

# Katina L. Ward

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## Experienced Warehouse Operator

A self-motivated and caring security manager who is currently seeking a demanding career field that provides care, and where current skills can be acknowledged and utilized effectively.

With 9+ years in customer service, which built expertise like communication values. Possess an exceptional ability to carry out a variety of people's needs, able to make teammates understand my tasks and what I am there to perform. Thrives in a fast-paced environment and is able to manage competitive priorities with ease. Currently seeking a profession in the warehouse, customer service, and management fields.

## Professional Experience

### **The Garage/Hi-Hat – 1701 N. Arlington Pl, Milwaukee WI - (414) 418-5838**

*November 2023/Present: Bouncer/Security*

- Monitor and control access to the establishment
- Check IDs and ensure that all patrons meet age requirements
- Maintain order and enforce rules and regulations
- Handle difficult situations with professionalism and tact
- Escort unruly patrons out of the establishment
- Collaborate with other staff members to ensure a safe and enjoyable environment for all patrons

### **Gap Inc/Old Navy – 5810 N. Bayshore Dr, Milwaukee WI - (414) 651-3139**

*February 2021/November 2023: Asset Protection Coordinator*

- Identification, resolution, and training around internal and external theft awareness and reduction
- Emergency preparedness, risk analysis, and threat mitigation
- Support and delivers on the objective of shortage and safety programs
- Collaborate with leadership, internal and external partners, and law enforcement to execute the Company Habitual Offender Program (Prosecution through case building)
- Operational controls and compliance

### **Family Dollar - 7924 W. Burleigh St, Milwaukee WI – (414) 444-2509**

*March 2017/December 2019: STORE MANAGER*

- Recruiting and training experienced candidates as needed for store usage
- Managing the performance of all workers, including Assistant Store Managers
- Managing Family Dollar's budget guidelines by following payroll expectations and exceeding sales weekly

- Scheduling the store's staff according to estimated sales
- Proving an exceptional overall store presentation along with controlling merchandise on sales floor

**Amazon - 4111 W. Mitchell St, West Milwaukee WI – NOW CLOSED**

*December 2015/September 2018: Logistics Trainer Supervisor*

- Train all new employees their responsibilities on the line
- Ensure that all of the freight was on a constant flow on the line
- Replaced and filled in shifts as need

**Ross Dress For Less - 9088 N. Green Bay Rd, Brown Deer WI - (414) 355-2391**

*June 2016/March 2018: Store Protection Specialist (SPS-Loss Prevention)*

- Mitigating theft and fraud by maintaining a safe and secure environment for associates and customers
- Demonstrates a “commanding” presence in the front of the store which provides a visible sense of security
- Minimize internal and external shrink and shortages by walking the sales floor and proving customer service

**Walmart, Milwaukee WI – NOW CLOSED**

*September 2007/January 2015: Backroom Supervisor & Frint End Supervisor*

- Maintained responsibilities for cashiers daily
- Ensured that all tills and registers were accounted for before, during, and after cashier's shifts
- Over a team of 12 – 15 employees in the stock room
- Unloaded trucks with the help of team members (up to for trucks daily)
- Stocked merchandise on the sales floor acceding to Walmart guidelines and expectations

**Education**

**Bryant & Stratton College**

*September 2007-2008*

- ◆ Business Management

**Pius XI High School**

*Graduated in 2008*

- ◆ General studies

**Professional References**

- ◆ Kisha Birmingham East Lake Towers Corporate - Assistant Property Manager - (414) 460-2108
- ◆ Tyesha Peel - DentaQuest - Lead Dental Assistant - (414) 491-4732

- ◆ Kitchy Porter - Archdiocese of Milwaukee - Financial Analyst - (414) 520-74500
- ◆ Martika Lee – Patient Service Representative – ManPower - (414) 736-7895
- ◆ Tamika Leonard – Store Manager – Serv U Success - (414) 899-4263
- ◆ Kim Smith – Manager - Bayshore Mall Security (Allied Universal) - (414) 299-9349