

HAROLD SMITH

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FOCUSED SKILLS

Homeland Security, Personnel Security, Investigations, Security Management, Intelligence Gathering, Project Management, Customer Service

Computer Skills: Microsoft Word, Excel, PowerPoint, CRM Software

HIGHLIGHTED ACCOMPLISHMENTS

- 21 year USMC Veteran with experience in the force protection and antiterrorism field
- Managed training and logistical support for 100+ personnel/millions in equipment
- Exceptional Bilingual English-Spanish communicator

EDUCATION

B.S. in Business Administration - University of North Carolina **2004 - 2008**

CIVILIAN EMPLOYMENT

Office of Personnel Management (Coral Springs, FL) 2011 - 2016

Federal Investigator

- Conducted and facilitated background investigations, many of which were sensitive in nature
- Collected and developed information from a variety of sources, in order to determine an individual's suitability for a position of trust
- Prepared reports of investigation in accordance with OPM guidelines and instructions

Spirit Airlines (Fort Lauderdale, FL) 2009 - 2011

Customer Service Agent

- Booked reservations, checked-in passengers and issued boarding passes
- Checked passports and travel documents to avoid possible delays and/or fines

Convergys (Jacksonville, NC) 2008

Customer Service and Problem Resolution Representative for USPS

- Ensured customers received service or help with their questions and concerns about services, providing information in response to inquiries
- Tracked and confirmed domestic and international mail

To View Harold's' complete Resume go to:

<http://secureresume.welcomehomeresumes.org/resume.php?token=jbkf6hjlw>