

William Matthew Goebel

EXCEPTIONAL SERVICE DELIVERY | PROCESS IMPROVEMENT



CONTACT



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SKILLS HIGHLIGHTS

- Interpersonal communicator who is adept at speaking effectively, writing concisely.
- Detail-oriented and efficient in providing customer service in challenging and adverse situations.
- Outstanding skills in fostering and sustaining productive working relationships with management and team member.
- Strong ability to accept and learn new ideas, and take up new responsibilities.
- Proficient in Microsoft Office Suite (Word and Excel)
- High degree of punctuality, integrity and maintaining confidentiality.
- Willingness to travel to any location when required.

PROFESSIONAL SUMMARY

Top performance and goal-oriented professional with extensive experience in Law Enforcement, health and safety, and customer service. Proficient in emergency situations as well as diffusing situations from reaching dangerous levels. Highly organized, independent, and efficient in fast-paced multitasking environments; able to manage multiple responsibilities and prioritize effectively to accomplish cooperate objectives. Easily assume leadership decision-making, assess diverse situational challenges, develop action plans, turn ideas into logical strategies, and implement systems that optimize productivity and customer satisfaction.

PROFESSIONAL EXPERIENCE

Route Production Supervisor / Trainer GardaWorld

July 2020 – Present

- Coaches, engages, and holds employees accountable for assignments.
- Consult with and accept direction from the Branch Manager.
- Maintains branch security during opening, closing and hours of operation.
- Assists with processing and training of new employees
- Maintains a high level of appearance and professional attitude when dealing with subordinates and customers.
- Travel for temporary duties to other branches to train new employees.
- Work on claims when they arrive from customers.
- Train new employees on proper ATM steps and procedures.

Federal Coordinator / Sergeant Deputy Jailer Knox County Sheriff Department

July 2018 – July 2021

- Transport Federal Inmates to and from Federal Court Houses, Federal Prisons, Federal Bus Drops, Federal Airlifts.
- Communication between Federal Courts and Lawyers.
- Communication and conduct investigations with Federal Agencies on all Levels.
- Supervisor over my team, along with day shift of the Jail Division.
- Monitored Prisoners conduct and prevented escapes and violence, in accordance to established policies, and procedures with local and federal level.
- Received and processed inmates into custody of institution, searched prisoners and advised inmates on institutional rules and regulations.
- Operated main control: control inmate movement and maintain movement logs
- Monitored and regulated staff movement and inmate, maintained and recorded inmate counts, cell assignments and other pertinent information.
- Provided to Sheriff, Federal Courts and Agents oral and written reports of the quality and quantity of work performed by inmate's disturbances and rule violations, and unusual occurrences.
- Promptly responded to emergency situations, including incidents involving inmate violence on all levels.

● EDUCATION

VINCENNES UNIVERSITY
Associates Degree in Law
Enforcement 2011

MOUNT VERNON SENIOR HIGH SCHOOL
High School 2007

● CERTIFICATIONS

- **2021:** Federal Accommodation
- **2020:** P.R.E.A Investigator
- **2018:** OSHA 10 Hour Certification
- **2016:** Order In The Court Certification
- **2015:** Thinking for change 3.1 Facilitator Training Certification
- **2014:** Indiana Data and Communication System Full Operator for ISP
- **2012:** Jail Officer Academy
- **2011:** Taser Training Academy
- Reserve Deputy for Knox County Sheriff's Department
- Law Enforcement training Board 40-Hour Pre-Basic-2009/Present

FEMA Certifications

- National Response Framework IS-00800.B
- ICS for single Resources and initial Actions Incidents IS-00200.a
- Introduction to the Incident Command System IS-00100.a

● HONORS

- Volleyball Reserve Letter, Volleyball Varsity Letter 2007
- Certification of Appreciation by Evansville Police Department for recognizing outstanding community support for Freedom Festival Parade 2006

Correctional Officer

Oct. 2015 – July 2017

Indiana Department of Corrections

- Ensured compliance of all areas with Department of Corrections policies and procedures.
- Prevented and correctly responded to emergencies while preventing attempted escape or hostile situations.
- Ordered and supervised offenders in a safe correctional environment while counseling them on adjustment to institutional living.
- Proactively worked to achieve the highest level of correlation to enhance the effectiveness and efficiency of the facility.
- Effectively conducted searches of offenders and their surroundings to ensure no illegal contraband was in their possession.

Jail Officer/ Indiana Data and Communication System July 2011 – Oct. 2015

Knox County Sheriff's Department IN

- Monitored prisoners conduct and prevented escape and violence, in accordance to established policies and procedures.
- IDACS Operator Enter / Remove Warrants from Court System, conduct background checks on individuals for gun permits and police officers.
- Transported inmates to and from other institutions, courtrooms, hospitals, and work sites.
- Received and processed inmates into custody of institution, searched prisoners and advised inmates on institutional rules and regulations.
- Operates main control: controls inmate movement: maintains movement logs; responds to intercom.
- Monitored and regulated staff movement and inmate, maintained and recorded inmate counts, cell assignments and other pertinent information.
- Provided to supervisors oral and written reports of the quality and quantity of work performed by inmates, inmate disturbances and rule violations, and unusual occurrences.
- Promptly responded to emergency situations, including incidents involving inmate violence.