

## CONTACT

-  (253)318-2190
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-  Pineville, SC 29468

## SKILLS

- Proficient in Microsoft Software (Word, Excel, PowerPoint, Access)
- Accuracy and attention to detail
- Customer Service Excellence
- Effective Verbal and Written Communication
- Data Entry Skills: Typing (60 words per min)
- Strong Analytical and Organizational Skills
- Efficient in Coordination and Multitasking
- Operations Management
- Team Collaboration

## EDUCATION

**HIGH SCHOOL DIPLOMA** *May 2005*  
*Timberland High School, St. Stephen, SC*

**TECHNICAL CERTIFICATE - 2011-2014**  
*Trident Technical College, North Charleston, SC*  
*2011-2014*

**BACHELOR OF SCIENCE - NURSING**  
*Charleston Southern University*  
*In Progress, 2015- Present*  
*Minor in Psychology*

## PROFESSIONAL SUMMARY

--Secret Clearance--

Hardworking, reliable and self-motivated professional with extensive experience in administrative and security services, with a focus on providing exemplary customer service while managing tasks efficiently and completing priorities. Professional seeking a challenging and result-driven role that will leverage my academic background and professional experience to allow for personal growth and career development.

## EXPERIENCE

**MCCO (COORDINATION CENTER OFFICER)** *Aug 2022- Current*  
*Department of Homeland Security (TSA), Charleston, SC*

- Supports security functions and operations such as Visible Intermodal Prevention and Response (VIPR) Playbook, Screening Passengers by Observation Techniques (SPOT) operations, Transportation Security Specialist-Explosives (TSS-E) operations, Travel Document Check (TDC) operations, and other activities and operations.
- Coordinate and track readiness status and maintenance of technical equipment, CC-issued keys, and contingency communications equipment.
- Establish and maintain working relationships with other related entities throughout TSA including Headquarters and other airport operations.
- Review emergency call information and transfer information in accordance with local procedures.
- Promptly respond to notified of critical security incidents and apply incident management and emergency management procedures designed to minimize loss of life, property damage, and other resources.

**LEAD TRANSPORTATION SECURITY OFFICER (FEDERAL POSITION)** *Jul 2016- Aug 2022*  
*Department of Homeland Security (TSA), Charleston, SC*

- Engage in threat mitigation activities to protect aviation and other transportation modes
- Perform all security functions related to the screening of people, property and cargo through the use of federal procedures, techniques, and technology
- Collect data from the security checkpoint and insert them into the technological information database for daily operations
- Develop, guide, mentor, and coach TSO's to develop and use critical thinking skills and experience in order to effectively mitigate threats
- Operating screening equipment to identify dangerous objects on passengers and in their accessible property preventing those objects from transport onto aircraft
- Oversee security screening team on a daily basis, implements security screening procedures and provides inputs to supervisors and managers on a variety of human resources activities related to employees including awards, promotion and performances
- Participate in information briefings, including delivery/participation of daily briefing, concerning sensitive security or classified information

## AWARDS

Employee of the Month- American Security Programs, Inc. (2011)

US Army:

- Army Achievement Medal
- Army Good Conduct Medal
- National Defense Service Medal
- Global War on Terrorism Service Medal
- Iraq Service Medal w/Campaign Star
- Iraq Enduring Freedom Ribbon
- Army Driver and Mechanic Badge

## REFERENCES

**Sean Benson**(US Army): (931)302-9489

**Karen Lee** (US Army): (917)474-7908

**Donald Wood** (JROTC Instructor): (843)371-4052

**Kim Taylor** (Signal 88): (843) 437-5512

**John Scurry** (American Security): (843) 364-2448

- Utilizes computer hardware and software to create documents, report information
- Assist with daily briefing and facilitate training/coaching discussions with staff
- Interact with the public, giving directions and responding to inquiries, and administering quality customer service
- Maintain focus and awareness while working in a stressful environments, in order to preserve the professional ability to identify and locate potentially life threatening or mass destruction devices, and to make effective decisions in both crisis and routine situations

### **HUMAN SERVICES ASSISTANT** Oct 2015- Mar 2016

*Department of Disabilities and Special Needs (Coastal Regional Center), Ladson, SC*

- Provided daily training and assistance to individuals with developmental disabilities
- Provided active treatment for people with disabilities to increase their functional independence
- Performed and participated in quality and developmental activities assigned to individuals
- Assisted with providing accountability of all clients and providing assistance with daily routine schedules

### **SECURITY OFFICER** Jun 2015- Mar 2016

*Signal 88 of Charleston, Charleston, SC*

- Responsible for maintaining work schedules and reports
- Input of personnel time schedule per worked hours
- Provided HR assistance (interviewing, new hire orientation and training)
- Provided support to staff and leadership, assisted with alarms and other disturbances with Facilities
- Patrol facilities and serve as a general security presence and visible deterrent to crime and rule infractions
- Responded to alarms and investigated disturbances

### **CUSTOMER SERVICE ASSOCIATE** Jun 2014- May 2015

*Lowes Home Improvement, Summerville, SC*

- Assisted store customers with exceptional customer service with their needs in demonstration, preparation and Loading merchandise
- Promoted efficient shopping experience including customer loyalty plans and/ or extended protection/ Replacement plans where they are appropriate
- Exceed requirements in providing products and services to customers at all times

### **SECURITY GUARD OFFICER** Jul 2010- Nov 2011

*American Security Programs, Inc., Goose Creek, SC*

- American Security Programs, Naval Health Clinic/Naval Weapon Station, South Carolina Security Officer
- Provided contracted team security, anti-terrorism and force protection support to Navy government property, facilities and personnel at the Naval Health Clinic and at the Naval Station
- Assisted in training, mentoring, supervising, coordination, motivation and critiquing job performance activities of three other 2nd shift Security Guard Officers
- Accountable for maintaining law and order, ensuring adherence to all security measures and enforcement of police/public safety and security regulations; responding to all alarms, emergencies, complaints and security breaches; crowd control; logging and documentation end-of-shift reports

### **PETROLEUM SUPPLY SPECIALIST** Jan 2005- Mar 2010

*United States Army, Ft. Lewis, WA*

- Platoon clerk responsibilities included:
- Tracked and managed Platoon schedules, mission training and rosters
- Responsible for receiving and issuing of fuel (JP8)
- Performed Hot Refuel on Military Aircraft/Military Vehicles

- 4+ years of driving experience and maintaining all equipment including forklift training