MARCUS REED

Eligibility Specialist

CONTACT INFO

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555-014-7781

400 Sample Street Apt. 3, Ta
llahassee, Florida

EDUCATION

High School Diploma

James S. Rickards High School

Aug 2009 - May 2013

Tallahassee, FL

GPA: 2.5

Psychology/Criminal Justice

Florida Agricultural and Mechanical University

Tallahassee, FL

GPA 2.4

Psychology Student Athlete

Saint Augustine's University

Raleigh, NC

Year 1 GPA: 2.5__Year 2 GPA: 2.8

SKILLS

- Customer service
- Communication skills
- Time management
- First Aid Certified
- Microsoft office
- Law enforcement
- Security
- Driving

CAREER OBJECTIVE

I am a hard-working and driven individual who isn't afraid to face a challenge. I'm passionate about my work and I know how to get the job done. I would describe myself as an open and honest person who doesn't believe in misleading other people and tries to be fair in everything I do.

WORK EXPERIENCE

Driver

Uber

Oct 2016 - current Tallahassee, FL

- Maintained a clean and safe driving record
- Followed proper safety protocols and procedures
- Delivered passengers to their destinations, utilizing the Uber app and GPS navigation
- Gained extensive knowledge of local streets and landmarks
- Interacted with passengers in a friendly and professional manner
- Provided passengers with assistance with loading and unloading their luggage
- Developed and maintained positive relationships with customers while providing exceptional customer service as an Uber Driver
- Answered customer inquiries in a timely and professional manner
- Utilized effective problemsolving skills to resolve customer complaints
- Monitored customer feedback to ensure service quality
- Assisted customers with Uber app navigation and payment processing

Security Asset Protection

Trulieve

Apr 2022 - Nov 2022 Quincy, FL

- Monitored and ensured the safety of customers, employees, and property in a retail store environment
- Conducted regular patrols of the premises, as well as video surveillance, to detect any suspicious activity
- Investigated and reported all theft, vandalism, and other security breaches
- Maintained accurate records of all security incidents and activities
- Responded to emergency situations and provided assistance to customers, employees, and authorities as needed
- Developed and implemented security policies and procedures to ensure the safety of staff and store assets

Production/Warehouse Associate

Trulieve

Jun 2021 - Apr 2022 Midway, FL

- Over 3 years of experience in production and warehouse operator
- Proven ability to effectively manage multiple tasks and prioritize workloads

- Demonstrated ability to troubleshoot and resolve problems in a timely manner
- Experienced in loading and unloading trucks, labeling and counting inventory, and packing and palletizing products
- Knowledgeable in using tracking systems to record shipping and receiving information
- Highly skilled in operating forklifts, pallet jacks, and hand trucks
- Skilled in reading and interpreting shipping documents and customer instructions
- Ability to lift up to 50 pounds and work in a fastpaced environment

Correctional Officer

Wakulla Correctional Institution

May 2018 - Jun 2021 Crawfordville, FL

- Monitored, maintained, and enforced safety and security protocols in a complex correctional setting
- Conducted searches and patdowns, as well as inspections of cells and living areas to ensure compliance with safety regulations
- Provided direct supervision to inmates, including crisis intervention and conflict resolution
- Developed and implemented behaviormanagement strategies to modify inmate behavior
- Assisted in investigations of complaints, incidents, and violations, and reported findings to supervisors
- Prepared and submitted incident and other reports in accordance with agency policies and procedures
- Assisted with the transport of inmates, and maintained necessary records and documentation
- Maintained uptodate knowledge of relevant rules, regulations, and policies in order to ensure compliance
- supervising and monitoring inmates, conducting security checks, responding to emergencies, enforcing rules and regulations, and collaborating with other staff members

Security/Loss Prevention

Walmart

Oct 2016 - Feb 2018 Tallahassee, FL

- Monitored store surveillance cameras to detect and prevent theft
- Patrolled store premises to ensure safety of staff and customers
- Responded to emergency situations in accordance with procedures
- Conducted investigations into theft and vandalism, and provided detailed reports
- Interacted with customers and staff to ensure safety and security
- Confiscated stolen goods
- Managed access control systems and alarm systems to ensure security
- Conducted exit searches and identified stolen items

Stocker/Customer Service

Walmart

Jun 2016 - Oct 2016 Tallahassee, FL

- Responsible for the stocking and replenishing of merchandise and shelves
- Ensured shelves were fully stocked and faced with proper product
- Regularly rotated product to ensure freshness and quality
- Assisted customers with locating items and providing product knowledge
- Maintained a clean, organized and safe work environment
- Collaborated with team members to complete tasks and ensure accurate inventory count
- Unpacked and processed incoming merchandise
- Checked expiration dates and ensured product quality
- Maintained cleanliness of warehouse
- Loaded and unloaded trucks using hand trucks, pallet jacks, and other equipment
- Organized, labeled, and stored inventory in a neat and orderly fashion
- Assisted with end of day inventory count

Security/Loss Prevention

Walmart

October 2023 - current Tallahassee, Fl

- Monitored store surveillance cameras to detect and prevent theft and vandalism
- Patrolled store premises to ensure security of staff and customers
- Responded to emergency situations in accordance with procedures
- Conducted investigations into theft and vandalism, and provided detailed reports
- Interacted with customers and staff to ensure safety and security
- Confiscated stolen goods
- Managed access control systems and alarm systems to ensure security
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