

# RESUME GUIDE

## CARLOS FRANCISCO, CPP

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### SECURITY LEADERSHIP EXECUTIVE

Trilingual, self-motivated, dedicated, leader with over 22 years of progressive leadership in large scale corporate security management, emergency operations, critical infrastructure, law enforcement, loss prevention, safety, sports venues and major global events. Goal-oriented with extensive leadership skills nurtured through hands-on experience in a fast-paced highly visible environment.

Well-rounded in the Corporate Security Management field with the ability to make sound judgments, analyze risk & threat assessments, provide direction, and receive guidance and criticism to ensure the objective of the team is met.

#### Core strengths include:

*Security Management  
High-Profile/Global Events  
Policy/Procedure Management  
Critical Infrastructures  
CPTED/GSOC/Incident Response*

*Safety/Law Enforcement  
Loss Prevention/Investigation  
Case and Project Management  
Behavioral Assessment  
Customer Service Security*

*Emergency Operations  
Resource Management/Allocation  
Crisis Management  
Staff Mentoring/Coaching  
Threat Assessment/Management*

### CAREER OVERVIEW

#### **PRESENT**

##### **NORAM REGIONAL SECURITY MANAGER • FACEBOOK**

2018 – Present

- Maintain close partnerships with cross-functional teams to develop strategies, programs and tools to enhance our global physical security approach and crisis management in keeping our employees safe and secure.
- Collaborate with internal and external partners to include Facebook leaders, Regional Security Managers, Global Security Operation Centers, IT Security, EH&S Legal and Human Resources.
- Inputs to and influence the development and leadership of a world-class data center physical security program.
- In conjunction with headquarters, develop a scalable global operation model to include strategy, roadmap, goals, budget, objectives and staffing. I currently manage a budget of \$72 million.
- Influence the development of and ensure global compliance with robust, uniformed global security build standards, policies, procedures, guidelines, post orders, protocols, best practices, training, security systems and program audits to continually elevate the impact of protecting Facebook's people, assets and reputation.
- Review and ensure the operational training readiness of the Security Services teams in the region, assist in the coordination of Security Services to support planned and unplanned operations, and support incident investigation efforts.
- Lead and develop the Regional, Area Managers, Data Center Site Security Managers, and their teams within their assigned region.
- Partner closely with Infrastructure Regional Data Center leadership and design teams to identify and improve overall security operations.
- Provide leadership to understand, collaborate and influence across the organizations.
- Manage the global performance metrics to determine the effectiveness of the program throughout the region.
- Develops specific region metrics and security data as appropriate.
- Build strong cross-functional partnerships across the data center team and Facebook by communicating team goals, wins and opportunities to maximize safe and secure work environments.

*Continues...*

Include name, phone number, email address, and city and state — you don't need the full address.

Be concise. Pull a few important items from your resume, but don't regurgitate it. Focus on the keywords in the job description. Let the recruiter know from the get-go that you have what they need. This can be tailored to the individual job, just like a cover letter should.

Look at the words used in the job description and break them down in a list of your core strengths.

Page one should be your current position.

Resumes should be no more than 2-3 pages.



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Page two should be about your past positions. There's no need to go past 15 years, unless relevant.

## PAST

### **CLUSTER SECURITY MANAGER (REGIONAL) • AMAZON WEB SERVICES (AWS) 2017 – 2018**

- The regional leader who oversaw 10 data centers, hybrids and colos with extensive overseas travel to assist with new construction security and project management. Leaders of Leaders.
- Partner responsible for planning, developing and implementing security plans, security programs such as emergency response, crisis management, physical security, security systems engineering, incident management and coordinated site investigations with the Global Intelligence and Investigative Team.
- Maintained an extensive knowledge of current security issues, security technology (Access, BVMS, Argus, Infrared, Laser to name a few), and updated management on risk and threats that could affect the data centers.
- Responsible for performing annual risk analysis for the data center sites, particularly concerning the level of crime, terrorism, workplace violence, and threats from natural and manmade disasters.
- Accountable for providing leadership to on-site data center management on security policy and practices.
- Identified exposures, provided recommendations, and developed corrective plans to executive leadership.
- Provided a robust customer relationship, leadership, advice, and guidance to AWS data center staff as well as contract security staff in achieving current and long-range strategic program objectives.
- Assisted in conducting investigations of significant threats and/or the loss or misappropriation of assets.
- Developed and implemented a security supervisor and coordinator program, which included developing a training program for all AWS supervisors and contract security coordinators.

### **SECURITY DIRECTOR • CEDAR FAIR ENT. (CALIFORNIA'S GREAT AMERICA, LEVI'S STADIUM) 2015 – 2017**

- Complex executive on duty, building and maintaining a \$4.8M annual budget while directing team of approximately 150 security professionals at parks and major events at Levi's Stadium, home of Super Bowl 50.
- Assisted in Levi's Stadium SAFETY Act Designation and working on Cedar Fair Entertainment's Designation.
- Lead in the development, research and transition of security technologies into Avigilon cameras, ISS 24/7 Dispatch, Win-Pak Access Control, and LifeRaft geo-fencing social media monitoring systems.
- Leader of all lines of business within security such as administration, human resources, operations, training, parking, security ops center, emergency management, finance, investigations, traffic maintenance and asset protection. Prepares quarterly associate measurements, reviews and property security assessment audits.
- Cultivates strategic intelligence liaisons with law enforcement and other private counterparts. Develops, administers and trains all evacuations, crisis management response programs and business continuity.
- Negotiates vendor security contracts to protect parks, games, conventions and special events.
- Established and oversees the World Watch program, which educates associates on how to become security sentinels. Created Workplace Violence, First Responder Training and Drone (UAV) Response Plan.

### **SECURITY MANAGER • WALT DISNEY WORLD 1994 – 2015 (2009-2011 Seasonal Supervisor)**

- Facilitated training for over 12,000 employees on all aspects of security, loss prevention and safety.
- Held previous positions such as regional loss prevention specialist and security supervisor/officer, providing oversight and management of all security and safety-related matters for Disney's Hollywood Studios, Downtown Disney, ESPN Wide World of Sports, 28 hotels and 2 water parks. Managed over 120 security hosts.
- Supervised security team at the data center (ISO 27001), distribution center and textile automated services. Directed covert Behavioral Assessment Unit, Canine Team and VIP Dignitary Protection Specialist Team.
- Developed and ensured the implementation of security and emergency response plans and procedures. Contributed to ongoing evaluation of behavioral assessment program and workplace conditions, materials, equipment and processes used to identify and control hazards and other safety and health risks.
- WDW SOC EOC liaison for law enforcement, fire, medical and other emergency units as incident commander. Partnered with WDW's legal, federal and local law enforcement on criminal cases and asset protection.
- Assisted in the development, administration and training of all fire prevention and emergency response programs, as well as Open Eye Digital CCTV, Lenel, Bosch camera system, safety and health programs, Community Watch, lockout/tagout, counterfeit currency, and PPE usage for Walt Disney World employees.

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## ADDITIONAL POSITIONS

**POLICE OFFICER (RESERVE/VOLUNTEER)** • HOWEY IN THE HILLS POLICE DEPARTMENT 2012 – 2015  
**DEPUTY SHERIFF (FULL TIME)** • SEMINOLE COUNTY SHERIFF'S OFFICE 2009 – 2011

- Revised policies and represented City in a court of law while assisting the State Attorney's Office. Prioritized work effectively, making quick decisions and adhering to state laws as well as strict policies and procedures.
- Executed orders, gathered intelligence and investigated crimes issued through the jurisdiction of the Chief.
- Maintained and built new relationships between community and safety partners through a local program.
- Performed law enforcement and public safety work in the protection of life and property, detecting and preventing crime while striving to maintain law and order within jurisdiction. Supervised work of other deputies.
- Investigated accidents and crime scenes; secured evidence and interviewed witnesses; testified in court; collected notes and reports; and provided emergency assistance to victims of manmade and natural disasters.

## EDUCATION & TRAINING

**MA, Emergency and Disaster Management**, American Military University (December 2020)

**BS, Criminal Justice** with added **Security Management Certificate**, University of Central Florida:  
Featured speaker/lecturer for the University of Central Florida's Criminal Justice Department.

**AA, Business Administration**, Valencia College

**AAS, Criminal Justice**, Valencia College

**Law Enforcement Academy**, Criminal Justice Academy of Osceola

**Critical Infrastructure Security Certificate**, Texas A&M

**U.S. Department of Homeland Security**: Site Protection by Operational Techniques (Louisiana State University)

- Incident Command System
- ICS for Single Resources & Initial Action Incident
- National Incident Management System
- National Response Framework

**Florida Department of Law Enforcement**: Florida Law Enforcement Officer Certificate

- Interviews & Interrogations
- Advanced Report Writing
- Criminal Justice Information Services
- Emergency Vehicle Operations
- Radar Certified
- Taser and ASP/OC Certified
- Criminal Gang Awareness
- Active Shooter Response

**Additional Certifications**: Bomb Threat Management

- Records & Information Management
- Crisis Prevention Intervention
- Suspicious Items Response
- Child Protection Responder
- Guest Screening Management
- Baker Act Response
- Maintenance of Traffic (Florida Department of Transit)
- MOAB Trainer (verbal de-escalation)
- Bike Patrol
- Leadership Ownership
- Wicklander-Zulawski Advanced Interview & Interrogation Techniques

**Memberships**: American Society for Industrial Security (Certified Protection Professional)

- National Sheriff's Association
- International Association of Crime Analysts
- International Association for Counterterrorism & Security Professionals
- The Northern California Regional Intelligence Center

**Florida Class D Card & California Guard Card (BSIS)**

**Language Fluency**: Spanish & Portuguese (High), Italian (Low)

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Page three should be all the extras, including education, certifications, or additional experience in a relevant position/industry.