

HIGHLIGHTS OF QUALIFICATIONS

- Excellent team leader, motivator, and performance coach
- Exceptional liaison with individuals at all levels within an organization
- Ability to effectively multi-task for extended periods of time in high-stress, fast-paced environments
- Highly detail-oriented; consistently exceeding established goals and performance expectations
- Experienced with Microsoft Windows, Word, Excel, and PowerPoint
- Security Clearance: previously held Secret

PROFESSIONAL EXPERIENCE

- Transportation Security Administration (TSA), Orlando, FL **Supervisor** 2012 – Present
- Supervised security operations, as well as the day-to-day activities and career development of over 30 federal security officers
 - Collaborated with airline and airport officials on a regular basis to facilitate operational success
 - Investigated incidents, wrote reports, maintained operational logs, and dealt with all manner of customer service-related issues on a daily basis
 - Managed employee schedules, payroll reporting, vacation approval, and proficiency testing
 - Ensured employee progression through training, observation, and quarterly performance evaluations
- Ryan Homes, Orlando, FL **Land Representative** 2010 – 2012
- Performed market research, financial feasibility, and competitive analysis studies on land targeted for acquisition
 - Developed more efficient systems for prospect tracking and streamlined existing processes at the department head level
- Northwestern Mutual Financial Network, Orlando, FL **Financial Representative** 2007 – 2010
- Advised business owners and chief executive officers on how to maximize profits, reduce costs, and protect their most valuable assets
 - Instructed and mentored new agents, coaching them through each aspect of client presentation, customer service, and various computer-based applications
- United States Coast Guard, Charleston, SC **Operations Specialist** 2003 – 2007
- Coordinated the operational response to all water born emergencies along the South Carolina and Georgia seacoasts
 - Dispatched and coordinated the actions of all Coast Guard vessels and aircraft in area of operations, as well as various Federal, state, and local agency assets, when their assistance was requested
 - Oversaw the safe navigation of the ship, utilizing various types of radar and computer navigation equipment throughout the typical counter-drug smuggling, migrant interdiction, and search and rescue operations
 - Trained academy cadets and junior petty officers in every facet of navigation, communications, tactical response, and rescue operations
 - Awarded a Good Conduct Medal, Meritorious Team Commendation, Unit Commendation, Navy League Award, and First Among Peers Award

EDUCATION

Master of Aeronautical Science; Specializations: Management and Safety Systems

Embry-Riddle Aeronautical University, Worldwide, Daytona Beach, FL

GPA 3.8/4.0; May 2012

Bachelor of Arts in Sociology

University of Pittsburgh, Johnstown, PA

Cum Laude; GPA 3.3 / 4.0; May 2003