

Mrs. Alicia Anne Lilly

[REDACTED]

[REDACTED]

[REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Work Experience:

Department of Homeland Security/Transportation Security Administration

Denver International Airport

8500 Pena Blvd.

Denver, CO 80249 United States

03/2017-Present

Salary: 52,632.00 USD Per Year

Supervisory Transportation Security Officer (STSO) (This is a federal job)

Hours per week: 40

Series: 1802 **Pay Plan:** SV **Grade:** G

Duties, Accomplishments and Related Skills:

Serve in a high-stress environment to help safeguard the American way of life by protecting the traveling public by preventing any deadly or dangerous objects from being transported onto an aircraft. Help in protecting America's transportation infrastructure which allows for freedom of movement for people and commerce. Implement daily security-screening procedures that are central to Transportation Security Administration (TSA) objectives and mission.

Additional Duties/Responsibilities include:

*Conducting and supervising subordinate employees in conducting pre-board security screening of persons, their carry-on and checked baggage/cargo. Overseeing screening checkpoint(s) and/or baggage screening operations on a day-to-day basis to include equipment, personnel, and the scheduling and rotation of personnel. Participating in the development of new policies and procedures, and recommending changes in policy and procedures based on observation of work, as required. Participating in the development of strategic planning initiatives, workforce planning, succession planning initiatives, and other reports and documents for TSA and superiors. Engaging in continuous development of critical thinking skills necessary to mitigate security threats by identifying, evaluating, and applying appropriate

situational options and approaches. Preparing various types of communications such as morning briefings, checkpoint logs, reports, and documents that are germane to the work performed. Developing incident information and reports for Law Enforcement Officers (LEOs) and superiors. assigning work, setting priorities, and reviewing and evaluating work and performance of subordinates; approving leave; coaching and developing employees; recommending corrective or disciplinary actions; resolving routine problems that typically impact the objectives of the organizational unit; when required, coordinating with customers outside the immediate organization; supervising employees performing special program work; and serving as the supervisor-in-charge of an assigned airport or other transportation terminal.

Department of Homeland Security/Transportation Security Administration

Denver International Airport
8500 Pena Blvd.
Denver, CO 80249 United States

09/2015 – 03/2017

Lead Behavior Detection Officer (LBDO) (This is a federal job)

Salary: 50,251.00 USD Per Year

Hours per week: 40

Series: 1802 **Pay Plan:** SV **Grade:** G

Duties, Accomplishments and Related Skills:

Performs daily activities that support of the Behavior Detection and Analysis (BDA) Program, and make security-based decision using intelligence, critical thinking, experience, observation, and passenger engagement as prescribed in the BDA Standard Operating Procedures (SOP) and through training.

Additional Duties/Responsibilities include:

*Point of Contact (POC) supervises/directs/monitors work to be assigned to team members; Sets priorities, assigns tasks, monitors/evaluates performance; Conducts inventory of two-way radios/cell phones/SOPs. Schedules adequate number of BDOs/LBDOs to locations which provide for efficient/effective BDA based on developed baseline data/risk-based needs; Maintains records/logs of training, VIPR, OSO-IT (PLAYBOOK) and checkpoint locations of all BDOs/LBDOs; Participates in phone bridge tele-conference where data/metrics on staffing information is provided to FSD, senior leadership, managers, and checkpoint personnel to be analyzed for the

day; Oversees daily movements of all BDOs/LBDOs in 15 minute intervals for BEAM; build/edit/creates Daily Activity Record (DAR)schedule; Creates BEAM schedules for next POC; Keep Supervisory BDOs and Managers informed of current ongoing activities-referrals/LEO Incidents/Security Incidents/Call-offs/Early leave requests, and staffing throughout the day; Independently writes/Peer reviews incident reports to ensure that no errors are locate- inputs/records information that is germane to TISS, SIRT, PARIS, AIM; Participates in/conducts phone bridge observations from CCTV on a tele-conference with all FSD senior leadership/checkpoint personnel; Responds to security/emergency situation- Identifies, distributes, and balances, and oversees incident management tasks during an incident/breach to team; Obtains reports for management from BEAM on staff.

Duties/Related Skills:

- *Analyze/assess baseline data to includes identifying flight destinations, understanding the anticipated composition of travelers associated with the flights, behaviors to be expected, and deviations from those behaviors.
- *Delegates performance tasks amongst teammates throughout the day, based on order of importance.
- *Actively engage in voluntary encounters/casual conversations with individuals to analyze and assess behaviors and furthermore refers individuals for additional screening when certain criteria is met.
- *Use seasoned experience, training and knowledge of the work and governing law, regulations, policy, and procedures, to independently complete the majority of work without the need to refer issues immediately to a superior to obtain a decision.
- *Documents behaviors referrals.
- *Performs Resolution Conversations with passengers who deviate from the established norms of the Behavior Detection and Analysis (BDA) program.
- *Determine when behaviors have been resolved based on the completion of Behavior Detection Referral Screening.
- *Assess and adjusts continuously changing multiple baselines. Assesses multiple individuals simultaneously and uses defined methods to detect unusual behavior. Exercises sound judgment while performing passive observation. *Independently balances priorities based on higher level needs.

- *Operate assigned equipment (cell phone, two-way radio, and notebook).
- *Participates in daily briefings with checkpoint staff and BDA staff.
- *Identify and communicate security related issues to management staff, and chain of command.

Accomplishments:

- *Oversees team when Supervisory BDOs/management is off duty.
- *Communicates EEO policies and programs (EAP) to team when requested or necessary.
- *Conducted New-Hire BDO interviews: Reviewed resumes of applicants; Built Microsoft Excel spreadsheet for: interview schedule, resume leadership status, interview scores, and disciplinary actions; set up interview schedule with applicants; provided recommendations to Management/hiring board for Human Resources.
- *Coach/mentor co-workers and/or new-hires to provide specific performance feedback. Ensures rule compliance amongst trainees. Suggests improvement in a manner that helps preserve self-esteem and builds confidence. Mentors others on how to best utilize their multitasking and time management skills.
- *Assists others in writing performance evaluations for self and/or other TSA personnel.
- *Assist in conflict management by taking steps to prevent counterproductive confrontations; manages and resolves conflicts and disagreements in a constructive manner.
- *Influences/inspires/guides team toward goal accomplishments by coaching, mentoring, and encourages team to maximize potential; Ability to adjust leadership styles to support a diverse workforce; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying values to daily behaviors. Leads by example.
- *Created scenarios/outlines for BAT class. Taught BAT class to workforce in a clear and convincing oral presentation. Clarified information as needed.

Supervisor: Christopher Urquhart [REDACTED]

Okay to contact this Supervisor: Yes

Department of Homeland Security/Transportation Security Administration

Denver International Airport

8500 Pena Blvd.

Denver, CO 80249 United States

04/2012 - 09/2015

Behavior Detection Officer (This is a federal job)

Hours per week: 40

Series: 1802 **Pay Plan:** SV **Grade:** F

Duties, Accomplishments and Related Skills:

Performs daily activities that support of the Behavior Detection and Analysis (BDA) Program, and make security-based decision using intelligence, critical thinking,

experience, observation, and passenger engagement as prescribed in the BDO Standard Operating Procedures (SOP) and through training.

Duties and Related Skills:

- *Actively engage in voluntary encounters and casual conversations with individuals to analyze and assess behaviors and furthermore refers individuals for additional screening when certain criteria is met.
- * Actively develops baseline data which includes identifying flight destinations, understanding the anticipated composition of travelers associated with the flights, behaviors to be expected, and deviations from those behaviors.
- *Use seasoned experience, training and knowledge of the work and governing law, regulations, policy, and procedures, to independently complete the majority of work without the need to refer issues immediately to a superior to obtain a decision.
- * Determine when behaviors have been resolved based on the completion of Behavior Detection Referral Screening.
- *Assess continuously changing multiple baselines throughout the day. Assesses multiple individuals simultaneously and use defined methods to detect unusual behavior. Exercises sound judgment while performing passive observation.
- * Work closely with team members to assess individuals and gain more independence as experience in the work is gained.
- *Acts as a mediator between team and help come to a mutually agreeable resolution.
- * Verified appropriate checkpoint procedures are followed if prohibited items/hazardous materials are discovered during a referral.
- *Documented identified behaviors used as the basis for referrals.
- * Participated in Playbook/joint law enforcement assignments such as Visible Intermodal Prevention Response (VIPR).
- *Keeps Supervisor Behavior Detection Officer (SBDO) and Behavior Detection-Transportation Security Managers (BD-TSM) are apprised of all ongoing activities.
- *Documents all information that is pertinent for referrals.
- *Prepares referral reports and/or incident reports (when Law Enforcement is involved).
- *Respond to breaches of security and/or emergency situations; take appropriate steps to prevent entry to secure areas.
- * Provided immediate response to Transportation Security Specialist – Explosive (TSS-E) incidents that may arise and cause threat to airport security.
- *Operate assigned equipment (cell phone, two-way radio, and notebook).
- *Performs Resolution Conversations with passengers who deviate from the established norms of the BDA program.
- * Participated in daily briefings with both checkpoint staff and Behavior Detection and

Analysis (BDA) staff. Brief superiors on trends and patterns related to behaviors noticed throughout the day.

- * Identify and communicate security related issues to management staff, and chain of command.

- * Utilize computer hardware and software to create documents and report information in the appropriate format: Microsoft Word, Microsoft Excel, PMIS, Microsoft PowerPoint, Referral Reports, Incident Reports, Statements, AIM, TISS.

Accomplishments:

- * Selected as Team Lead of pod on numerous occasions by LBDOs and SBDOs. Identified, balanced, and distributed workload and tasks among employees in accordance with established workflow and skill levels. Developed team's initial strategy and baseline, delegated training of team mates, and established rotations.

- * Coached/mentored new BDOs-On the Job.

- * Created Incident Report narrative Template for BDA Team.

- * Conducted TSA new-hire interviews.

- * Obtained/hold Secret Clearance.

Additional Training Related Skill-set:

International Security Defense System (ISDS) Assessor certified 05/2012. Assessor (ISDS) passenger behavior detection system is a system based on giving BDOs the ability to assess persons and situations based on pattern recognition and deviations from the norm determined to be the norm. Concepts of Operations (CONOPS) require Assessors to perform document review and interviews with all transiting passengers, while observing for suspicious signs and behavioral anomalies. Based on the results of this engagement and observation, Assessors direct passengers to either standard or secondary screening. As an Assessor and performing the Assessor Proof of Concept at Boston Logan International Airport (BOS), key duties entailed:

- * Performed enhanced Behavior Detection (BD) to identify risk.

- * Performed real-time risk assessments through continuous engagement and observation at the screening checkpoint.

- * Focused on analyzing travel documentation (IDs, Passports, Licenses, Visas), travel patterns, behavioral signs, and body language.

- * Performed structured interviews with passengers at ticket checking locations-while focusing on observed behaviors and looked for faults in the passenger's trip story.

- * Performed engagement and observation of each individual

Supervisor: Douglas Johnstone [REDACTED]

Okay to contact this Supervisor: Yes

Department of Homeland Security/Transportation Security Administration

Boston-Logan International Airport

2 Service Road, 3rd. Floor

Boston, MA 02128 United States

09/2006 - 04/2012

Transportation Security Officer (This is a federal job)

Hours per week: 40

Series: 1802 **Pay Plan:** SV **Grade:** D/E

Duties, Accomplishments and Related Skills:

Serve in a high-stake environment to help safeguard the American way of life by protecting the traveling public by preventing any deadly or dangerous objects from being transported onto an aircraft. Help in protecting America's transportation infrastructure which allows for freedom of movement for people and commerce. Implement daily security-screening procedures that are central to Transportation Security Administration (TSA) objectives and mission.

Duties/Responsibilities:

*Adheres to presenting self with command presence which depicts alertness, confidence and awareness allowing passengers to feel at ease in order to confidently communicate/facilitate the process of screening which allows for potential threats to be identified and mitigated.

* Performs all duties/functions in a courteous, professional manner and holds self to a high level of integrity/honesty by conducting self in a honest, fair, and ethical manner at all times by holding high standards of personal ethics. Demonstrates conscientiousness by always being dependable and responsible in personal actions and behavior.

*Depicts command presence with a presence of professionalism, confidence, and credibility while conducting performance of job duties.

*Provides service to the traveling public by conducting screening of persons, property, and cargo at checkpoints, baggage locations, concourses, train platforms, and terminals within the airport property.

*Implement all security screening procedures, which protect the traveling public, by adhering to the TSA objectives and various directives to prevent deadly/dangerous objects/items from being transported onto mode of transportation.

* Subject Matter Expert of all applicable Standard Operating Procedures (SOP) application retains/implements all knowledge of procedures related to position of Transportation Security Officer (TSO).

- *Engages in identifying, evaluating, and applying all critical thinking skills that are necessary to mitigate the security threat by using the application of risk-based security screening protocols that are in place.
- *Continuously applies all classroom, Online Learning Center (OLC) and on-the-job training (OJT) instructions within all diverse aspects of the performing job.
- *Ability to learn/adhere to/utilize the theories, dynamics, and factors underlying the aviation screening process to enable authoritative and independent handling of screening functions.
- *Adapts to change, new information, and obstacles by maintaining flexibility.
- *Maintain close communications with supervisors, leads, management, and FSD staff regarding any issues that might reveal a weakness or vulnerable area of security screening that is discovered in the course of screening duties.
- *Understands different situations/different people all need to be treated appropriately with courtesy, sensitivity and respect.
- *Solicits for an open line of communication for input and feedback from chain-of-command to include: Leads, Supervisors, and co-workers. Encourages a network of communication amongst all lines of leadership/chain-of-command. This allows for mitigation of potential/actual threats to be thwarted by working on achieving strengths.
- *Maintains at all times situational awareness. Allows for effective control of all screening equipment, all continuously changing security/screening environments, by maintaining a calm demeanor and allowing for an established command presence.
- *Use of critical thinking by Identifying potential risks by using all information gathered from observations, experience, knowledge, reasoning, communicating and acting on them.
- *Maintains Security Equipment Proficiency by operating numerous equipment and technology applications which are used to screen persons, their property and cargo. Equipment/technology include: Walk-through metal detectors (WTMD), Explosive Detection System (EDS), Explosive Trace Detection System (ETD), Advanced Imaging Technology (AIT), X-Ray machines (Smiths Heiman, Rapiscan), Portable explosive detector-FIDO, Colormetrics, Bottled Liquid Scanner (BLS), and Hand-Held Metal Detector (HHMD).
- *Performs operational tests on equipment per guidelines in order to record/report test results and maintain equipment performance.
- *Prepares statements, incident reports and other documents when needed to convey required information.
- *Precise and thorough in regards to attention to detail when accomplishing all tasks of job. Makes sure all work is high quality, accurate, and ensures all information is consistent.

*Ensures that all safety requirements are being followed. Adheres to all appropriate steps and suggesting safety improvements when deemed necessary.

*Creates documents, reports information, and takes/completes training daily/monthly by utilizing all necessary hardware and software.

Accomplishments:

*FIDO test program pilot-2007

*Full Dual Function TSO-2010

*Standard/Resolution Pat-Down (RPD) pilot-08/2010

Supervisor: Guillermo Reynoso [REDACTED]

Okay to contact this Supervisor: Yes

Department of Homeland Security/Transportation Security Administration

Boston-Logan International Airport

2 Service Road, 3rd Floor

Boston, MA 02128 United States

05/2010 - 05/2011

Assistant Training Instructor (This is a federal job)

Hours per week: 40

Series: 1802 **Pay Plan:** SV **Grade:** E

Duties, Accomplishments and Related Skills:

Collateral duty instructor-utilized to support Transportation Security Administration-developed/locally developed training.

Roles/Responsibilities included:

* Conducted training daily (IED/Pat-down Drills),

* Conducted training of nationally/locally developed materials (SOPs/revisions).

* Counseled remediation, recurrent training (monthly), new hire training and assistance, and return to duty training.

* Assisted with training administration support components (Online Learning Center (OLC) entry, roster management, training room facilitation, performance evaluations, TRX assistance).

* Assisted with training logistics support components (supplies, materials). Trained team members, monitored/reported on the status and progress of work to superiors.

* Assessed/provided feedback for needed training adjustments/recommendations for improvement of the workforce.

* Controlled, secured, and distributed SOPs.

* Secured Document control logs.

* Provided mentoring/coaching to address identified training needs to the workforce daily. Identified, distributed, and balance workload/tasks among fellow co-workers in accordance with established workflow and skill level that each individual obtained. Fostered adjustments to accomplish the workload in accordance with established priorities.

* Assisted resolving informal complaints of co-workers and helps serve as a coach/facilitator. Provided input to supervisors and/or managers concerning performance of fellow officers performance for corrective actions.

* Skill sufficient to operate all advanced technologies security equipment at screening checkpoints.

* Held certifications in all areas of facilitated (passenger, baggage, and dual).

* Held knowledge of current National Standard Operating Procedures.

Supervisor: John Griffith [REDACTED]

Okay to contact this Supervisor: Yes

Education:

Franklin Pierce University (College)

40 University Drive

Rindge, NH 03461-0060 United States

603-899-4000

Bachelor's Degree: 05/2006

Major: Criminal Justice **Minor:** Psychology

Relevant Coursework, Licenses and Certifications:

Relevant Coursework:

Introduction to Sociology, Race and Ethnic Relations, Introduction to Criminal Justice, Ethics, Police Work, Deviance and Social Control, Juvenile Justice, Quantitative Research, Criminal Investigation & Evidence SO410 Criminology, Courts and Criminal Procedure, Corrections, Senior Criminal Justice Seminar, Theories of Domestic Violence, Child Abuse and Neglect, Seminar on Addiction, Violence and Aggression, Courts and Criminal Procedures, Police Work, Introduction to Sociology, Deviance and Social Control, Criminal Investigation & Evidence, Criminology, Research Methods in Psychology, Child and Adolescent Development

Job Related Training:

Department Of Campus Safety-Campus Safety Officer

*Responsible for protecting persons and property

- *Incident Reports
- *Patrol the campus buildings and grounds
- *Assist students, faculty, staff and visitors
- *Issue ID cards
- *Administer parking enforcing parking regulations

Job Related Training:

Assessor 05/2012, TSA BDO/SPOT-03/2012, General Procedure Reviews -11/2/2011, TRX Simulator IED Threat Items 0010 -11/1/2011, TRX Simulator General Threat Items 0010 -11/1/2011, N95 Respirator Training -11/1/2011, Hazard Communication and Hazardous Materials Management Training -11/1/2011, TRX Simulator IED Threat Items 0009 -9/30/2011, TRX Simulator General Threat Items 0009 -9/30/2011, General Procedure Reviews -9/27/2011, TRX Simulator General Threat Items 0009 -9/27/2011, TRX Simulator IED Threat Items 0009 -9/27/2011, Breach Mitigation Training 10/20/2010, Travel Document Checker (TDC) Recurrent Training 10/21/2010, Emergency and Disaster Preparedness 10/20/2010, A Culture of Privacy Awareness 10/20/2010, Divestiture Officer 10/19/2010, Resolution Pat-Down Training Overview and Demonstration 10/19/2010, Standard Pat-Down Training Demonstration 10/19/2010, STI T3 Classroom Training for Standard and Resolution Pat-Down Procedures 10/19/2010, AIT Screening Checkpoint SOP Revision 9 - Summary of Changes/Clarifications 10/19/2010, Screening Checkpoint SOP Revision 9 - Summary of Changes/Clarifications 10/19/2010, Standard Pat-Down Overview and Procedures 10/19/2010, Standard Pat-Down Training Welcome 10/19/2010, Resolution Pat-Down Training Exercise 10/19/2010, Standard Pat-Down Training Exercise 10/19/2010, Standard Pat-Down Notice of Standards for Employee Responsibilities and Conduct 10/5/2010, Advanced Image Technology Screening Checkpoint SOP Revision 9 - Summary of Changes/Clarifications 9/28/2010, Screening Checkpoint Standard Operating Procedures Revision 9 - Summary of Changes/Clarifications 9/28/2010, Standard Pat-Down Overview and Procedures 9/28/2010, Standard Pat-Down Training Welcome 9/28/2010, Resolution Pat-Down Training Exercise 9/28/2010, Standard Pat-Down Training Exercise 9/28/2010, Standard Pat-Down Training Demonstration 9/28/2010, Resolution Pat-Down Training Overview and Demonstration 9/28/2010, Travel Document Checker - acceptable Forms of ID 9/22/2010, Gaining the Psychological Advantage 9/7/2010, Monthly Evolution Scenario Training, Resolution Pat-Down Training Exercise PILOT 8/12/2010, Standard Pat-Down Training Exercise - PILOT 8/12/2010, Standard Pat-Down Overview and Procedures - PILOT 8/12/2010, Standard Pat-Down Training Welcome - PILOT 8/12/2010, STI T3 Classroom Training for Standard Pat-Down Procedures - PILOT 8/11/2010, Standard Pat-Down Overview and Procedures - PILOT 8/11/2010, Standard Pat-Down Training Welcome -

PILOT 8/11/2010, Standard Pat-Down Training Exercise - PILOT 8/11/2010, Resolution Pat-Down Training Overview and Demonstration - PILOT 8/11/2010, Transportation Security Administration Guide to Major Ethics Rules 8/9/2010, Whistleblower Protection Act 8/9/2010, Transportation Security Administration Policy on Employee Responsibilities and Conduct 8/9/2010, Sensitive Security Information Awareness 8/9/2010, Spotlight 007-10: Concealable Firearms 8/9/2010, Spotlight 006-10: iPad and Kindle 8/9/2010, Preventing Workplace Violence at Transportation Security Administration 8/9/2010, Environmental Management System General Awareness Training 8/9/2010, Discovery of Large Amounts of Currency 8/9/2010, General Procedure Reviews 8/9/2010, Introduction to Civil Rights 7/12/2010, IT Security Awareness Training 7/12/2010, Checked Baggage SOP Revision 5 - Summary of Changes/Clarifications Job Aid 6/17/2010, Spotlight 005-10: Fireworks 6/14/2010, N95 Respirator Training 6/14/2010, New Green Card Job Aid 6/14/2010, Guidance Regarding the Use of Race for Law Enforcement Officers 6/2/2010, Transportation Security Administration Nondisclosure and Security Agreement for Training Assistants and Training Technicians 6/2/2010, Employee Conduct, Responsibilities and Personally Identifiable Information for Online Learning Center Administrator Access 6/2/2010, Transportation Security Administration Online Learning Center Administrator Handbook 6/2/2010, Collateral Duty Field Staff Director Nomination 6/2/2010, Spotlight 004-10: Implanted Improvised Explosive Devices on Person 4/27/2010, No FEAR Training 4/27/2010, ACKNOWLEDGMENT ONLY - Department of Homeland Security Together Employee and Organizational Resilience Safety Stand Down 4/27/2010, Operational Security 3/30/2010, Bomb Appraisal Officer Briefings 2/9/2010, Onscreen Alarm Resolution Protocol Basic Training 1/25/2010, I C Myself in the Solution Conflict Management Essentials-Positions and Interests 1/13/2010, Freedom of Information Act 9/14/2009, Travel Document Checker - Fraudulent Documents 6/15/2009, Travel Document Checker - Acceptable Forms of ID 6/15/2009, Smiths AT X-Ray (6040 aTiX) Job Knowledge Test (Initial) - Pilot 4/21/2009, Smiths AT X-Ray (6040 aTiX) OJT Training - Pilot 4/21/2009, Travel Document Checker Behavior Awareness Recurrent Training 1/19/2009, Security Evolution ENGAGE 12/11/2008, Transportation Security Administration Pledge to Travelers 9/6/2008,

Affiliations:

Cradles to Crayons - Volunteer
Greater Boston Food Bank - Volunteer
Transportation Security Administration - Wings for Autism-Volunteer as a TSO
Rocky Mountain Puppy Rescue - Volunteer

References:

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Name	Employer	Title	Phone	Email
██████████	Department of Veterans Affairs	Rating Specialist	██████████	██████████
██████████ (*)	Department of Homeland Security/Transportation Security Administration	Lead Behavior Detection Officer	██████████	██████████
██████████ ██████████	Department of Homeland Security/Transportation Security Administration	Transportation Security Manager	██████████	██████████
██████████ ██████████	Department of Homeland Security/Transportation Security Administration	Transportation Security Manager	██████████	██████████
██████████	Staples		██████████	██████████

(*) Indicates professional reference

Additional Information:

SECRET CLEARANCE OBTAINED-2015

Leadership Activities:

Coach program as a TSO/ATI

Coach Program as a BDO/LBDO/STSO

Job-Related Awards:

2009-Performance Accountability and Standards System (P.A.S.S) Award.

2010-Sensitive Security Information Hero Award

2010-Performance Accountability and Standards System (P.A.S.S) Award.

2011-5 year Award.

2012-International Security Defense Systems (ISDS) Assessor Award

2012-Assessor Proof of Concept Award of Excellence

2013-TSA Honorary Team Award (Boston Marathon)

2013-AED/CPR Certified

2014-First Aid Certified

2015-TOPS Performance Award

2016-TOPS Performance Award

2016-On the Spot Award

2016-On the Spot Award

2016-Time Off Award

2016-Time Off Award

2016-Time Off Award

2016-10 Year

2017-TOPS/EPMP Performance Award