Rugby.

### **Hartnell College, Salinas— *A.S-T Business Administration/ A.A Sociology and Social Sciences***

August 2015 - May 2018

## EXPERIENCE

### **AlliedUniversal, El Camino Health— *Security Officer***

September 2019 - PRESENT

Respond to a variety of situations; medical, combative patient, missing patient, crisis intervention, nurse assist/standby & hazardous spills/leaks. Assist staff at the Emergency Department, Behavioral Health & Outpatient Services. Conduct periodic checks at each unit regarding problem patients. Secure and return patient belongings & valuables

### **AlliedUniversal, Oakridge Mall— *Security Officer (Officer in Charge)***

August 2018 - August 2019

Trained with San Jose Police Departments Southern District on active shooter response. Set deployment, lunches, breaks & patrol plan for both night shift & day shift. Issued criminal trespass warnings to suspects & assisted police with apprehension. Continuously monitored CCTV, fire suppression system, alarm system, and guard tour system

### **Professional Security Consultants, Northridge Mall— *Security Officer***

October 2017 - July 2018

Respond to criminal, medical and calls for service. Assist police with apprehension and detainment of suspects. Operated dispatch center where CCTV was monitored, answer phone calls, manage flow of traffic and contact proper authorities for any issues. Scenario training with central coast law enforcement agencies for a variety of scenarios. Kept professional working relationship with Salinas Police, Monterey County Probation & San Jose Police

## Skills

Familiar with access control/badging systems

Experienced with Microsoft & Google Office/Suite

Effective communication & adaptability

Passionate & motivated

Responsive to feedback

Self- Learner

Hardware Configuration

Strategic Thinking

Conflict Management

Business Strategy

## Certifications

AHA Basic Life Support/ Basic First Aid/ CPR/AED

CPI; Nonviolent Crisis Intervention

Active Guard Card

## Languages

English, Spanish