

Profile

Training Management Professional

- Results-oriented dedicated leader with over 20 years experience in operations and training management
- Proven track record with all aspects of planning and executing high visible operations
- Articulate public speaker called upon to deliver executive-level briefs and presentations
- Collaborative leader skilled in training, mentoring, and coaching high performance teams
- Commitment to excellence, and track record of outstanding performance

Core Competencies

- Training, Development and Mentoring
- Public Speaking
- Risk and Safety Management
- Senior Personnel Advisor
- Strategic and Operational Planning
- Human Resources
- Over 20 years Law Enforcement Experience
- Safety Training
- Budget Management
- Leadership Instructor
- Training and Curriculum Development
- Team Building and Leadership
- Physical Security/Force Protection
- Quality Assurance
- Project and Program Management
- Problem Solving
- Test Administrator
- Records Management

Professional Experience

Retail Store Manager **Phoenix, AZ**

10/2014-Present

- Directly supervise seven customer service representatives; responsible for the training, development and professional growth of all employees to include new hires
- Responsible for analyzing daily sales and expense information, as well as developing plans to maximize sales and net profits resulting in an increase of over 70% of monthly revenue
- Assess and monitor store inventory weekly in order to control and prevent product loss resulting in a 65% decrease of merchandise loss
- Ensure security of all inventory to include merchandise, money, and equipment valued in excess of over \$ 1 Million
- Manage daily schedule and overtime to ensure proper utilization of budget resulting in a higher overall net gain for the store
- Handle customer complaints and resolve each issue to ensure positive customer satisfaction and experience

Distribution Manager **Joint Base Elmendorf-Richardson, AK**

04/2014-08/2014

- Managed office staff of eight responsible for maintaining all warehouse needs in order to effectively support maintenance of over 3600 government family units; indirect supervisor of 20 maintenance staff
- Managed all service requests to ensure that at least 95% were closed in order to meet contract timeliness standards
- Guaranteed inventory maintained above 90% accuracy utilizing the WASP inventory system
- Ensured security of all warehouse inventory valued at over \$ 2 million to include parts and equipment

- Managed schedule and overtime of all staff to ensure proper utilization of budget
- Troubleshoot customer complaints to diplomatically resolve issues or complaints and evaluate effectiveness of maintenance services

**Provost Sergeant [Related Civilian Occupation: Deputy Chief of Police]
Joint Base Elmendorf-Richardson, AK**

09/2010-08/2014

- Principal advisor to the Air Force Security Forces (SF) Squadron Commander
- Responsible for the daily execution of all law enforcement, physical security, community policing, crime prevention and force protection functions on an 80,000 acre installation serving a local population exceeding 30,000
- Supervised and directed the activities of 297 Military Police and Security Forces, 40 Department of the Air Force Police, 2 civilian personnel, and 27 Contract Security Guards
- Directly responsible for the accountability of critical, sensitive and non-sensitive property valued in excess of \$ 3 million resulting in zero lapse in law enforcement coverage
- Planned, coordinated and executed inter-agency operations to include organizing and developing specific requirements with other outside state and federal agencies

**First Sergeant [Related Civilian Occupation: Senior Advisor/ Operations Manager]
Ft. Bliss, TX**

09/2008-08/2010

- Responsible for the health, welfare and professional development of 230 soldiers assigned to the organization
- Advised Company Commander on the technical considerations and personnel readiness issues of the staff and organization
- Planned and executed the security of a forward operating base in Iraq with zero loss of equipment or personnel, accomplished and completed meeting timeliness standards by identifying needs and prioritizing multiple tasks
- Responsible for the accountability, security, maintenance and combat readiness of all equipment assigned to the organization valued in excess of \$ 30 million

**Senior Small Group Leader [Related Civilian Occupation: Manager/Instructor Supervisor]
Ft. Leonard Wood, MO**

05/2006-08/2008

- Senior Instructor in the largest Leadership Academy in the Army
- Responsible for counseling, mentoring, and supporting the professional growth, and development of seven junior instructors
- Trained 384 students annually every eight weeks resulting in successfully preparing future senior leaders
- Developed training schedules consisting of 357 hours of Military Occupation Specialty Technical Training
- Coordinated over \$ 1 million worth of training equipment and facilities for each eight week class rotation
- Direct input of necessary updates of all technical written examinations and evaluations maintaining high levels of confidentiality
- Developed and implemented new training material when necessary in order to meet the changes of new mission requirements in various locations
- Facilitator for all administration of student testing to include accountability and proctoring of required tests
- Fostered a positive learning environment through establishment of tough and realistic goals in order that every trainer and their students had every opportunity to succeed.

**Operations Sergeant [Related Civilian Occupation: Company Operations Manager]
Ft. Leonard Wood, MO**

05/2005-04/2006

- Responsible for all aspects of personnel management to include soldier action reports and records as well as document maintenance of 330 employees
- Coordinated with personnel and finance centers to help resolve issues experienced by employees
- Supervised, planned, and organized workload for the unit clerk
- Ensured 123 personnel were proficient and ready to travel on short notice to support worldwide

contingency operations

- Ensured all facets of tasking, training, supply operations, and personnel actions were completed at or above standard
- Planned, coordinated and resourced the successful execution of more than 300 missions in support of the Maneuver Support Center (MANSCEN), Fort Leonard Wood and United States Military Police School

**Platoon Sergeant [Related Civilian Occupation: Department Manager]
Giessen, GE**

04/2002-04/2005

- Force protection and law enforcement in three military communities in Germany with no less than 15 Military Police patrols to ensure overall safety and security of military members and families
- Responsible for the training, readiness, supervision and care of 30 Soldiers
- Responsible for the maintenance and use of 10 tactical vehicles as well as equipment valued at over \$ 3.5 million
- Developed, evaluated and supervised the training of over 200 Iraqi Police Officers resulting in a more secure environment for all civilians and personnel in the area
- Observed and evaluated Military Police units preparing for deployment to ensure the most effective organization was prepared for future assigned tasks

**Provost Marshal Office Assistant Operations Sergeant
[Related Civilian Occupation: Police Station Supervisor]
Ft. Bliss, TX**

04/2001-03/2002

- Responsible for the daily conduct of Military Police support on a major Army installation with an average population of over 90,000 people to include active duty and civilians
- Responsible for supervising, training, counseling and overall welfare of 18 personnel
- Provided general supervision of over 10 Military Police patrols for eight access control gates in addition to providing security and training to support agencies
- Ensured the proper, timely, and accurate completion of the Military Police reports and blotters
- Developed and implemented an extensive scenario driven evaluation program with other federal and government agencies for all Crisis Response training in order to establish and maintain emergency response plan
- Planned and coordinated security for major entertainment events for the installation

Additional Professional Experience

Platoon Sergeant, Desk Sergeant, Patrolman	Ft. Bliss, TX	October 1998-March 2001
Desk Sergeant, Dare Officer	Camp Darby, Italy	October 1995-October 1998
Squad Leader	Ft. Gordon, GA	December 1993-October 1995
Squad Leader, Patrol Officer	Frankfurt, Germany	October 1990-December 1993
Patrol Officer	Vint Hills Farm Sta., VA	June 1989-October 1990

Education

**Bachelor of Science in Organizational Management
Grand Canyon University, Phoenix, AZ**

Currently Enrolled

**Bachelor of Science in Organizational Management
Victory University, Memphis, TN**

**01/2012-06/2014
105 of 120 SH complete**

- Small Business Management
- Business Ethics
- Principles of Marketing
- Organizational Behavior
- Human Resource Management
- Business Communication
- Principles – Macroeconomics
- Business Law I
- Business Statistics
- Accounting & Finance for Managers

- Military Science
- Management Problems
- Juvenile Procedures
- Homicide
- Fundamentals of Criminal Law
- Criminal Justice
- Organized Crime
- Crime in America
- Legal Aspects of Law Enforcement
- Court & Criminal Procedures

Los Angeles Police Department

D.A.R.E. Instructor Course (1996)

Military Training Courses

Primary Leadership Development	Safety Officer/NCO Course
Basic Leadership	Container Certification Course
Military Leadership	Strategic Planning Leader Course
Law Enforcement Operations	Advanced Leadership
Law Enforcement Technical	USAF Air Load Planner Course
Instructor Training Course	Conventional Physical Security/Crime Prevention
Small Group Instructor Course	Drug & Alcohol Unit Prevention Leader

Additional Skill Identifiers

Physical Security/ Force Protection
Battle Staff Operations (Strategic Planning)
Certified Instructor
OSHA 10 Hour

Volunteer Experience

Youth Baseball Coach - Various Locations (1995-Present)
Foster Parent – Camp Darby, Italy (1996-1998)
Teen Activity Group Bus Driver – Camp Darby (1996-1998)

Awards and Decorations

Bronze Star Medal (2)	Meritorious Service Medal (4)
Joint Service Commendation Medal	Army Commendation Medal (5)
Army Achievement Medal (8)	Good Conduct Medal (8)
Meritorious Outstanding Volunteer	The Military Police Order of the Marechaussee (Bronze)