**Ira A. Francis**

ira.francis07@gmail.com | (850) 363-4379 | 380 Rustling Pines Blvd 32343 Midway FL

Summary

Experienced manager trained to assist mentally impaired and emotional disturbed patients. Familiar with working under the guidance of medical staff. Works well in a team or individually. Goal-oriented and detail focused.

Experience

**Barkley Security Agency Inc**., August 2010 - Present

Address:18229 Memorial Blue Star Highway, Quincy, FL 32351

Position: Armed Security Officer

Post:Public Safety Complex (911 Dispatch Center)

Duties: Responsibilities include; patrolling the hotel and condo properties to ensure that assets, guests, associates, and visitors are safe. Initiate and monitor investigations, maintain electronic notifications and requests sent from guests and visitors. Serve as backup for dispatching and switchboard. Maintain patrol logs, supervise staff and assign patrol areas, ensure that all property grounds are patrolled and secured in a timely manner. Monitor hotel activity via monitors, 2 way radio, & patrol. Schedule training for new security staff. Accompany guests to vehicles and rooms. Answer telephones and direct calls to appropriate sections. Prepare agenda items and transcribe minutes for staff meetings. Unload items and supplies off trucks, maintain inventory of hotel supplies and distribute when necessary. Assist sick and injured associates and guests. Maintain activity, incident and accident reports, and using electronic filing. Use of Excel, Word, hand truck, and 2 way radio communicator.

**Department of Children & Families Florida State Hospital,** January 2010 - August 2010

Address:100 North Main Street, Chattahoochee, FL 32324

Unit: 1

Position:OPS Unit Treatment Rehab Specialist

Duties: Monitor patients to ensure they remain in assigned areas, and aid or restrain patients to prevent injury. Assists patients in becoming accustomed to hospital routine. Demonstrate and assists patients in bathing, dressing, and grooming. Contact appropriate sources to determine program eligibility for patients. Accompanies patients to and from wards for medical and dental treatments. Encourage patients’ to participate in social, educational, and recreational activities. Receive, review, and verify information submitted for patients. Maintain daily logs of activities, incidents, & assignments. Note and maintain records of patients' activities, such as vital signs, eating habits, and daily behavior. Serve meals and feed patients needing assistance.

**One Global Security, February 2009 - December 2009**

Address: Jacksonville FL

Posts: Apartment Complexes

Position: Security Officer

Duties: Patrolling the hotel and condo properties to ensure that assets, guests, associates, and visitors are safe. Initiate and monitor investigations, maintain electronic notifications and requests sent from guests and visitors. Serve as backup for dispatching and switchboard. Maintain patrol logs, supervise staff and assign patrol areas, ensure that all property grounds are patrolled and secured in a timely manner. Monitor hotel activity via monitors, 2 way radio, & patrol. Schedule training for new security staff. Accompany guests to vehicles and rooms. Answer telephones and direct calls to appropriate sections. Prepare agenda items and transcribe minutes for staff meetings. Unload items and supplies off trucks, maintain inventory of hotel supplies and distribute when necessary. Assist sick and injured associates and guests. Maintain activity, incident and accident reports and using electronic filing. Use of Excel, Word, hand truck, and 2 way radio communicator.

Skills & Expertise

Consistent experience working with confidential customer information . Experience coordinating large projects. Ability to interpret, enforce, and adhere to state and federal regulations relating to policies and procedures. Ability to follow procedures and protocol. Demonstrated experience and knowledge of customer contact operations. Experience timekeeping using various databases and online systems. Experience prioritizing, organizing work assignments, and phone calls(multitasking). Experience working in a fast pace environment with the ability to meet deadlines. Skills writing and typing business correspondence. Experience in mail processing and distribution. Knowledge and experience in inventory control. Knowledge of office procedures and record management. Ability to establish and maintain working relationships with others. Ability to convey information effectively. Ability to utilize problem solving techniques. Ability to organize data into spreadsheets. Skills in compiling and disseminating reports.

Skills and Abilities

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| Very Observant | Communication | Working Under Pressure | Adaptability | Advising People | Persuading Others |
| Multi-Tasking | Organizing Task | Problem Solving | Taking Decisive Action | Taking Initiative | Strategic Thinking |
| Time Management Skills | Thinking Logically | Teamwork skills | Taking Personal Responsibility | Quick Learning Skills | Patience |
| Customer Relations | Conflict Resolution | Analyzing Problems | Microsoft Office Suite | Timesave | Advantage |
| Office Equipment | Computerized Switchboard | Multi-lined telephone | Hypercom credit card terminal | GroupWise |  |