

COURTNEY WOOD

6817 75th Dr. NE, Marysville, WA 98270

(206) 920-7904 - cdwood01@gmail.com

July 1, 2021

Dear Sir or Madam,

The posting for an IT Technician indicates requirements that closely match my passion for information technology and helping people. I have attached my resume to provide a summary of my qualifications and background for your review.

Throughout my career, I have maintained the highest performance standards within a diverse range of duties, which is clearly illustrated by my past successes. I have worked on a range of duties from investigations to threat management. Cross coordination between various groups has been a staple of my career.

I have numerous years of providing IT support to friends, family, and coworkers via telephone and in person. I also have experience with home networking wireless systems and am familiar with MDM and Active Directory.

I am extremely familiar with customer service having been the front desk receptionist welcoming guests and business associates at my current employer. I currently use a help desk ticketing system to resolve employee and customer issues.

Further qualifications I offer include:

- An extremely adaptable outlook that deals well with changing environments and complex issues.
- A strong background in all aspects of office management, from scheduling and coordinating information to overseeing budget and accounting functions.
- Extremely familiar with working on-call or with flexible schedules.
- Extensive experience in working complex cases and bringing innovative ways of concluding them.

With excellent organizational and communication skills, an outstanding work ethic, and the ability to work well with both team-oriented and self-directed environments I would fit well within your company.

I would welcome the opportunity to meet with you to discuss my qualifications in further detail. Thank you for your time and consideration.

Sincerely,

Courtney Wood

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Professional Summary

Talented and accomplished professional with more than 20 years' experience investigating cases and working with technical teams. Able to work under short time constraints to get duties accomplished timely and thoroughly while being detail oriented. Adept at scheduling, planning and conducting investigations with limited to no supervision. Able to network with other organizations and businesses to create successful partnerships. Adept at handling confidential and/or sensitive information.

Highlight of Qualifications

- Ability to handle confidential and sensitive information.
- Strong written and verbal skills.
- Ability to work independently or with a team.
- Excellent problem solving, time management and organizational skills.
- Strong attention to detail.
- Dynamic Instructor.

Experience

Senior Security Specialist, The Pokémon Company International March 2018 to Present

- Instituted the Crisis Management and Threat Assessment Teams.
- Program and maintain security systems and access controls.
- Worked as front desk receptionist assisting employees and guests.
- Trained over 100 employees in first aid/CPR/AED as well as over 200 in Run-Hide-Fight.
- Wrote the Occupant Emergency, Pandemic and Business Continuity Plans.
- Trained the on-site critical employees in COVID-19 safety prior to their returning to work.
- In charge of all investigations, from employee misconduct to workplace injuries.
- Assisted with security improvements and buildouts in three countries simultaneously.
- Created a comprehensive physical security incident reporting system.

Deputy United States Marshal

January 1998 to January 2018

- Top Secret Security Clearance.
- Responsible for the maintenance, programming, and accountability for over 300 radios.
- Contracting Officers Representative for \$6 million dollar security contract.
- Performed oversight for contract compliance of 54 court security officers in three different cities.

- Threat Investigator for Judicial and courthouse threats.
- Lead emergency management instructor for all courthouse employees.
- Designed and created several computer programs that are currently used nation-wide.
- Coordinated the radio communication program to include liaison with the Washington State Patrol.
- Earned Deputy of the Quarter honors twice.
- Lead investigator for Court security officer and incoming employee's backgrounds.
- Task force supervisor for fugitive investigations.
- Lead investigator for numerous major and complex cases.
- Worked with numerous law enforcement agencies to aid in closing their outstanding cases.

Security Supervisor, Yakima County

August 1995 to January 1998

- Supervised 10 Yakima County courthouse security officers.
- Commissioned as a Deputy Sheriff.

Sergeant, U.S. Marine Corps

June 1984 to May 1995

- Three years as a U.S. Marine Corps recruiter
- Three years, U.S. Embassy Security to include Assistant Detachment Commander.
- Infantry Section leader.
- Earned two Navy Achievement medals for leadership and administration.

Education

Everett Community College

2013 to Present

Pursuing a degree in Information Technology.

Certifications

- CompTia A+
- Google IT Support Professional Certificate
- Civilian Response to Active Shooter Event Instructor (CRASE)
- First Aid, CPR/AED Instructor, American Red Cross
- ICS-100 through 500, IS-700 and 800, FEMA.

Affiliations

- Association of Threat Assessment Professionals (ATAP)
- International Association of Crime Analysts (IACA)
- ASIS International
- Volunteer for the City of Marysville Community Emergency Response Team (CERT)
- International Association of Emergency Managers (IAEM)
- Society for Human Resource Managers (SHRM)