

EXECUTIVE SUMMARY

An **operations and workforce management leader** with 15 years of experience in the security, transportation, and higher education sectors. A communicative and effective professional who specializes in employee development, risk management, strategic planning, and managing culturally diverse workforces.

FUNCTIONAL EXPERTISE

- **Cross-functional Operations Leadership**
- **Coaching and Workforce Development**
- **Managing Day-to-Day Operations**
- **Managing Compliance and Logistics**
- **Developing Workforce Strategies and Hiring**
- **Risk and Disaster Response Planning**

FUNCTIONAL EXPERTISE DEMONSTRATED

[EAZL TRANSPORTATION INC.](#)

March 2008 – Present

An ambulance transportation services firm serving San Francisco with a fleet of ~31 ambulances, a workforce designed to reflect the communities served, and clients like the Marin County Hospital and Healthcare System.

Operations Manager (August 2012 – Present)

Builds, manages, and owns ATI's day-to-day workforce management strategy, manages facilities and fleet check-ins/check-outs, hires and trains new staffers and contributes to billing and compliance activities.

- **Cross-functional Operations Leadership:** Collaborates cross-functionally with Eazl's Chairman, CFO, and Billing Manager to streamline staffing, training, billing, and logistics processes. E.g. Led an initiative to improve Eazl's termination protocol in 2015 to reduce litigation risk at the request of Homer Simpson, Eazl's Chairman.
- **Coaching and Workforce Development:** Serves as on-site manager, supervisor, and mentor for a ~200 member workforce, seeking to develop a culture of accountability and open communication. E.g. leads ~5 peer-feedback sessions/wk. reducing the risk of major conflicts, employee turnover, and scheduling errors.
- **Managing Day-to-Day Operations:** Leads day-to-day hiring, logistics, equipment/maintenance, scheduling, and facilities reporting. E.g. interviews, hires, and trains ~8 new employees monthly, manages ambulance maintenance and inspection schedules, and adjusts site operations after reviewing KPIs on a bi-weekly basis.

Emergency Medical Technician (March 2008 – August 2012)

Acts as field leader for emergency and non-emergency transport situations, performing risk assessments and partnering with hospitals and on-site healthcare workers while meeting medical-legal compliance guidelines.

- **Logistics Management and Compliance:** Performs patient assessments, emergency medical assistance (e.g. burn management, CPR, or emergency birth assistance), and prepares billing and compliance documentation for ~120 incidents/mo. and prepares vehicle, fuel, equipment, and call reports for site management.

[EAZL JONES COLLEGE](#)

January 2012 – Present

One of the City Colleges of Atlanta System's three city junior colleges serving ~9,000 students and offering 2-year associate's degrees and occupational training in IT, manufacturing, medical, and business fields.

Adjunct Professor

Teaches classes on a variety of security and disaster response topics like Introduction to Homeland Security, Intelligence Analysis, Disaster Psychology, Disaster Response and Recovery, and Transportation Security.

- **Coaching and Workforce Development:** Seeks to cultivate lifelong learners by preparing engaging lesson plans, in-class simulations and case studies, learning reinforcement tools, and the delivery of supporting materials (e.g. publicly-available video and audio clips) in classroom settings with ~20 students.

PREVIOUS ROLE:

Security Supervisor – [Eazl and Co.](#) (August 2002 – September 2006)

EDUCATION

Master of Business Administration. [Eazl University](#) (Healdsburg, CA)

- GPA: 4.0/4.0
- *Expected Graduation in 2018*

Bachelor of Science (Public Safety and Emergency Management). [Eazl University](#) (Healdsburg, CA)

- GPA: 3.47/4.0
- President's List

Associate in Applied Science (Emergency Management). [Eazl College](#) (Chicago, IL)

- GPA: 3.70/4.0
- Phi Theta Kappa

OTHER RELEVANT INFORMATION

Volunteerism: *American Red Cross* — Project Leader (2007). Managed a volunteer-led outreach program, recruiting 200 new clients in ~3 months, launched an in-home safety makeover program in 4 Atlanta communities, and led a 160-volunteer survey that increased the response by 22% from the previous year.

Disaster Management and Emergency Response Certifications Earned:

- Emergency Medical Technician - Basic (ID# 055556493)
- Emergency Medical Dispatcher (ID# 555166453)
- AHA CPR Instructor, Basic Life Support
- EMS Safety Instructor
- OSHA 10-hour Construction Safety and Health
- FEMA IS-15.A Special Events Contingency Planning for Public Safety Agencies
- FEMA IS-230.b Fundamentals of Emergency Management
- FEMA IS-393.A Introduction to Hazard Mitigation
- FEMA IS-706: NIMS Intrastate Mutual Aid, an Introduction
- FEMA IS-3 Radiological Emergency Management
- FEMA IS-660 Introduction to Public-Private Partnerships
- FEMA IS-100 Introduction to the Incident Command System (ICS 100)
- FEMA IS-200 ICS for Single Resources and Initial Action Incidents
- FEMA IS-800.B National Response Framework, An Introduction
- FEMA IS-800.A National Response Plan (NRP), An Introduction
- FEMA IS-808 Emergency Support Function (ESF) #8 Public Health and Medical Services
- FEMA IS-1 Emergency Program Manager, An Orientation to the Position
- FEMA IS-907 Active Shooter: What You Can Do