GERALD LOODLIN

whatever it takes

Summary

"5 Star" business professional and customer service expert with more than 20 years' experience, and recent Graduate with Bachelor's Degree in Business Management. Intelligent, diplomatic, energetic, articulate team player, eager to embrace a business professional role for stable firm that values diligence and hard work.

Employment

The Grant Condominiums (Related Management Co., previously Wolin-Levin, Inc.) **Chicago, IL**

Concierge *2010 – Present*

- Manage needs for luxury high-rise residents and their guests, including celebrities, professional athletes, and political figures, providing highest level of service, respect, etiquette, and discretion, greeting all residents with warmth, taking care to recall individual names and preferences
- Monitor security CCTV system and tightly controlled property access, route or store deliveries, draft work orders for maintenance and repair needs, and submit incident reports
- Lead weather related and personal emergencies with grace, tact, and professionalism (tornado alerts, domestic issues, damages to one unit caused by another, etc.), being particularly sensitive to privacy needs
- Execute residents' requests, including research and suggestions for contractors and local events, booking transportation and hired drivers, and locating recommendations for lifestyle services – always seeking to go "above and beyond"

Thresholds Residential Home **Chicago, IL**

Substitute Desk Clerk (position held during undergraduate studies) *2010 – 2010*

- Managed clear, professional direction to residents and arrivals at independent living facility for recovering drug and alcohol addicts; monitored secure guest check-ins/departures, directed deliveries and vendors, provided updates on residents to clinical staff, enforced facility rules, and responded to crisis as they occurred

Morrison Security **Alsip, IL**

Doorman and Security Officer (position held during undergraduate studies) *2008 – 2010*

- Operated as float security officer or doorman for high-rise condominiums, hospitals, and facilities undergoing remodeling or expansion to ensure safety and security of residents, patrons, and visitors
- Led site first impressions by welcoming all arrivals with courteousness and professional pride
- Oversaw alarm systems, building access, CCTV cameras, and ensured facilities and equipment were secured

Blue Cross & Blue Shield of Illinois (via Whelan, Guardsmark, and Guardian Security firms) **Chicago, IL**

Corporate Security Officer *1994 – 2008*

- Managed all assigned aspects of high-tech physical security and safety for 30-story architectural showpiece, including building, floor-to-floor, and room-to-room access, security badging, alarm system, and 100-camera bank of monitors in Control Room
- Coordinated with facilities team on safety issues, provided direction to vendors and deliveries, screened access to site and secured rooms, and performed special assignments as needed

Education & Training

Bachelor of Science *Business Management (2014)* **Chicago State University, Chicago, IL**

Associates of Art *Business Management (2010)* **Moraine Valley Community College, Palos Hills, IL**

State Certified Security Officer *(1993)* **The Security Training Center, Chicago, IL**

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