

“Pearls don’t lie on the sea shore. If you want one, you must dive for it.”– Chinese Proverb’

PROFESSIONAL SUMMARY

Strategic problem-solver, highly self-motivated, and high organized professional with over six years of operational management skills experience. Well-versed in public relations and law enforcement looking for a challenging opportunity in a forward-thinking, diverse corporation. Language expert with 6 years of language expertise and an extensive concentration in Applied Linguistics: Syntax, Pragmatics, Discourse, Semantics, Computational Linguistics coupled with strong written and extravagant communication skills. Believes that expertise is forged over time and hardened through experience.

SUMMARY OF QUALIFICATIONS

- ❖ **Reliable, versatile and resourceful professional** who possesses more than 6 years of increasingly responsible project and traffic management experience, and over 6 years of experience in customer service.
- ❖ **Effectively analyze job objectives and goals** providing technical consultation to program staff in planning team including specification of materials, preparing specification and cost estimates for production.
- ❖ **Routinely identify opportunities to enhance operations and project efficiency.** Recognized opportunities to streamline processes and improve data management and save corporation thousands of dollars.
- ❖ **Excel in staff development and team building.** Trained new hires, and lead teams. Present effective and informative formal and informal training sessions. Coached individuals in one-on-one settings. Take pride in the professional and personal growth of all colleagues.
- ❖ **Emphasize building exemplary relationships** in all professional settings. Established and maintained effective rapport with all clients, keeping in mind that *relationship management* is the cornerstone of professional success.

Technical Toolbox

(Applications, software, concepts, development tools used)

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|-----------------|--|--|---|
| Multilingual | LogicSoft – Risk Prevention Analysis Management Software | El Paso – Gang Intelligence Software | Drug Enforcement Agency(DEA) – Criminal Tracking Software |
| TESOL Certified | Facebook | Point of Sale (POS) Merchant Solutions Business Systems Software | SAP & Oracle - Enterprise Resource Planning Systems (ERP) |
| Apple IOS | Electronic Data Interchange (EDI) | LAN, WAN, SAN | Pegasus – Financial Software |
| MS Windows 2010 | SQL | Document Management System – (central repository, and storage) | Sirius – Government Reporting Software |

PROFESSIONAL EXPERIENCE

Happy Goal, Shanghai China

3//2019 – 02/2020

Curriculum Operational Coordinator

- Maintained project plan and complete operational processes and deliverables to help ensure effective, trouble-free e-Learn and in-person course launches to our targeted audiences
- Actively and effectively partner with Legal Program Managers and Legal SMEs to support new and ongoing course deployments
- Documented and provided course deployment requirements (e.g. reoccurrence) which informs the correct course configurations and assignment of course curriculums
- Drafted and maintain course playbooks, key deployment changes, course requirements, and other standard operating procedure documents
- Track and report course key metrics and performance measures to key stakeholder as required
- Maintained effective working relationships with others
- Prioritized and organized work assignments
- Established, planned and set objectives and goals that support overall business strategy/results; anticipating and adjusting for problems/roadblocks
- Developed, interpreted and implemented policies, procedures and technical information
- Responsible for lesson planning while consolidating with the foreign teacher about prior or future engagements.
- Responsible for constructing strategic language comprehensive lessons while maintaining a language acquisition environment.
- Overseer of the students critical thinking and motor skill contribution while involved in their lessons.
- Developed customized activities for the students lead- in, production and practice in order to successful complete a redetermined lesson plan.
- Implemented writing, reading and listening practices all targeted for efficient curricular production within the guidelines of TESOL, ESL and TOEFL.
- Trained teachers to teach classes based on thematic events in regard to second language to produce a modern idea of cultural and comprehension.
- Fulfilled school policy and guidelines in regard to safety, procedure and regulation to maintain classroom management and government policy.
- Trained Foreign Teachers to prepare lesson plans using Method, Approach and Technique.
- Managed school scheduling and helped construct meeting implementing classroom manage and teacher building.
- Processed and help recruit foreign teachers to specific locations where they were needed.
- Conducted special events by helping the Director plan parent meeting and outings for team builders.
- Evaluated teaching practices of the precedent teachers in the institution while giving feedback and pedagogical techniques to better performance.

Travis County Sheriff Department, Austin, TX

2//2017 – 2/2018

Correctional Consultant Officer (Bilingual)

- Responsible for assisting the Post Officers and performing duties away from the post to ensure the smooth operation of the building/section while assisting and supporting the Post Officers by running errands, procuring supplies, delivering paperwork, responding to assistance calls, etc. in Spanish as well.
- Experience utilizing computer systems, to receive and provide information using databases/sources. Assisted with mail, commissary, laundry, and other activities at appropriate times. Assisted with inmate searches and cell searches as needed. As well as with inmate counts as needed. Updated and printed new count sheets, moves lists and other lists each day.
- Documented statistical data as required in Spanish and English while I Assisted in feeding inmates as needed. Assisted in attempting to resolve inmate requests and complaints.
- Responsible for the cleanliness, maintenance and security of the building and grounds. Conducted cleanup detail as assigned. Noted security breaches/concerns.
- Experience utilizing computer systems, to receive and provide information using databases/sources
- Conducted outside perimeter security checks of the building/section at least once per shift, checking for damage or maintenance concerns, as well as for inmates tampering with windows, doors, walls, etc. in possible escape attempts.
- Conducted and monitored recreation as needed. Conducts special inmate work details when applicable. Experience with data collection methods and applying inductive and deductive reasoning techniques/skills relevant to data collection/research.
- Experience analyzing voluminous amounts of information and making decisions regarding its value and worth to a case. Responsible for taking appropriate actions for all rule infractions such as counseling and reporting as well as escorted and/or

processed inmates into and out of the units as needed, and monitored inmate movement; ensures inmates arrive at court/ programs on time and in appropriate attire.

- Operated along side with special law enforcement agencies and cross functional teams through strategic communication.
- Escorted official visitors and other visitors within the building/section. Monitored religious services and programs that occur within the building. Performs meal breaks for other staff members.
- Responds to crisis situations such as fights, fire alarms, medical emergencies, etc. according to policy and procedure while maintaining information logs, assigned and unassigned equipment such as keys, radios, vehicles, etc. Performs other duties as assigned Use language, cultural, historical, and specialized knowledge to form an integrated picture of criminal, national security and public safety matters.
- Experience in researching and evaluating techniques and procedures in order to identify, analyze, and assemble pertinent facts into finished reports.
- Gather and analyze collected intelligence to develop fact-based, actionable conclusions which you will draft into intelligence reports and briefing materials; and
- Consolidate and analyze all relevant data to create and maintain awareness for your office/unit's area of responsibility and priority threats, including observed and potential threat components, indicators, and vulnerabilities discovered through your research.

Thomas K. Curry

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Apple, Austin, TX

07/2016 – 02/2017

Retail Specialist

- Provided high level of customer service to customers Thoroughly research and reply to Member requests with high sense of urgency and professionalism
- Continually exceeded customer expectations
- Able to troubleshoot and communicate across multiple platforms
- Proactive Sales, both to new and existing Members
- Constantly evaluated customer experience and make suggestions to improve customer engagement/satisfaction
- Thrives in a fast paced work environment that has you constantly on the go. Maintains composure and works well under pressure.
- Respected inclusion and diversity in the workplace
- Conveyed messages and ideas concisely and effectively with professionalism
- Established rapport with others and cultivate relationships easily
- Problem-solved and found root causes to complex issues
- Effectively learned new systems and processes
- Managed multiple tasks with individual deadlines
- Showed strong empathy and compassion for the people I supported and stood up for what I believed to be right for our business
- Team player and prioritized the needs of the team ahead of your own

Business Language Designers, Monterey, Mexico

12/2014 – 01/2017

Curriculum Operational Analysts (Bilingual)

- Tracked incoming/outgoing correspondence, respective responses, and reporting
- Collected client self-attestation report packets on a quarterly and annual basis, based on the type of audit program required for each client to demonstrate compliance with PCI requirements
- Audited entries of new and legacy payment systems in the Merchant Onboarding Portal (MOP) and Nexus
- Prepared and disseminates information via bi-weekly status report to internal stakeholders
- Provided reporting for client performance against volume projects and default thresholds
- Provided bi-weekly project updates on a per client basis to internal stakeholders for review prior to dissemination to our clients
- Updated customer accounts in company proprietary systems
- Communicated and facilitated among various department representatives, vendors, financial institutions, clients, and executives as needed with testing new system enhancements; implementation of new business requirements, as per the SLA
- Created and updates training manuals for internal and external customers wherein specific nuances require documentation and explanation relevant to a given project
- Submitted and updated information in Team Foundation Server (TFS) for project tracking
- Prepared and processed new client documentation (MID reqs, ACH forms, W9s, etc.)
- Coordinated regularly with other departments regarding cross-departmental tasks
- Created and maintains database to log and track project details for new and prospective clients
- Researched and provides responses to financial institutions relative to dishonored customer payment instruments
- Other job duties/responsibilities as assigned, including but not limited to ad hoc client calls/meetings

Fraud Analysts (Bilingual) Contractor

- Assigned all work assignments, commit the team to the work, manage the quality of the work and drive the people management activities within the team
- Made decisions about the day to day operation of the group, including management of work assignments and information between shifts as well as approach regarding workload, equipment, staffing, and scheduling. Included adjusting work hours as necessary to meet deadlines, e.g., overtime, evening and weekend hours
- Managed workloads to ensure even distribution of responsibilities and provide development opportunities
- Worked closely with global counterparts
- Performed and or ensure completion of quality review check on outgoing work e.g., proof data entry, correspondence, and other tasks within immediate team to ensure quality, accuracy, and consistency
- Identified and assist with development of support materials for team use, e.g., training manuals, job aids, and views in databases
- Prepared, analyzed and interpreted complex reports information and formulate conclusions
- Acted as technical and functional resource and Subject Matter Expert for team members, peers and or clients
- Acted as technical and functional resource and Subject Matter Expert for team members, peers and or clients Querying data from complex and/or disparate data sets using SQL or similar querying language
- Data analysis and trend profiling
- Conducted online investigations using open source and/or database research
- Threat actor profiling/TTP
- Subject matter expertise in web authentication and security best practices
- Identified active and impending threats and outlining prevention, remediation, and mitigation recommendations
- Assisted in the creation of proactive and/or automated fraud prevention/response efforts
- Created written reports/adverse action documentation
- Communicated complex scenarios to a variety of audiences

Thomas K. Curry

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H-E-B Grocery Food Stores, Austin, TX

12//2009 – 7/2016

Loss Prevention & Risk Specialist (Bilingual)

We were a specialized unit that prevented theft of merchandise from would-be shoplifters, and apprehended dishonest employees while continually analyzing where the company could potentially lose money, developing plans to prevent loss revenue.

- Detected and resolved external theft by identifying, investigating, and resolving theft incidents
- Conducted surveillance, detains, and interviews persons apprehended in shoplifting incidents Recovered assets and / or makes safe apprehensions
- Responsible for writing and documenting the case reports for theft incidents and weekly activity reports
- Responsible for collecting and providing data for submitting insurance documentation.
- Educated store partners and management on Loss Prevention-related matters to improve theft awareness and maintain a safe store environment
- Conducted inspections of physical security standards
- Learned advanced interviewing techniques
- Provided input to LP Leadership on annual budgeting, staffing, training, LPS certification, scheduling, and feedback on performance
- Experienced in /extensive knowledge of investigative techniques
- Communicated with other cross functional group as well as law enforcement agencies to apprehend would be shoplifters

PROFESSIONAL DEVELOPMENT and CERTIFICATIONS

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|--|-------------------------------------|
| State Bilingual Proficiency Certification..... | State of Texas |
| Southeastern Oklahoma State University Division II Football Player | Alumni Member |
| Leadership Certificate..... | Travis County |
| Federal Bureau of Investigation (FBI) Code Breakers Certificate..... | Texas Commission of Law Enforcement |
| Security Awareness Advanced Certificate..... | Travis County |
| Texas Gang Investigators Association..... | National Member |
| Human Trafficking Certificate..... | Texas Commission of Law Enforcement |
| Gang Intelligence Certificate..... | Texas Commission of Law Enforcement |
| Occupational Safety and Health Administration (OSHA) Certified..... | National Member |
| Licensed Jailer..... | Travis County |

EDUCATION

Southeastern Oklahoma State University, Durant, Oklahoma
Bachelor of Science in Behavioral Science of Business
Minor of Spanish

REFERENCES

Available upon request

“Good business leaders create
a vision, articulate the vision,
passionately own the vision,
and relentlessly drive it to
completion.”
Jack Welch