

Tanya Okafor

Security Officer

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Summary

Georgia-registered security officer with 1.5 years of hospital security on overnight and weekend shifts and a retail customer service background. Brings situational awareness, sound judgment and clear verbal and written communication skills to visitor control, alarms and tense family disputes, and works independently on quiet overnight posts without close supervision.

Experience

04/2025 - Present
Atlanta, GA

Security Officer

Peachtree Guard Services

Contract officer at a 600-bed hospital campus with an emergency department and 3 towers, one of 10 officers on the overnight and weekend rotation.

- Conduct **12** scheduled foot rounds each overnight shift across 3 hospital buildings and a 900-space parking deck.
- Handle first response to Code Grey calls and fire alarms, coordinating with nursing supervisors and Atlanta Fire Rescue on 6 events.
- Manage access control at the emergency entrance, checking ID for 50+ visitors a night and calming upset relatives with de-escalation.
- Write daily activity logs and about 15 incident reports a month in Microsoft Office templates, with none returned for correction.

08/2023 - 03/2025
Atlanta, GA

Customer Service Representative

Southern Mobile Outlet

Full-time sales floor role in a high-traffic mall store, covering opening and closing shifts before moving into security work.

- Resolved 40+ customer service requests a day on accounts, billing and device repairs, in person and by phone.
- Balanced cash drawers holding up to **\$3,000** at each close with no variances across 19 months.
- Reported 4 shoplifting incidents to mall security with written statements and camera timestamps for police follow-up.
- Trained 3 new hires on point-of-sale software with basic computer skills and on store opening and closing procedures.

Skills

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|----------------------|-------------------------|---|
| • Access Control | • De-escalation | • Situational Awareness |
| • Patrol | • Microsoft Office | • Verbal and Written Communication Skills |
| • Incident Reports | • Basic Computer Skills | |
| • Emergency Response | • Customer Service | |

Education

05/2023
Atlanta, GA

High School Diploma

Benjamin E. Mays High School

Certificates

2025

Unarmed Private Security Officer Registration

Georgia Board of Private Detective and Security Agencies

2025

CPR/AED and First Aid

American Heart Association

2025

Nonviolent Crisis Intervention

Crisis Prevention Institute