

Ashley Porter



8944 Fox Dr. Apt. 103 • Thornton, CO. 80960 • Phone: (424) 215-2722 • E-Mail: AshleyPorter00@gmail.com

Experience

DoubleTree Hotel by Hilton -Security Officer

- Exercised independent judgment in the implementation and enforcement of laws, regulations, and policies.
- Assisted the Security Manager in the planning, coordinating, and directing security and safety programs to include loss prevention, parking/traffic control, patrolling of physical property, enforcement of statutes and hotel regulations, inspection of facilities, and investigation of criminal acts.
- Coordinated, managed, directed, and reported daily activities of the Security & Safety staff in the protection of visitors, staff, customers, and property in the absence of the Security Manager.
- Direct preparation and distribution of written and verbal information to inform managers, employees and others of security policies, procedures and practices.

Affiliated Computer Services- Customer Service Rep

- Researched and resolve customer inquires
- Communicated appropriate options for determination in a timely manner and assess need.
- Constructed functional guidance, training and assistance to lower level staff.
- Created standard reports to track workload, response time and quality of input.
- Developed department goals and planning methods making recommendations to improve efficiency and effectiveness.

Pinkerton Government Services -Security Officer

- Overseeing the inspection of all packages entering and exiting the building.
- Professionally handling all sensitive and confidential information
- Providing leadership, guidance and support to security staff
- Handling complaints both employee and customers

Education

Bachelor of Art in History, Metropolitan State University of Denver May, 2014

Minor in Political Science

Associates of Art in History, Pikes Peak Community College May 2012

Skills

- 9 Years of Experience in Customer Service/ Relations
- Proficient in Microsoft Office (Microsoft Word, Excel, Publisher, Outlook) Type 40 Words Per Minute
- Proficient reading and writing Skills (English)
- Proficient in Complaint Handling/Dispute Resolution
- Proficient in Data Entry/Records Management
- Experience in fast-paced work environments
- Hard working, Dedicated, available for various shifts including evening and holidays

Transcripts and References Available (upon request)