

# Justin Buswell

## Education

**Northeastern University**

**Boston, Massachusetts**

Bachelor Degree in Criminal Justice

May 2012

## Work Experience

**Town Of Arlington**

**Arlington, Massachusetts**

**Public Safety Dispatcher**

**August 2016-Present**

- Took incoming calls of an emergency, non-emergency, or business nature; obtained all pertinent information; relayed information to public safety personnel involved in the situation
- Dispatched safety, service, and other appropriate personnel to calls, as required
- Coordinated back-up support activities via radio
- Determined priorities among calls for service
- Ensured supervisory personnel were aware of priority calls and equipment status
- Maintained reporting on computer-aided dispatching systems
- Performed data entry on computer to enter service calls ensuring that entries were concise and accurate
- Updated all police files
- Maintained accurate and detailed records and logs of all public safety personnel actions
- Maintained constant and diligent monitoring of all radio systems
- Monitored computer to track all units status
- Communicated with other Public Safety agencies and Support Services via telephone or radio to coordinate response to all situations
- Operated NCIC/LEAPS computer terminal to obtain or input information on persons, property, and vehicles
- Ascertained that all radio equipment was properly functioning and reported any breakdown or defects immediately to the officer in charge
- Recorded administrative events regarding equipment failures, personnel absences, and other events in appropriate system
- Performed any and all tasks as assigned or requested by Public Safety Personnel

**Securitas Security Services USA at Harvard University**

**Cambridge, Massachusetts**

**Security Command Center Supervisor**

**July 2015-Present**

- Used excellent interpersonal skills to interact with Student, Visitors, Contractors, Vendors, and University Personnel
- Functioned as Lead Supervisor in charge of Road Supervisors and Security Officers
- Handled all dispatch responsibilities for Security
- Answered all incoming calls to the Security Command Center land lines and cell phones
- Monitored multiple CCTV camera systems
- Monitored multiple CCURE systems
- Ensured disseminations of any and all pertinent information to proper Supervisors and Security Officers to ensure there were no lapses in Security coverage to ensure the safety of Students, Faculty, Staff, and Property
- Ensured adequate coverage of all Security posts and positions
- Liaised with Harvard University Police Department to ensure all matters were properly reported and handled by appropriate Police Personnel when needed
- Planned and assigned daily duties for Road Supervisors and Security Officers
- Produced Shift Summary Reports of Security Operations

**Securitas Security Services USA at Harvard University**

**Cambridge, Massachusetts**

**Quality Control Supervisor**

**December 2014-Present**

- Used excellent interpersonal skills to interact with Student, Visitors, Contractors, Vendors, and University Personnel
- Functioned as a supervisor for all company personnel assigned at client site
- Trained Security Officers and other company personnel

- Assisted in the submission of payroll and personnel information to the company
- Ensured adequate coverage of all posts and positions for all shifts
- Conducted post inspections and met with Security Officer to outline tasks and responsibilities
- Meet with client representatives as needed to ensure all security requirements/needs are being met
- Planned and assigned Security Officers daily duties
- Addressed complaints and resolved problems that arose
- Reviewed reports submitted by Security Officers and disseminated reports to proper client or level of management
- Produced daily activity reports
- Responded to and completed reports for all incidents that occurred on-campus

**Securitas USA/Brigham and Women's Hospital**

**Boston, Massachusetts**

**Security Specialist**

**July 2010-December 2014**

- Used excellent interpersonal skills to interact with Patients, Visitors, Contractors, Vendors, and Hospital Personnel
- Conducted directed patrols of hospital property and surrounding areas
- Enforced all hospital policies
- Completed Incident Reports for all actions taken in the course of duty
- Provided Access Control
- Provided escorts to Patients and Medical Personal
- Responded to all emergency and assistance calls
- Deescalated violent and/or agitated patients and take appropriate action to ensure the safety of staff and property
- Provided operational functions as needed and requested in emergencies and/or disaster situations
- Conducted training of newly hired personal

**Boston University Medical Center**

**Boston, Massachusetts**

**Public Safety Officer**

**January 2008-July 2009**

- Provided Access Control
- Used good interpersonal skills to interact with Patients, Visitors, Students, and Hospital Personnel
- Enforced hospital polices and standard protocols
- Responded to requests for assistance and to emergency and/or disaster situations
- Provided escorts to Patients, Visitors, Students, and Hospital Personnel
- Patrolled hospital and campus buildings
- Compiled and completed Incident Reports
- Conducted Patient Searches
- Monitored and patrolled Psychological Emergency Patients Areas and assisted staff when needed

**Cambridge Police Department (Police Prosecutor's Office)**

**Cambridge, MA**

**Summer Intern**

**June 2007-August 2007**

- Gathered and assembled driver history records and background information for appeals of moving violations cited by Cambridge Police Officers
- Received and Processed all information and arrests
- Distributed information to various agencies (Assistant District Attorneys, Probation, and Prosecutors Office)
- Notified all officers of Notices to Appear requested by Assistant District Attorneys for upcoming trial dates
- Assisted Assistant District Attorneys with various tasks as requested

**Cambridge Police Department (Police Information Office and Office of Planning, Budget, and Personal) Summer Intern**

**June 2006-2007**

- Process and respond to information request from the media and the public
- Compile and redact police and arrest reports for members of the media
- Assisted in any special projects assigned by the Director of Planning, Budget and Personnel, Commissioners Office, or Public Information Officer

### **Skills/Licenses**

- Certified in Emergency Medical Dispatch, NCIC/LEAPS, Vista-Palas 911 Telephone System, and CGIS
- Certified by APCO as a Public Safety Tele communicator
- Certified in First Aid, CPR, AED, Management of Aggressive Behavior
- Trained in Defensive Tactics, Use of Force, Verbal Judo, Baton, Handcuff, and OC Spray
- Commonwealth of Massachusetts License to Carry Class A Large Capacity
- Proficient/Advanced Computer skills in Excel, Word, Power Point, Access, Outlook, Computer Aided Dispatch, QED, ProQA
- Certified Family Child Care Regular Assistant Massachusetts Early Education and Care