

RAYMOND CASTILLO

SECURITY SUPERVISOR

CONTACT

@ raymond.castillo@email.com

☎ (214) 555-0177

🏠 Dallas, TX

🌐 linkedin.com/in/raymondcastillo

SKILLS

- Supervisory Experience
- Leadership
- Officer Scheduling
- Post Inspections
- Access Control
- CCTV
- Incident Investigations
- Excel
- Microsoft Office
- Customer Service

EDUCATION

Associate of Applied Science

05/2017

Tarrant County College

Fort Worth, TX

Criminal Justice

CERTIFICATES

Level III Commissioned Security Officer License

2019

Texas Department of Public Safety, Private Security Program

Certified Protection Officer (CPO)

2021

International Foundation for Protection Officers

CPR/AED and First Aid

2025

American Heart Association

SUMMARY

Security supervisor with 9 years in contract security and 7 years of supervisory experience leading teams of up to 28 officers in Dallas. Runs schedules, post inspections, access control and CCTV programs, keeps clients informed with clear routine correspondence, and gives calm leadership during alarms, evacuations and medical calls.

EXPERIENCE

Security Supervisor

03/2022 - Present

Trinity Guard Solutions

Dallas, TX

Site supervisor for a 28-officer contract team at a 3-building corporate campus with 4,000 employees and a central command center.

- Lead **28** officers across 3 shifts, handling officer scheduling, timecard approval and call-outs filled within 2 hours.
- Oversee access control and CCTV for 140 card readers and 210 cameras, closing 95% of system faults within 48 hours.
- Coach officers through monthly post inspections, raising the client quarterly audit score from 82% to 96%.
- Write routine correspondence, incident summaries and weekly Excel reports for the client security manager and account lead.

Lead Security Officer

06/2019 - 02/2022

Metroplex Protective Services

Irving, TX

Lead officer at a regional distribution center with 1,100 employees and 3 truck gates.

- Directed 8 officers a shift on gate, patrol and dock posts for a 24/7 operation.
- Led incident investigations on 60 theft and damage cases with HR, recovering **\$85,000** in merchandise.
- Trained 25 new officers on post orders, de-escalation and the Microsoft Office reporting templates.

Security Officer

08/2017 - 05/2019

Prairie Shield Security

Dallas, TX

Officer at a 32-story downtown office tower with 1,800 tenants.

- Patrolled 32 floors and the garage, completing **12** tour checkpoints each shift.
- Provided customer service at the lobby desk for 300+ visitors a day.
- Responded to 50+ alarm, medical and elevator entrapment calls with building engineering and Dallas Fire-Rescue.