

Jose Augusto Matos
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Availability:
Job Type: Permanent
Work Schedule: Full-time
Desired Locations:
Cape Coral, United States; Fort Myers, United States
Work Experience:
Advanced Medical Support Assistant
Veterans Administration (This is a federal job)
2489 Diplomat Parkway East
Cape Coral, FL

2/2017 - Present
Salary: \$22.51 USD Per Hour
Hours per week: 40
Series: 0679 Medical Support Assistance
Pay Plan: GS - General Schedule (Ch. 51, 5 U.S.C.).
Grade: GS 6

Duties, Accomplishments and Related Skills:

Serve as an Advanced Medical Support Assistant, responsible for scheduling appointments, assisting patients, their families, including facility staff members, and interpreting and verifying provider text orders, and consults in accordance with VHA national scheduling guidelines. Assist patients in understanding their options with the current Mission Care Act, and community care program. Assisting patient in understanding their responsibilities, and their rights.

Receive and listen to complaints and grievances, via telephone or face to face encounters, from patients or from individuals on behalf of the patients. Problem solving to include assignments pertaining to the patients, but not limited to: scheduling, cancellations, rescheduling patient's appointments and/or consults; entering no-show information, calling patients to reschedule immediately after no-shows, making written entries into patient records to reflect the efforts made by staff members to reconnect the patient via telephone calls, and no-contact letters, with their missed appointments, and have the patient rescheduled as soon as possible; preparing for clinic visits; and monitoring outpatient appointments for areas of responsibility.

Excel in achieving satisfactory resolutions of patient issues at the lowest level possible. Coach and develop customer service etiquette to fellow employees assigned under my supervision for training and orientation purposes. I develop and provide in-service education as necessary to bring awareness to the staff, thereby contributing to improve staff understanding, respect, and attitude towards all patient, their families, and fellow staff members.

Ensuring action required open encounters are printed to providers daily in order to obtain appropriate workload credit; verifying and updating demographics and insurance information; performing basic eligibility and means test. Monitor, read, and respond with request made by patients who have concerns and issues pertaining to appointments, evaluations and treatments in writing by using My Healthy Vet (MHV) Website.

Adheres to the guiding principles of the Healthcare Systems by providing outstanding customer service and actively supporting the team concept and functioning as a team player, identifying existing and potential problem area, suggests solutions or alternatives to existing procedures which contribute to those problems. Make inquiries into patient complains, initiate actions or changes necessary to correct problem situations, and report to the provider and fellow coworkers and fellow employees on the corrective measures taken to the patient representative, family member or caretaker and resolve all issues quickly with face to face contact, phone calls, or secure messaging via the internet CPRS programs. Maximizing our Patient Centered Care to our veterans and their families.

Support patient care by initiating and carrying out a variety of administrative duties in outpatient Specialty Clinics, Primary Care clinics or the outpatient surgical wards. Provide administrative coordination of patient care and advise the professional staff on administrative and logistical factors associated with direct patient care. Monitor and evaluate corrective measures taken by recognizing and removing institutional barriers to provide optimum health care to our veterans.

Serves as communication coordinator for the team by assuring that all visitors and phone calls are referred in a prompt and courteous manner. Act as an advocate for all patients and their families using prudent judgement to resolve issues or complaints within a timely manner. Retains a thorough and functional knowledge of various VA directives and hospital policies as related to patient care. Uses appropriate discretion and judgement should advice from a higher authority be required. Communicates effectively with people from diverse cultural, educational, and organizational backgrounds within and without the Healthcare System. Keeps team members informed and up to date concerning appropriate established regulations. Responsible for timely patient check-in and demographic

update. Co-ordinates with team members to ensure patients are seen in a timely manner.

Direct patients, their families', and patient caretakers to the Patient Advocate, and Patient Representatives for any issues regarding complaints, or compliments for great customer service by a VA employee. And be ready to give an answer, and written facts on any congressional inquiries, or investigations pertaining to the care and welfare of the veteran.

Technical skills include the following: excellent knowledge of VISTA and fully knowledgeable of the Grid system and vista functions, GUI, Outlook, Word, Excel, Skype, CPRS, ICB, Vet-Lnk, VEText, Data entry, data capture, capable of turning clinical reports for HAS leadership, accurate and timely reporting requested by supervisor and providers.

Fluent in Spanish and English languages.

Supervisor: Seth Johnson (239-652-1800.21155)

Okay to contact this Supervisor: Yes

Medical Support Assistant

Department of Veterans Affairs (This is a federal job)

2489 Diplomat Parkway East

Cape Coral, FL

1/2015 - 2/2016

Salary: \$17.00 USD Per Hour

Hours per week: 40

Series: 0679 Medical Support Assistance

Pay Plan: GS - General Schedule (Ch. 51, 5 U.S.C.).

Grade: 6/1

Duties, Accomplishments and Related Skills:

As a Medical Support Assistant I am responsible for the scheduling, canceling, rescheduling patient's appointments and/or consults and text orders; entering no-show information; entering and monitoring the electronic wait list, and veterans choice list; monitoring both check-ins and hard check-outs by the patients; ensuring encounter forms are completed in order to obtain proper workload credit; verifying and updating demographics and insurance information in the Vet-Link Kiaos and Vista computer programs.

Perform assigned duties in a manner that promotes quality patient care, outstanding world class customer service, and serving the veteran in a profession and respectful manner.

I have worked in the Lee County VA Specialty clinics located at 3A, 2A, 2B, and 2C for over 14 months; learning every detail pertinent to each individual clinic,

including time requirements per clinic depending whether returning established patients, or a consult for new patients, or special instruction by providers for specific patient requirements.

I have the capability and ability to operate dual computer monitors, and multiple computer programs while making and setting up appointments for patients whether in person at the front desk, on the phone, or by direction from the providers followed up with text orders, or consults; all office machine with copy, scan, fax and cloud download to printer; knowledge of resupply ink toners, paper, and all

Manage multiple patients checking-in, answering phones, setting appointments, conducting hard check-outs with patients who were just seen by the providers, all at the same time keeping order in the lines, instructing patients to use the kiosks to check themselves in, and processing all in a timely manner, being careful and observant to assure no veteran is left without being seen for his or her appointment; ensuring all veterans are located at the right clinic, and redirecting and assisting lost or misdirected veterans to the correct clinic. Calling for volunteer assistance when available, or if needed, walk the veteran to the right clinic ensuring a warm hand off to the proper clerks or nurses.

Supervisor: Seth Johnson (239-653-1800.21155)

Okay to contact this Supervisor: Yes

Housekeeping Aid

Veterans Administration (This is a federal job)

2489 Diplomat Parkway

Cape CoralCape Coral, FL

4/2014 - 1/2015

Salary: \$11.60 USD Per Hour

Hours per week: 40

Series: 3566 Custodial Working

Pay Plan: WG - Nonsupervisory Pay Schedules--Federal Wage System

Grade: 2

Duties, Accomplishments and Related Skills:

Perform a sequence of tasks that result in a clean, safe, and sanitary environment for patients, visitors, and maintain a clean working environment for the entire staff throughout all areas of the facilities.

Properly operate a variety of cleaning equipment, and machinery. Responsible for basic maintenance, and cleaning of equipment; knowledge using a broad selection of cleaning solutions and floor-care products, following specific instructions covering proper mixing, handling, and safeguarding of toxic chemicals and solutions.

Responsible for information contained in the Hazardous Materials/Material Safety Data Sheets (MSDS); respond to hazardous infectious material spills; separating and removal of all biohazard medical waste from regular waste and trash; responsible for the collection and disposal of non-reusable containers; assist doctors, and nursing staff with special cleaning request; making beds, and recording/documenting the number refills of hand-soap dispensers, and supplies.
Supervisor: Rodney Arnold (239-940-5380)

Okay to contact this Supervisor: Yes

Health educator, consultant

Glenn Burkett Vitamins

4650 South Clevelanland Ave. #3A

Fort Myers, FL

4/2014 - 3/2017

Salary: \$12.00 USD Per Hour

Hours per week: 10

Duties, Accomplishments and Related Skills:

Provide customer service; have product knowledge; educate customers on health by the use of vitamins, supplements, and a healthy nutritional eating plan prescribed by the Glenn Burkett Wellness plan. Conduct one on one consultation to individuals, and/or groups including family members according to their needs.

Meet every individual needs, and concerns regarding the customer's medical condition, medication being taken, and educating the customer on the dangerous side effects of medication.

Admonish, and emphasis the importance of eating nutritional organic foods to improve customer's health.

Stress the importance of taking responsibility for their health.

Recommend customized plan of vitamins, supplements, and an eating plan to aid in the recovery of sickness, and disease.

Owner: Glenn Burkett 1-850-381-0706

Supervisor: Waneta Schafer (239-939-4706)

Okay to contact this Supervisor: Yes

Printer

Paperfish Printing

17251 Alico Center Road, Suite 5

Fort Myers, FL

9/2013 - 2/2014

Salary: \$12.00 USD Per Hour

Hours per week: 40

Duties, Accomplishments and Related Skills:

Operate computer software programming designed for the commercial Xerox printer. Operate commercial office equipment, and the computerized Xerox multimedia printing press machine.

Print jobs with heat treated thermography, foil stamping, embossing and flat printing. Operate and run Heidelberg sheet-fed offset machine, and the Kluge letter printing press; operate folding press machine; operate computerized commercial size cutting machine.

Receive work orders from the graphic designer, measure, calculate amount of materials needed, start the printing, and complete the job request in a timely manner.

Provide customer service while delivering completed print orders to clients with the company delivery vehicle.

Supervisor: Melissa Steindler (239-940-1773)

Okay to contact this Supervisor: Yes

Certified Health Coach and Personal Trainer

Self Employed

1600 NW 7th Ave

Cape Coral, FL

2/2013 - 9/2013

Salary: \$600.00 USD Per Month

Hours per week: 25

Duties, Accomplishments and Related Skills:

I am a Certified Health Coach for the MacDonald Center for Obesity Prevention and Education (COPE), and Villanova University College of Nursing. As a Certified Health Coach with Take Shape for Life (TSFL), is more than a quick fix.

It's about changing habits. My mission is to get America healthy one person at a time. Many people are looking to create health in their lives. As a Certified Health Coach, I help my clients achieve and sustain through a comprehensive approach to long term health and weight loss goals.

I use a variety of methods, one being the Medifast "5&1" meal plan to start my clients on their personal journey to Optimal Health, and coach them through the

transition of maintenance by micro changes in their choices of healthy foods and creating lifelong healthy habits. I worked closely with clients and their families, to achieve and sustain a life-long change towards a healthy life style.

This required 1:1 counseling, group classes and excellent communication skills, scheduling, taking every opportunity, re-scheduling client's appointments to reach their personal, customized goals.

As a personal trainer certified by the American Sports and Fitness Association (ASFA), it is my responsibility for greeting clients and their family members, notify each client upon arrival of their personalized workout, verify and clearly communicate all information pertaining to medical conditions regarding prior injuries, current medication taken, and the type of medical treatment they are receiving from their doctors.

I worked with all types of clients from children, to women, and also the geriatric population. I am comfortable around any age group using boot camp style, paramilitary special operations, trainer, teacher, instructor experienced to help clients who really want to make a change in their personal lives from losing a few pounds to having higher levels of physical fitness, as well as overcoming fears.

I have trained men, women, senior citizens, and children with a variety of challenges to include: obesity, recent child birth, injuries, medications, and mental issues. All having met or exceeded their personal goals of fitness and overcoming personal fears, and mental blocks. I worked with these clients individually for periods of weeks, and months, three to five times per week, at 15 to 60 minute sessions depending on the individual or group needs.

Transportation Security Officer

Transportation Security Administration/DHS (This is a federal job)

Regional South West (RSW) Airport Fort Myers, FL.

11000 Terminal Access Road # 8635

Fort Myers, FL

5/2012 - 2/2013

Salary: \$49,500.00 USD Per Year

Hours per week: 40

Series: 1802 Compliance Inspection And Support

Pay Plan: SV - Transportation Security Administration Employees Other Than Executives

Grade: F

Duties, Accomplishments and Related Skills:

Customer service to the traveling public. Provide security, prepare, calibrate

multiple explosive screening machinery and office equipment. Sanitizing, taking inventory of supplies, assuring supplies are plentiful prior to start of work day to prevent a stoppage in the screening operations.

Know and perform all the Standard Operation Procedures (SOP) for every aspect of security.

Perform immediate action procedures of screening x-ray equipment in case of power outage or system failures.

Perform proper screening of personnel on terrorist watch list, additional screening procedures for passengers with issues, with no identifications, humane remains, service animals, handicap children, passengers traveling on motorized wheel chairs, blind passengers, hearing disabilities, emotionally disturbed passengers, and passengers or employees under the influence of drugs or alcohol.

Knowledge of cleaning solvent, perform cleaning equipment and proper procedure for handling specific explosive trace detection equipment. Able to communicate in a positive manner to other employees for normal to emergency operations.

Able to communicate in a multicultural environment clearly to the traveling public by giving verbal instructions, and the use of hand gestures to divest each person personal property and expedite them through the screening process for efficient and effective screening prior to entering the sterile area of the concourse prior to departure on their respective aircraft.

Supervisor: Rodney Jernigan (239-281-6904)

Okay to contact this Supervisor: Yes

Master Coordination Officer

Transportation Security Administration/DHS (This is a federal job)

Miami International Airport

4200 NW 21th Street

Doral, FL

2/2011 - 5/2012

Salary: \$51,500.00 USD Per Year

Hours per week: 40

Series: 1802 Compliance Inspection And Support

Pay Plan: SV - Transportation Security Administration Employees Other Than Executives

Grade: F

Duties, Accomplishments and Related Skills:

As a Master Coordination Officer at the Miami International Airport (MIA), Miami

Coordination Center (MCC), Operation Department 24/7, for the Transportation Security Administration (TSA), Department of Homeland Security (DHS), (F-Band equivalent to GS-7),

I have initiated complex data entries for local and significant events, detailed, and chronological incident reports into the Web-based Emergency Operations Center Database (WEBEOC) with all pertinent information to a daily Summary Log and Significant Events Reports, and 8 other data entry programs to include Microsoft Office Outlook, Word, Power Point, and Excel.

While performing, over 12 months, as a Master Coordination Center Officer, at the Transportation Security Administration (TSA), I had to learn and master various types of office automation equipment and software specifically designed for the vast amount of passenger flow at the Miami International Airport (MIA), 24/7 operation center. This included massive amount of data entries in a 12 hour period.

The following are some of the different software's used: wait time matrix to count passenger waiting in line at the terminals; maintenance reporting and follow up procedure; passenger baggage count processed for explosive threats; Manning reports for employee work, pay, and absenteeism, and scheduling; lost and found, itemized inventory, reporting and documenting chain of custody; incident report to the federal security director; alert of local, state, and federal law enforcement officers.

TSA iShare program; TSA website product knowledge; Resolution Pad Downs for passengers who alarm for explosives while processing through the security check points; Cash counting on found money; National and international suspect alert reporting system; and operate close circuit television with remote cameras and recording devices throughout the airport.

Reporting directly to the Federal Security Director (FSD) via land line phone, government Blackberry, voice mails, and emails, in response to: weapon violations, explosives found on persons or property, security breaches/alarms, terrorist bomb threats/terrorist acts, disturbances at the security check points, assaults against flight-crew members, aircraft returning to airport after taking off with priority request from pilots to have federal law enforcement meet aircraft at the arrival gate while disturbance actively taking place on board, and many other incidents which threaten people, and property, and national security.

Additional abilities include: using the 5 W's to write a report, and debrief TSA regulatory inspectors for airline, surface (rail), and Explosive K-9; Customs and Border Protection Officers (CBP), Federal Air Marshals (FAM), Federal Bureau of

Investigation Agents (FBI), and local law enforcement officers who are conducting incident investigation on scene. Once I received all pertinent information and verified, I immediately report the incidents at real time to the Transportation Event Network (TEN), and immediate connection to the Transportation Security Operations Center (TSOC) at TSA Headquarters located in VA.

This immediate communication allows all airports in the USA to listen and gather information at real time, while being alerted of current situation and monitoring their own airports for similar illegal or terrorist activities. I have operated and manage highly-technical multi-band/channel radios, teleconference systems, and complex sophisticated video surveillance equipment, and making announcements via radio to all security checkpoints. Conduct Identification verification, and relay National Crime Information Center checks (NCIC) from prior written incident report from law enforcement to requesting transportation security managers. Make data entry into Florida Crime Information Center (FCIC) and monitor the TSA no fly list.

During incidents, make notification to all personnel with a need to know. Receive calls from the general, and traveling public with questions about TSA, and flight operations; receive calls for maintenance from the airport floor; notify maintenance technicians, open tickets, and log calls into maintenance database. Create and email the previous day Significant Event Report daily.

Update the Federal Security Director Station report presentation daily for morning briefings conducted every Monday and Friday. Report Miami International Airport (MIA) incidents, and issue report numbers, log report spreadsheets and archive the incident reports once received. Collect lost currency from all passenger security checkpoints (PSC). Updating database daily on cash collection, and storing currency in the lockbox until deposited. Receive lost and found items from the PSC's, and enter items in the lost and found database. Accessing and entering data into Passenger Management Information

Supervisor: Prince John Howell (786-256-2447)

Okay to contact this Supervisor: Yes

Detail Transportation Security Officer, Logistics Department

Department of Homeland Security, Transportation Security Adm (This is a federal job)

Miami, FL

10/2009 - 2/2011

Salary: \$0.00 USD Per Year

Hours per week: 40

Series: 1802 Compliance Inspection And Support

Pay Plan: SV - Transportation Security Administration Employees Other Than

Executives

Grade: E

Duties, Accomplishments and Related Skills:

Purpose: To perform duties as Detailed Transportation Security Officer in the Logistics Department and duties outlined in the Management Control Objective Plan (MCOP), Management Control Category: Security Operations #62 and #63, Strategic Goal 4.2.3, Management Directive MD 200.52, MD 2410.1, Hazardous Material SOP and the TSA-MIA Hazardous Waste Contingency Plan and 1100.73-2 and PMO-200-18. MCOP Security Operations #69.

Duties: Assist management in the field of Logistic operations; Trained in the Hazardous Material Program, and Toyota Fork Lift Driver/Operator; Ensure timely delivery of requested items, materials, office furniture, gear, and equipment; inter-office mail, US Postal Service mail from the TSA warehouse throughout TSA/MIA, and TSA Building located at 36th Street.

Special Instructions: Point of Contact and responsible for the government's fleet of 39 GSA and DHS owned and leased vehicles; responsible for mileage usage and, fuel consumption calculations; Maintain scheduled maintenance records per vehicle; Investigate vehicle accidents to include taking photographs of damage; ensure proper forms are filled out; Maintain historical log per vehicle; Gather estimates for repairs from three different sources of body/repair shops and/or dealerships for each accident with damages over \$1,000.00.

Assist in coordination and communication with other departments at TSA/MIA on logistic issues; Maintain the TSA warehouse in an orderly, clean, and healthy environment; Assist with deliveries of consumables to the TSA Supply Room at MIA for distribution; Assist with maintaining documents of items received and removed from the warehouse; Assist with collection and issue of TSA uniforms.

Alternate duties: Pick up, transport, and segregate hazardous material; Assist the TSA point of contact with the following departments: Occupational Safety and Health Administration (OSHA), Science Applications International Corporation (SAIC), Environmental Protection Agency (EPA), Clean Harbors (waste pick up contractor); Ensure Hazmat, and prohibited items are segregated, and documented on the type and amount of pounds that are collected; Collect Voluntary Abandoned Property (VAP) and segregate at the TSA warehouse.

Special Projects: Be ready to deploy throughout the USA and overseas in a moment's notice, with current driver's license, American Passport, and Government Travel Credit Card.

Accomplishments: Assisted with delivery of two Rescue Zodiac F-530 rubber

military type boats, trailers, and 30 HP engines, on a 6 day road transport from VA to FL.; Rubber boat repair, engine maintenance, knowledge and skilled in boat operations in ocean open water, and local water ways; Tested both boats for operational serviceability, and safety. TSA Boats are a joint venture with Local Law Enforcement.

Supervisor: Mike Ismael (786-897-2312)

Okay to contact this Supervisor: Yes

Records Management Assistant, Human Resource Department

Department of Homeland Security, Transportation Security Adm (This is a federal job)

Miami, FL

9/2008 - 10/2009

Hours per week: 40

Series: 1802 Compliance Inspection And Support

Pay Plan: SV - Transportation Security Administration Employees Other Than Executives

Grade: D

Duties, Accomplishments and Related Skills:

Primary duties are: Provide employee access to review own local human resource files; Provide employee with copies of documentation in their local files upon the request of (FOIA) Freedom of Information Act; Provide access to employee's local files by Background Investigators for (CBP) Customs and Border Protection; (ICE) Immigration Customs Enforcement; (MDPD) Metro Dade Police Department; (FBI) Federal Bureau of Investigation and other federal, state, and city law enforcement agencies accordingly;

Enforce (SSI) Sensitive Security Information and Privacy Directive according to TSA's Management Directives and Standard Operating Procedures; Provide administrative file reviews and documentation request made by the Office of Human Capital, Federal Security Director, TSA's Chief Counsel Legal department, and TSA's Managers; Filing and sorting of all documentation, Leave forms OPM-71, Time and Attendance Forms T&A's, Compliments or Commendations, Derogatory documentations, and all Records in accordance to Management Directive MD 200.7; Accurately calculate postage, deliver and mail correspondence for (OHC) Office of Human Capital, (OWCP) Office of Worker's Compensation Program, Legal department, and TSA Manager's office; Archiving all inactive files, transferred files, and terminated files; Create new files for new hires and or reinstatements to TSA; Organize over 2,800 active employee personal files, payroll files, and sort all EPF's Employee Personal Folders and filing systems; Provide supporting documentation copies for managers for personal action packages;

Assist with any special events setups and staffing; Retrieve inactive files, transferred and terminated files from off site location.

Labeling and documenting boxes that are sent to the warehouse for storage, with a destruction date; Archive to (NRC) National Records Center when the records retention schedule date is applicable; Maintain and e-mail account, maintain operational requirements as a checked baggage screener using the latest technology in Explosive Testing Devices, and physical bag inspections, to deter, interrupt, and stop any criminal and terrorist act or activity; Provide world class customer service to the traveling public. Protect the traveling public.

Supervisor: Marti Macias-Gutierrez (786-897-3534)

Okay to contact this Supervisor: Yes

Customs and Border Protection Officer

US Customs and Border Protection, DHS (This is a federal job)

809 S. America Way

Miami, FL

12/2007 - 5/2008

Salary: \$38,000.00 USD Per Year

Hours per week: 40

Series: 1895 Customs And Border Protection

Pay Plan: GS - General Schedule (Ch. 51, 5 U.S.C.).

Grade: 7

Duties, Accomplishments and Related Skills:

Miami Sea Port, Florida; Protect the American public against terrorist and the instruments of terror; Enforce laws of the United States while fostering out nation's economic security through lawful international trade and travel; To serve the American people with vigilance, integrity, and professionalism; Protection from acts or activity of crime or terror by land, sea, and air. Provided knowledge of a body of basic laws and regulations, law enforcement operations, practices, and techniques and involved responsibility for maintaining order and protecting life and property. Conduct reports that contain written statements from complainants, witnesses, subjects and suspects. Enforce Federal and appropriates State and City criminal codes and directives and Regulations. Making arrests in accordance with federal, state or municipal procedures and performing the appropriate booking procedures. Responsible for law and order, physical security, physical safety and protection of patients/visitors/employees and all property owned and controlled by the Agency. Make rapid and accurate decisions under stressful situations

Graduated of CBPI-819 April 11, 2008;

Federal Law Enforcement Training Center, Brunswick, GA.

Written examinations score: 85.31%

Physical Training score: 93.75%

Firearms Specialties score: 98.67%

Overall Student Average: 89.67%

Top Fitness Award; High Expert Marksmanship Award.

Worked in the training department at the Sea Port of Miami.

Supervisor: Gillermo Fuentes (305-808-9722)

Okay to contact this Supervisor: Yes

Expert Behavior Detection Officer

Department of Homeland Security, Transportation Security Adm (This is a federal job)

4200 NW 21st Street

Doral, FL

4/2006 - 12/2007

Salary: \$15.00 USD Per Hour

Hours per week: 40

Series: 1802 Compliance Inspection And Support

Pay Plan: SV - Transportation Security Administration Employees Other Than Executives

Grade: G

Duties, Accomplishments and Related Skills:

Duties, Accomplishments and Related Skills:

EXPERT Behavior Detection Officer (BDO)

Screening Passengers by Observation Technique (SPOT) trained; Provide customer service to the traveling public while protecting them from criminal acts and terrorist attacks; review travel documents to determine potential fraud and deception; engage in casual conversation to determine whether elevated behaviors indicate that the individual may be involved in a terrorist or criminal act or activity; analyze behaviors exhibited by passengers and determine the next course of action; provided knowledge of a body of basic laws and regulations, enforcement operations, practices, and techniques and involved responsibility for maintaining order and protecting life and property. Conduct reports that contain written statements from complainants, witnesses, subjects and suspects. Enforce Federal and appropriate State and City criminal codes and Transportation Security Administration management directives and Regulations. Making reports in accordance with federal, state or municipal procedures and performing the appropriate investigation procedures; responsible safety and protection of patients/visitors/employees and the traveling public; all property owned and controlled by the TSA Agency. Make rapid and accurate decisions under stressful situations; inspection and or checked or carry-on baggage, using visual and physical inspections, and explosive trace detection machines. I have worked with local law enforcement and federal agents to accomplish our mission of safety to the public. I am a member of the TSA Color/ Honor Guard.

Supervisor: Thomas Capodiferro (786-897-6186)

Okay to contact this Supervisor: Yes

Education:

Palomar Community College, Police Academy San Marcos, CA United States

Technical or occupational certificate 9 / 2002

GPA: 3.5 of a maximum 4.0

Credits Earned: 60 Semester Hours

Major: Criminal Justice Honors: Cum Laude

Relevant Coursework, Licenses and Certifications:

Palomar Police Academy Class 8 cadet award "Most Inspirational"; Police officers standard in training California (POST Certificate); Provided knowledge of a body of basic laws and regulations, law enforcement operations, practices, and techniques and involved responsibility for maintaining order and protecting life and property. Conduct reports that contain written statements from complainants, witnesses, subjects and suspects. Enforce appropriate State and City criminal codes and directives and Regulations. Making arrests in accordance with state or municipal procedures and performing the appropriate booking procedures. Responsible for law and order, physical security, physical safety and protection of the public/visitors/employees and all property owned and controlled by the Agency. Make rapid and accurate decisions under stressful situations.

United States Marine Corps Hostage rescue anti terrorist training.

US ARMY Special Forces shooting school (SFARTEC);

Introductory military training and various high level leadership courses; Total Quality Leadership Course (TQL);

Marine Corps School of Infantry and anti-terrorism training;

U.S. Marine Amphibious Reconnaissance Course;

U.S. Army Airborne Special Forces Military Free fall school;

U.S. Army Shooting School (SFARTEC);

Navy Reconnaissance Self Contained Underwater Breathing Apparatus(SCUBA) Diver Course;

Marine Combatant Underwater Breathing Apparatus (UBA) Diver Course;

Special Operations Training Group (SOTG) small arms shooting courses x2;

SOTG's Close Quarters Battle training (Hostage Rescue);

Bill Scott Racing (BSR) State Department offensive, defensive, anti-terrorist driving school.

Job Related Training:

US Customs and Border Protection Training: Forensics and Investigative Technologies; drugs of abuse and lab; fingerprint rolled and pressed; sequential testing; Center for disease control; introduction to fish and wildlife; Counter Terrorism Division: Building room and search; IED improvised explosive device demonstration; introduction to MANPAD Man portable air defense systems; introduction to officer safety and survival, tactics and Lab; Firearms: CBP H&K P2000 Pistol; maintenance; down/disabled officer; firearms safety rules and regulations; handgun stress course; interactive cover drill; judgment shooting applications; off-range safety; reduced light shooting; revolver familiarization; situation response; body armor wear and care; Physical Techniques: Arrest

techniques; collapsible baton training; American Red Cross community first aid and safety (CPR); defensive tactics; O/C aerosol basic certification course; orientation to physical techniques; physical conditioning; physical efficiency battery; CBP Field Operations: Administrative systems; Agricultural threats in passenger, and trade processing; analyzing documents; anti-corruption and integrity reinforcement; anti-terrorism, risk targeting and passenger, and trade processing; CBP Equipment training: BUSTER; Fiber-Optic Scope; Laser range finder; RIID; Portal Monitor; PRD; CBP Career survival, firearms policy, History, Law, Officer safety and personal protection, passenger declaration, use of force continuum; Code of Conduct; Conveyance processing and examination; confined spaces entry awareness; determining merchandise exemptions; document examinations; electronic sources of information; elements of report writing; equal employment opportunity; examining luggage and personal items; examining merchandise; grounds for inadmissibility into US; Hazardous Material; identifying personal concealment methods; immigrant classifications; intro computer security; land border directive training; merchandise classification rates of duty; nationality law; non-immigrant classifications; non-immigrant processing; non-intrusive inspection systems; observing; officer presence/response; OJT preparation and current initiatives; orientation to LABS and PE's practical examinations; orientation to Spanish program-proficiency exam; outbound enforcement operations; passenger processing LAB/PE; personal radiation detection device; personal search, detention, and arrest; firearm 24 hours carry ; processing and examining Air, Land, and Sea conveyances and containers; processing of air and sea crew members; processing currency and monetary instruments; professionalism and core values, questioning (interview while conducting an investigation); diversity; prohibited and restricted merchandise; officer safety, and survival; refugee and asylum; returning aliens and commuters; Port Road Map; secure detention procedures; securing America's borders at ports of entry; seizure processing policies; terrorism bio-hazard agro awareness; Provided knowledge of a body of basic laws and regulations, law enforcement operations, practices, and techniques and involved responsibility for maintaining order and protecting life and property. Conduct reports that contain written statements from complainants, witnesses, subjects and suspects. Enforce Federal and appropriate State and City criminal codes and directives and Regulations. Making arrests in accordance with federal, state or municipal procedures and performing the appropriate booking procedures. Responsible for law and order, physical security, physical safety and protection of patients/visitors/employees and all property owned and controlled by the Agency. Make rapid and accurate decisions under stressful situations; use of tools and technology; international trade laboratory (LAB), and practical application; trade processing using computer program US VISIT, NSEERS, ENFORCE/IDENT.

Operated as a TSA, Expert Behavior Detection Officer (BDO) Training; Screening

Passengers by Observation Techniques (SPOT) Program; Member of the TSA Color/Honor Guard.

US Marine Corps training: US Army Combat Life Saver 09/2004; Special Forces Advance Reconnaissance Target Analysis and Exploitation Technician (SFARTAET) 12/1994; Close quarters battle course (CQB) 6/1989 & 6/1990; Anti-Terrorist driving and surveillance detection course (BSR) 1/1989; Marine combat instructor of water survival course (MCIWS) 6/1992; Survival evasion resistance and escape (SERE) 6/1995; Marksmanship coaches course 01/1987; Amphibious reconnaissance course 09/1987; Airborne parachutist course 10/1987; Special Forces military free fall parachutist 07/1988; SCUBA diver course 03/1990; SCUBA dive supervisor 03/1995; Dragger closed circuit SCUBA qualified 04/1995; Sixteen years' experience in the US Marine Corps; Ten years' experience in Force Reconnaissance Special Operations, advanced military skills; Possessed Clearance from Office of Personnel, management (OPM).

Language Skills:

Language	Spoken	Written	Read
Japanese	Novice	None	None
Spanish	Advanced	Novice	Intermediate

Affiliations:

Force Reconnaissance Association - Life member #1018

Professional Publications:

None

References:

Name	Employer	Title	Phone	Email
Stan Austin (*)	Insurance Company	Agent	303-902-1447	Ltcol.stanaustin@gmail.com
Eduardo Garcia	Miami Dade Police Department	Police Officer	305-219-4248	egarcia@mdpd.com
Jorge Dueno	San Diego Sherriff	Traffic Officer	619-246-1058	bori4a@cox.net

(*) Indicates professional reference

Additional Information:

11/2009 Powered Industrial Truck Safety Training, Fork Lift License Class I, IV, V

2/2009 TSA ENGAGE Program.

10/2008 Successful completion of classroom training for Check Baggage BST and Itemiser/Barringer Explosive Trace Detection;

4/2008 US Customs and Border Protection Integrated CBPI-819 Expert Pistol Award score 296 from a possible 300 overall Firearms score of 98.67%

4/2008 US Customs and Border Protection Intergraded CBPI-819 Fitness Achievement Award with an overall fitness score of 93.75%

10/2006-11/2007 Certificate of Appreciation as a member of TSA's Color Guard.

8/2007 Graduate of the BDO SPOT Program Screening Passengers by Observation Technique.

5/2007-8/2007 Face of Miami Customer Service Program Summer 07

4/2007 Awarded the PASS coin and Certificate of Recognition for earning a final rating of: Role Model of Excellence for 2006.

3/2007 Letter of Commendation for audits on the efficiency of our screening operations at security check point "D" by Mr. Scott Thaxton who said that the "D" is the best running check point in the nation.

2/2007 Received the "Coin for Excellence" for outstanding contribution and participation in the ceremony marking the arrival of Super Bowl XLI Wounded Veteran's Flight.

1/2007 "Letter of Commendation" from supervisors at TSA security check point "D", for "Staunch work ethics and unwavering willingness to accomplish the TSA mission, uncommon attitude and behavior, excellent attitude and teamwork".

9/2002 Palomar Police Academy class 8, "Most Inspirational" Cadet Leadership Award.

9/2002 Palomar Community College awarded Phi Theta Kappa, International Scholastic Order of the Two Year College Honor Society for a grade point average of 3.5 and above.

9/2002 Palomar Community College awarded the Alpha Gamma Sigma, California State Honor Society for grade point average 3.5 and over.

4/2002 Anti-Crime Unit, Carlsbad, CA. Promotion to the rank of Corporal with a pay increase.

6/2000 Department of Health, Miami-Dade County, FL. Pool Operator Certificate No. 2093

MILITARY AWARDS:

Navy Commendation Medal
Navy Achievement Medal
Good Conduct Medal (4)
National Defense Service Medal
Southwest Asia Service Medal
Combat Action Ribbon
Sea Service Deployment Ribbon (4)
Overseas Ribbon
Navy Unit Commendation
Joint Meritorious Unit Award
Kuwait Liberation Medal
Kuwait Liberation Medal (Kuwait)
Certificate of good conduct (5) Meritorious Mast (3)
Certificate of Extraordinary Leadership Commendation (2)
Certificate of Appreciation (2)
Secretary of The Navy Letter Of Commendation
Rifle Expert Badge (5th)
Pistol Expert Badge (6th)
Letters of Appreciation (4)
Special Leadership Award
Promotion Warrant
Certificate of Re-enlistment (4)
Honorable Discharge (4)
Academic Achievement

US MARINE CORPS: Military Occupational Skills (MOS's):

0311 Rifleman
0321 Reconnaissance Man
8654 Reconnaissance Man, Parachute and Scuba/UBA Qualified
8511 Drill Instructor
8563 Marine Combat Instructor of Water Survival
0369 Infantry Unit Leaders (Platoon Sergeant)