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Professional, with proven success in leadership, product strategy and management, risk management, wholesale banking payments and security, global banking regulatory compliance, problem solving, operations and process improvement; seeks career growth and new challenges and opportunities. Currently looking to leverage multiple disciplines to enhance business functions and add value through valued leadership and progressive strategic decision making... *Core competencies include*:

Managerial Leadership · Large Corporate Payment and Transaction Risk, Operational Risk Management Product Management · Large Data Transmission Security · Multi-factor Internet Portal Authentication IT/Business Alignment · Operations Management · Efficiency & Process Improvement Banking Regulatory Compliance · Large Corporate Resiliency · Global Cross-Impact Planning and Coordination

EDUCATION

Master of Science: Leadership and Public Policy Studies (Education)

DePaul University School of Public Service · Chicago, IL · 06/14

Master of Science: Information Systems and Operations Management

Loyola University Graduate School of Business · Chicago, IL · 11/05

Bachelor of Business Administration: Information Systems and Operations Management

Loyola University · Chicago, IL · 12/02

PROFESSIONAL EXPERIENCE & HISTORY

JP MORGAN, Chicago, IL – 05/07 – present <u>Vice President, Security Product Manager</u> – Large Corporate Payment Products

Security Product Manager role within the JPMorgan Commercial Investment Bank Treasury Services division for Large Corporate and Financial Institution wholesale banking; responsible for overall online payment and reporting authentication and security, large payment data transmission security and authentication, payment security-related global banking regulatory compliance programs, and other U.S. and Canada money movement initiatives.

- Responsible for yearly payment security product prioritization and discretionary budgeting.
- Responsible for cross-channel security products delivery project (Host-to-Host, Internet, Mobile, and Workstation).
- Responsible for drafting new product and product enhancement requirements for payment and funds transfer security products.
- Responsible for global adherence to security and payment transfer initiation-related security guidelines.
- Serve as security product subject matter expert for senior executive management.
- Responsible for executive management reporting and communication.

Vice President, Security & Risk Solutions - Product Manager

Hybrid Product Management role within the JPMorgan Commercial Investment Bank Treasury Services division; responsible for product risk strategy, large data transmission and TS / WSS internet portal authentication & fraud detection requirements, global banking regulatory compliance programs, internal Audit, Legal, & Compliance engagement, and U.S. and Canada business resiliency initiatives.

- Aggregated global payment and funds transfer requirements through team participation and oversaw delivery
 of global regulatory and compliance driven deliverables.
- Successfully coordinated department security product enhancement and budget prioritization for wholesale large corporate and financial institution banking - across multiple teams.
- Drafted requirements for and oversaw delivery of new Internet Portal fraud detection initiatives.
- Drafted requirements through team participation for new mobile user authentication initiatives, including
 first-to-market biometric authentication (true triple-factor authentication) and mobile payment biometric
 signing.

- Diligent partnership with division Security Architecture and IT Risk teams.
- Diligent wholesale banking partner as risk subject matter expert to TS and WSS transmission channel product managers (Mobile, Internet, Host-to-Host, and Workstation).
- Successful management of line-of-business Business Resiliency efforts.

Vice President, Product Strategy and Support - Payment and Funds Transfer Products

Multifunctional Product Management role within the JPMorgan Treasury and Security Services, Wholesale Banking, Large Corporate and Financial Institutions market division; responsible for payment product risk strategy, security assessment, operational controls & process efficiency, and client documentation, across three main channels of operation (Internet, Workstation, and Host-to-Host)

- Successful identification, quantification, and remediation of core cash and payment initiation product risks through controls implementation and assessment.
- Served as risk subject matter expert to Product Managers and for special projects.
- Successful coordination and alignment of Product Management and IT risk programs.
- Served as Product Management Risk / Sales Liaison.
- Maintained diligent oversight of payment product and transaction backend operational efficiency and service quality.
- Served as special Project Manager for departmental and organizational risk and compliance projects.
- Responsible for product security administration, data controls, and high-risk user remediation.
- Coordinated Product Management Business Resiliency efforts; successful large event crisis response.

CNA INSURANCE COMPANIES, Chicago, IL – 06/01 – 05/07

Manager, Operations – Risk Management

Perform managerial duties within the Worldwide Operations Risk Management business unit; responsible for ensuring accurate accounting, processing and auditing of millions of dollars worth of Risk Management assets and liability.

- Oversaw the supervision of direct reports and daily departmental operations; annual planning and budgeting.
- Defined and implemented continual process improvements throughout the department.
- Oversaw accurate reporting of team effectiveness, productivity, trends and various quality measures.
- Ensured accurate reporting of high risk / high profile financials; ensuring SOX compliance.
- Maintained department service level to external and internal customers.
- Served as Project Manager for departmental and organizational projects.

Senior Operations Analyst

Perform multifunctional technical operations analyst role within the Information Technology business unit; highly dynamic role requiring the blending of business and IT aptitudes. Work closely with senior IT leadership and business liaisons to help facilitate business and IT alignment, strategic planning, and prioritization and timely delivery of work requests.

- Facilitated annual planning sessions for IT and Worldwide Operations organizations establishing strengths, weaknesses, opportunities, and threats; determining measures of success; identifying strategic initiatives to meet annual goals.
- Developed departmental workflows for IT Operating Platform reporting unit.
- Worked to increase organizational collaboration to ensure Business and IT alignment; facilitate strategic planning; identify key areas of improvement and solicit employee involvement and feedback.
- Prescreen, qualify, manage, prioritize work intake requests, and assist in interpreting business demand forecasting for key information technology portfolios within the IT organization.
- Coordinated and communicated status, escalations, problem resolution, manage expectations, trade-offs, and delivery results to Business and IT.
- Participated in process improvement initiatives focused on minimizing exception handling, end-to-end Enterprise process; Business and IT alignment and business demand.
- Managed special IT organizational projects and events.

Technical Analyst

Perform multifunctional technical analyst role within the Worldwide Operations business unit; highly dynamic role requiring the blending of business and IT aptitudes. Work closely with business and IT units to ensure

customer satisfaction, improve internal processes, enhance online distribution offerings, and maintain customer focus.

- Lead technical call center team of 10. Successfully lead team to adhere to strict SLAs, implemented best practices and standard operating procedures, and helped improve internal turnaround times.
- Lead administrator of the PeopleSoft CRM module; successfully identified key areas of improvement through metrics analysis; successfully improved workflows and processes through the use of PeopleSoft workflow automation.
- Identified business processes and customer self-service workflow improvements; resulting in savings of more than \$390K per annum.
- Helped structure and implement various outage and defect procedures and processes.
- Liaised with southeast region Field Sales Specialists; serving as a bridge between the sales and IT communities.
- Helped prioritize and track website defects and enhancement requests.
- Participated in various stages of user-acceptance-testing (UAT) for CNA's primary agent self-service website; identifying possible enhancements and defects.
- Offered technical support and user-level training for CNA's agent self-service website.
- Provided user-level security administration for CNA's agent self-service website.

METALMAKER.com, Inc., Chicago, IL - 06/00 - 05/01

E-Care Senior Analyst

Performed a critical call center role; partly responsible for establishing, structuring and implementing a call center team for a dot com startup venture. Worked closely with senior and executive management; determine group responsibilities, workflows, SLAs, and other various aspects of call center operations.

- Developed and established workflows, processes, metrics and SLAs, and technical support procedures for new call center supporting a B2B website.
- Developed training procedures and documentation; for internal and external end-users.
- Coordinated operational resources and provided user-level security administration.

GENERAL CONSULTING, Chicago, IL

 $GE\ Capital\ Rail - 08/99 - 05/00$

Sedgwick Insurance -05/99 - 08/99

Performed contractual IT support for two leaders in their respective industries; providing call center support, hardware maintenance, and networking troubleshooting assistance.

- Coordinated helpdesk activities call center operations with various Sedgwick operations teams.
- Provided desktop and network hardware maintenance and support for internal users.
- Participated in call center operations; supporting various internal users on a proactive basis.
- Managed Sedgwick's financial databases; resolving conflicts and providing bottom-line results to IT and Operations leadership.

AMERICAN BACKHAULERS, Chicago, IL – 08/97 – 02/98

IT Support

Dispatch Coordinator

Performed two distinct, yet related roles for an up and coming freight logistics firm. Fulfilled a commitment to learn and comprehend logistical operations while working as a dispatch coordinator; successfully transitioned to IT support, performing various support duties.

- Provided desktop hardware and network troubleshooting support for internal end-users.
- Participated in call center operations; supported internal departments and end-users.
- Assembled custom desktop workstations for internal users.
- Provided logistical support to a nationwide network of freight carriers.
- Provided customer service, troubleshooting support, and logistical data management services for nationwide network of freight carriers.

LOYOLA UNIVERSITY MEDICAL CENTER, Chicago, IL - 07/93 - 06/97

Senior Lab Computer Operator

St. Joseph High School Volunteer

This team lead role introduced the dynamics, nuances and responsibilities of a leadership position; learning on the job how to balance the needs of the department and overall organizational requirements, with those of the personnel under my direction.

- Lead computer operations team of 4; supporting clinical laboratory personnel ensuring the timely and accurate delivery of patient statistical data.
- Performed nightly data backup and achieving and microfiche procedures; retrieving of archived information.
- Provided desktop hardware and network troubleshooting support for clinical laboratory end-users.
- Participated in call center operations; supported clinical laboratory end-users.

BOARD MEMBERSHIPS & CERTIFICATIONS

COMMUNITY TELEVISION NETWORK, NFP, Chicago, IL – 09/12 – present *Member, Board of Directors*

PEOPLESOFT

People Tools 1&2 – 11/03
People Soft Security - 12/03
People Soft Workflow – 01/04
People Soft SQL Query/Crystal Power Combo – 01/04

SIGMA PI FRATERNITY INTERNATIONAL, Chicago, IL

<u>Inter-Fraternity Council Secretary</u> 1997-1998 <u>New Member Educator</u> 1998

NATIONAL YOUNG LEADERS ASSOCIATION - 1995

NATIONAL HONORS SOCIETY - 1994

APPENDIX C: Security Officer Position Description

BCCS – Security Officer Start Date: July 2014 Location: Chicago, IL



Be the Change Charter School Description

BCCS is a K-8 school community of teachers, families and students from diverse backgrounds and experiences who will learn how to work with each other in **peaceful** and equitable ways, discover their **voice** and the voices of others, and embrace their roles as **active** citizens of the world. Through a rigorous interdisciplinary learning approach, BCCS will graduate young people who are empathetic, resilient, and curious advocates, who will be empowered to make choices in their future academic and life endeavors. BCCS's interdisciplinary approach to teaching and learning engages students in study of real-world problems and questions through the lens of multiple disciplines, the integration of which leads to new insights and deeper knowledge. We believe an interdisciplinary approach reflects the true complexity of issues; as Carole Palmer writes, "The real-world research problems that scientists address rarely arise within orderly disciplinary categories, and neither do their solutions."

Role Description

The Security Officer maintains security and safety of the people and property on the BCCS campus by patrolling areas on foot, using monitoring devices, and working with BCCS staff to enforce BCCS rules and regulations. If a serious crime is committed, the Position will generally need to call in a higher authority for an arrest to be made. The Security Officer is also responsible for making sure that laws are being followed, such as smoking regulations and preventing truancy. Basic duties require good communication skills, including assisting others in the workplace; patrol and monitor of assigned areas; maintaining order, safety and security; assuring student compliance with school and district policies and regulations. These duties are done with respect for the student and the principles of BCCS.

Qualifications and Characteristics

- A high school diploma required; an associate's degree in criminal justice preferred.
- One year experience in police or security field; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
- Knowledge of basic security and fire inspection procedures.
- Skill in both verbal and written communication.
- Skill in observing situations and decision making.
- Skill in dealing courteously with public.

Responsibilities

- Perform a variety of complex and basic duties requiring good communication skills, including assisting others in the workplace; patrol and monitor of assigned areas; maintaining order, safety and security; assuring student compliance with school and District policies and regulations.
- Unlock doors and school facilities;
- Monitor lunch areas, walkways, restrooms and parking lots;
- Observe students during passing periods between classes, lunch and break periods; and assure timely return of students to class.
- Respond to calls regarding classroom disturbances, behavior problems or related situations; escort students to office for disciplinary action; and prepare incident reports.
- Utilize good communication skills to prevent student conflicts and fights according to established guidelines and intervene as necessary; advise students of consequences if rules are violated.

APPENDIX C: Security Officer Position Description

- Enforce school and District rules, regulations and policies for the safety and security of students, staff and property;
- Report unusual activities or unauthorized persons on campus to appropriate personnel.
- Prevent illegal parking and loitering on school grounds according to established procedures;
- Check vehicles for appropriate parking stickers.
- Assist in the investigation of illegal activities; search backpacks, cars and lockers for alcohol, weapons, drugs, drug paraphernalia and related items according to established procedures and district policies.
- Maintain positive relationships with students, parents, staff, and community; communicate with students and staff to provide and receive information regarding school activities.
- Operate a two-way radio to communicate with school office and other security personnel and supports.
- Administer first aid as necessary; prepare related reports.
- Patrol assigned areas on foot, checking for fires, vandalism, suspicious activity or persons or safety/fire hazards.
- Investigate and/or reports hazards, unusual or suspicious circumstances to campus police unit for correction or follow- up actions; maintains contact with campus police.
- Check doors and windows of buildings to ensure they are tightly closed and locked; notes in written log any unlocked doors/windows; submits information to supervisor.
- Observe activity and traffic in assigned area to enforce university rules/regulations; alerts visitors
 of infractions.
- Assist any persons in building or on grounds needing directions or campus information.
- Escort people/property to desired destination when monies, documents or safety of property or persons are a concern.
- Respond to alarms and dispatched calls; decides what actions to take based on situation, facts known and position limitations.
- Decide when incident requires written report; decides which report form to use and submits to supervisor.
- Unlock buildings/doors after checking identification and compliance with university policies.
- May assist law enforcement officers with crowd control and surveillance at large public events.
- Responsible for running the required fire drills during each school year.
- Participate on Safety and Security Committees as required.
- Maintain familiarity and involvement with safety and security policies as they are developed and implemented.
- Maintain a relationship with local law enforcement