

**Law Enforcement / Security / Communications / Training
Paralegal / Personal Injury Law**

Award-winning, highly dedicated and extremely conscientious professional with extensive experience in police force and paralegal work. Proven abilities during a sixteen (16) year career in handling emergency situations, improving work-related processes, managing others and negotiating successful outcomes. Strong areas of expertise include:

- **Law Enforcement / Paralegal** – Thorough knowledge of police force operations with hands-on experience in dispatch, liability/firearms, training, canine handling, local/state law, criminal investigations, and security. Paralegal expertise in personal liability cases including the research/analysis of evidence and legal issues, as well as documentation of claims and testimony. Especially strong at recommending resolutions/settlements, and finalizing negotiations with clients and other entities.
- **Leadership / Management / Teamwork** - Recommend and lead process improvement efforts for work unit that boost efficiency and effectiveness of department. Manage training classes consisting of both new hires and tenured officers. Frequently selected to participate on special committees. Previously managed a team of 20.
- **Facilitation and Course Development** - Design, develop, roll out training curricula for entire Jupiter police force, including a 16-week new hire orientation program and a high liability/firearms program. Experienced in developing course objectives, content, and testing. Implement and analyze performance evaluations and on-the-job observations.
- **Communications / Problem Solving / Decision Making** –Effectively handle dispatch communication operations related to crises and 911 emergency calls. Ask appropriate questions to analyze and prioritize situations. Coordinate appropriate units/personnel to the scene of the incident. Build key relationships with departments and community.

PROFESSIONAL EXPERIENCE

TOWN OF SAN DIEGO, San Diego, CA **July 2004 – Present**
Police Communications Training Officer / Adjunct Instructor (August 2007 – present)

Responsible for training a 16-week orientation program attended by all new communications officers. Complete performance evaluations and observation reports on all trainees. Participate in the selection process of potential new communications officers. Implement process improvements and assist in policy re-writes for the work unit.

Key Accomplishment:

- Selected to be part of the team developing and implementing a new \$1.5M computer system.

TOWN OF SAN DIEGO, San Diego, CA
Police Communications Officer / Police Dispatcher (July 2004 – August 2007)

Responsible for processing, screening and monitoring emergency 911 phone calls for police, fire and rescue, and normal phone calls from the public. Interviewed callers, prioritized/classified calls and dispatched the appropriate personnel to the scene. Coordinated units to designated assignments. Utilized national, state and local criminal information systems (NCIC/CCIC), and other data bases/software programs.

Key Accomplishment:

- Chosen as an incident command dispatcher for major or catastrophic events. •Promoted to Training Officer.

THE LAW FIRM OF SMITH AND JONES, San Diego, CA **March 2002 – July 2004**
Investigator / Paralegal

Responsible for providing and analyzing evidence necessary to prosecute and litigate a personal injury claim. Handled daily correspondence with insurance companies related to accidents, personal injuries, and property damage. Photographed accident scenes, vehicles and personal injuries. Researched, drafted and finalized complaints and pleadings. Located witnesses and others to record statements. Worked with law enforcement, physicians, insurance companies, other professionals and clients to negotiate and complete settlements.

Key Accomplishments:

- Improved processes for building case evidence by developing new investigative methods and implementing appropriate computer systems. • Increased revenue to the firm by bringing in high-value cases.

TOWN OF SAN DIEGO, San Diego, CA **February 2000 – March 2002**
Police Communications Officer / Police Dispatcher

Responsible for answering and monitoring emergency 911 phone calls for police, fire and rescue, etc.

TOWN OF LA JOLLA, La Jolla, CA **March 1998 – February 2000**
Police Tele-communicator

Responsible for answering, screening and monitoring 911 phone calls for police, fire, and rescue dispatch.

Key Accomplishments:

- Selected to attend Communications Officer Instructor Training and to implement Incident Dispatcher Training.
- Trained other trainers on how to facilitate the Communications Training program.

PERSONAL/FAMILY SABBATICAL **June 1997 – March 1998**

TOWN OF SAN DIEGO, San Diego, CA**September 1988 – May 1997****Sergeant (May 1996 – May 1997)**

Supervised approximately twenty (20) officers, the canine unit and the support staff. Handled Internal Affairs investigations and administrative inquiries. Ensured that officers followed rules and regulations of the agency.

Key Accomplishments:

- Supervised 1st homicide committed in ten (10) years; located suspect; sat in on the confession; testified at deposition; sentencing resulted in 80 year prison term.
- Received Supervisor of the year (1996).
- Chosen to train as an Internal Affairs Investigator.

High Liability and Firearms Instructor (June 1995 – May 1996)

Designed and developed high liability/firearms training program for entire police force. Trained current officers and newly hired police officers, in firearms, use of force, decision making, building searches, baton, and arrest tactics.

Key Accomplishments:

- Instrumental in the purchase of better quality firearms for officers.
- Promoted to sergeant.

Canine Officer (October 1993 – September 1995)

Handled police canines for patrol and narcotics detection. Conducted searches in buildings and in wide.

Key Accomplishment:

- Received Life Saving Award from Palm Beach County Police Chief's Association.
- Apprehended 70 felons

Field Training Officer (October 1991 – October 1993)

Trained new officers on department policies and all other aspects of work performed by police officers.

Police Officer (September 1988 – October 1991)

Patrolled areas, responded to calls and performed rescue functions. Enforced all codes, ordinances, laws, etc.

Key Accomplishment:

- Attained highest-ever academic average for Police Academy and top overall police recruit.

EDUCATION

Bachelors of Science in Public Administration - 2003
 College Studies Business Administration - 1995
 Police Academy – 1990

UCLA, Los Angeles, CA
 Community College, Los Angeles, CA
 Community College, Los Angeles, CA

TRAINING/CERTIFICATIONS

- Mid Management Supervision
- Instructor Techniques
- Communications Training
- CPR Training
- Internal Affairs Investigation
- Hostage Negotiations
- 47 Additional Training Programs in Law Enforcement

LICENSES

Licensed Class 'C' Private Investigator
 California Certified Police

State of California Notary Public
 Concealed Weapons

AWARDS

- Only full-scholarship winner to attend the California Conference in March 2008
- Received over 100 commendations and chief's letters while working as a police officer.
- Honored with three (3) Congressional Awards (Bronze, Silver, and Gold) for Voluntary Public Service.