

Kiley “Nate” Altena

Contact via indeed or linkedin for details

Senior leader with 9+ years of experience with strong observation and communication skills who's ready to roll up their sleeves and get to work. Seeking primary job titles of front desk agent, call center agent, or customer service support. Secondary titles include front technical support staff, receptionist, or driver.

Professional Experience

Event Staff/Security Guard at Staff Pro Event Staffing in Birmingham, AL. (02/18 to Present)

- Was an Ambassador for indoor and outdoor concerts, festivals, sporting games, automotive auctions, corporate parties and more. I regulated and monitored credentials of everyone for specific access to sensitive location areas throughout venues in addition to monitoring entrances and exits depending on case-by-case situation.
- Performed routine procedures utilizing bag search prior to guest entering vicinity. Responded quickly to potential crowd control issues, and provide escorts for unruly guests when ejections are warranted.

Night Maintenance/Dishwasher at Cracker Barrel in Pell City, AL. (01/17 to 03/17)

- Stocked and rotated food daily while assisting cooks and kitchen staff with various tasks as needed, and provide cooks with needed items. Managed whole cleaning of kitchen and making sure dishes and utensils were sanitized and safe.

Unarmed Security Officer at Weiser Security Services in Birmingham, AL. (02/17 – 02/18)

- Registered record time of inspections at watch stations and reported all incidents or accidents while maintaining detailed daily logs of patrolled areas.
- Served as a physical deterrent to possible criminal activity up to and including thefts, property damage and injuries on contracted property assignments.

Assistant Manager at Gamestop in Pell City, AL. (06/15 – 11/16)

- Supervised, trained, coached, and assisted employees through transactions, selling, and store stock. Met store conversion goals and communicated internally to other districts and externally with customer complaints and copyright theft.

Additional Work Experience:

- **Stocker** at Menards in Miamisburg, OH. (02/13 - 02/14)
- **Cashier/Cook** at Burger King in Springboro, OH. (02/12 - 03/14)
- **Hostess** at LaComedia Dinner Theatre in Miamisburg, OH. (02/10 - 6/12)
- **Retail Employee** at Cedar Fair Entertainment Co., in Mason, OH. (08/09 - 11/10)

Education

University at SinClair Community College in Dayton, OH. (2013)

Completed 16 credits towards a Bachelor's Degree in Art with a concentration in Theatre

High School Diploma at Miamisburg High School in Miamisburg, OH. (2010)

Additional Experience

Certifications: Licensed Private Security Officer in the state of Alabama, and Florida.

Computer Skills: Word, Excel, and Powerpoint.