

JESSICA CLAIRE

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

Professional Summary

Versatile Director with forty-three years of Public Safety experience. Works well with diverse stakeholders to accomplish objectives, drive productivity and streamline operations. Expertise includes administration, fiscal management and performance improvements.

Skills

- Budgeting
- Scheduling
- Staff Management
- Process Improvement
- Employee Relations
- Performance Management
- Procurement
- Leadership Development
- Contract Management
- Contract Preparation

Work History

Deputy Director, Office of Information Technology, 04/2016 to 07/2019

City Of Philadelphia – City, STATE

- Managed annual budget of 35 million
- Contributed to short- and long-term strategic planning and identified potential new markets, lines of business and funding opportunities.
- Developed and led large-scale technology initiatives for long-term strategic plans and solutions.
- Developed leadership around specific topics and emerging practice areas in support of budget, financial and operational goals.
- Developed RFP's and implemented plans for new joint 9-1-1 center for Police and Fire Dispatch Operations.
- Negotiated contracts for all infrastructure support and maintenance of all 9-1-1 systems.
- Managed all technical 9-1-1 support staff for Police and Fire 9-1-1 dispatch centers.

Director PennComm 9-1-1 Operations, 10/2012 to 04/2016

Univers Of Pennsylvania, Public Safety – City, STATE

- Defined, implemented and revised operational policies and guidelines.
- Oversaw day-to-day production activities in accordance with business objectives.
- Expanded internal and external partnerships and worked collaboratively with functional leaders to implement new procedures and corrective actions to improve quality.
- Set team and individual goals and provided regular, actionable feedback.
- Negotiated and managed all maintenance contracts and vendors in support of all Public Safety 9-1-1 Emergency Systems
- Responsible for organization of campus teams from all disciplines in preparation of annual Jeanne Clery report mandated by Department of Education
- Managed and prepared annual budget of 4 million
- Developed RFP's for technology to support all 9-1-1 and Emergency Notification and Timely Warning Systems.

Inspector Philadelphia Police Department, 06/1976 to 10/2002

Philadelphia Police Department – City, STATE

- Attained numerous promotions over twenty-eight-year career rising from Police Officer to Inspector (Sergeant, Lieutenant, Captain, Inspector).
- Held numerous Command Level Positions: Internal Affairs, Research and Planning, Grant Administration, District Commander, Information Systems and 9-1-1 Operation's.
- Lead and managed over 200 civilian and sworn officers in accomplishing objectives and goals in support of Philadelphia Police Department Mission statement.
- Negotiated 9-1-1 vendor contracts for new systems and maintenance support.
- Developed numerous RFP's.
- Successfully acquired over 150 million dollars in Federal and State grants.
- Established and maintained effective working relationships with city staff leaders, outside organizations and general public to provide optimal service and protection.
- Provided for public safety by maintaining order, protecting people and property and promoting good community relations.
- Built excellent rapport and working relationship with community to build trust and improve upon communication.

Education

188th Graduate Session, 04/1996

FBI National Academy - Quantico, Va.

- Completed professional development in Police Management, Grant Writing, Budget Forecasting, Crime Mapping and Crime Analysis.

Grant Administration, 04/1994

DOJ Grantsmanship Training Center - Washington, DC

- Relevant Coursework Completed: Grant Administration and Financial Management.

Police Executive Development Institute, 04/1991

Pennsylvania State University - University Park, PA

- Professional development completed in Staffing Models, Organizational Management, Personnel Management, Community Policing Best Practices.

Public Service Management Institute, 02/1991

Temple University - Philadelphia, Pa.

- Professional development completed in Risk Management, Personnel Development, Government Relations, Community Involvement.

School of Police Staff And Command, 04/1990

Northwestern University - Evanston, IL

- Relevant Coursework Completed: Police Psychology, Workload Assessment, Racial Profiling, Employee At Risk Programs, Crime and Traffic Analysis.

Bachelor of Arts: Business Administration And Management, 04/1988

La Salle University - Philadelphia, PA

Police Executive Research Forum, 04/1987

Senior Management Institute For Police - Boston, Ma

- Professional development completed in Police Staffing Models, Budgeting, Employee Assistance Programs, Dealing with Unions, Contract Negotiations, Recruitment and Retention, Appraisal Systems.

Affiliations

- FBI National Academy
- Northwestern Traffic Institute Alumni
- Police Executive Research Forum
- Philadelphia Police Commanders Association
- League of the Sacred Heart
- Chapel of the Four Chaplin's
- International Association of Campus Law Enforcement Professionals
- Delaware Valley Campus Security Directors Association
- Association of Public Communications Officials