

SAMPLE RESUME

JORDAN TAYLOR
OPERATIONS AND SECURITY LEADER

Orange County, CA | (555) 010-2048 | jordan.taylor@example.com | linkedin.com/in/sample-jordan-taylor

PROFESSIONAL SUMMARY

Operations and security leader with 15 years of experience guiding teams, coordinating complex field operations, protecting people and property, and building trusted partnerships across public and private organizations. Known for calm decision making, practical training, and translating mission requirements into clear standards that teams can execute.

LEADERSHIP IMPACT

Operations Leadership: Multi-site operations, workforce scheduling, quality control, policy execution
Security Programs: Risk assessment, incident response, access control, CCTV, alarms, key control
People Development: Coaching, onboarding, performance improvement, team readiness, succession planning
Stakeholder Partnership: Law enforcement, first responders, municipal leaders, vendors, and contractors

PROFESSIONAL EXPERIENCE

Regional Operations Supervisor | Civic Protection Solutions

Orange County, CA | 2022 to Present

- Direct daily public safety and security operations across 42 municipal sites, coordinating a 38-person workforce through three shifts and maintaining 24 hour coverage.
- Improved on-time patrol completion from 82 percent to 97 percent by redesigning post assignments, supervisor checks, and mobile reporting expectations.
- Built a structured onboarding and field evaluation program that shortened independent assignment readiness by 30 percent while strengthening policy compliance.
- Partner with police, emergency services, city departments, outreach teams, and contractors to resolve safety concerns and maintain continuity during critical incidents.
- Reduced preventable scheduling gaps by 41 percent through weekly staffing forecasts, cross-training, and earlier escalation of coverage risks.

Security Operations Manager | Westbridge Facilities Group

Anaheim, CA | 2018 to 2022

- Managed physical security for a 12-building portfolio, including access systems, alarm response, CCTV review, keys, perimeter inspections, and vendor coordination.
- Led investigations and corrective actions following theft, vandalism, trespassing, and workplace safety incidents, producing clear reports for senior leaders and clients.
- Introduced quarterly emergency exercises and supervisor coaching that raised inspection scores from 86 percent to 96 percent in one year.

ADDITIONAL LEADERSHIP EXPERIENCE

Senior Operations Leader | United States Army

Multiple Locations | 2010 to 2018

- Led organizations of up to 160 personnel while advising senior leaders on readiness, accountability, training, personnel actions, and operational risk.
- Coordinated training, equipment, transportation, and administrative requirements across multiple teams supporting time-sensitive missions.
- Developed team leaders through recurring counseling, performance feedback, and deliberate growth plans, improving accountability and internal promotion readiness.
- Managed sensitive information and high-value resources while maintaining disciplined controls and accurate reporting.

SELECTED ACHIEVEMENTS

- Designed a field leadership playbook adopted across four operating districts.
- Resolved a recurring client escalation pattern by establishing one communication standard for supervisors, dispatch, and field personnel.
- Recognized for building a respectful, accountable culture during a period of rapid workforce growth.

EDUCATION AND CREDENTIALS

Bachelor of Science: Organizational Leadership, Western Pacific University

Certifications: Certified Protection Professional, First Aid and CPR, HAZWOPER 40 Hour

Technology: Microsoft 365, workforce scheduling systems, incident management platforms, CCTV and access control systems

CORE STRENGTHS

Operational Planning | Team Leadership | Public Safety | Training and Development | Incident Command | Client Relations | Process Improvement | Compliance | Performance Management