

# Gary Moreno

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Diligent and hardworking correctional officer with 6+ years' experience supervising inmates and ensuring security in Arizona's correctional facilities. Calm and assertive interpersonal style with a talent for building respectful relationships with inmates and leveraging communication skills to maintain a peaceful, low-conflict environment. Excellent knowledge of prison health and safety protocols with an excellent track record for detecting contraband.

## Education

Bachelor of Science in  
Criminal Justice  
The University Of Arizona, Tucson, AZ,  
September 2010 - June 2014

## Key Skills

- Conflict resolution
- Health and safety
- Written and verbal communication
- Teamwork
- Reports and record-keeping

## Professional Experience

### Correctional Officer

Arizona Department of Corrections, Rehabilitation and Reentry, Tucson, AZ | September 2018 - Present

- Complete end-of-shift and incident reports and share them with the appropriate department, meeting 100% of submission deadlines in 2020
- Inspect cells and communal living areas against scrupulous hygiene and safety standards, reporting hazards to senior leadership
- Leverage de-escalation techniques to resolve conflicts, collaboratively reducing the need for forceful intervention by 34% over two years
- Monitor the facility's security through regular patrols and video surveillance, noticing and rectifying 99.5% of potential breaches

### Correctional Officer

Pima County Sheriff's Department Corrections Bureau, Tucson, AZ | July 2014 - September 2018

- Investigated grievance reports submitted by inmates, successfully resolving 87% within the target timeframe without the need for escalation
- Used force and restraint devices appropriately in high-risk situations, receiving praise 4x during performance reviews for sound judgment
- Conducted evacuation drills and maintained safety and control during an emergency incident in June 2018
- Worked collaboratively to monitor visitors and checked for forbidden items, improving the contraband detection rate by 34% over three years