

Ian C Irizarry

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Summary of Qualifications

- Extensive experience as in 24/7 security operations, using CCTV, radio communications, asset tracking software, and crisis management procedures.
- Experienced in technology troubleshooting and IT ticketing systems. Performed this duty as Information Management Officer and Computer Information Systems Point of Contact.
- Manage the day-to-day operations of small civilian office operations
- Educate and mentor all personnel and find ways to remediate situations as problems arise
- Proficient in the installation and reorganization of computer and other technological hardware
- Proficient and experienced with Microsoft office suites & in office IT troubleshooting
- Proficient in building and customizing Computer Towers by finding the right hardware components.
- Responsible for the command of 5-10 soldier team and educating the entire unit on military procedures which include are not limited to Land Navigation, Leadership, and Chain of Command
- Held positions as team leader, squad leader and platoon sergeant
- Experienced in private and military guard force operations.
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Technical Training:

WordPress SkillBridge

August 2022-Present

Technical:

- Beginner to intermediate familiarity with WordPress terminology and platform familiarity/comfortability including:
 - Choosing themes and setting up child themes
 - Choosing templates
 - Block editing
 - Full-site editing
 - Using custom HTML
 - Using custom CSS
- Exposure to various plugins to manage aspects of a site such as security, email, child themes, and seo
- Significant experience with the WordPress Block Editor
- Some exposure to and limited experience with Elementor
- Basic UI/UX analysis and design according to the requirements of a client
- Basic knowledge of agile and waterfall
- Completed a 4-page WordPress website built from blank pages and styled to match an existing site

Business Skills:

- Business Communications:
 - Understanding your Audiences
 - Choosing the Proper Channel
 - Using Social Settings
 - Passive Vs. Aggressive Communication
 - Delivering the Pitch

Position Related Experience

Protector lvl2

Gavin de Becker and Associates

07/2021-06/2022

Location: Grand Rapids, MI

Supervisor: Grace Armstrong

- Provide high level security for public figures and families.
- Provide consultation on security programs, and protective coverage at home, during travel, and at public appearances.
- GDBA investigates and assesses threats and manages cases of inappropriate pursuit.
- GDBA provides all services related to safety and privacy, including travel logistics and safety, background screening of clients' prospective employees, and training of clients' staff in security awareness.

Office Manager
Sunshine Pediatric Clinic

10/2018-01/2021

Location: Hilo, HI

Owner: Daniel Craddock

- Responsible for the day-to-day operations of running a medical clinic.
- Duties included training of new hires and personnel as new information gets introduced. Having an open-door policy and listening to issues or ideas that personnel or patients may have for the office
- . Resolving issues that arise in the office that are not clinically based and report to owners.
- In charge of all business administration supervision and oversee that clinical data is accurately inputted by staff.
- In charge of ensuring the safety of staff and patients in the clinic and the cleanliness as to meet OSHA guidelines.
- Ensure that the organization of the office is efficient, and staff remains on task so that work is completed at the end of each workday.
- Responsible for assisting in the interview and hiring process of new hires.
- Worked with the owners with strategies in remediation of personnel as problems arose and disciplinary procedures.
- Mentoring new hires to become important members of the team.
- Sit in meetings with the owners when hiring contactors and consultants and assist in the decision-making process.
- Trained and educated new hires in work environment safety and work culture.
- Maintained staff information and made sure documents were updated as needed.
- In charge of the installation and organization of office computer systems and other technological hardware in the office.
- Consulted with owners on the most affordable but best quality of products needed to run an office with e-charting systems.

Protective Services Agent

428 MP Company

Location: Kabul, Afghanistan

Supervisor: Stacey Babcock (313) 701-7932

04/2017-03/2018

Grade: E-5

- Conducted Protective Services operations in support of NATO Operation Resolute Support/US Forces-Afghanistan Commander.
- Served as Truck Commander, Driver, and dismounted guard. Performed advance work at locations in advance of the principal.
- Attained certification in Protective Services from the US Military Police Advanced Law Enforcement Academy.
- Dispatched and assigned Protective Services Agents in response to schedule changes and new requests.
- Monitored intelligence sources and disseminated mission-critical information to units.
- Tracked assets in real-time and informed senior leadership of their progress and status.

- Monitored critical areas on CCTV. Maintained communication with medical, base headquarters, and friendly units.
- Managed access to classified security systems.
- Maintained accountability of sensitive documents and hard drives.
- Troubleshoot computer issues and submitted tickets if the issue could not be resolved at my level.
- Performed these duties for NATO systems as the Computer Information Systems Point of Contact.

Security Officer

12/2015-04/2017

VSS Security

Location: South Bend, IN

Supervisor: Nicholas Quinn (269) 519-0942

- Responsible for scheduling employees and administering payroll.
- Supervised and monitored employees during their daily duties.
- Provided access control at entry and egress points.
- Monitored CCTV surveillance and addressed or reported suspicious activity.
- De-escalated conflicts between students using Interpersonal Communication skills.
- Liaised with local law enforcement, ensuring they received all statements and evidence pertinent to their investigation.

Guard Force Member

02/2012-09/2013

Location: Guantanamo Bay, Cuba

Grade: E-4

Supervisor: Alan Garretson (574) 208-8276

- Performed duties in a maximum-security detention facility.
- Provided proper care, custody, and control of detainees.
- Ensured compliance with standard operating procedures.
- Addressed detainee complaints and de-escalated conflicts verbally.
- Supervised detainees during medical appointments.
- Provided force protection for the exercise yard.
- Monitored CCTV. Performed clerical duties and records management.
- Supported reorganization of detention facility by extracting uncooperative detainees from their cell as safely as possible in accordance with standard operating procedures.

Other Job Experience

Zales – The Diamond Store- Sales

2015-2016

Discount Tire-Technician

2013-2015

Education, Special Skills, and Specialized Training

- Ranger Small Arms Leadership Course-July 2017
- Combat Lifesaver Certification-January 2017
- US Army Advanced Law Enforcement Academy Protective Services Training Course-July 2017
- US Army Basic Leader’s Course-September 2016
- US Army Military Police Academy-October 2010

- US Army Basic Combat Training-December 2010
- Graduated from Goshen High School, Goshen IN 2010
- Attended Vincent University, Indiana 2010-2012
- Attended Purdue Global 2019-2020
- Fluent in Spanish
- Army Reserves 2010-2018 Indiana, 2018-2021 Hawaii
- Proficient in the following technical computer systems:
 - Axis CCTV software
 - iGeosit
 - Remedy