
Jane Smith

Address Line 1

Address Line 2

Reading, Post Code.

Telephone: 01189 123456. Mobile: 07738 123456. Email: janesmith123@email.com

POLICE OFFICER TO AIRLINE SECURITY

♦ Customer Service - Security - Team Leadership ♦

Considerable experience gained working within varied customer focused environments, such as a fast-track retail management scheme, a Heathrow Airport leadership appointment and the Metropolitan Police Service. Possessing a multi-tasking flexible approach to work and used to maintaining composure despite difficult situations within strict tight time constraints. Now looking to return and continue making a significant contribution within a similar position for the airline industry.

AREAS OF EXPERTISE

- Airport and Terminal Security
- Event and Corporate Security
- Personal Security
- Travel Security
- Operational Management
- Problem Solving
- Searching Vehicles / Buildings
- Budgeting / Cost Control
- Communicative Skills
- Emergency Drills
- Compliance
- Quality Assurance

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

POLICE OFFICER

Mar 06 - Present

Police Force A, Acton, London.

Part of the response team providing the information and directions on the move in response to '999' radio broadcasts. This could be anything from a report of a burglary to an assault in progress, the work is varied and our rapid response is often critical. Using a variety of specialist equipment.

- Face-to-face communications with suspects and victims applying the correct approach (with a developed knowledge of diverse cultures) and diffusing difficult and potential violent situations as required.
- Communicating by radio with the control room regarding incidents.
- Worked long shifts, including evenings and weekends. Worked at indoor and outdoor venues such as conferences, political meetings and rallies, corporate events and social events.
- Protected individuals and groups from risk of violence or any situation deemed harmful.
- Collecting information and obtaining witness statements. Writing accident reports and expert witness reports for judicial and civil courts and tribunals.

SERVICE TEAM LEADER

Jul 05 - Mar 06

Airline A, London.

- Controlled the Central Search Area, constantly using tools such as the Daily Plan, Daily Performance Measures commentary and predicted hourly passenger flow.
 - Focused on commercial success, planned security operations that maximized profits and reduced expenditure as well as provide a great experience for customers and business partners alike.
 - Ensured all guards had a universal standard of work practice and adhered to targets complying with both company and Department for Transport.
 - Provided health, safety, fire and emergency planning support, leading a team through a major change programme and develop Airport Crisis Management strategies and tactics. Involved in field exercises and working with blue light agencies, business partners and local government teams
 - Constantly monitoring staff standards, coaching and retraining where necessary.
 - Coached and retrained staff on correct procedures when necessary.
-

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

SECURITY SUPERVISOR

Dec 04 - Jul 05

Airline A, London.

- Part of a team maintaining and managing a cost effective security operation in line with Department for Transport and British Airport's Authority policy with focus on internal and external customers.
- Mainly overseeing the departures security operations, supervising up to 120 security guards and 14 operating machines.
- Helped develop an improvement programme for the team and the wider business within Security, Service and Safety Delivery.
- Helped establish a management system for business continuity/emergency preparedness, with desktop exercises based on risk, and a Community Safety Framework engaging key employers at Heathrow.
- Passed Service Team Leader qualification without development needs.
- Identified security threats, planned and implemented immediate to long-term courses of action.
- Gained a useful insight into operational inefficiencies, team problems and areas for improvement.
- Used an in-house accident reporting software programme.
- Security performance improved by 20%

Security Guard at Airport A

2003-04

- Processed passengers and staff efficiently and in accordance with guidelines outlined by the Department for Transport and Heathrow Airport Ltd.

EARLY CAREER SUMMARY

Post Woman	Royal Mail, Reading	2002-03
Section Manager	John Lewis	2000-02
Assistant to the Directors	Beadle & Crome	1997-00
Call Centre Operator to Team Leader	Direct Wines	1995-97
Night Shelf Filler	Tesco	1994-95
Pensions Assistant	Prudential Life & Pensions	1990-94

ADDITIONAL INFORMATION

Courses/Training: Police Trained
Fully trained in Emergency Life Support, valid until March 2010.
Computer literate with knowledge of BAA systems.
Passed the Service Team Leader qualification at Heathrow (without development needs).

PERSONAL

Interests and Pastimes: Keeping fit, reading, sport, Entertaining friends.
Mobility: Full clean driving license.
Born: 1975.
Marital Status: Single.

References available on request.