

Jamal Rivera

jamal.rivera@example.com • (555) 123-4567 • El Paso, TX • linkedin.com/in/jamalrivera

SUMMARY

Dedicated and experienced Border Patrol Agent with over 6 years of law enforcement experience. Proven track record in maintaining border security and effectively managing high-pressure situations. Skilled in surveillance technology and investigative procedures, ensuring safety and compliance in border operations.

EXPERIENCE

Border Patrol Agent

Jan 2022 - Present

U.S. Customs and Border Protection, El Paso, TX

- Increased illegal border crossings apprehension rate by 30% over 12 months through enhanced surveillance and intelligence-sharing initiatives.
- Successfully led training programs for new agents, improving operational efficiency by 20%.
- Utilized advanced surveillance technology, including drones and thermal imaging, to monitor border activity, resulting in a 15% reduction in processing times.

Border Patrol Agent

Jun 2018 - Dec 2021

U.S. Customs and Border Protection, San Diego, CA

- Conducted over 500 hours of patrol operations, significantly enhancing area coverage and reducing incident reports by 25%.
- Collaborated with local law enforcement agencies to execute joint operations, resulting in the seizure of \$2 million worth of illegal drugs.
- Implemented new technology protocols for agent reporting, reducing paperwork time by 30% and increasing time spent in the field.

Customs Officer

May 2015 - May 2018

U.S. Customs and Border Protection, Detroit, MI

- Processed over 10,000 vehicles and individuals at borders, ensuring compliance with federal regulations.
- Identified and reported over 100 cases of smuggling, contributing to border security and safety.
- Trained in the use of biometric identification systems, improving accuracy in identity verification by 40%.

EDUCATION

Bachelor of Science in Criminal Justice

May 2018

University of Texas at El Paso, El Paso, TX • GPA: 3.7

SKILLS

Technical Skills: Surveillance Technology, Criminal Investigation, Risk Assessment, Conflict Resolution

Tools & Frameworks: Drones, Thermal Imaging, Biometric Systems, Incident Reporting Software