

Aisha Muhammad

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SUMMARY

Detail-oriented and dedicated TSA Agent with over 5 years of experience in airport security and customer service. Proven track record in enhancing security measures and improving passenger flow, ensuring safety without compromising efficiency.

EXPERIENCE

TSA Agent

Feb 2019 - Present

Hartsfield-Jackson Atlanta International Airport, Atlanta, GA

- Successfully screened over 1 million passengers annually with a 98% satisfaction rate.
- Implemented new inspection protocols that reduced average wait times by 20%, enhancing passenger experience.
- Trained 15 new recruits in security procedures and customer service, leading to improved team performance.

Security Officer

Jun 2015 - Jan 2019

XYZ Private Security Services, Atlanta, GA

- Conducted security assessments and monitored surveillance systems, resulting in a 30% decrease in incidents.
- Collaborated with law enforcement agencies to ensure public safety during major events, maintaining a secure environment.
- Developed a reporting system that improved incident response time by 15%.

Customer Service Representative

Aug 2013 - May 2015

ABC Airlines, Atlanta, GA

- Resolved passenger inquiries and complaints, achieving a customer satisfaction rating of 95%.
- Assisted in the implementation of a new customer feedback system, leading to improved service protocols.
- Coordinated with airport staff to manage boarding processes effectively, reducing delays by 25%.

EDUCATION

Bachelor of Science in Criminal Justice

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Security Screening Procedures, Crisis Management, Conflict Resolution, Customer Service Excellence

Tools & Frameworks: X-ray Screening Equipment, Metal Detectors, Surveillance Systems, Incident Reporting Software