

Nicholas Smith

1234 SW 67th St, Miami, FL 33135

305-333-4567

nsmith022@fiu.edu

SUMMARY OF QUALIFICATIONS

- Eight years of outstanding performance in the U.S. Military; earned two promotions and excelled as a leader.
- Accountable and ambitious, able to remain focused and productive in challenging situations.
- Extensive experience in security, customer service and operation and administration.

SKILLS

- * Bilingual in English and Spanish
- * Customer Relations
- * Asset Protection
- * Defensive Techniques- Firearms Proficiency
- * Security Operations
- * Emergency Preparedness
- * Crisis Management
- * Proficient in Microsoft Word, Excel, PowerPoint, Outlook

PROFESSIONAL EXPERTISE

Security

- Produced a safe environment for customers and staff by providing personal and asset protection via advance security, detail inspections, investigations, and emergency response.
- Accounted for the safety of equipment valued at \$600,000+
- Secured the personal safety, training, and performance of nine U.S Army soldiers.
- Promoted security operations: monitored and instructed classes consisting of 50 to 150 students, strengthening knowledge and proper execution of First Aid, Survival, War tactics, and Security.
- Proved security response with tenacity, endurance, and dedication by remaining of sound mind and proving to be a leader during challenging times in Iraq.

Customer Service

- Offered productive and friendly services that enhanced team performance and ensured a professional customer-focused image for employers.
- Promoted within short period by demonstrating over-achieving dedication that maximized results for entire team.
- Provided internal customer service by relating with all personnel in congenial and professional manner that facilitated the development of a diversified group.
- Enhanced soldiers' individual and professional growth, developing them into independent decision-makers.

Administration

- Ensured optimal procedures and workflow operations, experience in organizational leadership.
- Organized schedules for over 40 soldiers and successfully enhanced time efficiency.
- Prevented over 17 cancellations, persuaded, and negotiated contracts renewals.
- Implemented a new route that resulted in saving gas cost, and minimized work time.

PROFESSIONAL EXPERIENCE

2008 - 2012	Squad Leader/Sergeant	U.S Army National Guard	Bedford, MA
2006 - 2008	Pool Technician	Johnson Olympian Pool Services	Fall River, MA
2002 - 2006	Team Leader/Sergeant	U.S. Army	Warcq, Ardennes

EDUCATION

Florida International University, Miami, FL
Bachelor of Science in Computer Engineering, 2006