

Don Emmack

Curriculum Vitae

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Professional Career Profile

Firearms & Other Law Enforcement Product Training Received

- CCW Instructor, USCCA
- NRA Certified Firearms Instructor
- Certified Field Training Officer
- HK MP5 Submachine Gun Certification
- Firearms Distinguished Expert (DX)
- Laser Firearms
- Radio Communications Systems
- Emergency Dispatch Systems
- Intoxilyzer Breath Machine
- Training Recordkeeping Systems

Subject Matter Expert: Firearm, Law Enforcement & Safety Training Conducted

- CCW
- Advanced Handgun Training
- Counter Mass Shooter Training
- Active Shooter Protocol
- Church Security
- Business Security
- Dispatch Systems
- Radio Systems
- Patient Care RFIDs
- Regulatory Updates

Customers Serviced

- Police Departments
- Sheriff's Departments
- Department of Public Safety
- Department of Public Works
- Fire Departments
- Businesses
- State Government
- Utility Providers
- Churches
- County Government
- Individuals
- Semiconductor Manufacturers

Product Specialist

- Business Plans
- Market Research
- Competitive Analysis
- Industry Trend Analysis
- Product Deficiency Identification
- Product Revision Recommendations
- Product Development
- New Market Opportunity Identification
- Product Presentations
- Product Sales
- Supplier Management

Education

Bachelor of Science in Administration of Justice (Pre-Law/Pre-Military)

California Lutheran University, Thousand Oaks, CA

Master of Public Administration

University of Southern California, School of Public Policy & Analysis, Los Angeles, CA

Commissioned Law Enforcement Training

Re-Commissioned Eligible Law Enforcement Officer

Missouri Police Officer Standards & Training (POST), May 2020

Basic Police Officer Standards & Training (POST) Certificate

Los Angeles County Sheriff's Department Class A Law Enforcement Academy

- Successfully completed approximately 800-hour Class A Law Enforcement Academy.

- Successfully passed extensive background check, psychological review, and polygraph test in order to gain admission into Academy.

Firearms & Law Enforcement Trainer Training

Carrying a Concealed Weapon (CCW) Instructor Training, U.S. Concealed Carry Association (USCCA)

- Authorized in 28 states to conduct training for individuals to obtain CCWs.

NRA Certified Firearms Instructor

- Authorized in all states to conduct training for individuals to obtain CCWs.

Certified Field Training Officer

Field Training Officer School, San Diego Regional Training Center, San Diego Sheriff's Department

Firearm & Other Law Enforcement Product Training: Additional

HK MP5 Submachine Gun Certification

Signal Hill Police Department, Signal Hill, CA

Firearms Distinguished Expert (DX) (Highest Level)

- Attained Firearms DX in Los Angeles County Sheriff's Department Class A Law Enforcement Academy.
- Maintained Firearms DX qualifications while working as a Law Enforcement Officer at Signal Hill Police Department for 9 years.

Laser Firearms Tactical

Los Angeles County Sheriff's Department

Intoxilyzer Breath Machine

Los Angeles County Sheriff's Department

Professional Experience

Firearm, Law Enforcement & Safety Training & Product Knowledge

- Served as subject matter expert for all things related to firearms and ammunition. Determined and suggested proper firearms, accessories, and ammunition based on customer needs. Trained customers regarding safe usage of firearms. Educated customers on firearm functionality. Showed customers how to properly break down firearm.
- Conducted daily field training, observations, and evaluations during 3 months of first-year duty by new Law Enforcement Officers completing Los Angeles County Sheriff's Department Class A Law Enforcement Academy. Prepared monthly reviews, determined attainment of proficiencies, determined proficiencies exceeded, and identified and assisted in turning around remedial items.
- Conducted Missouri Concealed Carry Weapons training, Advanced Handgun Techniques training, Church Security training, Counter Mass Shooter training, Active Shooter Protocol training, and Business Security planning and training.
- Analyzed and determined individual characteristics of customers and utilized information to recommend firearms.
- Conducted assessments of business or church premises, environment, and operations. Planned customized security system and training event for implementation within 30 days or less. Integrated live training into existing business or church environments, limiting interruption to operations. Maintained cost effectiveness by identifying and utilizing intelligent equipment and ancillary software or systems solutions for implementation. Conducted concealed weapons training at business or church as required. Built confidence and prepared businesses and churches for unpreventable events.
- Identified best software systems for law enforcement agencies, including radio communication, mobile data, emergency radio dispatch, and recordkeeping. Oversaw implementations performed by vendors.
- Evaluated law enforcement training records management system for police and fire departments to maintain qualifications and standards for internal training, as well as identify individuals needing required training. Interacted with clients to determine training information to maintain regarding certifications and regulatory qualifications.

- Developed and conducted training presentations with 60-300 in attendance regarding regulatory changes at several national conferences, including Association of Public Safety Officials and Energy Telecommunications and Electrical Association.
- Developed and conducted training presentations with 60-300 in attendance at Association of Public Safety Communication Officers engineering design group national conferences, with topics including dispatch systems, radio systems, and Patient Care RFIDs. Provided information on legal compliance and items to consider prior to purchasing products.
- Developed and conducted customer presentations regarding vendor abilities to meet client needs.
- Developed documentation for product release and training.
- Initiated training in OSHA areas, such as forklift certifications, fire drills, and tornado drills.
- Maintained OSHA training records and required documentation.

Training: Additional

- Achieved certification to conduct 7 classes at Drury University.
- Developed and conducted Leadership and Development class at Drury University. Created curriculum, study guide, and lesson plans for Blackboard online Learning Management System (LMS). Secured guest speakers. Determined assignments, and ensured coursework correlated with the University grading system.

Law Enforcement Customers/Customer Service

- Interacted with Police Departments in Fremont, CA; Albuquerque, NM; Aurora, CO; Reno, NV; Lucas County, OH; Olathe, KS; Fort Collins, CO; Redding, CA; Anderson, CA; Mountain View, CA; Santa Clara, CA; Palo Alto, CA; Newport Beach, CA; and Kent, London.
- Interacted with Sheriff's Departments in San Diego, CA; Washoe County, NV; Lucas County, OH; Larimer County, CO; Shasta County, CA; and Santa Barbara, CA.
- Interacted with Departments of Public Safety in Sunnyvale, CA; and Stanford University, CA.
- Interacted with Fire Departments in Aurora, CO; Lucas County, OH; Santa Clara, CA; Redding, CA; Newport Beach, CA; and Sunnyvale, CA.

Product Market Research/Business Plans/Competitive & Industry Trend Analysis

- Created business plans to achieve company revenue goals, including market analysis, competitive analysis, marketing, management, operations, and finances.
- Performed product market research, including conducting surveys.
- Continuously reviewed industry trends and client feedback to anticipate future market needs.
- Analyzed competitive marketplace and industry trends to develop business strategies for revenue generation.
- Remained knowledgeable of competitor products and product lines.
- Identified product deficiencies offered by the company as compared to products offered by competitors.
- Continually remained extremely aware of and knowledgeable about competitor products and pricing.

Product Issues/Modifications/Development/Usage/Pricing/Releases/Knowledge

- Obtained customer feedback and suggested appropriate product revisions.
- Communicated potential product failures to manufacturing.
- Provided recommendations regarding legally sound product modifications in order to meet unique needs of customers.
- Performed product development activities, and recommended product enhancements and updates.
- Sought opportunities to propose solutions and improvements as related to product usage.
- Communicated customer feedback to vendors, and met with vendors regarding new standards and legal guidelines impacting products.
- Identified new market opportunities, and designed product ideas, later manufactured with copyright patents.
- Identified new market opportunities and designed 1st Internet-based collaboration CRM system for project management, enabling clients to post problems with product and vendor to respond regarding solutions. Efforts resulted in ISO Management Certification, achieving one of the highest scores provided to non-manufacturing entity.
- Established pricing strategies and guidelines for new product and service development.
- Remained up-to-date regarding new techniques in carrying firearms, and effectively utilized information to benefit customers.
- Continuously expanded knowledge of product lines.

Product Presentations

- Effectively presented and delivered product presentations, including features and benefits, to new and prospective clients in order to promote sales and product development.
- Organized product demonstrations to compare and contrast various vendors.

- Oversaw installation and testing of radio system and software system products from vendors for the city Police Department

Product Sales

- Increased sales by 30%.
- Established nationwide sales territory with nearly \$1 million in sales volume within only 12 months.
- Grew business \$1 million in less than 2 years.
- Worked closely with customers to understand organizational pain points and effectively link product features and benefits to customer needs in order to help promote sales.
- Described value-added benefits of product to new and prospective clients.
- Effectively utilized various CRMs.
- Performed post-performance reviews of completed orders, and provided recommendations for adjustment and improvement.
- Directed website developer regarding maintaining and updating website.

Supplier Management

- Conducted extensive interviews and assessments to develop client needs and requirements for vendors to document ability to meet or exceed requirements.
- Conducted market research and determined vendors with products suitable for client needs.
- Accurately communicated all customer technical specifications to vendors by preparing spreadsheets submitted to vendors requesting ability and methods to attain specifications, as well as cost. Utilized scoring system to perform market analysis.
- Utilized existing suppliers, and located new sources as necessary to provide materials required by configuration requirements.
- Interacted with purchasing in order to maintain and lower costs of products.

Law Enforcement Officer Experience

- Achieved community safety and crime reduction by maintaining law and order, protecting members of public and properties, preventing crime, and improving citizen quality of life.
- Exhibited proficient in using police equipment.
- Attended and provided evidence in court.
- Displayed excellent knowledge of standard operating procedures, judicial procedures, and civil and constitutional laws.

Watch Commander/Field Supervisor: Law Enforcement

- Supervised and coordinated activities of law enforcement activities of patrol and jail operations.
- Directed squad activities in cases of civil unrest or emergency to coordinate deployment of human resources and weapons.
- Interacted with judges and consulted with state/local law enforcement agencies to provide or obtain information.

Law Enforcement Training: Additional

- Israeli Behavioral Detection Certification; Limited Penetration Room Clearing Certification; Advanced Israeli Active Shooter Response Certification; January 2020

Drug Control Camp Safety, California Department of Justice

- Completed training and participated in California Department of Justice Task Force operations regarding illegal drug interdiction and eradication on federal land in Northern California, including booby trap diagnosis and helicopter safety.
- Interfaced with personnel from U.S. Coast Guard, California Department of Justice, Bureau of Indian Affairs, Bureau of Land Management, and U.S. Forest Service.

Advanced Officer Training

- Advanced Riot Training
- Extra Driver Tactics Training, Las Alamitos Naval Air Station, CA
- Incident Simulation Training, City of Industry, CA
- Incident Simulation Training, Signal Hill, CA
- Narcotics Investigations, Los Angeles County Sheriff's Department
- Intervention & Interrogation Techniques, Chapman University, Orange, CA
- Supervisor's Post Trauma/Stress (Mitigation & Management of Personnel PTSD), Dr. Lawrence N. Blum, Ph.D.
- Domestic Violence Training, Rio Hondo Community College, Whittier, CA
- Juvenile Procedures, Delinquency Control Institution, University of Southern California, Master's Level Program

Law Enforcement/Safety-Related Work History

- Reserve Law Enforcement Officer, Level 1, Signal Hill Police Department, Signal Hill, CA, 4+ Years
- Regular Commissioned Law Enforcement Officer, Level 1/Watch Commander/Field Supervisor, Signal Hill Police Department, Signal Hill, CA, 4+ Years
- Senior Consultant, The Warner Group (Currently Gartner Group), Woodland Hills, CA, 4 Years
- Partner, ECG, Inc., Reno, NV, 5+ Years
- Senior VP, RCC Consulting, Inc., New York, NY, 3+ Years
- Management Consultant, Private Management Consulting, Ozark, MO, 11 Years
- Lead Firearms Trainer: CCW, Business/Church Security, Counter Mass Shooter; Oxys, LLC, Ozark, MO, 1+ Years

Additional Work History

- Adjunct Instructor, Drury University, Springfield, MO, 1 Year
- COO, MIT, Inc., Ozark, MO, 5+ Years