



Axel Arellano

Security Shift Supervisor, Healthcare

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STRENGTHS

- 🕒 **Shift Coverage**
Assigned posts and patrol priorities across hospital areas, keeping coverage dependable when activity changed.
- 👥 **Officer Coaching**
Coached officers through de escalation and report reviews, becoming a practical resource during difficult shifts.
- ❤️ **Crisis Judgment**
Handled routine conflicts and crisis situations calmly, keeping patients, visitors, and staff informed.
- 📌 **Clear Reporting**
Reviewed logs and incident reports for gaps, improving follow up with concise, legible documentation.
- ❤️ **Customer Service**
Supported patients, families, clinicians, and visitors with respectful communication during stressful encounters.

SKILLS

Healthcare Security

Shift Supervision Officer Coaching

Incident Response

Crisis De escalation

Access Control Patrol Operations

Customer Service

Written Reports and Logs

Wireless Security Technology

Computer Systems

Procedure Compliance

Team Communication

SUMMARY

Healthcare security professional with seven years of progressive experience protecting hospital, outpatient, event, and public environments. Coordinates shift coverage, assigns posts, supports patrol operations, and guides officers through **routine incidents** and **crisis situations**. Provides calm, respectful service for patients, visitors, clinicians, staff, and members of the public. Reviews reports and logs for accuracy, follows site procedures, and uses radios, wireless reporting tools, and **computer systems** to maintain dependable communication. Experienced with access control, incident response, de escalation, officer coaching, corrective guidance, and escalation through site leadership and **field operations**. Holds current Ohio security registration and a valid Ohio driver's license with a clean driving history. Ready for dependable shift supervision in a healthcare setting.

EXPERIENCE

Security Shift Supervisor, Healthcare

Summit Shield Security 📅 July 2023 - Present 📍 Akron, OH

Leads **healthcare security** coverage across a regional hospital campus, supporting emergency, inpatient, and public access areas. Supervises officers, coordinates incidents, reviews documentation, and maintains communication with site leadership and field operations.

- Assigned posts and patrol priorities across hospital areas, sustaining **dependable coverage** for patients and staff.
- Coached officers on de escalation, report quality, customer service, and site procedures during shift operations.
- Coordinated incident escalation with site leadership and **field operations**, preserving clear accountability during medical events.
- Reviewed activity reports and incident **logs**, correcting documentation gaps before operational follow up.
- Used mobile radios, wireless reporting tools, and **computer systems** to track assignments and shift priorities.
- Resolved routine conflicts and **crisis situations** with measured judgment, keeping stakeholders informed throughout incidents.

Senior Healthcare Security Officer

Civic Guard Services 📅 March 2021 - June 2023 📍 Canton, OH

Supported security operations at a busy medical center, combining patrol, access control, visitor assistance, incident response, and acting shift leadership. Maintained accurate communication and documentation across clinical and public spaces.

- Balanced patrol, access control, visitor support, and incident response across busy medical center areas.
- Organized officer deployment as acting shift lead, communicating unresolved concerns to **account leadership**.
- Produced detailed handwritten and electronic reports covering disturbances, property incidents, and service calls.
- Applied de escalation and customer service during emotionally charged encounters with patients and families.
- Operated wireless devices and computer applications for dispatch, activity tracking, and post communication.
- Completed mobile patrol routes under vehicle safety requirements without preventable incidents.

Security Officer, Healthcare

Northstar Campus Safety 📅 October 2019 - February 2021 📍 Youngstown, OH

Safe Vehicle Operation

Crisis Judgment

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Security Shift Supervisor, Healthcare at Summit Shield Security (3.2 Years)
- Senior Healthcare Security Officer at Civic Guard Services (2.2 Years)
- Security Officer, Healthcare at Northstar Campus Safety (1.3 Years)
- Security Officer at Riverbend Event & Facility Security (2.2 Years)

Maintained security posts at a community health facility, responding to requests, monitoring entrances, conducting patrols, and documenting incidents. Built practical experience with healthcare procedures, communication, and crisis response.

- Monitored entrances and completed patrols at a community health facility, responding promptly to requests.
- Applied written procedures to access concerns, disruptive behavior, alarms, and **routine incidents**.
- Prepared legible shift logs and incident narratives covering observations, actions, notifications, and disposition.
- Delivered courteous directions and assistance while maintaining a visible professional security presence.
- Used radios and computer tools to receive assignments, record activity, and communicate status updates.
- Completed site orientation and training, building proficiency in **healthcare security** and crisis response.

Security Officer

Riverbend Event & Facility Security 📅 June 2017 - September 2019 📍 Kent, OH

Supported security operations at public facilities and events, monitoring access points, guiding orderly movement, responding to disturbances, and documenting activity. Developed foundational skills in observation, conflict management, radio communication, and emergency escalation.

- Monitored access points and high traffic areas at public facilities and events, supporting orderly movement.
- Responded to disturbances and safety concerns using procedures, sound judgment, and supervisor notification.
- Documented patrol activity and incidents in clear written logs for reliable follow up.
- Communicated professionally with guests, employees, vendors, and local responders during active assignments.
- Conducted mobile patrol checks under established vehicle safety practices, reporting hazards promptly.
- Built foundational skills in observation, conflict management, radio communication, and emergency escalation.

LEADERSHIP & AWARDS

- Healthcare Security Peer Coach, Summit Shield Security, 2024 to Present
- Recognition and corrective guidance support for healthcare security officers, Summit Shield Security

EDUCATION

High School Diploma

Eastwood High School 🎓 GPA: 3.0 📅 2017 📍 Akron, OH

Coursework: *Written communication, public safety, interpersonal communication, computer fundamentals*

CERTIFICATIONS

- Ohio Security Guard Registration 📅 2026
- Valid Ohio Driver's License 📅 2026

TECHNICAL SKILLS

- **Security Operations:** Healthcare security, shift coverage, patrol operations
- **Supervision:** Officer coaching, recognition, corrective guidance
- **Incident Management:** Incident response, crisis response, escalation
- **Access Control:** Entrances, visitor control, post monitoring
- **Communication Tools:** Mobile radios, wireless devices, post communication
- **Computer Systems:** Computer applications, activity tracking, dispatch
- **Reporting Systems:** Activity reports, incident logs, written narratives

- **Customer Service:** Patient support, visitor assistance, public service
- **Safety Procedures:** Site procedures, operating procedures, safety checks
- **Vehicle Operations:** Mobile patrol, safe vehicle operation, driving records
- **Conflict Resolution:** De escalation, conflict management, crisis judgment
- **Healthcare Environments:** Hospitals, medical centers, outpatient settings

PROFESSIONAL AFFILIATIONS

- Healthcare Security Peer Coach, Summit Shield Security
- Professional healthcare security operations community, Akron area

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST