Executive Profile

Award-winning law enforcement executive with experience at the federal and local levels, as well as with Congress. Tapped for multiple high profile assignments, including assignments on the Secretary of Homeland Security's senior staff and a second assignment for a Senator. Proven ability to drive results; authored a Public Law; led the US Secret Service's COVID-19 planning; and improved operations across multiple programs. Have led as many as 500+ subordinates and oversee budgets in excess of \$50M; recognized for strong resource stewardship.

Professional Experience

Special Agent in Charge, GS-1811-15 US Secret Service Office of Intergovernmental and Legislative Affairs Washington, DC **August 2019-Present**

Duties: Provide executive oversight and direction to the US Secret Service (USSS) Office of Intergovernmental and Legislative Affairs; lead the Homeland Security function, including all liaison with the Department, including Executive Secretariat, to build and maintain effective relationships.

Notable Contributions, Accomplishments and Results

- Lead and direct 15 subordinates through 3 subordinate supervisors; facilitated a successful transition to telework in response to the COVID-19 pandemic with no loss in productivity.
- *Oversight of an \$845,000 budget*; successfully reallocated 5% to support Directorate's telework infrastructure, to maintain 95% of Directorate's productivity during pandemic.
- Demonstrate executive leadership and drive accountability; saw the need early-on to prepare the team for the impact of COVID-19 and leveraged technical expertise in contingency planning to create the USSS COVID-19 General Working Group, which ultimately became the coordinating mechanism for all pandemic information in USSS; drafted instructions to maximize safety and health, procured needed Personal Protective Equipment, and maintained mission and customer focus throughout the unprecedented nature of the event.
- Clarified office mission and improved productivity from 65% timeliness to 90% through
 more appropriate use of administrative support personnel and reinvigorated 2 Memoranda
 of Understanding (MOU) with the Department that better linked performance measures
 with taskings.

Chief of Staff, Bernalillo County Sheriff

SES Candidate Development Program Developmental Assignment

Albuquerque, NM

Duties: Focused on improving administrative services, criminal investigations, field services, air support units, and internal affairs for this 500+ person department responsible for 675,000+ people spread over nearly 1,200 square miles.

Notable Contributions, Accomplishments and Results

- **Optimized \$52M budget** that had been flat for 3 years, identifying creative ways to incorporate 5% budget cut while implementing operational improvements. Developed a persuasive business case that redesigned the staffing plan, providing new opportunities for detectives to work criminal investigations and reassigned certified law enforcement personnel from Administration back to the operations. Creatively funded these changes by ending contracts that had expired but were still in "effect," and recommended technology investments to improve productivity. The Sheriff endorsed the business case and it was accepted by the County Commission; the Sheriff is currently in negotiations with the union for bargaining agreement changes.
- Conducted an analysis that successfully advocated for the use of body cameras by police, upgrading from the existing audio recordings of public interactions. Led a team to analyze costs and put together a workable plan for purchase, along with performance expectations around the new technology; the County Commission approved \$1M in funding for the initial rollout.

Resident Agent in Charge US Secret Service, Albuquerque Field Office Albuquerque, NM June 2016-August 2019

Duties: Led, directed, and oversaw diverse, 8-person team and \$55,000 district discretionary budget. Planned and executed complex investigative and protective operations throughout the state.

Notable Contributions, Accomplishments and Results

- **Turned around a Field Office with poor morale;** took proactive steps to clarify expectations, introduce transparency, and effectively leverage the diversity among the team; morale improved to 85% positive; developed 5 special agents who were then selected for elite assignments.
- Planned and directed 12+ successful protective security plans for the President of the United States, President Elect, others within the state of New Mexico during Campaign 2016.
- Leveraged resource savvy in relocating the office and upgrading telecommunications; tapped into and reprioritized assets to bring the project in on its \$1.1M budget. Developed effective business case to identify needed resources, increase operational readiness, and propose future domicile offices and received approval for the hiring of 13 additional personnel.
- Built and leveraged networks with other federal, state, and local government entities to achieve mutually beneficial goals. For example, partnered with the local Federal Bureau of Investigation for mutual support; collaborated with State Police to address civil unrest, and worked closely with the County Sheriff's office to respond to major events throughout the state.

• **Engaged in extensive media and public outreach**; efforts improved the Office's reputation throughout the state, marked by direct stakeholder feedback and a 65% increase in additional requests for participation.

Secretary's Law Enforcement Advisor Office of the Secretary, Department of Homeland Security Washington, DC November 2013-June 2016

Duties: Detailed to the Department to oversee the Secretary's and Deputy Secretary's law enforcement portfolios at the executive level. Coordinated Departmental support to all Department of Homeland Security (DHS) law enforcement components' (US Secret Service, Customs and Border Protection, Immigration & Customs Enforcement) operations, policies, strategies, and training.

Notable Contributions, Accomplishments and Results

- Drove accountability by ensuring component implementation of and compliance with all Secretary and Deputy Secretary policies.
- Selected for assignment as Acting Assistant Secretary; led and directed DHS's Office for State and Local Law Enforcement (OSLLE); expanded outreach to neglected stakeholders and improved stakeholder engagement by 65%.
- Led the DHS Secretary's efforts to select the Secret Service's 24th Director; coordinated the vetting of potential applicants and provided guidance to the Secretary, Deputy Secretary, and Chief of Staff, ultimately influencing the outcome.
- Led and directed a team of 11 diverse employees through 2 subordinate supervisors. Instilled a sense of teamwork which fostered greater commitment from personnel to success of mission, improving Federal Employee Viewpoint Survey (FEVS) results by 40%.
- **Strategically planned and administered \$20K travel budget**; established future earmarks to ensure proper funding to accommodate growth, staffing needs, and priorities.
- Instrumental in interpreting critical information between DHS Operational
 Components and DHS Headquarters; used political savvy to translate needs of frontline
 personnel to political appointees and ensured needed resources were provided. Provided
 similar support and assistance to requests from federal, state, and local entities.
- Trusted by the Secretary and Chief of Staff to spearhead liaison with federal, state, and local law enforcement to negotiate resolutions to complex conflicts; efforts resulted in improved trust and new cooperative partnerships.
- Used understanding of federal Human Resources to advocate for the creation of Criminal Investigator positions into the ranks of the U.S. Custom & Border Protection, Office of Professional Responsibility; to date, more than 700 personnel positions have been authorized.

Staff Assistant / Supervisory Special Agent US Secret Service, Office of Government & Public Affairs Washington, DC

December 2012-November 2013

Duties: Designated liaison with the Department of Homeland Security (DHS) Office of the Secretary; leveraged DHS resources to improve US Secret Service operations and interactions with the DHS political appointees and other senior executives.

Notable Contributions, Accomplishments and Results

- Leveraged understanding of Information Technology, biometrics, and information sharing as Chair of DHS 32-person inter-Component Law Enforcement Shared Mission Community (LE SMC); identified Components' operational shortcoming and led Committee's efforts to implement decisive solutions. For example, negotiated Memorandum of Understanding (MOU) with all DHS components for improved information sharing.
- Created the vision and infrastructure that later became the DHS Secretary's Award Program. Established a program recognizing contributions of individual employees at the DHS Information Sharing Roundtable.
- Drove results; developed and implemented new policies and procedures that increased the
 efficiency of the Executive Secretariat through creation of transparent guidelines on how
 Secret Service Directorates manage their information flow and interact with DHS, leveling
 Secret Service and DHS expectations.

Detailee to US Senate Homeland Security & Governmental Affairs Committee

April 2011-December 2012

Duties: Assigned to the Homeland Security and Governmental Affairs Committee (HSGAC) of US Senate; provided advice and guidance to all Committee Members of federal, state, and local law enforcement issues, federal employment issues, and government oversight.

Notable Contributions, Accomplishments and Results

- Led efforts to deconflict sensitive operational and other issues as Committee's bipartisan liaison to build strong relationships between federal, state, and local law enforcement officials.
- Directed oversight on Committee's investigations and efforts to curb fraud, waste and abuse in the Executive Branch; completed 150+ investigations that improved accountability and dictated the Committee's priorities and annual legislative agenda.
- Authored and coordinated Senate Bill 1409, The Improper Payments Recovery, Elimination and Improvement Act of 2011, which became public law (#112-248); implementation of the bill increased transparency and accountability within the Executive branch by directing OMB to identify a list of high-priority federal programs for greater levels of oversight; established annual targets for reducing improper payments associated with each program; provided agencies mechanisms to recoup funding, calculate/mitigate future risks, and

measure actual perceived impact. Received a congressional award in recognition of this achievement.

Coordinated US Secret Service's (USSS) response to Congressional staff regarding their Cartagena, Columbia investigation; provided Senators with high-level briefings on USSS protective methodologies, policies and procedures. Briefed USSS Director and staff prior to testimony, ultimately positioning the Director to testify successfully before Congress about the events in Colombia in May 2012.

Earlier Work Experience

Special Agent, US Secret Service, Office of Protective Operations, Presidential Protective Division, Washington, DC

Special Agent, US Secret Service, Office of Protective Operations, Dignitary Protective Division, Washington, DC

Special Agent, US Secret Service, Office of Investigations, Los Angeles Field Office, Los Angeles, CA

Deputy Sheriff, Santa Barbara County Sheriff's Department, Santa Barbara, CA

Education/Certification

American University, Key Executive Leadership Certificate Program, September 2017 – June 2018

Bachelor of Arts in Political Science with minor in International Relations, University of California at Santa Barbara, Santa Barbara, CA

Bachelor of Arts in Asian American Studies, University of California at Santa Barbara, Santa Barbara, CA

Notable Awards

National Leadership Award, Federal Law Enforcement Officers Association, 2016

DHS Secretary's Senior Leadership Appreciation Plaque, 2016

Leadership Award for Chairman, DHS Law Enforcement Shared Mission Community, 2013

US Senator Thomas Carper's Award of Appreciation for drafting Public Law 112-248, 2013

US Secret Service Director's Award, Complex Fraud Investigation, Compton, CA, 2002

Multiple Performance Awards, US Secret Service