

# Justin Huff

SECURITY

## Contact Details

📍 35 Montgomery St Apt 4C,  
New York, NY 10002

✉️ jhuff22@yahoo.com

📞 917 455 4338

🌐 LinkedIn

## Professional Profile

A skilled and engaged security professional with a proven track record in identifying and resolving potential issues before they can escalate, his excellence in performance has received recognition. Strong close observational and situational awareness capabilities and in-depth familiarity and experience with crisis intervention techniques, which he applies for real world reductions in risks and undesirable behavior. His practical expertise is backed up by meticulous record keeping and outstanding contributions to the effectiveness and productivity of other team members.

## Competencies

Microsoft Office ▪ Crisis Intervention ▪ Mental Health ▪ Emergency Response  
▪ Security Awareness ▪ Training ▪ Reporting ▪ Technical Support ▪ Active Directory

## Career Summary

📁 **Correction Officer / IT Support**  
*NYC Department of Corrections*

2013 – 2021

### KEY ACHIEVEMENTS

- Received Employee of the Week award for consistently achieving perfect record
- Successfully prevented self-harm and suicide attempts by several inmates
- Reduced escape attempts, crimes, and other hazardous activity at Rikers Island through the application of close observation and situational awareness techniques
- Diagnosed and resolved a range of software, hardware and connectivity issues

### RESPONSIBILITIES

- Determining potential issues such as suicide risk, intoxication, drug use or assaultive behavior by utilizing verbal and listening skills
- Providing speedy and accurate assessments of critical situations
- Preparing, processing and maintaining forms, reports, logs, records and activity journals
- Maintaining staff and inmate security by applying defensive techniques and physical restraints
- Using Crisis Intervention Techniques to successfully resolve emergency situations
- Participating in group therapy and counselling individuals with diagnosed mental illness while deescalating issues
- Working directly with mental health staff to handle developmentally disabled patients
- Providing technical training in hardware/software use to end-users and staff
- Providing IT, PC, and mobile device support services, trouble shooting and system operation
- Creating support service tickets and using a web-based ticketing system to track and deliver support services

📁 **National Sales Assistant**  
*CEMUSA Inc.*

2010 – 2013

- Providing support to sales and marketing managers by tracking, investigating and reporting sales information and resolving problems as encountered
- Supervising more than 200 contracts worth over \$13 million
- Identifying innovative solutions to inventory and posting problems
- Developing and maintaining excellent client relationships and handling their daily requests to provide the best possible customer service

- Acting as a junior Account Executive to generate business by providing product availability, impression and pricing information
- Driving increased revenue through participation in direct marketing meetings
- Training new staff in operations and procedures

## **National Sales Assistant**

2007 – 2010

*Fox Station Sales*

- Monitored contractual agreements among the station and agencies
- Supervised over 300 contracts with 35 agencies, including: Mindshare, Mediavest, Matrix, Horizon and Active
- Worked with a number of well-known stations, including: WFXT, WAGA, KSAZ/KUTP, WTTG.WDCA and WJBK
- Successfully worked with three of the top 10 markets
- Processed orders for several well-known advertisers, including:
  - \$600k for AT&T in the DC market
  - \$500k for P&G and Capital One in Minneapolis
  - \$250k for Volkswagen in Boston and Minneapolis
- Built and maintained great relationships with NSMs and buyers at various agencies
- Resolved credits, make-goods, revisions and all discrepancies to mutual satisfaction

## **Education**

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### **Associate's Degree in Applied Science in Computer Information Technology**

2002 – 2005

*SUNY Delhi*