

Matthew Mitchell, CPO, SMIA, CHSS

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Executive Summary

Healthcare professional with 12 years of experience in planning, organization development, and general and administrative management. Reputation as a self-directed professional with problem solving, communication, and management skills. Recognized team building, mentoring and leadership skills. Experienced in facilitating change in a workforce to support reengineering initiatives and meet organizational operating, financial and quality objectives. Ability to write and implement efficient work schedules, policies, programs and procedures. Demonstrated talent for recruiting, interviewing, hiring, directing and supervising staff.

- Security Planning & Program Management
- Risk Analysis & Mitigation Plans
- Client Relations & Communications
- Staff Scheduling & Payroll
- Internal Staff Investigations
- Social Media Intelligence Analytics
- Crisis Prevention & Intervention Certified Instructor
- Joint Commission Regulatory Standards
- Committee & Management Representation
- Policy & Procedures Development
- Client Billing
- Private Investigations & Threat Assessment
- Public Sector Liaison
- First Aid & BLS Certified Instructor

Selected Accomplishments

- Member, vice-chair, co-chair, or chair of many committees, including Emergency Preparedness Steering, Environment of Care, Medical Emergency Response, Workplace Violence, Psychiatric Care Expert Panel, Workplace Hazard Reduction, Theft & Diversion Taskforce, and Restraint & Seclusion Reduction Taskforce.
- Instrumental in the formation and development of an all-provider healthcare security collaboration in the state of Arizona.
- Held positions of Safety Officer and Planning Section Chief for a Hospital Incident Command System, most notably for the duration of the COVID-19 response and recovery.
- An influential member of organizational taskforces to improve patient and guest safety, decrease workplace violence, and institute a collaborative approach to treatment and care of patients with behavioral health needs.
- Designed training and operations manual for the security department and maintained to current requirements.
- Developed Security protocols that assisted staff in improving productivity and promoting safety & security.
- Successfully managed client account, ensuring proper and effective handling of requests, as well as problem resolution and customer service issues.

Certifications and Designations

Senior Instructor, Crisis Prevention Institute

Basic/Advanced First Aid & BLS Instructor, American Safety & Health Institute

Basic/Advanced First Aid & BLS Instructor Trainer, American Safety & Health Institute

Active Violence Emergency Response Training (AVERT) Instructor, American Safety & Health Institute

ALICE Active Shooter Response Training Instructor, Navigate360

Certified Protection Officer (CPO), International Foundation for Protection Officers

Certified Social Media Intelligence Analyst (SMIA), McAfee Institute

Certified Healthcare Security Supervisor (CHSS), International Association for Healthcare Security and Safety

Professional Memberships

Founder, Arizona Healthcare Security Alliance

Senior Instructor, Crisis Prevention Institute

Instructor Trainer, American Safety & Health Institute

Member, Arizona Coalition for Healthcare Emergency Response

Member, International Association for Healthcare Security and Safety

Member, International Foundation for Protection Officers

Career Progression

Trident Security Services, Phoenix, AZ

4/2020 to Present

Commander

- Subject matter expert on workplace violence prevention strategies assigned to multiple taskforces with the goal of program improvement and strategic training implementation.
- Focused on wider-scope of organizational safety education training initiatives for a client with nearly 5,000 staff.
- Key partner as a contractor working in an official capacity in an incident command center and incident management team, most notably during the COVID-19 response and recovery phases.
- Provided insight and recommendations to the organization Medical Emergency Committee, Philanthropy Committee, and Philanthropy Membership Sub-committee.
- Inspected and evaluated effectiveness of personnel and programs along with analyzing reports and producing statistics.
- Conducted security risk assessments while managing day to day operations of the Security Services Department of a free-standing children's health network.
- Conducted investigations and interviews for the organization and documented findings in and organized, sound report.
- Earned respect with a proven ability to obtain high performance levels from employees while maintaining a pleasant working atmosphere.
- Designed, delivered, and evaluated the success of training courses; assessed participant feedback and continuing on-the-job knowledge retention, coached staff, and implemented and administered training records.
- Served as the subject matter expert for crisis intervention, preventative techniques, and restraint and seclusion reduction.

Trident Security Services, Phoenix, AZ

9/2013 to 4/2020

Captain

- Provided insight and recommendations to the organization Medical Emergency Committee, Philanthropy Committee, and Philanthropy Membership Sub-committee.
- Instructed and provide for Security Officers, staff, and organizations on physical security, workplace violence, Emergency Preparedness, and safety topics.
- Planned, organized, and scheduled protective measures for special events and large gatherings.
- Inspected and evaluated effectiveness of personnel and programs along with analyzing reports and producing statistics.
- Conducted security risk assessments while managing day to day operations of the Security Services Department of a free-standing children's health network.
- Conducted investigations and interviews for the organization and documented findings in and organized, sound report.
- Managed day-to-day operations for 54 employees.
- Interviewed and evaluated job applicants.
- Trained staff and provided tools they required to reach expectations and achieve objectives.
- Managed client relations.
- Utilized all assets and resources available, maximizing employee productivity and performance to achieve corporate and client goals and objectives.

- Earned respect with a proven ability to obtain high performance levels from employees while maintaining a pleasant working atmosphere.
- Developed valuable professional rapport with operations managers, officers, and clients and set standards for process development, service delivery, and customer relations.
- Demonstrated ability to prepare goals and teach diverse adult learners.
- Designed, delivered, and evaluated the success of training courses; assessed participant feedback and continuing on-the-job knowledge retention, coached staff, and implemented and administered training records.
- Served as the subject matter expert for crisis intervention, preventative techniques, and restraint and seclusion reduction.

Trident Security Services, Phoenix, AZ

6/2011 to 9/2013

Training Lieutenant

- Developed and conducted orientation and training for security employees in a healthcare environment.
- Conferred with managers, instructors, and representatives of a healthcare facility to determine training needs.
- Screened, hired, and assigned employees to positions based on qualifications.
- Monitored training costs to ensure budget is not exceeded and prepared reports to justify expenditures.
- Maintained records and wrote reports to monitor and evaluate training activities and program effectiveness.
- Planned and developed training procedures utilizing knowledge of relative effectiveness of individual training, classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Developed and organized training manuals, multimedia visual aids, and other educational materials.
- Conferred with management and supervisory personnel to identify training needs based on projected processes, changes, and other factors.
- Trained supervisors in effective training techniques.
- Interpreted and clarified regulatory policies governing training programs, and provided information and assistance to trainees and management representatives.

Trident Security Services, Phoenix, AZ

11/2009 to 6/2011

Sergeant

- Supervised and coordinated investigation of cases.
- Investigated and resolved personnel problems within the department and organization.
- Assisted subordinates in performing job duties.
- Monitored and evaluated job performance of subordinates.
- Requisitioned and issued department equipment and supplies.
- Inspected facilities, supplies, vehicles, and equipment to ensure conformance to standards.
- Trained staff.
- Prepared reports and directed preparation, handling, and maintenance of departmental records.

Trident Security Services, Phoenix, AZ

7/2009 to 11/2009

Officer

- Patrolled healthcare campus to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Escorted and drove motor vehicle to transport individuals to specified locations and to provide personal protection.
- Monitored and authorized entrance of employees, visitors, and other persons to guard against theft and maintain security of campus.
- Answered alarms and investigated disturbances.
- Circulated among visitors, patrons, and employees to preserve order and protect property.
- Educated persons of rule infractions and violations.
- Communicated effectively with diverse people including clients or their representatives, client employees, visitors, and client vendors.

- Maintained positive working relationships with facility staff members, vendors, visitors, and patients.

Healthcare Shared Services, Phoenix, AZ

2008 to 2009

Officer

- Provided a visible deterrence to crime, prohibited activities, or suspicious activities in public and non-public areas of a 123-bed hospital which included areas such as the main building, outlying buildings, grounds, parking areas, stairways, tunnels, mechanical areas, and patient treatment areas.
- Responded quickly and effectively to emergency and non-emergency situations.
- Maintained alertness for activities which could result in injury to a person or damage to or loss of property.
- Communicated effectively with diverse people including clients or their representatives, client employees, visitors, and client vendors.
- Maintained positive working relationships with facility staff members, vendors, visitors, and patients.

IPC International Corporation, Phoenix, AZ

2006 to 2007

Officer

- Routed and assigned Officers to appropriate location, according to customer requests and needs. Recorded and maintained files and records, work and services performed, inventory, and other dispatch information.
- Patrolled industrial and commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Wrote reports of daily activities and irregularities, such as equipment and property damage, theft, presence of unauthorized persons, and unusual occurrences.
- Answered alarms and investigated disturbances.
- Circulated among visitors, patrons, and employees to preserve order and protect property.
- Warned persons of rule infractions and violations, and apprehended violators, using force when necessary.

Employment Honors

- Tri-Star for continued excellence, Trident Security Services, Inc. (2018)
- Employee of the Year, Trident Security Services, Inc. (2012)
- Iron Man, Trident Security Services, Inc. (2011)
- Whatever it Takes, and Then Some, Trident Security Services, Inc. (2009)

Education

Southern New Hampshire University, Manchester, NH

2023

BS Healthcare Admin w/conc in Patient Safety & Quality, 4.0 GPA

Notre Dame Preparatory, Scottsdale, AZ

2006

H.S., Diploma, 3.7 GPA