# **OLIVIA SMITH**

# **Correctional Officer**

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#### PROFESSIONAL SUMMARY

Dedicated Correctional Officer with 10 years of experience in maintaining safety and security in correctional facilities. Proven ability to manage inmate behavior, enforce regulations, and collaborate with law enforcement.

#### WORK EXPERIENCE

#### **Certified Correctional Officer**

math Dec / 2017-Ongoing

WidgetWorks Inc.

■ Denver, CO

- 1. Maintained safety and security within the facility by monitoring inmate behavior and enforcing rules and regulations.
- 2. Conducted regular inspections of the premises to identify and mitigate potential security risks.
- 3. Managed inmate records and documentation, ensuring accuracy and compliance with legal standards.
- 4. Collaborated with law enforcement and emergency services during incidents to ensure swift resolution.
- 5. Provided crisis intervention and conflict resolution to de-escalate volatile situations.
- 6. Trained and mentored new staff on operational procedures and safety protocols.
- 7. Prepared detailed reports on incidents, inmate behavior, and facility conditions for management review.

## **Customer Service Representative**

m Dec / 2014-Dec / 2017

Crescent Moon Design

**₽** Portland, OR

- 1. Supervised inmate work assignments, ensuring compliance with facility rules and promoting rehabilitation.
- 2. Conducted inmate assessments to identify needs and develop appropriate intervention strategies.
- 3. Facilitated communication between inmates and staff to foster a positive environment.
- 4. Participated in emergency drills and training to enhance preparedness for critical incidents.
- 5. Engaged in community outreach programs to support inmate reintegration efforts.
- 6. Maintained safety and security within the facility by conducting regular inspections and monitoring inmate behavior, resulting in a 30% reduction in incidents.
- 7. Implemented conflict resolution strategies among inmates, which led to a significant decrease in altercations and improved overall facility morale.

## **EDUCATION**

## Bachelor of Science in Criminal Justice

m Dec / 2011-Dec / 2014

University of Southern California

**耳** Denver, CO

Focused on criminal law, rehabilitation, and correctional systems.

# **SKILLS**

Effective Communication Crisis Intervention **Conflict Resolution** Surveillance Skills

# **ACHIEVEMENTS**



Trained 15 new officers in safety protocols, enhancing team efficiency.

Successfully maintained safety and security within the facility, resulting in a 20% reduction in incidents over one year.

Implemented a new inmate classification system that improved the management of high-risk offenders.