

Milwaukee, Wisconsin Metro Area

Professional Summary

Corporate physical security director and former law enforcement executive with a proven track record of success in project management, leading change, team building, leadership development, accountability in management, organizational discipline, training, implementing risk management programs, managing crisis and continuity of operations, physical security and facilities management and improvement, asset protection (retail and non-retail), and attaining organizational goals. This has been achieved through a highly inclusive and collaborative leadership style that embraces the development of positive relationships across all business functions of the organization.

Education

BACHELOR OF ADMINISTRATION OF JUSTICE | MARIAN UNIVERSITY - FOND DU LAC, WI. | 2004

GRADUATE - SCHOOL OF POLICE STAFF AND COMMAND | NORTHWESTERN UNIVERSITY - EVANSTON. IL. | 2004

Leadership Training

- Police Executive Research Forum, Washington, DC
Graduate – Senior Management Institute 2008
- Major Cities Chiefs Association Police Executive Leadership Development Program
Graduate – Executive Leadership Institute 2016
- Center for Domestic Preparedness, Anniston, AL.
Graduate – Command Level Civil Disorder Operations 2016

Management and Leadership Experience

DIRECTOR, CRITICAL INCIDENT MANAGEMENT | FEBRUARY 2022 -- CURRENT, CHARTER COMMUNICATIONS

SENIOR MANAGER, INVESTIGATIONS AND TRAINING | MAY 2021 – FEBRUARY 2022, CHARTER COMMUNICATIONS

MANAGER, CORPORATE PHYSICAL SECURITY | JULY 2019 – MAY 2021 CHARTER COMMUNICATIONS

ASSISTANT CHIEF OF POLICE | SEPTEMBER 2008 TO FEBRUARY 2018, MILWAUKEE POLICE DEPARTMENT

Assignments – Corporate Physical Security – Charter Communications

Investigations: Managed and conducted investigations relative to both internal and external matters, including criminal and personnel investigations.

Training: Developed and managed the security training program for the ten-state division I was assigned. Also delivered training to thousands of employees both in-person and virtually.

Contract Guard Oversight: Responsible for overseeing the contract guards assigned to retail and non-retail locations within the 10-state division.

Physical Security Project Management: Assigned as the physical security manager overseeing all security related projects in the 10-state division.

Critical Incident Management: Selected to lead the planning and execution of the company's enterprise-wide critical incident management program.

Assignments – Assistant Chief – Milwaukee Police Department

Chief of Patrol: This is the largest police bureau in the department, consisting of approximately 1,400 authorized employees. It is comprised of seven district police stations, the Neighborhood Task Force (Traffic Unit, SWAT, K-9, Street Crimes, and Crash Reconstruction), the Office of Community Outreach and Education, City Hall Security Detail, Mayor's Security Detail, Marine and Underwater Investigation Units, Mounted Patrol Unit, and Planning and Logistics Section. I provided executive level oversight to this bureau to include all administrative and operational functions. In addition to my policing responsibilities, I had the responsibility of oversight of all security operations, emergency planning and continuity of operations, as well as asset protection. Worked closely with major retail corporations on matters pertaining to retail and internal theft.

CHIEF OF ADMINISTRATION: Provided executive level oversight of all day-to-day administrative and operational functions of the entire department, including major event planning, logistics, risk management, multiple site facilities (13 buildings) and cyber security, asset protection, resource allocation, training, budgeting, human resource management (hiring, promotions, personnel assignment, and discipline), policy development, presenting at public hearings, continuity of operations, etc.

CHIEF OF DETECTIVES: Provided executive level oversight of approximately 400 employees assigned to conduct felony investigations, vice and narcotics investigations, sensitive crime investigations, as well as oversight of the department's intelligence operations through the Intelligence Fusion Center.

Select Accomplishments Charter Communications

- **Training** – Responsible for developing and managing the security training program for a ten state area with approximately 16,000 employees from many different business units, including our retail division, relating to physical security in the workplace, active aggressor situation, civil disturbance, and law enforcement contacts. This resulted in more than 25% of all employees receiving security awareness training.
- **Retail Engagement** – established a strong relationship with the retail division for the 136 mobile stores assigned within my division. I developed and provided training relating to fraud, organized criminal groups, loss prevention, internal theft, personal safety within stores, de-escalation of angry customers, and more. I also provided security assessments to ensure all security systems were working properly, including cameras, access control, and alarms. I worked with store leaders to upgrade security features at various locations, to include upgrading cameras and lighting in around the stores. I made multiple visits to stores across the ten-state division to provide a corporate physical security presence and engage directly with store associates and store managers.
- **Critical Incident Management** – responsible for developing the company's critical incident management program. In this role I established an enterprise wide emergency notification system, a tabletop exercise program, risk assessment program, digitized emergency action templates for all locations with 50 or more employees, and tracking programs using Smartsheets and Sharepoint to ensure on-target goal attainment. I also oversaw the development of a quarterly critical incident response newsletter.
- **Investigations** – Managed the investigations process for the ten-state division when the company transitioned to a centralized investigations model, with higher priority investigations remaining decentralized and lower priority cases centralized. In my role, I directly supervised the regional investigator and conducted investigations. I personally handled approximately 40 investigations during the nine months I held the position of Sr. Manager, and supervised dozens of additional investigations.
- **Team Building** – Developed the current team I manage from a disparate group of three individuals working independently to a cohesive, results oriented team that collaborates daily to achieve our goals.
- **Project Management** – Developed my team to become proficient utilizing the Smartsheet project management tool, which was not initially embraced well when implemented by the team in 2019. This tool has allowed for an efficient management of dozens of projects handled by my team each year. As an example, in 2021 through the end of the first quarter my team Initiated 56 projects in Smartsheets, 25 of which are completed with 100% on time and 90% within budget. While in 2020, the team managed 64 projects with 91% completed on time and 93% within budget.
- **Access Management** – Collaborated with the Project Management Group and Access Management Unit on a major data cleanup of data contained within the RS2 access control system in preparation for a major upgrade of the system and the implementation of a new roles based access structure. This project was applicable to nearly 800 physical locations within my division.
- **Major Camera Upgrades** – Completed major camera upgrades at call centers in Milwaukee and Kansas City, deploying state of the art digital cameras connected to the company's national data center. These camera upgrades provide for enhanced security and

ability for real time remote monitoring. Additional, smaller camera upgrades were completed at multiple locations within the division's footprint, including many retail locations.

- **Domestic Violence Policy and Training** – Worked with a cross functional group to develop a policy and training for leaders around the issue of domestic violence and its impact on employees and the workplace.
- **Mental Health Policy and Training** – Worked with a cross functional group to develop a policy and training for leaders around the issue of mental illness and the impact on employees and the workplace.

Select Accomplishments Milwaukee Police Department

- **Continuity of Operations** – Planned and implemented the department's Continuity of Operations Plan, to properly respond to and recover from disaster situations affecting operational policing, police facilities security, and asset protection.
- **Interagency Collaboration** – In collaboration with key community and government stakeholders developed the nationally recognized Community Domestic Abuse Advocacy Program. Also, assigned to a core team of executives from various Milwaukee County Departments working with the MacArthur Foundation on local jail reform. Worked with WE Energies and then Time Warner Cable to detect, prevent, and disrupt the theft of electricity and cable services.
- **Change Agent** – As a newly appointed assistant chief, planned and executed a historic, cultural changing, technology centered restructuring of the Investigations Bureau. As a result, clearance rates increased for most crimes and overtime expenditures were brought within budget, with a 50% decrease overtime.
- **Crisis Management and Incident Command** – Responsible for the response, recovery and overall management of many crisis situations, including civil disturbance situations; large scale demonstrations and rallies; multi-victim shooting events; the Falk explosion of 2006, which involved multiple fatalities and dozens of injuries; and the Milwaukee riots of 2016.
- **Effective Planning** – Led the department's planning team for all major large-scale events, demonstrations/rallies/protests, including the riots of August 2016, wherein I provided executive level oversight of all field deployments to restore order and end the riots. Some of this work was in conjunction with private sector collaboration. Also oversaw the planning and development of the Department's off-duty employment program, which includes the implementation of the MPD security contract with Northwestern Mutual and other businesses in the city of Milwaukee.
- **Budget Management** – Maintained budget integrity, remaining at or below authorized operating, overtime, and training budgets and had responsibility for executive level oversight of the department's \$300 million budget.

Honors and Awards

- Charter Achievement Award, Charter Communications (2020)
- Recognition Certificate from the United States House of Representatives, Representative Gwen Moore (2018)
- Key to the Latino Community Service Award, El Conquistador Newspaper (2018)
- Common Council Proclamation, Milwaukee Common Council (June 2018)
- Mayoral Proclamation, City of Milwaukee Mayor Tom Barrett (2018)
- Common Council Proclamation, Milwaukee Common Council (February 2018)
- Chief's Superior Leadership Award, Milwaukee Police Department (2017)
- Chief's Superior Leadership Award, Milwaukee Police Department (2013)
- Patriot Employer Certificate, United States Department of Defense (2011)

Current Memberships

- ASIS International
- Wisconsin Chiefs of Police Association
- International Association of Chiefs of Police
- Police Executive Research Forum