




# Josh Thomas

Security Management Professional

## CONTACT

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## EDUCATION

Honours Bachelor of Applied Science in Justice Studies  
*University of Guelph | Toronto*  
2004 - 2008

Diploma in Police Foundations  
*Humber College | Toronto*  
2004 - 2008

## EXPERTISE

Security Management  
Security Incident Response  
Investigations  
Budget Management  
Access Control  
CCTV  
Crisis Management

## CERTIFICATIONS

Certified Protection Professional (To Be complete in 2020)

Ontario Security License  
2020

Mental Health First Aid  
2019

## PROFILE

A highly motivated and hardworking Security Professional who specializes in building and developing security programs. This professional has worked in a number of large institutions in the educational, health care and corporate sector. A proven Leader that focuses on teaching, mentoring and developing staff. An experienced investigator in both criminal and non-criminal incidents. Excellent in emergency response and leading and responding to security incidents and also knowledgeable in security and fire system.

## EXPERIENCE

Manager, Security Services  
Seneca College | Aug 2018 – Dec 2019

- Planned, organized, directed and responsible for all security operations across 7 campuses across the Greater Toronto Area and safety of about 100,000 full and part time students, and employees
- Responsible for an operating budget of \$4.5 Million and capital budget of \$1.2 Million
- Provided leadership, support, guidance and management to 3 administrators and over 80 contract security personnel
- Managed all security related service contracts to ensure proper contract compliance
- Ensured appropriate response to security incidents, emergencies and major incidents by providing personnel, equipment, and resources to protect persons and property
- Reviewed daily security reports, identified risk areas, and took appropriate action and/or followed-up to ensure incidents were properly resolved
- Managed all criminal investigations in partnership with law enforcement and was responsible for all non-criminal investigations in partnership with Student Conduct and Human Resources
- Responsible for the development, implementation and maintenance of performance standards and measurement tools to ensure the best possible service
- Provided training to Security Services to ensure continuous improvement in security operations, emergency response, and other job related training
- Provided training/presentations to students, employees, faculty and/or administrators on security and crime prevention strategies and initiative
- Responsible for the effective use and maintenance of incident reporting software, card access control system, security alarm system, CCTV and all other security equipment and systems
- Developed, implemented, and monitored security practices, policies and procedures
- Developed strategies for reducing exposure to risks and ensure compliance with codes / regulations, health and safety requirements, etc.

## EXPERIENCE Continued

Responding to Disclosures of  
Sexual Violence  
2019

SMART Leader  
2018

Use of Force & Handcuff  
Training  
2017

Certified Security  
Supervision & Management  
2014

Smart Serve  
2012

Certified First Aid and CPR  
Instructor  
2012

Threat Assessment  
Certificate  
2012

Non Violent Crisis  
Communication  
2011

IAHSS Basic Security  
2009

Homeland Security  
Certificate, Domestic  
Terrorism & Hate Crimes  
2006

- Identified and developed business plans and Request for Proposals to address deferred maintenance and renewal of security systems for all campuses and the acquisition of new Security equipment and capital improvements
- Developed proposals for existing and/or new systems, which resulted in improved services and cost savings, while providing improved customer service
- Established and implemented security services related programs and activities including security and crime alerts, public safety information and prevention material to help educate the community
- Provided security services support, guidance, advice, and consultation to various committees and stakeholders on issues related to public safety, campus security and contracted security service
- Liaised and effectively communicated with the community by explaining policies and procedures, municipal statutes, federal and provincial acts and regulations related to public safety, security and criminal issues

### Assistant Manager, Security Operations

Metro Toronto Convention Centre | Aug 2014 – Aug 2018

- Responsible for securing over 2 million square feet that hosted over 550 events a year
- Responsible for payroll with a current budget of over \$1M.
- Manage 25 unionized security personnel and oversee up to 300 contracted third party security staff.
- Ensures assigned staff interpret, adhere to and enforce security policies and various related Acts and Codes, including the Criminal Code, Smoke free Ontario Act, Private Security and Investigative Services Act, OSHA, TPA, and AODA
- Oversee the day-to-day operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and co-ordinates vacation and overtime requests. Monitors and evaluates staff performance, hears grievances and recommends disciplinary action when necessary
- Participated in collective bargaining negotiations and wrote language for the 2016-2020 CNFIU collective agreement
- Observer in RFP process to replace existing software with new Systems (CCURE 9000 & Avigilon )
- Responsible for the implementation, configuration and management of all security systems such as access control, incident management, CCTV, dispatching, etc.
- Establish and implementation of departmental standard operating procedures and policies.
- Created Security Operation Procedures/Security Manual and created new recruitment process, orientation program and monthly and yearly training programs
- Develop security plans in conjunction with policing agencies such as RCMP, OPP, TPS, US Secret Service, New Scotland Yard and other agencies for high profile political figures.
- Conduct periodic training exercises relating to the emergency response and crisis management procedures
- Provides project management services related to planned and on-demand security system installation and maintenance to ensure all standards, contracts and obligations are fulfilled
- Conduct Internal investigations which include company theft and workplace violence
- Update and review Emergency Preparedness Plan, Business Continuity Plan & Fire Warden Plan
- Participate in the RFP processes within the department

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## TECHNICAL SKILLS

### MICROSOFT OFFICE

CCURE

AVIGILON

MILESTONES

KANTECH

PERSPECTIVE

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## PROFESSIONAL DEVELOPMENT

Spring Conference  
OACUSA  
2019

CANASA  
2019

## EXPERIENCE Continued

### Security Coordinator

OCADU University | Aug 2011- Mar 2013

- Supervised up to 35 contract security personnel involving all security incidents, emergency response
- Conducted investigations into criminal offences, safety issues as well as policy violations including violations against the student conduct policy
- Mentored staff to create a cohesive team that thrives on customer service excellence
- Co-designed a new security guard training program tailored to fit the needs of the uniqueness of the campus and taught and implemented it
- Wrote and developed new security policies and procedures to help create a safer campus and improved accountability and balanced the needs of the OCADU community
- Implemented new security incident reporting software that resulted in more accurate and complete reports
- Implemented a new dispatch program to allowed for efficient call response and effectively and timely emergency response and allowed generate on critical statistical information
- Instrumental in bringing in IP Cameras and working within a budget to retrofit new cameras in new property
- Redesigned, programmed and implemented a new Access Control System (C\*Cure). This created clearances to eliminate the need for 30000 access requests yearly
- Administered and maintained the University's key systems and ensured that project was under budget
- Conducted threat assessments on students and reported findings to the Threat Assessment Committee

### Loss Prevention Agent

The Gap | Jun 2013– Aug 2014

### Security Supervisor

Brampton Civic Hospital (Paladin Security) | Aug 2008 – Aug 2011

### Security Guard

Vaughan Mills Mall (Paragon Security) | May 2008 – Aug 2008

### Waterpark Supervisor

Canada's Wonderland | May 2005 – Aug 2007

### Swimming Instructor / Lifeguard

Woodbridge Memorial Mall | Sept 2002 – Aug 2005

### Private

Canadian Forces | July 2001 – Dec 2004