

JENNA SANTANA

Las Vegas, Nevada 89131

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CLEARANCE

TS/SCI Clearance

PROFESSIONAL SUMMARY

Motivated Electronic Security Systems Program Manager with a proven track record at the United States Air Force, fast learner that is adept in multi-tasking and problem-solving. Excelled in enhancing security measures and compliance, fostering key stakeholder relationships, and mentoring leaders in multiple organizations for optimal performance. Motivated to consistently achieve program excellence and operational improvements.

SKILLS

- Problem-Solving
- Detail Oriented
- Microsoft Office
- Resource Protection
- Critical Thinking
- Flexible and Adaptable
- Documentation Proficiency

WORK HISTORY

08/2020 to 04/2022 **Electronic Security Systems Program Manager**

United States Air Force, USAF – Las Vegas, NV

- Managed and supervised administrative and daily program operations, complying with policies and regulations.
- Conducted comprehensive program evaluations, identifying areas for improvement and recommending actionable solutions.
- Ensured regulatory compliance by closely monitoring adherence to industry standards and guidelines throughout the program lifecycle.
- Managed access control systems, IDS, and CCTV ensuring authorized entry to restricted areas while preventing unauthorized intrusions.
- Trained new employees on proper use of access control systems and protocols, promoting adherence to established guidelines across the organization.

02/2019 to 04/2022 **Security Forces Member**

United States Air Force, USAF – Las Vegas, NV

- Identified and reported suspicious activity to prevent security incidents.
- Remained calm and alert especially during emergency situations to maintain order and confidence in authority.

- Mitigated potential conflicts by utilizing effective negotiation skills when interacting with hostile individuals or groups.
- Maintained a clear understanding of chain-of-command structures, ensuring efficient distribution of tasks among team members during operations or drills.

09/2017 to 02/2019 **Security Specialist**

Target – Lakewood, WA

- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Collaborated with local law enforcement agencies to establish strong relationships, increasing the effectiveness of joint responses to incidents.
- Detected potential threats proactively through regular monitoring of surveillance systems and analyzing incident reports.
- Drafted reports of property damage, theft, accidents, and unusual occurrences to document daily activities and irregularities.

EDUCATION

Master Of Criminal Justice: Advanced Counterterrorism

Southern New Hampshire University - Hooksett, NH

12/2023

Bachelor: Criminal Justice

Southern New Hampshire University - Hooksett, NH

- President's List Fall 2022
- President's List Winter 2022
- President's List Fall 2023
- President's List Winter 2023
- Summa Cum Laude Graduate

06/2017

Associate Of Arts And Sciences

Pierce College - Puyallup, WA