**Objective:** To develop and institutionalize security procedures as a part of a professional team of physical security specialist.

**Availability:** Full-Time/ Part-Time **Job Type:** Permanent **Salary:** Negotiable

**Summary of Qualifications**

Skilled at building partnerships with government, private officials, contractors, and employees at all levels of leadership; to support organizational goals. I possess the ability to analyze, interpret, evaluate, and advise on physical security, operational procedures, and support communications. I grasp the knowledge of federal security procedures, regulations, and penalties. My public trust is active. I know how to communicate effectively in writing and orally. I hold a current Maryland State Police Handgun Permit, security guard clearance, American Red Cross first aid, AED, and CPR certification for adults, infants, and child, Safari land Training Group Monadnock Defensive Tactics System and Expandable Baton. I speak, write, and read at a novice level in Spanish. I have experience in Lenel, Notifier, and Keltron alarm and fire monitoring systems and GRAB barrier facility protection equipment. I know how to use Microsoft office products. Word processing at 36 wpm. I have average administrative and novice programing skills. I have training and education in FPS X-ray/Magnetometer, OC repellant, MEB/MDTS, Anti-terrorism threat and Weapons of Mass Destruction training

**Educational and Technical training**

Problem Solving, Strategies for the technical professional, introduction to personal computers, Operating systems, Microsoft desktop operating systems, college math and composition, Introduction to programing, networks systems and protocols.

Naval Sciences, Advance Placement English, Calculus, Geometry and other general studies. Graduated 7th of 400 students, Received Certificate of Merit, Distinguished Scholar-Athlete, citations for math, Lieutenant Commander with honors in NJROTC and Military order of world wars purple heart for leadership, a physical education award and Scholastic achievement award.

**Work Experience**

*Control Center- Shift Commander and Systems Operator*

Manages all communication with local, state and federal law enforcement personnel serving as a conduit of information between them. Facilitates the flow of information to government departments and operations staff. Control and safeguard classified information. Successfully manages priority of emergency situations and dispatch essential personnel; updating officials, generates reports and documents event information in accordance with established procedures. Monitoring and managing over 1200 alarm points. Analyze data reported from operations in order to recommend action, as well as make improvements to situational response tactics. Conduct research on successful security techniques and strategies employed in the industry. Develop a leadership network among the communication, operations and government departments. Maintain necessary files and logs that supports operational function. Provide expertise, advice and assist on daily activities.

Interpret FPS, DHS and OSEP regulations and directives in order to disseminate security policy and commands to operational personnel. Monitors activities through Closed Circuit TV, and Lenel, Notifier, ONYX and Keltron monitoring devices. Serves as liaison with fire technicians. Handles incoming phone calls and provide prompt notifications and customer service, in order to provide proper response and reporting. Monitor and react to facility threats of fire, assault, intrusion, sabotage, and terrorism.

*Protective Security Officer (State and Federal)*

Utilized intrusion detection systems to defeat various threats to the safety and security of the public citizens and employees. Provided continuous patrol coverage safeguarding over 300 state employees, 10000 federal employees, and numerous contractors and customers. Conducted access and egress control duties required to enter medium and high level facilities. Secured incident scenes and provided initial first aid during medical situations in order to stabilize victims. Coordinate with law enforcement officials to increase employee awareness of crime patterns and prevention. Recommended and formatted strategies and implemented alternative actions based on knowledge of patrol patterns and response times. Acted as the authority and expert on matters involving force protection and anti-terrorism requirements and procedures. Planned and directed on site- liaisons with federal employees and local law enforcement. Patrol facilities in order to identify abnormalities, security vulnerabilities and potential hazardous situations or threats. Be and highly visible deterrent. Provide accurate information and courteous and politeness to customers during the welcoming and screening process.

*Armed Courier, Driver, Crew Leader/trainer, and vault supervisor.*

Provided secure transport of currency and other valuable merchandise. Provided ATM smart safe services and maintenance. Provided/supplied customers with an accurate cash management services. Maintained necessary documentation implementing a reference library of applicable daily correspondence, manuals, and instructions that supports operational activities. Provided direction to encourage smooth, safe and consistent work flow. Encouraged and ensured continued readiness throughout the branch and on individual routes. Trained and supervised new hires on receiving, transferring and protection methods of high value items increased branch efficiency by 30%. Decreased branch losses by 17%. Coordinates conference activities, workshops meeting and training drills. Designed, developed and distribute training material. Developed personal security program for drivers and couriers. Received and filtered information from law enforcement intelligence sources as well as publicly available information sources to develop understanding of potential threats. Conducted surveys of personnel. I was handpicked by branch management to promote security tactics and supervise night vault and high threat transports.

*Loss Prevention Detective*

Conducted and coordinated on-site audits and assessments of loading docks registers and security equipment. Analyzed data to identify potential threats to sales and operation. Identified trends, strengths and benchmarks reviewing security practices and activities to ensure compliance with company directives. Prepare and present loss management plans to train other security personnel and sales associates. Maintained responsibility for security monitoring equipment. Detained suspects and provided evidence of theft resulting in 100% conviction rate. Investigated internal theft by reviewing accounts and sales reports, credit card charge backs, missing deposits, refunds, shipping documents and other miscellaneous reports. Investigated external thefts by monitoring fitting rooms, sales floor and merchandise areas using closed circuit TV and physical presence for evidence of tampering, and theft of products. Conducted research on affective investigative techniques and alarm and surveillance systems to identify tools to improve in-store security.

Cover Letter

Salutations! The following documents area being submitted for your review and consider; as well as introduction to and exceptional individual and potential employee. The history of me consist of a cornerstone of pride. Pride in oneself and ones work creating my code of hard work, professional and politeness. As a student I graduated 7th in a class of 400 students receiving awards in academics, merit, Athletics and leadership. These include but aren’t limited to a distinguished scholar-athlete and a military order of world wars purple heart for leadership. I was and Initial member of Harry and Jeanette Weinberg’s building STEPS program (Science, Technology, and Engineering Program) and a member of the 100 strong female role models. At the conclusion of my high school experience I was commanding officer in NJROTC which showed me how to leas and grow our cadet recruits. During that period I developed and maintained a weekly publication called the Ships log, trained over 230 student cadets, and that commitment to hard work and leadership carried to my present profession.

My college experience included instruction in visual arts, basic business management, networking and protocols and introductory computer programming and information technology. In all institutions I maintained no lower than a 3.5 GPA. Although my goal of completion was not obtaining on the college level I was proud of my overall performance and left in a manner in which reentry is always a possibility.

The following employment history will demonstrate my progression through several security related jobs, whose duties have nurtured my development and fueled a drive to advance in law enforcement/protective physical security profession. I believe that a company such as yours could further develop my abilities while utilizing my experience, specialized skills and knowledge to help reach company goals.

If you grant me the opportunity to be a part of your team I can guarantee to show up with my absolute best and work to my full potential. I strive to exceed expectation. My specialized experience has equipped me with the particular ability and knowledge to successfully perform the duties of a physical security specialist and while no one knows it all, I work to learn and grow and be positive member of your team.

Kendra Arena Dukes

**Citation of Employment**

*Centers for Medicaid and Medicare Headquarters, Woodlawn MD. 05/2013 - Present*

* Ameriguard Security Services. 5470 Spruce Ave. Fresno, CA 93722. (559) 271-5984. 05/2013-09/2014
* American Paragon Protective Service. 7700 Chevy Chase Drive Austin, TX 78752. (512) 260-7157. 09/2014

*Social Security Administration Headquarters, Woodlawn MD. 10/2008- Present*

* US Protect Security-801 Roeder Rd. Ste. 1000 Silver Spring, MD 20910. (301) 587-8001. 10/2008-04/2009
* Paragon Security Service.13655 Dulles Technology Dr. Ste. 100 Herndon, VA 20171. (703) 263-7176. 04/2009-08/2014
* MVM INC. 44620 Guilford Dr. Ashburn, VA 20147. (571) 223-4537. 08/2014-Present.

Garda/AT Systems. 4931 Telsa Dr. Bowie, MD 20715. (301) 352-3095. 02/2005-10/2008.

Admiral Security Service. 4401 East West Highway Bethesda, MD 20814. (800) 394-1443, (301) 656-9382. 08/2004-01/2005

Hecht Co. /Macy’s Department Store. 6901 Security Blvd. Woodlawn, MD 21244. (410) 944-8040. 06/2004-05/2005

**Education**

ITT Technical Institute. 11301 Red Run Blvd. Owings Mill, MD 21117. (443) 394-7115.

Philadelphia University. 4201 Henry Ave. Philadelphia, PA 19144. (215) 844-1241

Temple University Tyler School of Art. 2001 N. 13th St. Philadelphia, PA 19122 (215) 777-9090.

Woodlawn High School. 1801 Woodlawn Dr. Woodlawn, MD 21207. (410) 887-1309.

**References**

Name Employer Title Phone (\*) Indicates professional reference

Donnell Jones (\*) Centers for Medicare and Medicaid Services, Physical security specialist/Team Lead (410) 786-001

Chester Tapplet (\*) Social Security Administration, OSEP Watch Commander (410) 320-1673

Kaci Jackson (\*) Paragon Systems, Control center supervisor (443) 803-5253

Damon Bishop (\*) Garda Armored Branch Manager (410) 247-0563/ (301) 352-3095

Towanda Jones Accounting Firm Administrative Assistant (410) 433-6830

Monique Culp Mercy Medical Systems Medical Assistant (410) 804-2412