

Janice Washington
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QUALIFICATIONS:

- Demonstrated achiever with exceptional training knowledge
 - Work well without supervision
 - Ability to prioritize and remain focused on the essence of an issue
 - Excellent customer support services
 - Extensive computer knowledge, using various software packages and website builders
 - Skilled at learning new concepts quickly while working well under pressure, multi-tasking and communicating ideas clearly and effectively
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CAREER HISTORY & ACCOMPLISHMENTS:

Adjunct Instructor (Contracted), Law Enforcement Academy, Alamo Area Council of Government (AACOG), San Antonio Texas 10/2017– Present

Responsible for developing and revising quality online and/or classroom course instructions for Peace Officers, Jailers, Telecommunications Officers, and any other discipline deemed necessary by AACOG. Work with training staff in assessing training and training guidelines. Also, responsible for uploading the online instructions to the Learning Management System, Nuvola. Meet other contractual obligations as spelled out in the Alamo Area Council of Government Adjunct Instructor Contract.

Founder & CEO of Texas Police Trainers (TPT), Killeen Texas 3/2008 – Present

Founder & CEO of the largest Texas law enforcement training network that provides quality law enforcement training information, valuable resources and networking for the Texas law enforcement community; supplementing the efforts of the state regulatory agency. The network consists of contracted Training Providers and Coordinators of the Texas Commission on Law Enforcement (TCOLE), individuals employed by law enforcement agencies in the State of Texas, individuals that hold PID numbers through the Texas Commission Law Enforcement (i.e., peace officers, jailer/correction officers, telecommunication officers, instructors and civilians employed with law enforcement agencies), and outside training providers not contracted with the state regulatory agency. Texas Police Trainers was originally established as the "*Texas Police Trainers Yahoo Group*" back in March 2008 as a mean to connect the dots and bridge law enforcement training. The original training site was created as a restricted site for Texas Law Enforcement individuals, and we are excited and pleased to be able to continue our exclusive network. TPT offers information and resources in area of Law Enforcement Training, Instructor Portal for shared training resources, Award Nomination Opportunities, recognition to our Texas Fallen Heroes, Law Enforcement Associations (Texas & National), Law Enforcement Grants, Scholarships (Dependent & Commissioned), Texas Law Enforcement Job Vacancies (commissioned and non-commissioned), Texas Police Trainers Products, Texas Law Enforcement Vendors, What's trending in Texas law enforcement? (Hot topics), etc.

Independent Contract Website Designer, 6/2015 - Present

Develop, create, update and provide maintenance to websites. Work with development teams or managers for keeping the site up-to-date and prioritizing needs. This includes writing and editing content, designing webpage layout, determining technical requirements, updating websites, creating back up files and solving code problems.

Compliance Review Specialist III, Field Service Operations, Texas Commission on Law Enforcement, Austin Texas 4/2016 – 8/2017

Worked directly with Training Providers and Exam Sites of the state regulatory agency. Performed moderately complex (journey-level) quality assurance reviews to ensure compliance with rules, regulations and agency policies. Work required developing, implementing, evaluating and updating compliance review processes as well as providing consultative services and technical assistance to contractual training providers. Work also involves providing technical/administrative support to field personnel. Work was conducted under moderate to limited supervision, with some latitude for self-initiative and independent judgment. Assisted Academy and Contract evaluators in the administration of compliance review program. Actively participated in the continual evaluation of compliance review programs. Served as liaison for program participants and works to ensure their voluntary compliance. Screens contract provider initial and renewal application packets for accuracy and completeness. Assisted in the collection, recording and deposit of program required processing fees. Responsible for tracking progress and safeguarding the integrity of initial and renewal training contract application packets through the program's review and approval process. Assisted other field personnel with detection and documentation of contractual breaches. Assisted in the identification of inconsistencies or weaknesses in review and approval process. Helped identify solutions to operational problems.

Information Specialist III, Legal Division, Texas Commission on Law Enforcement, Austin Texas
3/2014 – 4/2016

Performed advanced (senior-level) informational and agency program work. Worked under general supervision, with considerable latitude for the use of initiative and independent judgment. Responsible for working with contract training providers; which include Academies, Academic Alternatives and Contractual Training Providers issuing and renewing training provider contracts. Maintained close liaison with training coordinators and entities in relation to prospective and existing training provider contracts including processing applications for training provider contracts. Responsible for conducting review of new training provider applications; which includes conducting site visits and preparing independent analysis and recommendations of their facility and training program. Independently created and moderates over a statewide restricted training network for Texas law enforcement personnel which has over 1800 subscribers; which includes subscribing members to the site, communicating information and assisting subscribers with their training needs, and monitoring and updating the site. Assists the General Counsel in Legal Division tasks, including rule drafting and review. Coordinated calendars, meetings, and other activities with other governmental agencies, executives, and organizations on behalf of the Legal Division. Responsible for processing and tracking state law enforcement noncompliance letters and report. Worked with the Field Service Division and Agents fielding training provider and training questions and interpretations of rules. Evaluates customer service processes and procedures and resolves customer service problems. Assisted outside agency administrators, contract training providers and other customers by providing training assistance and interpretation of rules, regulations and policy and procedures. Provided assistance answering, handling and routing of incoming phone calls, taking messages and greeting and directing visitors to appropriate staff. Also performed duties as the agency's secondary public information coordinator. Explained agency interpretation of rules, regulations, policy, and procedures concerning agency programs and procedures for public information, and agency record retention schedule and makes recommendations as appropriate.

Program Specialist II, Education & Training Programs Division, Texas Commission on Law Enforcement
Officer Standards and Education, Austin, Texas - 4/2006 – 3/2014

Performed highly complex (senior-level) consultative services and technical assistance work. Work involved planning, developing, and implementing a major agency program and/or providing consultative services and technical assistance to program staff, governmental agencies, community organizations, or the general public. Worked under minimal supervision with considerable latitude for the use of initiative and independent judgment. Responsible for processing new training provider applications and conducting site visit on the agencies. Responsible for issuing and renewing current contract training provider contracts and maintaining training providers electronic and hard copy files. Worked directly with contract training providers fielding training question and assisting them with their training needs. Developed and revised law enforcement curriculum for peace officers, jailers and telecommunication operators licensed by the Texas Commission on Law Enforcement Officer Standards and Education. Training material include course content with learning objectives, PowerPoint presentation, testing material, instructor and student resources and handouts. Effectively communicate with individuals one-on-one in a consulting, training or presentation mode; and, with large groups in training and presentations programs. Develops

and implements effective techniques for evaluating agency programs. Participates in program planning, development, and implementation. Conducted surveys, on-site inspections, or reviews to determine compliance with certification requirements, laws, regulations, policies, and procedures. Analyzed operations and reviewed reports, recommendations, and justifications. Oversaw the completion of and monitors required performance reports, and recommended appropriate changes. Provided consultative services and technical assistance to plan and implement effective training programs and services. Provided guidance to staff in the development and integration of new methods and procedures. Worked with program staff in determining trends and resolving technical problems. Worked with and spoke to community and professional groups to coordinate, improve, and stimulate interest in the program and to secure support for local training programs. Evaluated research findings relative to specific projects being developed. Reviewed and evaluated information on service delivery system methods, outputs, and activities to identify gaps in resources and recommend improvements. Assisted in analyzing the applications and variations of programs to develop an action plan for improvement or initiate new training programs.

Assistant to Training Coordinator, Killeen Police Department, Killeen, Texas - 4/1997 - 4/2006

Performs a variety of routine and complex administrative work in support of law enforcement activities. Assisted in coordinating department training – scheduling schools/training, processing initial paperwork for registration and expenses to include making reservations. Processed in-service schools to Texas Commission on Law Enforcement Officer Standards & Education by way of the TCLEDDS System (special computer software package for TCLEOSE). Responsible for planning, and researching of law enforcement training. Responsible for updating and maintaining training records for all department personnel and training conducted by the KPD Academy Training Center. Prepared payments and purchase order requisitions for procurement of supplies, equipment and training. Maintained the section's budget and assisted vendors. Responsible for operation of Scantron Equipment (Testing Equipment). Prepared, filed and distributed various reports. Handled incoming and outgoing mail. Responsible for upkeep of Police Academy's Library, tracking incoming/outgoing reference and training materials. Met with the public and provided hiring and training information. Conducted data gathering on current department personnel. Responsible for the preparation of administrative reports for the training academy and TCLEOSE. Scheduled appointments and meetings. Possessed specific knowledge of Texas Open Records Act. Consulted and coordinated with various law enforcement agencies concerning law enforcement training. Served as a training liaison with other local, state, and federal agencies between the agencies. Received incoming calls, determined nature and coordinated appropriate responses. Composed a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy, and completeness. Perform other duties as assigned.

Human Resources Officer (Captain), Texas Army National Guard - 449th Aviation Support Battalion, San Antonio, Texas - 12/1996 – 10/2014 (RETIRED)

Dedicated over 28 years to serving my country in the armed forces in both active duty and the National. Served as both an Enlisted and Military Officer, retired holding the highest rank of Captain Promotable. Responsible for the Battalion's personnel management, unit strength & accounting, maintenance of personnel records, personnel requisitioning, reassignment, promotions, casualty reporting, elimination, legal administration, morale activities, Line of Duty and awards and decorations. Responsible for planning, developing and directing the Battalion's personnel systems that support and implement programs concerning the personnel life cycle. Responsible for planning, developing and implementing procedures and systems to provide community support services to Soldiers and their family members. Responsible for planning, developing and directing administrative activities and services, that include distribution, publications, correspondence, document reproduction, classified document control, records and files management. Also responsible for the training of all personnel Soldiers within the Human Resource section and all the Active Guard Reserve (AGR) in each company serving as the administrative support for each company.

Client Communication, Parker Murray & Associates, New Orleans, Louisiana - 2/1993 - 12/1996

Provided administrative support for a marketing firm. Primary duties consisted of providing administrative and telecommunication leadership to profit and non-profit organizations contracted by the marketing firm. Assisted in engineering marketing campaigns for a variety of profit and non-profit organizations (i.e., Zoo, Aquarium, Hospitals, Schools and Public television stations). Created record-keeping systems for tracking membership and donor campaign programs. Assisted in the preparation and coordination of quarterly marketing and the development of training seminars. Created and prepared daily reports and caller stats for personnel evaluation review. In the absence of higher management, supervised and support personnel in establishing and maintaining daily calling material. Assisting in analyzing opportunities for telecommunication programs.

Administrative Specialist, United States Army (Active Duty) - 10/1986 - 2/1992

Supervised, performed and coordinated the administrative and clerical duties. Responsible for preparing military and non-military correspondence. Prepared registered and certified mail for dispatching. Responsible for preparing and maintaining functional files per the Army MARKS system. Received, established and maintained the unit's publication library and blank forms. Performed typing and clerical duties shown at preceding level of skill and provided technical guidance on administrative matters to typists and clerical personnel. Proofread correspondence for format, content, and use of authorized abbreviations. Answers inquiries from staff and advises personnel on administrative and clerical matters. Sets-up and maintain logs, rosters, status boards, charts, graphs, and view graphs.

EXPERIENCE:

MILITARY: 28 years

Texas Army National Guard (Military Officer) 12/1996 – 10/2014
Louisiana Army National Guard (Military Officer) 2/1992 - 12/1996
United States Army (Active Duty – Enlisted Soldier) 10/1986 - 2/1992

Deployment: Campaign Operation Enduring Freedom (Kuwait) – 2012-2013
Campaign Operation Iraqi Freedom (Iraq) – 2008-2009

Awards: State & Federal Awards:

Armed Forces Reserved Medal w/”M” Device and 20 year Silver Hourglass
Army Service Ribbon - 1
Army Good Conduct Medal - 1
Army Achievement Medal – 6
Army Reserve Component Achievement Medal – 7
Army Commendation Medal – 3
Global War on Terrorism Service Medal
Global War on Terrorism Expeditionary Medal
Iraqi Campaign Medal w/ Campaign Star
Meritorious Service Medal – 3
Meritorious Unit Citation - 1
National Defense Service Medal w/Bronze Service Award
Noncommissioned Officer Professional Development Ribbon-1
Oversees Service Ribbon – 1
Texas Faithful Service Medal - 3
Texas Combat Service Ribbon - 2
Texas Federal Service Medal – 2
Texas Outstanding Service Medal - 1

EDUCATION:

Tarleton State University, Killeen, Texas - 8/2000 - 8/2002
Bachelor's of Science Business Administration

Delgado Community College, New Orleans, Louisiana – 6/1992 – 5/1995
Associates of Business Administration

CERTIFICATION

Basic Instructor Proficiency Certification
Issued by: Texas Commission on Law Enforcement Officer Standards and Education
Date Issued: 11 /2009