

# Katina L. Ward

5872 N. 76<sup>th</sup> St. Milwaukee, WI 53218 (414) 841-7700 [Kwright2824@icloud.com](mailto:Kwright2824@icloud.com)

## Experienced Customer Service Manager & Security Officer

I am a self-motivated and caring security officer who is currently seeking a demanding career field that provides care, and where current skills can be acknowledged and utilized effectively. 12+ years in customer service and security helped build expertise like communication values and superb patrolling techniques. Possess an exceptional ability to carry out a variety of a company's needs, able to make teammates understand my tasks and what I am there to perform. Goal oriented and alert. Thrives in a fast-paced environment and is able to manage competitive priorities with ease. Looking for a senior level security officer position to utilize superior leadership and management skills with extensive knowledge of security and safety protocols. Obtained Wisconsin Security License in 2019.

## 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

### **The Boys & Girls Club/53<sup>rd</sup> St School – 3618 N. 53<sup>rs</sup> St, Milwaukee WI - (414) 745-5920**

*November 2023/ Present: Front Desk Security*

- Verify identity of parents or legal guardians at check in area
- Ensure visitors are following regulations on the school premises
- Responsible for the security of the club. Patrols building and grounds making sure areas not in use are locked.
- Address irregularities such as suspicious people, fire hazards, leaking pipes and security doors left unlocked.
- Maintain radio contact with security team, club manager, or lead staff.
- Maintain a good knowledge of all activities within the building and answers questions that may be directed to him/her with reference to the policies of the Boys & Girls Clubs.
- Must participate in required training by the BGC and state

### **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

**Uncle Bucks on 3<sup>rd</sup> – 1125 N. Dr MLK Jr Drive, Milwaukee WI - (262) 312-8586**

*June 2018/March 2023: Lead 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
- Keep rapport with Milwaukee Police Department
- Create and edit bi-weekly schedules for all security staff. Assist with organizing large parties and events

**Allied Universal/Bayshore Town Center - 5800 N. Bayshore Drive, Glendale WI - (414) 963-8780**

*March 2019/February 2021: Security Officer*

- Ensure safety for all staff and customers throughout the entire facility
- Patrol all risers and fire panels. Check temperatures of risers
- Work in the dispatch office. Monitor all cameras and angles of CCTV
- Watch for disturbances and out of ordinary circumstances
- In case of an emergency or disturbance, take precautions on how to handle the situation (call Glendale police, use walkie to communicate with team and managers, ask questions, escort off premises...etc.)
- Train new team members on how to work in dispatch, walk through and show “locks”, show leadership skills by being alert and goal oriented

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

*March 2016/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
- Providing an exceptional overall store presentation along with controlling merchandise on sales floor

**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
- Patrolled the building and served as a general security presence to all incoming and outgoing traffic. Visible sense of security. (LP vest, all black uniform, headset)
- Worked closely with the management team with shrink goals, set points, and hot spots
- Minimize internal and external shrink and shortages by walking the sales floor and providing customer service
- Reported all incidents and emergencies by collaborating with the Brown Deer Police and the Ross corporate office
- Trained all incoming SPS guards by familiarizing the new member to the sales floor, and lead by example with having morale in the store’s guidelines

## **Walmart, Milwaukee WI, Midtown Shopping Center – NOW CLOSED**

*September 2007/January 2015: Backroom Supervisor & Front 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)
- Monitored the counts (in stocks) of merchandise to reduce shrink
- Stocked merchandise on the sales floor according 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