

# Jessica Claire

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## SUMMARY

Dedicated Criminal Justice professional with experience in surveillance, security operations, criminal investigations, and video evidence recovery. Resourceful and experienced in working with the city, state, and federal governments in law enforcement. Seeking a position that allows me to utilize my strong organizational and analytical skills to facilitate efficiency and sustainable practices within a growth-oriented organization.

## SKILLS

- CCTV surveillance
- Leadership Skills
- Investigative skills
- High level of integrity
- Customer service
- Critical thinking
- Multitasking
- Case Management
- Calm under pressure
- Evidence collection and evaluation
- Planning and coordination
- Organizational skills
- Reliable and trustworthy
- Microsoft Office

## EXPERIENCE

**Digital Video Evidence Coordinator**, 05/2013 - Current

**Riverview Hospital** – Noblesville, IN

- Responsible for the review and recovery of video/audio evidence as it pertains to incidents that occur on WMATA’s facilities, buses, and rail stations; to include assisting local law enforcement agencies and processing FOIA requests.
- Responsible for ensuring the proper chain of custody protocols are being followed as it pertains to the releasing of digital evidence to authorized personnel.
- Responsible for ensuring that all internal and external customers’ needs are met in a timely manner.
- Responsible for training and supervising video evidence technicians.
- Responsible for coordinating the actions in the daily operations of the Security Operations Control Center.
- Testifies in court as needed to authenticate video evidence.
- Utilizes various systems to assist in extensive criminal, civil and internal investigations.
- Monitors for dispatched calls and CAD system to provide real time updates via the police radio and electronically disseminate images to responding law enforcement personnel.

**Security and Safety Systems Testing Team Leader/Fire Marshall**, 06/2011 - 04/2013

**Allied Barton Service Services, The World Bank Group** – City, STATE

- Responsible for testing the effective administration and management of technical security systems, fire protection systems and the various electronic communications systems integrated across the World Bank Group facilities.
- Provides daily /weekly reports and documenting events in the Security and Threat Management system.
- Participated in Technical Security systems testing, to include month end testing, scheduled weekly and daily testing, acceptance for new systems and testing of repaired or upgraded systems to ensure their functionality and design specification are code compliant.
- Responsible for providing access clearance to staff using the C-Cure System and Restrict Access Area System (RAAS).
- Responsible for accurately and efficiently documenting deficiencies and ensuring corrective action was taken in a timely manner.
- Provided support to facilities management to develop action plans, where applicable.

**Console Operator/ Watch Commander**, 04/2008 - 06/2011

**Allied Barton Security Services, The World Bank Group** – City, STATE

- Responsible for monitoring the electronic security, emergency and fire protection systems installed in the World Bank Headquarters as well as coordinating and directing the appropriate response for repairs.
- Responsible for monitoring situations and incidents that may affect the World Bank Security Operations both locally and globally.
- Served as a focal point to the World Bank staff in assistance for unlocking/locking doors, coordinating security escorts, and travel and emergency benefits services.
- Conducted video surveillance for activities such as criminal or civil and generated reports using the C-Cure 8000 security monitoring station ( ID card queries and alarm activations).
- Conducted investigations with supportive evidence such as video and audio surveillance footage.
- Utilized the Incident Command structure while handling emergencies such as fires, bomb threats, suspicious packages, duress situations and demonstrations in liaison with the Metropolitan Police Department and United States Secret Service.

**Security Officer**, 07/2007 - 04/2008

**Allied Barton Security Services, James Monroe** – City, STATE

- Responsible for maintaining a high level of security in a large professional facility through access control.
- Checked visitors in and out, escorted visitors and tenants to secure venues in the facility.
- Answered telephone calls, aided, and provided information to all who needed it.
- Triage problems quickly and provided precise and clear information while working under minimum supervision.
- Monitored security cameras and fire, building and alarm systems.
- Documented security-related situations and submitted in-depth reports to superiors.
- Followed established security and safety procedures and posted orders to include enforcement of company rules, policies and regulations.
- Patrolled and secured industrial and commercial premises to prevent intrusion.

## EDUCATION AND TRAINING

**Master of Business Administration**: 12/2013

**University of Maryland Global Campus** - Adelphi, MD

- 3.0GPA

**Bachelor of Science**: Criminal Justice, 05/2006

**University of Maryland Eastern Shore** - Princess Anne, MD

- Magna Cum Laude Graduate
- 3.5 GPA