

Erica Williams

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Education

Georgia State University, Andrew Young School of Policy Studies, Atlanta, GA

Bachelor of Science in Criminal Justice

Graduation December 2020

Work Experience

Marriott, Atlanta, GA

Loss Prevention

June 2019- January 2020

- Monitored security video and monitor control access at building entrances
- Patrol hotel floors as well as the guest parking lot
- Protecting hotel property by maintaining a safe and secure environment for the guest and employees

US Security, Atlanta, GA

November 2017- April 2019

Security/ Receptionist

- Greeted visitors and employees also directed them to the proper floors of the building
- Notified the appropriate floors of a visitor's arrival
- Maintain security by monitoring the floors and security footage
- Access logbooks to ensure visitors and employees sign in and out
- Maintain Security by making sure every employee is wearing a badge to enter the building

IKEA, Atlanta, GA

May 2016- July 2017

Sale Specialist

- Provided excellent customer service by identifying right solutions for billing, technical, and accounting inquiries
- Completed and maintained proper forms and reports, while complying with all operational policies and procedures
- Delivered an outstanding store experience that improved customer loyalty and strengthened the company's brand
- Completed open/close duties and provided a clean, safe, and secure environment

Criminal Justice Course Work

Andrew Young School of Policy Studies, Atlanta, GA

- American Criminal Courts- Course that explains court proceedings, the different components of the criminal justice system on a federal and state level
- Corrections- Course that describe and illustrates criminal sentencing, penal sanctions and how to prevent criminal behavior
- Ride Along with Atlanta police department- Observing Zone 4 in Atlanta
- Cyber security- observing and researching crime on the dark web