

# Ryan Maguire

## Security Guard

Birmingham, United Kingdom · ryan.maguire@outlook.com · +44 7445 892 310

SIA-licensed security officer with four years of experience across retail, corporate, and event environments. Currently on the security team at Bullring & Grand Central in Birmingham, responsible for a 150-store site with 40 million annual visitors. Calm under pressure, good with conflict de-escalation, and experienced in CCTV monitoring and incident reporting.

## EXPERIENCE

---

### Security Officer, G4S, Birmingham

Feb 2023 – Present

Deployed to Bullring & Grand Central shopping centre as part of a 24-person security team.

- Patrol a **150-store site** covering 110,000 sq m with foot patrols, static posts, and CCTV monitoring rotations
- Handled an average of **12 incidents per week** including shoplifting, anti-social behaviour, and medical emergencies
- De-escalated **3 serious confrontations** without physical intervention in the past 12 months — commended by centre management
- Write detailed incident reports using **Tracktik software** — zero reports returned for missing information

### Security Officer, Securitas, Birmingham

Sep 2021 – Jan 2023

Static and mobile security at PwC's Birmingham office on Cornwall Street.

- Managed front-of-house access control for a **12-floor office** with 1,200+ daily staff and visitors
- Operated **48 CCTV cameras** during night shifts and logged all footage requests from facilities management
- Completed **6 fire drill evacuations** — all achieved full building clearance within the 4-minute target

### Door Supervisor, Mitie, Solihull

Jun 2020 – Aug 2021

Weekend door supervision at venues in Solihull town centre.

- Checked IDs and managed entry for venues with capacity up to **350 people**
- Refused entry to an average of **15 people per shift** due to intoxication or false ID — zero complaints escalated
- Responded to **first aid situations** including 2 suspected overdoses where I administered naloxone before paramedics arrived

## EDUCATION

---

### BTEC Level 3 in Public Services, South & City College Birmingham, Birmingham

Sep 2018 – Jun 2020

Distinction. Covered law and legislation, physical fitness, teamwork, and conflict resolution. Completed a placement with West Midlands Police community support team.

## SKILLS

---

SIA Door Supervision & Security Guarding, CCTV Monitoring & Operation, Conflict De-escalation, Incident Report Writing (Tracktik), Access Control & Visitor Management, Fire Safety & Evacuation Procedures, First Aid (Emergency Response), Physical Intervention (Restraint Trained), Customer Service & Public Interaction, Radio Communications

## CERTIFICATIONS

---

### SIA Licence – Door Supervision, Security Industry Authority

Jun 2020 – Jun 2023

### SIA Licence – Security Guarding, Security Industry Authority

Sep 2021 – Sep 2024

### Level 3 Award in First Aid at Work, St John Ambulance

Apr 2023 – Apr 2026

## LANGUAGES

---

English (native), Irish (basic)

## PROJECTS

---

### **CCTV Upgrade Coordination – Bullring**

*Jan 2024 – Apr 2024*

Assisted the security manager with the rollout of new CCTV infrastructure across the shopping centre.

- Tested and reported on **32 new camera positions** — identified 4 blind spots that were corrected before go-live
- Created a **quick-reference guide** for the new Milestone XProtect system used by the team during the transition
- Training completed for all **24 officers** within 2 weeks — no major issues reported post-switchover

### **Anti-Shoplifting Initiative – G4S / Bullring**

*Sep 2023 – Feb 2024*

Worked with West Midlands Police retail crime unit on a targeted shoplifting reduction programme.

- Helped identify and build profiles on **18 repeat offenders** using CCTV footage and incident logs
- Shoplifting incidents in the south mall dropped by **27%** over 6 months

## REFERENCES

---

**Dave Connolly**, Security Manager, G4S – Bullring & Grand Central, dave.connolly@g4s.com, +44 7700 900 402

**Angela Foster**, Facilities Manager, Securitas – PwC Birmingham, angela.foster@securitas.co.uk, +44 7700 900 557

## EXTRA CURRICULAR ACTIVITY

---

### **Boxing Coach – Eastside Boxing Gym**

*Mar 2022*

Volunteer boxing coach for a youth programme on Saturday mornings. Work with 12-16 year olds — about 15 regulars each week. Two of my lads competed at the Midlands Junior Championships in 2024.

### **Volunteer Marshal – Birmingham Half Marathon**

*Oct 2023*

Annual crowd safety and route marshal role. Help manage pedestrian crossing points and provide directions to 15,000+ runners.