

# Frank Donovan

## Residential Doorman

✉ frank.donovan@example.com ☎ (555) 728-1093 📍 New York, NY 🌐 linkedin.com/in/frankdonovan

### SUMMARY

32BJ-affiliated residential doorman with 11 years across pre-war and mid-market rental portfolios in Manhattan and Queens. Strong BuildingLink, Butterfly MX, and Kastle stack with disciplined Luxer One package operations.

### EXPERIENCE

**Doorman** 2020 - Present  
Stonehenge NYC - 333 East 79th New York, NY

Pre-war 240-unit rental on the Upper East Side.

- Logged 9,200 packages per year through Luxer One with 99.5% retrieval accuracy
- Configured Butterfly MX intercom for 320 active leases and 60 building staff
- Maintained Kastle key-fob access control with weekly audit logs delivered to property manager
- Trained 3 doormen-in-training on 32BJ-aligned customer service standards

**Doorman** 2016 - 2020  
Glenwood Management - Liberty Plaza New York, NY

Mid-market 510-unit rental in Battery Park City.

- Greeted 380+ residents and guests during peak afternoon shift
- Coordinated dry-cleaner and grocery handoffs through BuildingLink portal
- Maintained zero security incidents across 4 consecutive years

**Porter** 2014 - 2016  
Rose Associates New York, NY

Building porter at Upper West Side rental tower.

- Maintained lobby and common-area cleanliness through 8-hour shifts
- Stepped in as relief doorman for 120 PTO and overtime shifts

### SKILLS

- BuildingLink Resident Portal
- Butterfly MX Intercom
- Kastle Key-Fob Access
- Luxer One Package Logger
- 32BJ Customer Service
- Resident Communication
- Lobby Operations Discipline

### CERTIFICATES

**32BJ Training Fund Doorman** 2015  
32BJ Thomas Shortman Training Fund  
Active union certification.

**FDNY F-80 Fire Safety** 2022  
FDNY  
Active credential.

### AWARDS

**32BJ Member Recognition** 2024  
32BJ SEIU  
Honored for 11 years of continuous service.

### HOBBIES

Recreational softball league