

# Mica Jackson

Bronx, NY 10472

[mica.kappa80@gmail.com](mailto:mica.kappa80@gmail.com)

+1 917 650 0107

## Work Experience

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### **Lead Fire and Life Safety Director F-89**

Mount Sinai Harlem Health Center-New York, NY

February 2024 to Present

- Provided fire and life safety guidance for a new article 28 facility
- Assisted in policy writing and the establishment of fire and life safety procedures
- Assisted with joint commission inspection preparations
- Trained fire brigade personnel and coordinated fire drills, as required
- Managed building impairments
- Maintained and prepared all FDNY mandated reports and logs
- Proactively identified fire and life safety related issues and took appropriate actions
- Responded to incidents, conducted investigations, and made required notifications
- Served as the primary point of contact for First Responders
- Collaborated with property management, engineers, and security

### **Fire and Life Safety Director**

NewYork-Presbyterian Hospital-New York, NY

September 2023 to Present

- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security/safety of premises
- Enforce regulations, policies, and procedures, respond to emergency situations and implement the emergency action plan
- Ensure that all safety systems and related equipment are fully functional.
- Provide assistance to customers, employees, and visitors in a courteous and professional manner
- Monitor for irregular or unusual activity
- Investigate and prepare reports on incidents

### **Fire and Life Safety Director/ Security shift Supervisor**

Allied Universal - FDNY Foundation-Brooklyn, NY

April 2023 to September 2023

- Acts as a liaison to the NYC Fire Department during emergencies
- Providing clear direction, information and assistance to client visitors, guests, vendors and employees in a professional, pleasant and courteous fashion on a regular basis
- Assist the building security staff in the visual inspection of all visitor, vendor and employee access badges/identification cards to prevent unauthorized access to the property.
- Maintain surveillance and reporting of any suspicious persons and/or packages.
- CPR/AED and basic first aid certified

### **Twitch Security Specialist**

Allied Universal-New York, NY

December 2022 to April 2023

- Monitoring shared access systems to ensure timely and accurate services
- Monitoring cameras to ensure safety and preventing unauthorized access to Amazon networks with Lenel
- Production and quality assurance of access badges, ID badges, and access provisioning
- Managing access request system approvals, updates and deactivations of access permissions
- Conducting patrols and daily reports

### **Custom Protection Officer - Hudson Yards**

Allied Universal-New York, NY

March 2021 to September 2022

- Fire detection in construction areas for safety and fire hazards
- Assisted during fire and drills
- Controlled pedestrian and vehicle traffic
- Provided assistance to customers, employees and visitors in a courteous and professional manner
- Performed patrols on foot while being on the lookout for criminal activity/persons
- Guided employees and guests throughout emergency situations and assisting authorities

### **Operations Specialist / Mobile Operations Dispatcher**

FreshDirect-Bronx, NY

July 2019 to March 2021

- Call center environment and hybrid work from home
- Communicate with customers and drivers to resolve issues
- Maintaining records of delivery issues to improve delivery experiences using CRM
- Overlook routes and inform customers about the delivery status
- Consult and collaborated with field managers, drivers, and operations agents to facilitate the successful implementation of department objectives
- Coordinate with MOT drivers to complete scheduled tasks, assistance, special requests and delivery of late orders/boxes

### **Transportation security officer**

Department of Homeland Security-New York, NY

November 2017 to June 2019

- Operating various screening equipment and technology to identify dangerous objects in cargo and on passengers, and preventing those objects from being transported onto aircraft.
- Performing searches and screening, which include physical interaction with passengers, conducting bag searches and lifting/carrying bags.
- Interacting with the public, giving directions and responding to inquiries.
- Maintaining focus and awareness while working in a stressful environment

## Education

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### **Undergraduate in Criminal justice**

John Jay College of Criminal Justice - New York, NY

August 2013 to July 2017

## Skills

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- Leadership skills
- CRM Software
- Hospital experience
- Supervising experience
- Microsoft Office
- Communication skills
- Dispatching
- Customer service
- Time management
- Hotel experience

## Certifications and Licenses

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### **Fire safety director**

June 2024 to Present

- F-89

### **CPR Certification**

### **Driver's License**

### **AED Certification**