

# Avery Jackson

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## ADMINISTRATIVE PROFESSIONAL

U.S. Navy veteran with 3 years of experience in administrative support. Experienced as a front desk clerk handling high volume of incoming and outgoing phone calls and in-person requests. Ability to manage multiple priorities at one time in a fast-paced environment. Trained new hires and collaborated with managers and supervisors to coordinate facilities maintenance. Ability to work well individually and as a part of a team.

### SKILLS

- Active listening
- Customer service
- Maintaining records
- Teamwork and collaboration
- Complaint escalation and resolution
- Policy implementation
- Excellent verbal communication
- Scheduling software
- Protecting personally identifiable information
- Secret security clearance

## PROFESSIONAL EXPERIENCE

**UNITED STATES NAVY** – Norfolk, VA                      October 2018 to October 2021

Front Desk Clerk

Served as the first point of contact for military housing property management directorate, serving an installation-wide population of 10,000.

- Maintained highest level of integrity when handling sensitive and confidential information.
- Upheld property reputation for service excellence by personally handling escalated client concerns with 100% resolution.
- Maintained data security and confidentiality to safeguard personal information shared during registration.
- Fielded tough questions and provided answers, ensuring client understanding and reassurance.
- Increased team success by proactively developing strong working relationships with both team members and management.
- Managed caseload of 10 to 15 customer inquiries per hour with zero formal customer complaints.
- Offered and delivered customers products and services based on their individual needs.

## EDUCATION AND TRAINING

- Tidewater Community College, Norfolk, VA  
Associate in Applied Science, Business (21 credits)

# Andrew Thompson II

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## SECURITY SPECIALIST

Astute, detailed, self-motivated 12-year veteran, with a passion for excellence and strategic security solutions. Proven ability to adapt to new surroundings while remaining observant and accurately assessing security needs. Able to employ creative approaches and meet or exceed all designated objectives. Excellent written and verbal communication skills.

### RELEVANT SKILLS

Active Secret Security Clearance    Information Security    Safeguarding Classified Information  
Physical and Personnel Security    Defense Counterintelligence    Leadership and Supervisory Roles  
Organization and Communication    Interfacing with Customers    Security Program

### WORK EXPERIENCE

#### Safety and Security

- Conducted military-precision perimeter inspections and patrols in the U.S. and overseas, ensuring safety and security.
- Implemented control measures and guarded access points; performed lawful searches on thousands of individuals and vehicles; ensured security of controlled spaces.
- Monitored and investigated security violations; ensured 100% understanding of and compliance with all government directives and policies. Completed written reports.
- Oversaw facility and personnel security for 150-person unit as facility security officer.
- Maintained security of classified materials, ensuring all policies and procedures were executed.
- Coordinated Counterintelligence and Security Agency personnel providing local area guidance.
- Managed facility, industrial, and communications security at 2 DoD Closed Areas, escorted key leadership personnel during multi-national exercises.

#### Communication and Program Management

- Conducted security training and test evaluator for 25+ team members on a variety of subjects.
- Provided instruction, testing, and certifications in preparation for counterintelligence and security work in a war zone.
- Led, supervised, and provided mentorship to 15-person team, maintaining cohesiveness and open communication.
- Served as Subject Matter Expert on local area security on insider threat issues.
- Prepared weekly status reports of ongoing projects and problem resolution; communicated through verbal and written presentations to leadership and senior stakeholders.
- Operated and maintained 100% accountability for over \$100,000 of equipment in fast-paced environment, including night vision goggles, multiband radios, laser target locator, and mine detection equipment.

### WORK HISTORY

December 2009 – July 2022, Security Specialist, U.S. Army, various locations in the US and overseas

### EDUCATION & TRAINING

- Bachelor of Science, Business Management, University of Maryland Global Campus, Adelphi, MD
- Associates degree, Business Administration, Howard Community College, Baltimore, MD