

MARK DENMAN
14012 Apple Lane
Clearlake Oaks, CA 95423
Phone (707) 998-8042 Cell (530) 966-4629

SKILLS & ABILITIES

Excellent Customer Service	Computer Use (Windows, Word, Excel)
Answer Multi-line Phones	Typing 50 wpm
Trainer	Dispatcher
Supervisor	Record Keeping
Writing	Problem Solving

POSITIONS HELD

Resident Manager 5 years experience

Resident Manager at a self-storage facility. Installed and configured software. Created and implemented employee procedures for customer service, cash handling, and marketing. Created materials for inside and outside communication and advertising. Kept owners up to date on marketing goals and made suggestions for improvements. Facility received many referrals from satisfied customers.

Corrections Officer 7 years experience

Corrections officer at a large city jail. Supervised inmates in housing areas and on work details. Directed them towards social services programs both while incarcerated and for after their release. Also worked at a maximum security prison supervising groups of up to 600 inmates at a time.

Public Safety Dispatcher 6 months experience

Answered all phone lines including 911. Entered important data into the computer system for police dispatch. Maintained good public relations. Heavy emphasis on customer service. Completed POST public safety dispatcher course.

Security Officer/Supervisor 12 years experience

Various general security assignments. Receptionist. Site supervisor responsible for five employees. Helped design security coverage. Wrote standing orders. Trained officers. Worked as field supervisor and operations manager. Passed written portion of 832 PC course.

EDUCATION

28 College units mostly in History and English.
POST Public Safety Dispatcher Course.