

Masamune Altamirano

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Authorized to work in the US for any employer

Work Experience

Transportation Security Officer (TSO)

TSA (Transportation Security Administration) - Denver, CO

July 2017 to Present

As a TSO starting in TX back in 2017 and working through various airports from that can range from Cat 2 - Cat X airport

I am utilizing the most up to date machines within the checkpoint. With TDC, there is the document checker as well as the CAT/CAT2 machine to check for the most up to date information as well as fraud identification that passengers might try and pass off as legal documents.

I am well versed in the Smith and CT when it comes to X-rays. Using all the keys available to me to mitigate the threat and keep passenger safe for each and every flight. Everything from explaining the process to the passengers on how to divest properly for that specific x-ray model. As well as checking each bag (up to 70 lbs) and checking to ensure that the bag has no threats and is following the SOP.

I am thorough with my targeted and full body pat downs, advising passengers of what I will be performing and asking the necessary questions. The same goes with the WTMD when passengers are eligible to pass through.

In the past I have performed active lead duties such as creating a rotation, following up so that everyone is in their new spots in a timely manner while getting the numbers from AIT and WTMD. I am able to do verification on the ETD without being asked and get numbers for the hour. While acting lead, I still perform the duties of a TSO when needed such as those mentioned above.

I went through the E3 coach class certification class and have watched many in the past on "day in the life of a TSO", teaching them how to build the foundations of being a successful TSO

Shift Supervisor

Starbucks - Dallas, TX

December 2015 to February 2019

As a shift supervisor, I have ranged hours of opening the store and preparing for the days operations to closing and being sure everything is in place for the openers in the following morning. I manage a team of 2-7 people in any given time throughout the day, I will jump in whatever position that is bottle necking so that we can get all the customers in an efficient time frame while and keep productivity at a steady pace.

I learn the strengths of my baristas and utilize them. Often times, I have taught created a timeline of things needed to be done. I challenge their abilities and push them forward into an environment that provokes them to think as upper level management.

I am responsible for reordering paper/perishables to have the right amount to sell for the following days. I am to properly count the tills, do the deposit and be sure all the numbers match during the time I am running the shift.

When we are not at peak hours, we are to be sure we are following cleanliness according to QASA. Tidying the cafe and patio to appease and attract customers to come into our establishment. Stocking pastries full so we can upsell and reduce waste at closing time.

Bookseller

Goodwill Industries of San Diego - San Diego, CA
September 2015 to December 2015

I would price out books according to the condition and put them up accordingly to where they belong. I would use the register to cash out customers.

I had worked in the donation area where we would help the customers collect items out of their vehicle and provide them any receipt.

Education

Art Institute of Dallas - Dallas, TX
2006 to 2010

High school diploma

Garland High School - Garland, TX
August 2000 to May 2001

Skills

- Shift Management
- Security

Awards

partner of the quarter

December 2015

Was awarded Partner of the Quarter at Starbucks for staying extra, helping to open the store when other shift supervisors weren't available. Generally taking on tasks to help baristas with time management and redecorating the green apron board

Eagle eye

April 2019

At the TSA, you would be awarded an eagle eye if you were always sharp on the x-ray. I have had multiple prohibited items such as guns, knives, self defense weapons and many more

Assessments

Scheduling — Proficient

October 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Data entry: Attention to detail — Highly Proficient

October 2022

Maintaining data integrity by detecting errors

Full results: [Highly Proficient](#)

Basic computer skills — Highly Proficient

October 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

Work motivation — Highly Proficient

October 2022

Level of motivation and discipline applied toward work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.