
 SECURITY & SAFETY MANAGEMENT EXECUTIVE

Qualified Executive Manager offering years of security and safety management within the lodging and hospitality industry. Outstanding leader with a reputation for honesty, loyalty, integrity and a proven ability to apply moral and ethical principles throughout the organization. Proactive and resolution-driven – controlling and minimizing internal costs, maximizing productivity, implementing measures to mitigate crime trends, identifying and controlling liability exposure. Excellent communication, interpersonal, investigative, computer, and presentations skills. Strengths in:

- Strategic Physical Security Planning
- Workers Compensation
- Team Leadership
- Customer Service
- Training and Mentoring
- Security and Emergency Response

PROFESSIONAL EXPERIENCE

Blue Knight Services Hawaii – CSM (Contract Security Manager), Kahului Harbor	Jan 2017 – August 2018
Ka'ana'ikepono, LLC – Maui, Hawaii, President	Apr 2014 – Present
<ul style="list-style-type: none"> • Trainer: "Communication, Note Taking, Documentation & Report Writing" • Instructor: State of Hawaii 4-Hour Continuing Education Board Approved Training 	
Grand Wailea – A Waldorf Astoria Resort, Assistant Director of Security	Feb 2014 - Present
University of Hawaii – Maui Campus	
<ul style="list-style-type: none"> • Instructor: State of Hawaii PVL/DCCA Board Approved Security Guard Training 	Jan 2013 – Present
Four Seasons Resort Maui at Wailea – Maui, Hawaii, Assistant Security Manager	7 Nov 2012 – 28 Feb 2014
Makena Beach & Golf Resort – Maui, Hawaii, Director of Security & Safety	17 Sept 2010 – 2 March 2012
Makena Beach & Golf Resort – Maui, Hawaii, Director of Loss Prevention	16 Sept 2009 – 16 Sept 2010
Maui Prince Hotel LLC – Maui, Hawaii	
<ul style="list-style-type: none"> • Director of Loss Prevention • Loss Prevention Supervisor • Security Officer 	24 Nov 1998 – 16 Sept 2009
	4 Apr 1994 – 23 Nov 1998
	17 Jan 1988 – 3 Apr 1994

Initial assignment in serving as a security officer for Seibu's 1800-acre, Makena Resort. Promoted to day operations supervisor in 1994 and challenged to increase working knowledge of security, safety and leadership principles. Advanced quickly to dual role as an administrator and Assistant to the Director.

In 1998, directed all security, safety and emergency planning and operations of the resort with eighteen Security & Safety staff members and a 400-person total workforce, including safety compliance, CPR/AED, security and emergency response training. Property assets comprised of a 310-room hotel, two 18-hole golf courses, a tennis facility, three public access parks and 1800 acres of total land property. Resort management transitioned on 17 September 2009 from Prince Resorts Hawaii to Benchmark Hospitality International during court-receivership, and to Landmark Hotels on 17 September 2010.

Served as Assistant Security Manager at the Four Seasons Resort Maui at Wailea from 7 November 2012 and accepted the Assistant Director of Security position at the Grand Wailea on 12 February 2014.

Selected Results:

- Chaired the corporate task force team for Pandemic and Virus Outbreak Guidelines – including the H1N1 Influenza A Pandemic - implemented throughout four Hawaii corporate properties.
- Developed and implemented property-wide planning and training for all Safety & Security, Fire Response and Evacuation, COOP (Continuity of Operations), Mold & Water Intrusion Response Plan, and Emergency & Disaster Response Plans.
- Bridged communication, planning, response and recovery efforts between the property and County, State and Federal CIKR (Critical Infrastructure Key Resource) partners and the private sector security.
- 2007 Distinguished Service & Leadership Recognition by Governor Linda Lingle, Lt. Governor James "Duke" Aiona, Jr., and Mayor Charmaine Tavares.
- 2009 nominee for Na Poe Pa'ahana Security Manager of the Year.

- Partnered with state agency for the planning, development and testing of a program to protect visitors and employees during a public health emergency (CDS – Closed Dispensing Site).
- 2016 Leader of the Quarter, Grand Wailea Resort.
- 2016 nominee for Na Poe Pa'ahana Manager of the Year.
- 2018 security representative with transition team for the Waldorf Astoria Las Vegas.
- 2018 Leader of the Quarter, Grand Wailea Resort.

Impact Through Photography (Self Employed, Photo Studio) – Maui, Hawaii

1987 - 2002

EDUCATION & PROFESSIONAL DEVELOPMENT

- Diploma, Maui High School,
- American Hotel & Motel Lodging Association Hospitality Law, 1998
- First Things First / Seven Habits of Highly Effective People (Stephen Covey) 1999
- American Heart Association BLS First Aid/CPR/AED Trainer, 2005-present
- Certificate: UNLV Frontline Responder Training Course (Soft Targets), June 2006
- Certificate: Department of Homeland Security Exercise & Evaluation Program (HSEEP) Train the Trainer, April 2007
- TIPS Trainer Certification, 2007-2010
- Management of Aggressive Behavior (MOAB) 3-Day Instructor Certification, February 2009
- Security Oriented Customer Service (SOCS) Instructor Certification, November 2009
- FEMA ICS-100, ICS-200, ICS-300, ICS-400, NIMS 700, NIMS-800; 2011
- Certificate: NDPC & George Mason University Operational Value of Threat, Risk & Vulnerability Assessments (OpValTRVA), February 2011
- Certificate: New Mexico Tech Initial Law Enforcement Response to Suicide Bombing Attacks & Incident Response to Terrorist Bombings, November 2011
- 2013 Prescribed Burn Exercise, Maui Incident Management Type III Team, Assistant Public Information Officer-Trainee
- 2014 Logging Unit Fires (WSA-000070), Warm Springs Indian Reservation, Oregon, Maui Incident Management Type III Team, Public Information Officer-Trainee
- OSHA 511 General Industry, May 2015
- 2016 Arizona Wildfire & Incident Management Academy, Prescott, Arizona, Maui Incident Management Type III Team, Public Information Officer-Trainee
- OSHA 501 Trainer Course in Occupational Safety & Health Standards for General Industry (10-and 30-Hour), August 2016
- Facility Security Officer, Port Training, Dec. 2016
- Certificate: TOPPS (Tourism Oriented Policing & Protective Services), April 2018

PROFESSIONAL AFFILIATIONS

- Maui County Hotel & Resort Security Association
 - Member since 1999
 - President, 2006-2008; 2010-2017
 - Organized Statewide, 3 day security conference with 100+ attendees and live emergency response drill with emergency responders and the 93rd CST, Naval Asymmetric Warfare.
 - Coordinated with County Civil Defense for a DHS/JTTF exercise with emergency responders and the 93rd CST, Threat Preparedness Inc.
 - 2013, Planned and coordinated training over two days with the Department of Homeland Security Office of Bombing Protection, with agencies from County, State and Federal Law Enforcement and private sector security professionals.
 - 2018, conference chair for the 29th Annual Hawaii State Security Conference, Grand Wailea Resort, Maui
- Hawaii Hotel & Visitor Industry Security Association 2003-present
- Maui Incident Management Team - Trainee
- Regional Catastrophic Planning Group – Maui County Hotel Security Industry Representative
- International Critical Incident Stress Foundation
- Hawaii Organized Retail Crime Alliance / Retail Merchants of Hawaii
- InfraGard Honolulu
- American Red Cross, Hawaii State Chapter, Maui Advisory Council Board Member, 2015-present
- Maui Local Emergency Planning Committee (LEPC), 2015-present

COMPUTER SKILLS

- MS Word, Excel, PowerPoint, Outlook, Lotus Notes, Opera, HotSOS, Perspective, iTrak