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JEANETTE KERR

Contact

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Skills

* Front line SIA licence holder. (Door Supervision)
* CCTV SIA Licence.
* Event Security.
* Security Awareness.
* Managing Security Breaches.
* Security Regulations.
* Security Threat Identification.
* Store Security Surveillance.
* Access Control.
* Site Patrolling.
* ID Verification.
* Conflict Management.
* CPR and First Aid.
* Fire Safety.
* Retail Security.
* Point- of- Entry Screening.
* Hand-held wand operation.
* Incident reports.
* Emergency evacuation.
* Premises Patrol.
* Interior and Exterior Patrols.
* EFAW

Education

O.U – Law Degree

Supervisors course Level 2.

IOSH – managing safely.

Personal Summary

I am a polite, smart, punctual, focused, observant and proactive security and door supervision operative. A trustworthy and honest person who works well as a team and as a lone worker. I have skills in conflict management and de-escalation of situations. I can record and maintain incident report logs, carry out instructions effectively, patrol external and internal areas and control access and egress areas. I am a qualified first aider and volunteer for St Andrews First Aid and attend events when available. I hold an SIA front-line door supervision licence and a CCTV SIA licence. I do not hold a U.K driver’s licence. I have experience using various security control equipment. I have experience in various types of security – such as – retail, events, licensed premises, CCTV monitoring, gatehouse duties, control room duties, patrolling, searching vehicles and persons and I have good customer service skills. I have knowledge of H.O.T, ACT Awareness, Ascone, Run-Hide-Tell, Remove-Remove-Remove protocols and the threat level system including the current threat level.

Experience

Security Guard – NHS – Golden Jubilee Hospital – Feb 2025 – current.

* Internal/External Patrols.
* Parking violations/ Disabled Parking Bays, drop off points monitoring.
* Access and Egress.
* Creating and updating access cards for various areas.
* Franking and mailing system.
* Acknowledgement and responding of alarms.
* Evacuations.
* Disposal of confidential waste.
* Helipad duties/ blue light ambulance arrival duties.
* Logging passes and keys in and out.
* Liaison and communications.
* Customer service.
* Attending incidents and dealing with them.
* Logging reports and shift handovers.

CCTV/Security Officer/Supervisor.

Profile Security/OCS/Glasgow/Mar 2024 – 10th Dec 2024 (Buchanon Bus Station)

* Check doors, windows, and gates for signs of unauthorised entry.
* Helped establish clear, relevant and successful security policies protecting assets and individuals.
* Supervised a team of security officers, ensuring adherence to safety protocols and regulations.
* Responded promptly to medical emergencies, incoming calls and code red situations prior to arrival of paramedics and police.
* Monitored CCTV and tracked visitors to identify and stop problematic behaviour.
* Liaised with emergency services and police officers to facilitate investigation for incidents requiring additional investigations.
* Reported suspicious and criminal activity to local authorities, using CCTV footage to back up evidence.
* Enforced site rules, notified offenders of infractions and removed individuals from property.
* Used X.RAY machine to scan and check left luggage or suspicious items.
* Deterred anti-social and criminal behaviours reducing loss and theft from the shops and anti-social behaviour within the premises.
* Completed daily logs and handover sheets for accurate transfer of information between staff and shifts.
* Verified identification for authorised personnel and visitors to the premises.
* Operated radio comms to answer inquiries and requests for assistance.
* Used CCTV surveillance system to find and record incidents requiring legal intervention.
* Compiled data for accurate reporting.
* Liaised with police to identify missing persons/individuals wanted for criminal acts and disturbances.
* Monitored CCTV system and patrol routes to sustain a high level of security.
* Regularly patrolled to identify and address any potential threats.
* Dealt with situations efficiently and timely.
* Handled customer concerns and escalated to client supervisors.
* Diffused challenging situations using conflict management techniques.
* Camera checks for all the SPT bus stations in Glasgow and reporting to relevant authorities any damage, criminality anti-social behaviour and medical emergencies.
* Liaised with the security guards on other bus station sites.
* Dealt with alarm acknowledgement, alarm receiving and alarm test runs.
* Liaised with any partners such as City Link/ First Bus/ McGill’s if incident occurred on bus or driver required security assistance.

Retail Security Guard

Cobac Security/Glasgow/ Sept 2023 – Mar 2024

* Collected surveillance of potential theft suspects to build evidence for further criminal investigations.
* Liaised with police regarding the reporting of theft or fraud.
* Enforced the premises policies and removed anyone displaying anti-social behaviours or theft.
* Used conflict resolution skills to de-escalate potential confrontations between customers or with suspected criminals.
* Compiled detailed incidents reports, documenting security breaches, thefts and any suspicious activity observed.
* Offered visible security for shop premises, deterring criminal and anti-social behaviour incidents.
* Responded to alarms and security breaches swiftly, minimising potential damage and recovering stolen property.
* Conducted regular patrols throughout the premises deterring theft and ensuring safety.
* Maintained confidentiality of all investigations, respecting the privacy and rights of all involved parties.
* Carried out comprehensive investigations to determine loss or damage to merchandise.

Security Officer

G4S/ April 2023 – Sept 2023

* Gatehouse Duties.
* Issuing of pedestrian and vehicle passes.
* Monitors and authorizes entrance and departures of employees, visitors, and other persons by verifying identification and controlling entry and exit points.
* Followed established security and safety procedures and orders to enforce company rules, policies and regulations.
* Liaised with other employers from other companies on site.
* Liaised with existing security teams.
* Prepares incident reports, security logs and other documentations, to provide written support or convey information when and if required.
* Monitored site using CCTV equipment.
* Answering and transferring calls.
* Distribution and return of keys.
* Foot patrols of site.
* Searching of vehicles and pedestrians

Head Door Supervisor

The Burgh Bar/Dumbarton/ Sept 2021 – May 2023

* Managed a small team of doormen at weekends.
* Managed complaints with calm, clear, communications and problem solving.
* Promptly responded to incidents requiring security intervention, managing situations efficiently and professionally.
* Checked and verified I.D within the challenge 25 proof of age before or whilst in the premises.
* Dealt with potential conflict situations in a controlled and professional manner.
* Ejected members of public from premises if necessary.
* Upheld licencing laws and SIA laws.
* Ensured the safety of customers and staff.
* Controlled the exits and entry of venue doors.
* Ensured smoking areas and smoking laws were adhered to.
* Ensured staff were briefed and all was in place at the start and end of shift.
* Made the rotas for myself and other members of staff.
* Attended pub watch meetings for that particular area.
* Alerted other pubs in area when customers were asked to leave and why.
* Liaised with police or medical services when and if necessary.
* Checked radio comms were in working order and batteries charged.
* Ensured any member of my team was licenced correctly.
* Checked on the welfare of my team regularly.

Security Operative

Security Scotland/Glasgow/April 2018 – April 2023

* Worked with tireless energy and enthusiasm to aid team achievement against event deadlines.
* Used customer service expertise to enhance audience enjoyment and provide first class event experiences and professional client and customer relations.
* Strictly adhered to health and safety regulations, maintaining company compliance and limiting risk.
* Alerted police and fire departments during emergencies.
* Operated detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
* Monitored and authorized entrance and departures of employee’, visitors and other persons, by verifying identification and controlling entry and exit points.
* Maintained stamina during long periods of sitting, walking, standing or driving while remaining focused and vigilant.
* Prepared incidents reports, security logs, and other documentation to provide written support or convey information.
* Search and entry at events.
* Manned gates or specific areas at events /concerts.
* Build and break of various festivals and events.
* Door supervision at various locations, either pubs, clubs or licenced alcohol tents.
* Security at events such as football, concerts, festivals, gala’s, hotels, retail and various other types of premises.
* Some supervisory roles with a team of stewards or guards.
* Hospitality security.