

Waylon Knight

Security Officer

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STRENGTHS

- ♥ **Calm Incident Response**
During alarms and customer concerns, stayed composed, gathered useful facts, and gave supervisors clear next steps.
- 👁 **Visible Patrol Presence**
Regular and randomized patrols covered public areas, parking routes, and perimeters, helping teams spot concerns early.
- 📌 **Accurate Reporting**
Detailed activity records captured times, locations, observations, and actions, giving property contacts dependable follow up.
- 👤 **Respectful Customer Service**
Access questions became productive conversations through patience, clear explanations, and consistent application of site rules.
- 🔒 **Access Control Support**
Badge checks and vendor verification protected restricted areas, with unusual requests escalated through proper channels.

SKILLS

Unarmed Security

DoD Secret Clearance

Patrol Operations

Customer Service

Incident Response Access Control

Badge Systems Alarm Panels

Daily Activity Reports

Incident Documentation

Emergency Procedures

Computers and Tablets CPR

First Aid Security Escalation

SUMMARY

Security Officer with three years supporting retail and commercial properties through unarmed patrol, **access control**, badge verification, alarm monitoring, **incident response**, customer service, and clear documentation. Holds an active **DoD Secret Clearance**, **high school diploma**, CPR and First Aid certification, and Indiana security training credentials. Maintains a visible presence across common areas, storefront corridors, parking facilities, controlled entrances, loading zones, and building perimeters. Responds calmly to customer concerns, alarms, hazards, unusual activity, and time sensitive incidents by following site procedures and escalation protocols. Uses computers, tablets, badge systems, alarm panels, scheduling tools, and electronic reporting platforms with confidence. Communicates useful observations to supervisors, property contacts, tenants, visitors, and emergency resources. Supports dependable site coverage through fixed shift commitments and additional assignments when available.

EXPERIENCE

Security Officer

Crossroads Site Security 📅 April 2025 - Present 📍 Fishers, IN

Supports security operations for a multi tenant **retail property**, protecting visitors, tenants, staff, vendors, entrances, common areas, parking facilities, and exterior boundaries. Uses patrol routines, access systems, alarm response procedures, tablet reporting, and calm customer service to protect site operations and support timely escalation.

- Maintained visible coverage across retail entrances, corridors, **parking areas**, and perimeter routes during assigned shifts.
- Documented hazards, suspicious activity, maintenance concerns, and **policy violations** through tablet based reporting procedures.
- Verified vendor badges and after hours access, escalating exceptions under established **site procedures** and leadership guidance.
- Responded to alarms and customer concerns with calm communication, **observation**, and timely notification of designated contacts.
- Prepared daily activity and incident reports with accurate times, locations, actions, and disposition details for review.
- Applied CPR and **First Aid** training during medical concerns while protecting access around affected areas.

Security Patrol Officer

Capitol Watch Services 📅 October 2023 - March 2025 📍 Indianapolis, IN

Protected a commercial office and parking complex during evening assignments, balancing professional **customer service** with consistent access control, patrol, alarm monitoring, **incident documentation**, and escalation practices. Supported supervisors and property representatives with clear observations, reliable electronic records, and flexible coverage across nearby client sites.

- Patrolled offices, **parking areas**, stairwells, loading zones, entrances, and exterior boundaries during evening assignments.
- Verified authorized entry through **badge** systems, recorded visitor activity, and routed access exceptions to site representatives.
- Checked **alarm panel** notifications against post procedures, then provided supervisors concise observations for response decisions.
- Addressed tenant and visitor concerns professionally while applying restricted area rules and property security policies.
- Recorded unusual activity, unsafe conditions, unsecured doors, and facility concerns in electronic activity logs.
- Used computers, tablets, scheduling tools, and communication systems while accepting additional coverage assignments nearby.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Security Officer at Crossroads Site Security (1.5 Years)
- Security Patrol Officer at Capitol Watch Services (1.4 Years)

PROJECTS

- Retail Property Patrol Operations** 📅 2025
Supported a retail security operation through randomized patrols, access checks, hazard reporting, customer assistance, and accurate electronic documentation across public and restricted areas.
- Commercial Alarm Response Program** 📅 2024
Performed initial alarm site checks, recorded observations, communicated findings to supervisors, and followed escalation procedures across office and parking facilities.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable evening coverage and clear communication during unusual activity reports.
- Commended for calm customer service and accurate documentation during alarms, access questions, and medical concerns.
- Selected for additional coverage assignments after demonstrating reliable patrol and reporting practices.

EDUCATION

High School Diploma
Hamilton Southeastern High School 🎓 GPA: 4.0 📅 2023 📍 Fishers, IN
***Coursework:** Security procedures, emergency response, computer applications, communication*

CERTIFICATIONS

- Active DoD Secret Clearance 📅 2026
- CPR and First Aid Certification 📅 2025
- Indiana Security Guard Training Certificate 📅 2024

TECHNICAL SKILLS

- **Patrol Operations:** Scheduled Patrols, Randomized Patrols, Perimeter Checks
- **Access Control:** Badge Verification, Vendor Access, Restricted Entry
- **Alarm Systems:** Alarm Panels, Alarm Notifications, Initial Site Checks
- **Security Reporting:** Daily Activity Reports, Incident Reports, Electronic Logs
- **Emergency Response:** CPR, First Aid, Emergency Procedures
- **Communication Tools:** Computers, Tablets, Scheduling Platforms
- **Customer Service:** Visitor Assistance, Tenant Support, Concern Resolution
- **Security Procedures:** Site Policies, Escalation Protocols, Post Orders
- **Observation Practices:** Hazard Detection, Unusual Activity, Policy Violations
- **Property Security:** Retail Properties, Commercial Buildings, Parking Areas

PROFESSIONAL AFFILIATIONS

- Indiana security professional committed to lawful, respectful protection of visitors, tenants, staff, and property.
- Community focused service provider who supports safe, orderly environments through alert observation and clear communication.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST