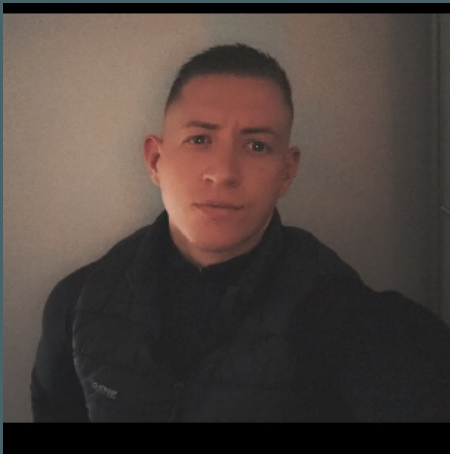




Ryan Brown

CONTACT

31 Gillcroft, Eccleston, Chorley,
England PR7 5SE

07777497868

ryan.g.brown1994@outlook.com

07/01/1994

SKILLS

- Interior and exterior patrol
- Investigative skills
- CCTV surveillance
- First aid and CPR certified
- Report writing
- Behaviour observation
- Access control
- Surveillance
- Emergency evacuation
- CCTV monitoring
- Premises patrol
- CPR and First Aid
- Point-of-entry screening
- Class 1 licence
- HGV class 2 licence

ADDITIONAL INFORMATION

Personal trainer

Patient
Effective Communicator
Good Listener
Professional
Personable
Adaptive
Passionate

PROFESSIONAL SUMMARY

Seasoned Security Officer equipped with excellent communication skills and consistent ability to maintain detailed logs of important events. Skilled in problem-solving and conflict resolution with knowledge of law enforcement investigations. Trustworthy and committed to honest interactions with supervisors, employees and customers.

WORK HISTORY

Enforcement agent 03/2024 - Current
Bristow & sutor - Reddich, Birmingham

- Negotiated payment plans to assist individuals in debt resolution.
- Improved debtor communication for the resolution of outstanding debts.
- Achieved compliance by implementing and enforcing legal guidelines.
- Managed caseloads whilst maintaining high standards of professionalism.
- Handled conflict situations, ensured safety of all parties involved.
- Liaised with courts for effective case management.
- Handled case documentation safely and securely for optimised client confidentiality.
- Demonstrated empathy whilst dealing with vulnerable individuals facing financial hardship.
- Worked within strict timelines to ensure timely debt collection.

Enforcement agent 04/2023 - 03/2024
Marstons recovery - Chorley, Lancashire

- Achieved compliance by implementing and enforcing legal guidelines.
- Improved debtor communication for the resolution of outstanding debts.
- Assessed and documented personal property values with accuracy and efficiency.
- Negotiated payment plans to assist individuals in debt resolution.
- Conducted investigations, located absconding debtors.
- Managed caseloads whilst maintaining high standards of professionalism.
- Handled conflict situations, ensured safety of all parties involved.
- Worked within strict timelines to ensure timely debt collection.
- Executed warrants promptly upon receipt from court officials.

Security Officer 03/2020 - 09/2023
Royal Bolton Hospital - Bolton, Lancashire

- Patrolled -premises to ensure safety of employees and visitors.
- Investigated alarm triggers and incidents with thorough evidence collection.
- Checked passes and credentials of person seeking to enter property and issued passes for guests.
- Reported security incidents, accidents and medical emergencies to law enforcement.

- Maintained safety by quickly responding to alarms and investigating disturbances.
- Coordinated security for events and implemented emergency procedures when required.
- Reported daily activity, incidents, audits, safety repairs and irregularities encompassing property damage, theft and presence of unauthorised persons.
- Monitored CCTV cameras, and fire and alarm systems.
- Participated in fire and evacuation drills to evaluate exit routes and procedures and identify opportunities for improvement.
- Increased frequency of patrols and communication with supervisors to reduce incidents of vandalism and theft at properties.
- Operated video surveillance software and equipment to monitor premises for trespassers and suspicious activity.
- Upheld high safety standards by identifying and reporting fire hazards and leaking pipes to management for maintenance and repairs.

Door Supervisor

08/2015 – 04/2020

Phoenix Security – Manchester, Greater Manchester

- Increased guest satisfaction by providing expert knowledge on local hot spots, bars, restaurants and attractions.
- Built excellent client and employee relationships by staying polite, helpful and attentive throughout service.
- Dealt with potential conflict situations in a controlled and professional manner.
- Promptly responded to incidents requiring security intervention, managing situations efficiently and professionally.
- Dealt with difficult situations safely and professionally, demonstrating best practices to colleagues.
- Greeted guests in a warm and friendly manner as they entered and exited the building.
- Patrolled and checked facilities after business closure and assisted people with leaving buildings through designated exits.

EDUCATION

NVQ Level 3: First Aid

First Aid – Bolton

Assessing an incident

Managing an unresponsive casualty

CPR

Heart attacks

Choking

Head and spinal injuries

Fractures

Anaphylaxis & more

NVQ Level 1: Rope access

IRATA International – Manchester

Rope access Technician

NVQ Level 2: brick laying

Lancaster & Morecambe College – Lancaster, LAN

- Coursework in Brick laying
- level 2 English

- level 2 Maths

Door supervisor: Security Industry Authority

SIA – Lancaster, LAN

Principles of Working in The Private Security Industry

Principles of Working as a Door Supervisor

Application of Conflict Management for The Private Security Industry

Application of Physical Intervention in the Private Security Industry

GCSEs: GCSE

Heysham high school – Heysham, LAN

Maths C

English C

Science C,C

P.E GCSE B

Catering C

Dance B

NPLQ: Lifeguard

lifeguard – Heysham, LAN

National Pool Lifeguard Qualification (NPLQ)

HGV Class 2 license

HGV Class 1 license

NVQ Level 2: Enforcement , 04/2023

Take control of goods – Preston, Lancashire

ACCOMPLISHMENTS

Blackbelt in karate

First team Rugby Player 2010

National Swimmer of 2009

Freedom to speak up champion

Team player of the year 2021