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# Jane Smith

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Address Line 1

Address Line 2

Reading, Post Code.

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## POLICE OFFICER TO AIRLINE SECURITY

♦ Customer Service - Security - Team Leadership ♦

Considerable experience gained working within varied customer focused environments, such as a fast-track retail management scheme, a Heathrow Airport leadership appointment and the Metropolitan Police Service. Possessing a multi-tasking flexible approach to work and used to maintaining composure despite difficult situations within strict tight time constraints. Now looking to return and continue making a significant contribution within a similar position for the airline industry.

## AREAS OF EXPERTISE

- Airport and Terminal Security
- Event and Corporate Security
- Personal Security
- Travel Security
- Operational Management
- Problem Solving
- Searching Vehicles / Buildings
- Budgeting / Cost Control
- Communicative Skills
- Emergency Drills
- Compliance
- Quality Assurance

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### POLICE OFFICER

*Mar 06 - Present*

Police Force A, Acton, London.

Part of the response team providing the information and directions on the move in response to '999' radio broadcasts. This could be anything from a report of a burglary to an assault in progress, the work is varied and our rapid response is often critical. Using a variety of specialist equipment.

- Face-to-face communications with suspects and victims applying the correct approach (with a developed knowledge of diverse cultures) and diffusing difficult and potential violent situations as required.
- Communicating by radio with the control room regarding incidents.
- Worked long shifts, including evenings and weekends. Worked at indoor and outdoor venues such as conferences, political meetings and rallies, corporate events and social events.
- Protected individuals and groups from risk of violence or any situation deemed harmful.
- Collecting information and obtaining witness statements. Writing accident reports and expert witness reports for judicial and civil courts and tribunals.

### SERVICE TEAM LEADER

*Jul 05 - Mar 06*

Airline A, London.

- Controlled the Central Search Area, constantly using tools such as the Daily Plan, Daily Performance Measures commentary and predicted hourly passenger flow.
  - Focused on commercial success, planned security operations that maximized profits and reduced expenditure as well as provide a great experience for customers and business partners alike.
  - Ensured all guards had a universal standard of work practice and adhered to targets complying with both company and Department for Transport.
  - Provided health, safety, fire and emergency planning support, leading a team through a major change programme and develop Airport Crisis Management strategies and tactics. Involved in field exercises and working with blue light agencies, business partners and local government teams
  - Constantly monitoring staff standards, coaching and retraining where necessary.
  - Coached and retrained staff on correct procedures when necessary.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### SECURITY SUPERVISOR

Dec 04 - Jul 05

Airline A, London.

- Part of a team maintaining and managing a cost effective security operation in line with Department for Transport and British Airport's Authority policy with focus on internal and external customers.
- Mainly overseeing the departures security operations, supervising up to 120 security guards and 14 operating machines.
- Helped develop an improvement programme for the team and the wider business within Security, Service and Safety Delivery.
- Helped establish a management system for business continuity/emergency preparedness, with desktop exercises based on risk, and a Community Safety Framework engaging key employers at Heathrow.
- Passed Service Team Leader qualification without development needs.
- Identified security threats, planned and implemented immediate to long-term courses of action.
- Gained a useful insight into operational inefficiencies, team problems and areas for improvement.
- Used an in-house accident reporting software programme.
- Security performance improved by 20%

### Security Guard at Airport A

2003-04

- Processed passengers and staff efficiently and in accordance with guidelines outlined by the Department for Transport and Heathrow Airport Ltd.

## EARLY CAREER SUMMARY

|                                     |                            |         |
|-------------------------------------|----------------------------|---------|
| Post Woman                          | Royal Mail, Reading        | 2002-03 |
| Section Manager                     | John Lewis                 | 2000-02 |
| Assistant to the Directors          | Beadle & Crome             | 1997-00 |
| Call Centre Operator to Team Leader | Direct Wines               | 1995-97 |
| Night Shelf Filler                  | Tesco                      | 1994-95 |
| Pensions Assistant                  | Prudential Life & Pensions | 1990-94 |

## ADDITIONAL INFORMATION

Courses/Training: Police Trained  
Fully trained in Emergency Life Support, valid until March 2010.  
Computer literate with knowledge of BAA systems.  
Passed the Service Team Leader qualification at Heathrow (without development needs).

## PERSONAL

*Interests and Pastimes:* Keeping fit, reading, sport, Entertaining friends.  
*Mobility:* Full clean driving license.  
*Born:* 1975.  
*Marital Status:* Single.

*References available on request.*