

# Karlene Kinlocke

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## Work Experience

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### **Currently Unemployed, Covid 19**

none

January 2019 to April 2020

The Covid 19 pandemic caused my current unemployment. I am available for part time and full time employment.

### **Travel/ Covid 19**

October 2018 to January 2019

Traveled the state.

### **Security Officer/Receptionist**

Universal Protection Security Services - Charlestown, MA

December 2017 to October 2018

- Security Officer certified
- Worked in the Security Operations Center.
- Monitored using CCTV cameras at all points of entry
- Patrolled floors.
- Created badges.
- Security screened personnel and visitors

### **Security Officer/Receptionist**

Northeast Security, Inc - Needham, MA

September 2015 to January 2016

- Monitored 3 buildings
- Wrote logs and incident reports
- Monitored and authorized entrance and departure of guests, employees, and visitors

### **Security Officer/Receptionist**

Securitas Security Services USA, Inc - San Francisco, CA

March 2011 to May 2014

Proficient in Word and Excel.

Administrative Support -

- Provided support for the security office with their projects.
- Updated databases by using Excel and Word.

Office Support -

- Data entry, faxed, answered multi-lined phones, and greeted customers.
- Updated a database using Excel and Word at reception areas for different companies.
- Received phone calls and screened incoming calls.

Security Officer -

- Worked in the Security Operations Center.
- Monitored CCTV cameras.
- Patrolled floors.
- Created badges.
- Screened personnel and visitors.

### **Security Officer**

Security Operations Center - San Francisco, CA

December 2005 to March 2011

Administrative Support -

- Provided support for the security office with their projects.
- Updated databases by using Excel and Word.
- Verified accuracy of information in the computer system.

Office Support -

- Data entry, faxed, answered multi-lined phones, greeted personnel and customers.
- Updated a database by using Excel and Word at reception areas for different companies.
- Received phone calls and screened incoming calls.

Security Officer -

- Worked in the Security Operations Center.
- Monitored CCTV cameras.
- Patrolled floors.
- Created badges.
- Screened personnel and visitors.

### **Assistant to Assistant Operations Manager**

CompUSA - Boston, MA

September 2005 to November 2005

Administrative Support -

- Reception for Human Resources, Payroll, and Store Operations departments.
- Verified information in the computer system for accuracy in the Payroll department.
- File Management.
- Checked inventory for customers and employees.

Office Support -

- Data entry, faxed, received and answered multi-lined phone calls, greeted customers, and general office work.

### **Shift Leader/Cashier**

AMVETS National Service Foundation - Boston, MA

August 2004 to October 2004

Evening Shift Lead -

- Organized retail store.
- Trained employees.
- Supervised employees.
- Scheduled employees.
- Received and priced inventory.
- Updated inventory on the computer.

Sales Associate -

- Provided customer service to customers.
- Cashiered.
- Stocked the floors.
- Updated inventory lists for the store.

## Education

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### **Associate in Liberal Arts**

Portland Community College - Portland, OR  
1996 to 1999

### **Associate in Fashion Design**

Art Institute of Portland - Portland, OR  
1994 to 1996

### **High school diploma**

Boston Latin School - Boston, MA  
1990 to 1994

## Skills

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- Security, Trained employees, Organizational Skills, Excel, Word, WordPerfect, Customer Service, Cash Handling
- Loss Prevention
- Databases
- CCTV
- Surveillance