

# Jessica Claire

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## EXPERIENCE

### AVIATION SECURITY OFFICER/LEAD SUPERVISOR

10/2012 to CURRENT

#### State Of Iowa | Woodward, IA

- Perform duties for aviation flight security officer and lead supervisor by assisting DHS in deportation process of residents on domestic and international flights.
- Communicate with all detainees and staff to ensure safety and security on all flights.
- Conduct daily property searches and inventory logs for all detainees being transported.
- Escort aviation civilian staff on flights for security purposes and standards.
- Work in conditions on a plane such as night, poor weather, unfavorable terrain, low altitudes or speed; monitor behavior patterns, body language, mannerisms, and speech that would establish probable cause for escape.
- Conduct searches of persons, aircraft, vessels, or vehicles and collect and preserve evidence, and gather intelligence.
- Engage effectively in contact with hostile persons and work independently under conditions of high accountability.
- Have knowledge of air enforcement operations and can also collect, refine and analyze strategic and tactical intelligence to execute aviation enforcement operations.
- Evaluate information rapidly and make judicious decisions promptly while remaining courteous and professional.
- Monitored and authorized entrance and departure of 13 employees and visitors daily.
- Guided periodic property safety inspections and oversaw remedial action for potential hazards.
- Contacted law enforcement in case of unauthorized persons, documents and materials.
- Protected business integrity by ensuring all personnel requiring access to high-security areas go through correct levels of approval.
- Oversaw daily monitoring and patrolled buildings, grounds, and work sites.
- Gathered information, identified and implemented resolution, planned follow-up and logged and filed incident report to successfully manage complaints.

### SUPERVISOR OF DETENTION OFFICERS

01/2008 to 02/2012

#### GEO Group South Texas Detention Complex | City, STATE

- Shift supervisor overseeing 500 detention officers throughout three daily shifts.
- Created daily rosters and scheduled staff to assigned positions.
- Monitored and corrected staff time on Kronos system.
- Conducted investigations, UDC's and for detainees disciplinary and emergency situations.
- Released detainee's funds through company payroll system to be transported and released for deportation.
- Verified property and intake confidential processing folders for detainees.
- Conducted fire drills and prep for ACA and PBNDS audits.
- Completed performance evaluations for resident advisors.
- Gathered pertinent data and recognize solutions.
- Planned and organized work duties.
- Communicated effectively orally and in writing serious incident reports.
- Worked effectively with other staff members in person-to-person situations.
- Worked in administrative offices as Administrative Lieutenant to be professional, technical, investigative, and responsible for all staff members and their work duties.
- Be substantive and relevant in secretarial, clerical duties, and be knowledgeable and confident in abilities necessary to complete each daily task of position.
- Typed, file, and routinely do procedural processing, maintaining records, in intake for incoming and outgoing residents.
- Assembled transport teams for emergency medical transports.
- Monitored daily call-ins.
- Supervised and staffed shifts.
- Worked in intake department area for processing incoming and outgoing residents.
- Provided on-site training for new employees.
- Checked all book in and discharges, making sure all charges had paperwork and all discharges had orders of discharge.

### CORRECTIONAL OFFICER

12/2003 to 01/2008

#### Texas Department Of Criminal Justice | City, STATE

- Assigned as regular member of force cell move team and work in high security, close custody, and administrative segregation.
- Enforced rules and regulations governing facility security, inmate accountability and inmate conduct ensuring judicial sanctions were carried out and inmates remained in custody.
- Carried firearms and used physical force when needed, including deadly force, to maintain control of inmates.
- Provided supervision, care, and security of inmates and guidance to lower-graded correctional officers.
- Supervised inmates while instructing them to maintain proper housekeeping and sanitation in living quarters.
- Enforced rules and regulations governing facility security, inmate accountability and inmate conduct.
- Ensured judicial sanctions were carried out properly while keeping inmates in custody.
- Made rounds at specified intervals and conducted head counts and roll calls.
- Completed intake paperwork, fingerprints and searches.
- Escorted inmates to and from cells, court, hospitals and medical appointments.
- Directed activities of inmate crews working on maintenance, operations, farming and construction projects.

## EDUCATION

### Certificate of Carpentry | Carpentry

03/2003

#### Gary Job Corps, 2800 Airport Hwy 21 P.O. Box 967

Worked and trained as a Carpenter and learned how to prepare the layout of a project. Estimate height, width, length, and other proportions. Select materials. Work with blueprints or instructions from supervisors. Work with materials such as wood, plastic, fiberglass, or drywall. Utilize chisels, planes, saws, drills, and sanders to repair and erect structures. Join materials with nails, screws, staples, or adhesives. Work on stilts, ladders, and the top beams of buildings. Check work along the way to ensure it's up to code and specifications. Use levels, rules, plumb bobs, framing squares, and surveying equipment to ensure everything is level and secure. Work with prefabricated buildings. Build stairs, mantles, and furniture. Install cabinets and molding. Remodel homes and businesses. Create structures for pouring concrete. Erect scaffolding. Build tunnel bracing. Build concrete forms for tunnel or sewer construction project. Replace panes of glass, ceiling tiles, and doors. Repair or build furniture. Install partitions, doors, and windows. Move and install machinery and do minor journeyman electric work. Graduated with a Class A certification.

## SUMMARY

Provide direction and leadership necessary to manage any risk to the assign duty work location and site and ensure business alignment, effective governance, operational efficiency, and performance monitoring and measurement. Have a key role in establishing a proactive, consultative, and business-aligned culture and approach to the employer's security. Report to the factory leaders and functionally to the Director of Security. Make smart and independent decisions based on the needs while utilizing best practices. Oversee physical security systems and controls. Build effective relationships with internal and external stakeholders, including law enforcement and regional first responders. Proactively identify, develop, and implement additional security strategies to meet the unique needs of the business. Support the design and implement security mitigations, which are cost-effective and meet the needs of all business partners. Act as point of contact in an emergency or critical circumstance developing the emergency response plan for a range of security incidents at the site. Perform various security inspections and audits as required. Create and implement policies and procedures to support the local and global security program. Deliver security training and awareness programs to employees. Support and manage vendor relationships, report, and develop about metrics to track, monitor and control spend. Seasoned Security Officer with 10 years experience in law enforcement and 18 years in the industry. Expertise in conducting investigations and writing detailed reports. Extensive knowledge of law enforcement practices, investigation techniques and security equipment operation.

## HIGHLIGHTS

- Over 18 years of security experience and 10 years of supervision/manager experience in security function managing large sites, private corporate facilities, and manufacturing environment. Experience with access control, security surveillance, key control and other security systems. Documented and resolved serious incidents and situations while being knowledgeable of public safety and security protocols and being up to date with security industry standards in Texas. Proficient to use Microsoft Office 365, Excel, and Word to develop inventory tracking spreadsheets and employee work schedules, PowerPoint for security training presentations. Certified and licensed to operate as security staff in State of Texas. Excellent work ethics, integrity and professionalism. Worked directly with ICE security staff and detainees for security purposes. Report with DHS clients to keep track with private security staff members and detainees for daily routine duties, FEMA EMI Certified.
- ACA, Supervision
- Administrative, Supervisor
- Carpenter, Supervising
- Carpentry, Type
- Clerical
- Com
- Council
- Clients
- Doors
- E-mail
- Forms
- Framing
- Funds
- Instructing
- Inventory
- Kronos
- Layout
- Leadership
- Team leader
- Machinery
- Managing
- Materials
- Access
- Excel
- Microsoft Office
- PowerPoint
- Windows
- Word
- Payroll
- Presentations
- Prints
- Protocols
- Safety
- Secretarial
- Security Clearance
- Speech
- Spreadsheets
- Strategic
- Dispatch
- Stationary surveillance
- Conflict resolution techniques
- Crisis intervention training
- Theft prevention training
- Staff Management
- Emergency Management
- File and records management
- Government security clearance
- Emergency Response
- Surveillance
- Safety and security
- Security Guard License
- Relationship building and management

## AFFILIATIONS

Leadership Active volunteer and member of the Knights of Columbus council 7983 at the Prince of Peace Catholic Church,, Supervisor: Father Patrick Cronin (210) 681-8330  
Active volunteer and member of the Knights of Columbus ACTS Team leader at St. Anthony's Catholic Church,, Supervisor: Richard Arguellez (210) 635-8539  
Active volunteer and member of St. Cornelius Catholic Church, Karnes City, TX 78118 Supervisor: Stanislaw Marciniak (XXX) 780-3947 Page 2