

Audri Jackson

ASSISTANT FACILITY SECURITY OFFICER

Chesapeake, VA | 904.485.0183 | audri_jackson@yahoo.com | DoD - S

Experience

ManTech | Assistant Facility Security Officer | 01/2024 - Present

Protect the organization's employees, properties, and all items of value on premises from any preventable harm or danger. Develop security policies and procedures that comply with government guidelines and standards. Conduct investigations to protect organization assets. Respond to contingency events including bomb threats, sabotage, and severe weather conditions through onsite security force or with the assistance of government law enforcement agencies. Recommend hiring of outside security contractors as necessary and may oversee contract guard force. Perform routine assignments in the entry level to a professional job progression. Use existing procedures to solve routine or standard problems. Receive instruction, guidance, and direction from others, engage daily with program personnel, security team members and leadership at all levels, Able to communicate effectively, pay attention to detail, be efficient and able to learn new processes quickly.

Duties & Responsibilities:

Serve as the Facility AFSSO. Provide Program Security support and administrative security actions encompassing but not limited to the actions listed; Security Prescreens, Clearance Verifications, Access Control and badging, Visitor Control, Education and Training, Personnel and Physical Security file maintenance, Document Control, Visit Access Requests, Initial, Upgrade and Periodic Reinvestigation Requests, Clearance Indoctrinations Briefings and Debriefings, Support govt. inspections and continuous monitoring, Additional security tasks as required by Customer Security, Assist with changing combos (when needed) and adding/removing personnel from Access Control and Alarm systems for new hires and departing personnel.

Zero Point Inc. | Assistant Facility Security Officer/ IT Administrator | 6/2022 - 12/2023

Role coordinates and performs a diverse set of support tasks, managing both staff and property, to ensure the organization and its facilities have the staff and resources needed to operate smoothly and efficiently. Asst. FSO/IT Professional is responsible for assisting with all security aspects involving Zero Point personnel, equipment, and facilities. Assist the VP Administration/Corporate FSO with managing all aspects of the National Industrial Security Program (NISP) and ensuring National Institute of Standards and Technology (NIST) 800-171 Rev.2 compliance within the company.

Duties & Responsibilities as Asst. FSO:

Responsible for assisting Corporate FSO with ensuring that all Zero Point facilities obtain and maintain their physical security and information security in accordance with NISP. Support all corporate security self-inspections and official DCSA security inspections. Assists with maintaining all security files in collaboration with security team. Assist with security investigations and reinvestigations. Applies basic security principles, practices, and procedures in the administration of an information security and industrial program. Assist in tracking the status of personnel clearances in the company and within the government designated system of records. Work with corporate FSO and program manager on all contracts to obtain needed security clearances, Industry requirements and assist in visitor requests to secure locations. Reviews certifications and accreditations documentation to ensure compliance. Responsible for validating incoming visitor requests and providing security briefs as needed. Knowledgeable of International requirements including foreign visitor requirements, and export compliance. Collects and organizes specified data from various sources, which may include division leads and subject matter experts, surveys of reports and forecasts, personal observations, budgetary documentation, and other appropriate resources. Assist in the recruiting and hiring process across the whole organization. Manage Onboarding and Offboarding for all required employees within the

organizations. Performs periodic audits of Security and HR files and records to ensure that all required documents are collected and filed appropriately. Back-up support to administrative clerk coverage of front desk duties and responsibilities. Assign work to and supervises lower-level office support position.

Duties & Responsibilities as IT Administrator:

Document and maintain administrative procedures for corporate IT. Support, deploy, manage and implement new IT systems, processes, and procedures. Track and record IT troubleshooting tickets. Troubleshoot accessibility and availability problems. Assess organizational training needs and then develop, deliver, and implement ongoing training for computer users as required. Assist in identifying the need for changes based on new security technologies or threats. Collaborates with vendors, technicians, and managers to understand and assess computing and system needs and requirements. Identifies opportunities for cost savings, better efficiency, or other improvements; recommends and implements policy or process changes as appropriate. Evaluates current technology use, needs of the company, and recommends software and hardware improvements. Oversees backup, security, user help systems, and remains current on advances in technology. Prepares and delivers operational or project progress reports. Provides technical support to users and answers questions regarding business products and services. Supports the company VP Administration/Corporate FSO, Director of Admin & HR to plan business objectives, develop organizational policies, coordinate functions and operations between channels, and to establish responsibilities and procedures for attaining objectives.

VCU Health | Patient Access Representative | 12/2021 - 05/2022

Providing quality customer service to patients of all ages, their families, visitors, medical staff, clinicians, and co-workers, ensuring that everyone will be treated courteously, quickly and with respect. Establishing and maintaining a control plan, coordinates materials management for the department, assists in monitoring clinic activities and provides supervision of clerical activities. Handling all business functions in an assigned area to include reception, scheduling, and registering patients for appointments and/or procedures. Securing the appropriate patient information; ensures that registration data is correct and accurate; validates insurance eligibility, enters information into appropriate systems and collects co-pay (if applicable), and assists with financial counseling and financial clearance, as necessary.

Richmond Marriott Downtown | Front Desk Supervisor | 11/2020 - 09/2021

Richmond Marriott Short Pump | Front Desk Supervisor | 7/2018 - 10/2019

Utilized FSPMS (full-service property management system). In charge of 'Marriott Initiatives' and regularly supervised Front Desk Agents. Ensuring associates' time for payroll responsibilities are complete along with weekly scheduling and recruiting for the front desk. Also actively involved in managing associates by leading team meetings, daily stand ups to ensure day-to-day success, and overseeing daily operations. Other tasks required by me were interviewing and assisting with the hiring of future talent, managing monthly inventory, and following up on guest issues. Working regularly with the accounting department had tasks that include but were not limited to: assisting with corrections for third party vendors room revenue postings; this is to ensure the correct transaction post to the general ledger, moving journal postings to the general ledger aka "journal transaction" petty cash slips for cash drawers, and preparing a settlement sheet for the grand total for the petty cash slips to receive the needed cash to replenish the cash drawers.

Mission Lane Inc. | Account Manager | 10/2019 - 11/2020

Answering customer questions, utilizing company policies to solve customer issues, and directing calls to the managerial team when necessary. I am often the first point of contact for customers' product issues and using company policies to determine if there can be an immediate resolution to a customer issue. My ability to make quick and accurate decisions while inputting data into the company computer platform to keep each customer record updated helped propel my future at this company. After 4 months, I began to train new employees and after 6 months I was promoted to Account Manager due to my consistent performance and growth mindset. I've received high marks for my quality of work and had perfect quality assurance for the month of June. This experience has solidified my judgement making skills when dealing with documents and responding to customers. Requesting, receiving, uploading, recording, and reviewing documents while determining their validity was done daily. This was a fast-paced work environment with measured employee activity, and constantly changing policies.

Education/Training

Old Dominion University | B.S. Cybersecurity | 2024 – Present

Tidewater Community College | Cybersecurity Program Certificate | 2022 –2023

CompTIA | Security +

Notary Public | VA Commonwealth

FSO Program Management for Possessing Facilities | CDSE

Skills & abilities

Management

Problem solving

Communication

Leadership

Equipment Management

Process Improvement

RMF

Personnel and Information Security

Information Technology

Cybersecurity