

Michael Roos

Outside Sales and Customer Relations

Firestone, CO 80504

MichaelR1932@yahoo.com

203.247.1769

High integrity problem solver who is a reliable and grounded leader, focused on providing solutions for customer needs while increasing profitability for the company. Proven ability to manage day-to-day operations and programs, record keeping, and project management. Natural mediator skilled at relationship building at all levels of the organization. Strong commitment to excellent customer service and delivery of agreed upon outcomes. Thrives in fast-paced environments, including tense and high conflict situations, where poise and mediation skills are required.

Authorized to work in the US for any employer

Work Experience

Outside Sales Representative

Becker Safety and Supply - Greeley, CO

January 2019 to Present

Building relationships with our first responders and serving them with top quality uniforms and equipment so that they can focus on going home to their families safely. Prospecting new departments, conducting and attending marketing events, efficiently operating in the sales process from start to finish.

Police Officer

THORNTON POLICE DEPARTMENT - Thornton, CO

September 2017 to January 2018

THORNTON, CO 2017 - 2018

Fast-paced, dynamic environment focused on crime prevention and service for Denver-metro area of >135,000 citizens.

Police Officer

Adeptly handle varied calls for service, including citizen complaints, crimes in progress, traffic accidents, disturbances, and many other requests.

- Focus on safety and service amid tense and uncertain situations
- Handle multiple calls per day with diplomacy and finesse, assessing danger, diffusing tension, offering assistance, and providing referrals to community resources
- Proactively engage citizens in addressing both short- and long-term community needs

Police Officer

NEW YORK CITY POLICE DEPARTMENT - New York, NY

2006 to 2017

NEW YORK, NY 2006 - 2017

Largest police force in the US with law enforcement responsibilities for 8.5M citizens. Served in era marked by significant declines in violent and property crime.

Police Officer

Patrol assigned areas on foot or in vehicle with proactive emphasis on safety and community building. Engagement

- Quickly assess threats to safety and intervene as needed, attending to crimes in progress, medical aid cases,

complaints, and persons with emotional disturbances

- Interacted with citizens briefly to interview, issue summons, and deliver information

- Apprehend crime suspects and transport prisoners, attending to safety and dignity of bystanders, fellow

officers, and persons under arrest

- Use respect and clarity to handle situations ranging from maltreated, abused, and missing children, juvenile

mischief, and crowd control and de-escalation

Investigation Closure

- Investigate vehicular accidents, documenting details with accuracy and precision

- Safeguard found, seized, and recovered property with attention to detail

- Prepare arrest affidavits

Communication

- Testify in court using neutral and precise language to recount events

- Establish rapport in tense situations, develop long-term relationships with community members

Field Training Officer

- Concurrent role to status as Police Officer. Selected based on exemplary performance in field, initiative, and leadership abilities.

- Nominated and approved by Precinct Commander for Field Training Officer certification

- Training included Field Training Officer certification and Fundamentals of Instruction course

- Train and evaluate recently graduated probationary Police Officers on all aspects of performance i.e.

Uniforms and equipment, Interaction with the public, Interdepartmental interaction, etc.

- Serve as liaison between Probationary Police Officers and supervisory staff

- Provide additional training based on identified deficiencies in either field or office work

Patrolmen's Benevolent Association Union Representative

- Concurrent role to status as Police Officer. Elected by fellow Police Officers to role of honor and leadership

- Provide representation and guidance for police officers in disciplinary and personnel matters

- Serve as liaison between Police Officers and supervisory staff

- Speak to involved parties and interpret situation based on parameters of current union contract

- Meet with Department Leadership to understand management's position on personnel issue

- As a first step, work as a mediator between parties to determine if issue can be resolved prior to entering the formal process

Store Manager

WEST MARINE

2005 to 2006

Operations Manager (2005) | Assistant Manager (2002 - 2005)

Promoted to progressively more responsible positions based on leadership, communication skills, and initiative.

- Deliver superior customer service, anticipating problems and proactively addressing them, handling complaints with finesse and diplomacy
- Contribute to inventory decisions, lead store meetings, and complete financial and personnel documentation with accuracy and precision
- Screen prospective employees, make hiring decisions, support professional development initiatives and annual reviews, and deliver comprehensive trainings

Education

Bachelor of Arts in Criminal Justice

JOHN JAY COLLEGE OF CRIMINAL JUSTICE - New York, NY
2012

Skills

- COACHING
- MENTORING
- TRAINING (10+ years)
- BEST PRACTICES
- EMPLOYEE RELATIONS
- Law Enforcement
- Conflict Management
- Store Management Experience
- Sales Experience (2 years)

Links

<http://www.linkedin.com/in/MichaelARoos>

Certifications and Licenses

Foundations in Sales

February 2019 to Present

Sandler Training Foundations in Sales course- Loveland, CO

Additional Information

COMPETENCIES

- Customer Relations • Training • Programs Administration
- Labor Union Relations • Mentoring & Coaching • Best Practices
- Conducting & Manage • Interpersonal Skills • Sales

Investigations Communication