

CAROL E. RASOR-CORDERO, PH.D.

EDUCATOR/PERFORMANCE MANAGEMENT CONSULTANT

Professional educator/trainer. Researcher and performance management consultant. Currently delivering, revising and instructing Bachelor of Science program in Public Safety Administration. Consulted with numerous entities on a national scale to formulate their professional training and education programs, articulate vision and strategy, and evaluate effectiveness. Talent for serving as information facilitator, subject matter expert, and advisor.

- ◆ Training & Development
- ◆ Project Management
- ◆ Curriculum Design
- ◆ Program Launch & Management
- ◆ Management Training
- ◆ Leadership Development and Coaching
- ◆ Training Needs Assessment
- ◆ Policy Evaluation and Development
- ◆ Process Analysis
- ◆ Live Classroom Training
- ◆ eLearning Delivery
- ◆ Synchronous Teaching
- ◆ Experiential Learning
- ◆ Learner Engagement

EXPERIENCE & ACHIEVEMENTS

CERTUS PUBLIC SAFETY SOLUTIONS, LLC. (MWO)

JULY 2022-PRESENT

PRINCIPAL- CONDUCT DATA-DRIVEN ANALYSIS OF LAW ENFORCEMENT AGENCIES TO IMPROVE EFFECTIVENESS AND EFFICIENCY THROUGH THE APPLICATION OF BEST PRACTICES IN THE FIELD. STRATEGIC PLANNING, STAFFING AND WORKLOAD ANALYSIS, OPERATIONAL ASSESSMENT, LEADERSHIP DEVELOPMENT AND COACHING, RISK MANAGEMENT, COMMUNITY ENGAGEMENT DIAGNOSTICS, ACCREDITATION MANAGEMENT.

CENTER FOR PUBLIC SAFETY MANAGEMENT, WASHINGTON, D.C.

2015 - PRESENT

Senior Researcher/Consultant - Conduct data-driven analysis of law enforcement agencies to improve effectiveness and efficiency through the application of best practices in the field. Review and evaluate policies and procedures. Review procedural processes in all divisions and units of the agency. Determine staffing levels and deployment efficiency. Provide findings and recommendations to improve performance and management of the agency. Served as team leader and team member for numerous projects throughout the U.S.

ST. PETERSBURG COLLEGE, Clearwater, FL

2007 – Present

Associate Professor, College of Public Safety Administration (2009 – Present): Design, deliver, and evaluate curricula for Bachelor of Applied Science in Public Safety Administration program, the 1st such online program in Florida. Coursework encompasses capstone research, public management, finance, grant writing, community relations, gang-related investigations, criminal investigations, patrol supervision, specialized law enforcement management, international organized crime, and leadership. Conduct instruction in traditional classroom and online settings.

Program Director, Gang-Related Investigations (2007 – 2009): Launched and directed Gang-Related Investigations specialty track within Associate of Criminal Justice Technology program, the 1st such post-secondary accredited online program in the nation. Also established Gang Enforcement Management specialty track in Bachelor of Applied Science in Public Safety Administration program. Conducted national needs assessment in order to design programs, selected instructors, evaluated criminal justice curricula for numerous colleges and universities, and oversaw curriculum development.

- ◆ Traveled to Guatemala for presentation on this new program to president and executive staff of Galileo University, and to meet with Civilian National Police.
- ◆ Provided expert consultancy to Florida Attorney General's Office by designing seminar format for Gang Reduction Statewide Summit in Tallahassee. Trained conference facilitators.
- ◆ Testified before Florida Congressional Committee on Criminal Justice regarding growth in gang activity, to support request for funding increase to address the issue.

PATROL OPERATIONS BUREAU, Pinellas County, FL

2005 – 2006

Shift Commander, North District Station: Specialized in crisis intervention situations and team management. Led Hostage Negotiation Team assigned to high-risk crisis situations. Provided law enforcement patrol services to unincorporated areas and contract cities of Dunedin, Safety Harbor, and Oldsmar.

JUDICIAL OPERATIONS BUREAU, Pinellas County, FL

2002 – 2005

Lieutenant, Court Security Division: Directed 161 members assigned to 5 courthouses, pre-trial services, and electronic monitoring. Administered \$12M budget.

- ◆ Secured \$5K grant from Southeastern Public Safety Institute to enhance training of court security personnel.
- ◆ Established threat assessment and immediate response teams at criminal justice center in partnership with Tampa Police.
- ◆ Implemented tactical crisis response training and enhanced tactical equipment for court security personnel.
- ◆ Developed emergency operation responses and monitored performance for bomb threats, lockdowns, and fires.

PATROL OPERATIONS BUREAU, Pinellas County, FL

1996 – 2002

Lieutenant, Community Services Division: Managed community policing, crime prevention, and field training units, as division experienced rapid growth of community policing section from 4 deputies to 16. Cultivated community partnerships, and ensured deputies appropriately interfaced with agencies including Probation, Public Housing, Juvenile Welfare Board, Safe Kids Coalition, YMCA, and State Attorney’s Office of Community Outreach. Identified need for and facilitated development of training programs in Spanish and Vietnamese, to eliminate language barriers with residents.

- ◆ Established initiatives including community policing enhancement project and community forums.
- ◆ Designed and integrated Community Policing Institute.
- ◆ Implemented-computer based documentation system for neighborhood watch program.
- ◆ Redesigned crime prevention programs from emphasis on crime statistics to focus on community education.
- ◆ Integrated domestic violence intervention unit and sexual predator/offender unit into division.

Lieutenant, Law Enforcement Training Section, 1991-1996. Oversaw training staff and design, implementation, coordination, and evaluation of training programs serving 800 law enforcement officers. Directed promotional process for sergeants and lieutenants and implemented cultural diversity training. Implemented Critical Incident Stress Management Team.

Sergeant, Training Advisor, Law Enforcement Training Section, 1988-1991. Served as instructor for basic recruit law enforcement training program at Southeastern Public Safety Institute. Managed recruits from numerous law enforcement agencies in collaboration with county/state law enforcement agencies. Certified high liability instructor for defensive tactics, firearms and driving.

Corporal, Detective, Criminal Investigations Bureau, Economic Crime Unit, 1986-1988. Investigated white-collar crimes while designing crime prevention program for community.

Detective, Criminal Investigations Bureau, Crimes Against Children Unit, 1984-1986. Investigated and analyzed crimes involving children as victims. Served in clinical staffing of abuse cases. Designed parental abduction/prevention programs.

Deputy Sheriff, Patrol Operations Bureau, 1981-1984. Conducted diverse criminal investigations, utilized crisis intervention techniques and educated citizens in crime prevention strategies.

CENTER FOR PUBLIC SAFETY MANAGEMENT, LLC. (CPSM) PROJECTS
OPERATIONAL ANALYSIS OF LAW ENFORCEMENT AGENCIES

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- BUREAU OF JUSTICE, WASHINGTON D.C., TRAINING NEEDS ASSESSMENT FOR ATLANTA NARCOTICS UNIT, 2008, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE SANDY SPRINGS POLICE DEPARTMENT, GEORGIA, 2015, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE ANNISTON POLICE DEPARTMENT, ALABAMA, 2016, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE DOVER POLICE DEPARTMENT, DELAWARE, 2016, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE DUNN COUNTY SHERIFF’S DEPARTMENT, WISCONSIN, 2016, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE MOTTS COMMUNITY COLLEGE POLICE DEPARTMENT, MICHIGAN, 2016, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE WAUWATOSA POLICE DEPARTMENT, WISCONSIN, 2016, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE BRENTWOOD POLICE DEPARTMENT, MISSOURI, 2017, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE COCONUT CREEK POLICE DEPARTMENT, FLORIDA, 2017, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE NEW BRAUNFEL POLICE DEPARTMENT, TEXAS, 2017, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE ROSELLE POLICE DEPARTMENT, ILLINOIS, 2017, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE CITY OF LAS VEGAS DEPARTMENT OF PUBLIC SAFETY, NEVADA, 2018, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE MARYSVILLE POLICE DEPARTMENT, WASHINGTON, 2018, TEAM MEMBER
 - OPERATIONAL ANALYSIS OF THE SUGARLAND POLICE DEPARTMENT, TEXAS, 2018, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE ALPHARETTA POLICE DEPARTMENT, GEORGIA, 2018, TEAM LEADER
 - SECURITY CONSULTANT SERVICES FOR THE CITY OF PARKLAND, FLORIDA, 2018 – 2019, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE ROSWELL POLICE DEPARTMENT, GEORGIA, 2019, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE MATTHEWS POLICE DEPARTMENT, NORTH CAROLINA, 2019, TEAM LEADER
 - OPERATIONAL ANALYSIS OF THE MILPITAS POLICE DEPARTMENT, CALIFORNIA, 2019, TEAM MEMBER

- OPERATIONAL ANALYSIS OF THE OTTOWA COUNTY SHERIFF'S OFFICE, MICHIGAN, 2019, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE UPPER PROVIDENCE POLICE DEPARTMENT, PENNSYLVANIA, 2020, TEAM MEMBER
- OPERATIONAL ANALYSIS OF THE SYLVESTER POLICE DEPARTMENT, GEORGIA, 2021, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE ALLEN POLICE DEPARTMENT, TEXAS, 2021, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE EDMONDS POLICE DEPARTMENT, WASHINGTON, 2021, TEAM MEMBER
- ANALYSIS OF HIGH LIABILITY DRIVING FOR FIVE LAW ENFORCEMENT AGENCIES IN SARASOTA, FLORIDA, 2021, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE BOROUGH OF PHOENIXVILLE, PENNSYLVANIA, 2021, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE LAKE WALES POLICE DEPARTMENT, FLORIDA, 2022, TEAM LEADER
- BUDGET AND STAFFING ANALYSIS FOR A START-UP POLICE DEPARTMENT, CITY OF PEMBROKE PARK, 2022, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE WAUWATOSA POLICE DEPARTMENT, WISCONSIN, 2021, TEAM LEADER
- EXECUTIVE LEADERSHIP TRAINING FOR BAKERSFIELD POLICE DEPARTMENT, 2022, TEAM LEADER
- EXECUTIVE LEADERSHIP TRAINING FOR UPPER PROVIDENCE POLICE DEPARTMENT, 2022, TEAM LEADER
- CULTURAL ASSESSMENT OF THE SUGARLAND POLICE DEPARTMENT, TEXAS, 2022, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE YUMA POLICE DEPARTMENT, ARIZONA, 2022, TEAM LEADER
- OPERATIONAL ANALYSIS OF THE BROOKHAVEN POLICE DEPARTMENT, GEORGIA, 2022 TEAM LEADER
- NUMEROUS PRESENTATIONS TO CITY COUNCILS IN THE ABOVE CITIES TO PRESENT FINDINGS AND RECOMMENDATIONS FROM THE OPERATIONAL ANALYSIS OF THE POLICE DEPARTMENTS

PROGRAM DEVELOPMENT/SPECIAL PROJECTS

- ◆ Executive Leadership Development and Succession Planning Coaching Program.
- ◆ Developed customized general order manual for Treasure Island Police Department.
- ◆ Developed customized general order manual for Marco Island Police Department.
- ◆ Developed brain injury prevention program for State of Florida law enforcement agencies in 2004 & 2010 update.
<http://www.biaf.org/ProjectLEAP.html>
- ◆ Worked closely as subject matter expert with Florida Department of Law Enforcement, curriculum maintenance system workshop to thread community policing through basic recruit curriculum.
- ◆ Created 3-part Community Policing Management Training delivered throughout Florida to mid- and executive-level leaders.
- ◆ Designed and delivered community policing training to representatives from more than 35 law enforcement agencies throughout Florida.
- ◆ Contracted as curriculum evaluator for community policing curriculum developed by Florida Regional Community Policing Institute of Florida.
- ◆ Created course for Southeastern Public Safety Leadership Institute at St. Petersburg College, "Evolving Leaders in a Changing World."
 - Designed 6-part law enforcement training seminar qualifying for six upper division credits for the Bachelor degree program through experiential learning.
 - Subjects included Leadership and Management, Organizational Behavior; Administrative Law; Community Relations, Managing Patrol & Specialized Units, and Research Practicum.
- ◆ Served as project evaluator for multicultural diversity training for judges and court personnel project.
- ◆ Serves as a consultant for the Bureau of Justice, Washington, D.C., Training Needs Assessment for Narcotics Unit, Atlanta Police Department, 2008
- ◆ Trained all facilitators of the statewide working committee for the Florida Attorney General's Statewide Gang Reduction Summit, December 13, 2007, Tallahassee, Florida
- ◆ Served as a program consultant and designed the program platform for multiple, simultaneous sessions for the Florida Attorney General's Gang Reduction Statewide Summit, December 19-20, 2007, Tallahassee, Florida
- ◆ Designed and facilitated strategic visioning and management team training for 3-13 Salon, Marietta, Georgia, the largest salon and spa in the southeastern U.S.
- ◆ Served as a national evaluator for the project "An Evaluation of the National Justice Based After School Pilot Program," Office of Community Oriented Policing Services, U.S. Department of Justice, 2002.
- ◆ Designed and presented leadership seminar for law enforcement women at Clearwater Police Department in 1999.
- ◆ Conceptualized, developed, and instructed "Tactical Survival Course for the Female Officer," delivered by Southeastern Public Safety Institute. Featured in the magazines Law and Order, October 1998 and Police Woman, Summer 1999.
- ◆ Served as project evaluator for multicultural diversity training for judges and court personnel project.

PUBLICATIONS/PRESENTATIONS

- ◆ ICMA National Conference "Creating Safe Communities" Columbus, Ohio, September 17, 2022.
- ◆ Vetting America Podcast: The Culture Shock of Military Transition and Suicide, Tampa, Florida, July 18, 2029.

- ◆ Presented “Ethical and Moral Obligations During an Active Shooter Incident” Active Shooter Incidents in Hospitals and Healthcare Settings Conference, All Children’s Hospital, Metropolitan Medical Response System and St. Petersburg College, November 12, 2014.
- ◆ Gangs are Schooled...But are they ready for an investigator with a degree? In The Coalition – The National Narcotic Officers Association Coalition, Winter 2009, Vol. 13, No. 1.
- ◆ Presented “How to Turn a Monumental Community Collaboration into a Manageable One,” at the Community Anti-Drug Coalitions of America (CADCA) 19th Annual National Leadership Forum, Washington D.C., February 2009.
- ◆ Three-part Technical Assistance Report for the Bureau of Justice Assistance, National Training and Technical Assistance Initiative, “Assessment of the Training Needs of the Atlanta Police Department, Criminal Investigations Division, Special Enforcement Section,” (Grant 2005-DD-BX-K053, No.98), May 2008, October 2008, November 2008.
- ◆ Presented 2005 Critical Incident at the Florida Association of Hostage Negotiators State Conference, Altamonte Springs, Florida, June 2006.
- ◆ “An Evaluation of the National Justice Based After School Pilot Program,” presented at the National Academy of Criminal Justice Sciences, 40th Annual Meeting in Boston, Massachusetts, March 2003.
- ◆ “Is It Time to Change Law Enforcement’s Paramilitary Structure?” In J. Sewell (Ed.), *Controversial Issues in Policing* (pp. 139-153). Needham Heights, Massachusetts: Allyn and Bacon, 1999.
- ◆ Presented “Community Policing Issues for Supervisory Personnel,” at the New Jersey Regional Community Policing Conference,” December 1999.
- ◆ Presented “Community Policing Issues for Supervisory Personnel,” at the Colorado Regional Community Conference, Denver, Colorado, November 1999.
- ◆ Moderator for “Community Policing Issues,” at the Suncoast Chapter of the American Society for Public Administration Conference, Saint Petersburg, Florida, October 1999.
- ◆ Presented “Florida’s Future Trends and Issues,” at the Executive Summit 1999: The Future of Florida Policing, Tampa, Florida, May 1999.
- ◆ Presented “The Managerial Buy-In,” at the Southeastern Community Oriented Policing Educational Institute (SCOPE) Policing Conference, Knoxville, Tennessee, July 1998.
- ◆ Presented “The Managerial Buy-In,” at the Police Executive Research Forum 9th Annual International Problem Oriented Policing Conference, San Diego, California, October 1998.
- ◆ Panelist on “The Future of Crime Prevention,” Office of the Attorney General, Florida Crime Prevention Training Conference, Clearwater, Florida, October 1998.
- ◆ “An Analysis of the Relationship Between Personality Preference Traits of Executive Level and Mid-Level Law Enforcement/Corrections Leaders and Exemplary Leadership Practices,” presented at the National Academy of Criminal Justice Sciences, 34th Annual Meeting in Louisville, Kentucky, March 1997.
- ◆ “The Leadership and the Myers-Briggs Type Indicator, Center for Psychological Type,” presented at Second International Research Conference, Washington, DC, April 1997.
- ◆ “An Analysis of Missing Children from Pinellas County, Florida,” presented at the National Academy of Criminal Justice Sciences, 25th Annual Meeting in San Francisco, California, April 1988.

EDUCATION

UNIVERSITY OF SOUTH FLORIDA

Tampa, FL

Ph.D., Education

Emphasis in Curriculum & Instruction, Cognate in Management

Dissertation: “An Analysis of the Relationship Between Personality Preference Traits of Executive Level and Mid-Level Law Enforcement/Corrections Leaders and Exemplary Leadership Practices”

M.A., Criminal Justice

B.A., Criminal Justice

Police Executive Research Forum, Senior Management Institute for Police, 1995

Certified by the Leadership Circle to administer the Leadership Circle Profile and Leadership Culture Survey, 2012, 2014

BOARD APPOINTMENT

YWCA OF TAMPA BAY

2001 – 2008

Provided oversight of management and strategic planning to ensure achievement of objectives pertaining to fiscal accountability, HR, program development, and fundraising. Vice President of Operations & Chairperson of signature fundraising event.

Veterans Counseling Veterans

2017 to present

A non-profit Florida based organization dedicated to prevention, intervention and postvention services for military personnel and their families. Currently serves on the state-wide research committee.

FOB Razor

2018 - present

A non-profit Texas based organization dedication to suicide prevention, intervention and peer counseling. This non-profit serves both veterans and first-responders.

AFFILIATIONS

President, Transformational Strategies & Solutions, Inc.
Prinicpal, Certus Public Safety Solutions, Inc. (MWBE)
Police Executive Research Forum | National Academy of Criminal Justice
Leadership Pinellas | International City/County Management Association