

JACK R. HOLLAND, M.A.



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Bilingual Disaster & Emergency Management Candidate

20 years of mapping the best course action for the management and recovery of emergencies and disasters.

Making the right decisions in real time, life-threatening scenarios has been the cornerstone trait that has resulted in expert handling of land and water critical incidents across the globe. Having completed a 20-year contract with the Canadian Forces (CF) navy and army, a sharp and well-qualified individual is eager to transition to a senior level civilian emergency management role in southern BC. Experience progressively spans all levels of command.



A pillar of stability, offering the ability to analyze, predict, mitigate, assess, respond to, manage, and recover from natural and human-induced disasters and emergencies. Strategically fuses human and capital resources to handle the full scope of operational requirements. A quick and rational thinker who expertly takes social, economic, environmental, political, cultural and other factors into consideration when plotting a course of action. Communication style is forthright yet purposeful, allowing for carefully selected messaging to frontline responders, superiors, government agencies, the media, volunteers and affected families. Offering:



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| <input type="checkbox"/> Strategic Planning & Analysis | <input type="checkbox"/> Incident & Crisis Response | <input type="checkbox"/> Risk Assessment & Mitigation |
| <input type="checkbox"/> Safety Management | <input type="checkbox"/> Public & Media Relations | <input type="checkbox"/> Emergency Management |
| <input type="checkbox"/> Sound Decision Making | <input type="checkbox"/> Human Resource Management | <input type="checkbox"/> Administration & Reporting |
| <input type="checkbox"/> Regulatory Compliance | <input type="checkbox"/> Team Training & Development | <input type="checkbox"/> Budget Adherence |
| <input type="checkbox"/> Equipment Readiness | <input type="checkbox"/> Logistical Coordination | <input type="checkbox"/> Bilingual: English & French |

CF Experience Detailing (1998 to Present)

ABOVE WATER WARFARE OFFICER

2006 to Present

Her Majesty's Canadian Ship Calgary, Esquimalt, BC

Accept accountability for the divisional responsibility for a section of 22 Naval Electronic Sensor Operators. Devise safe weapons firing exercises in single or multi ship scenarios in Canadian, US and International waters in accordance with all applicable regulations. Direct/oversee fighting efficiency, crisis response training, and all administration requirements. Monitor subordinates' ability to track their subsequent charges for work performance/underperformance, psychological endurance, mental alertness and team contributions.

- As the Subject Matter Expert for above water warfare issues, develop and retain classified threat knowledge, tactics and doctrine. Conduct briefings to the Command and crews to maintain currency and proficiency.
- Instrumental in structuring training to ready the ship for emergency preparedness measures dealing with both traditional and non-traditional threats such as terrorism and natural disaster. Continued by blueprinting plans that allow the ship to assist shore-based agencies and other government departments in responding to threats and the consequences of disaster.
- Interpreted the above water tactical picture during operations and provided strategically correct recommendations to Command on how to deal with ship-related threats. Remain poised to execute these recommendations, which could include the release of various weapons.
- Headed the Navy's first team to sail aboard a Chinese warship while conducting a cooperative exercise in Asia. Exchanged strategies and gained insight into the differing operational procedures.

COURSE TRAINING OFFICER

2005 to 2006

Naval Officer Training Centre, CFB Esquimalt, BC

Appointed to serve as head training instructor to deliver the Maritime Surface Subsurface course. Provided curriculum delivery, instruction, guidance and support to 21 Junior Officers. Ensured the safety of all resources during at-sea training phases. Called in to direct search, rescue and recovery operations.

- Integrated long-standing personal operational experiences while instructing to link theory and application.
- Made effective use of communications forte during instruction, presentations, and for important public relations duties such as emceeding an event with the Lieutenant Governor of Saskatchewan in attendance.

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CF Experience Detailing Continued...

OFFICER OF THE WATCH

2001 to 2005

Her Majesty's Canadian Ship Regina, CFB Esquimalt, BC

Entrusted with the responsibility for the morale, discipline, effectiveness and efficiency of 12 men. Provided stabilized leadership and direction for subordinates in difficult and hazardous situations. Accepted accountability for the impact of errors in judgement which could lead to grievous injury or death to personnel, severe damage to the naval vessel and structures, claims against the Crown, or jeopardize sovereignty and/or national security. Watchkeeping functions were granted via endorsement by the Commanding Officer. Applied regulations for the prevention of collisions, navigated the ship along a planned track, directed the watch on deck, and supervised the Second Officer of the Watch.

- During *Operation Apollo* in the Persian Gulf, hailed ships of interest to gain insight on the movements and cargo. Manoeuvred the ship to intercept and investigate non-responsive vessels. Remained acutely aware if compliancy was breached with the territorial waters associated with the operation i.e. Iranian, Omani, and UAE.
- Employed sophisticated information exchange during public relation initiatives while delivering briefings, lectures to crews, visitors, the press, and national/international dignitaries.
- Managed a newly allotted \$150K budget for medical supplies and medicine. Conducted a needs analysis with the medic. Continued by ordering ample stock and sourcing secure, extra onboard storage.

Entered the army in '88. After initial training, served in Ontario and Alberta bases with armoured fighting vehicle crews. Operated and maintained vehicles, weapons and communications equipment. Completed a UN peacekeeping tour in Cyprus. Gained approval for Officer and post-secondary training, and Navy remuster in '96.

Specialized Education, Qualifications & Training

Masters Degree in Disaster and Emergency Management | 2006 | Royal Roads University, Victoria, BC

Program Focus: Emergency Mitigation, Preparedness, Response, and Recovery, Disaster Management, Communication, Conflict & Crisis Management, Leadership, Human Resource & Volunteer Management, Public Education, and Media Management.

Honours Bachelor of Arts Degree | 2004 | Royal Military College, Kingston, ON

Program Focus: Psychology of Loss & Post-traumatic Stress Disorder, and Organizational Behaviour.

Officer military training includes but is not limited to: Engineering/Damage Control | Fire Fighting Leadership Command, Control, Communications, Information Systems (C³IS) | Flood Damage Response | Seamanship Chemical, Biological, Radiological & Nuclear Training | Mountain Operations & Rescues | Interest-Based Negotiations | Conflict Management & Alternative Dispute Resolution | Sexual Harassment & Racism Prevention Instructional Techniques | Navigation | Anti-Surface/Anti-Air Warfare | Winter Warfare | Airborne Indoctrination

Licenses / Qualifications: Advanced Open Water Diver | Parachuting | Land Force Command Tracked Driver Leopard Tank Driver | Armoured Vehicle General Purpose Driver | Armour Support Trooper | CPR/First Aid

Information & Communication Technologies

MS Office Suite, Offshore Systems International's Electronic Chart Precise Integrated Navigation System 5.1 (ECPINS), Boeing's Advanced Harpoon Weapon Control System 1.0 (AHWCS), Email Applications and Internet Research. Morse Code: 40+ WPM.

Significant Recognition

South-West Asia Service Medal – 2003
Queen's Golden Jubilee Medal – 2002
Canadian Forces Decoration Medal – 2000
Canadian Peacekeeping Service Medal – 1998
United Nations Force in Cyprus Medal – 1989

Résumé details for Jack R. Holland

Challenge:

As he approached his contracted 20 year mark serving with the Canadian Forces, my client was eager to make good use of the military skills and training he already had. Jack had originally started with the Army and then was accepted into both officer training and a remuster into the Navy. This positions him with water and land experience which is quite rare for military and civilians alike. His marketability was particularly enticing because he had already undertaken, on his own time, extensive post graduate university degrees to ease his segue into the civilian employment sector. His job target was clear and to the point: "I want to be an Emergency Management professional and I want to make a minimum of \$90K per year." But, like most transitioning military personnel, he was unsure how to spin all of this and was intimidated with the process to hit "civvie street". It was my job to make this happen. As he was constantly at sea and I only had email communication with this client.

Action:

This was no nonsense man wanting a no nonsense industry, so the formatting is attractive yet conservative. The subtle colouring, (navy - his choice of course) is tasteful and helps the document stand out from the others. The key word section outlines both hard and soft skills comprised of job experience, military and navy training, alongside formal education from university degrees.

As we are an officially bilingual country, it is imperative to indicate language status. This was done in the opening marketing title, as well as in the key word section. Although it is wise to say "bilingual", I also specify that the second language besides English is French. Canada is a multi-cultural mosaic. There have been many cases in this country where confusion occurred because although a candidate was bilingual, French was not the other language being referred to. So in all of my writing, I clearly indicate that that the bilingualism is indeed French.

The essence of each of his roles was shared, followed directly by bulleted achievements. The challenge with all former or currently serving military personnel, regardless of country and irrespective of the navy, army or air force element, is this: how to convey what they did so civilians can understand. This means working hard to get clients like Jack to speak "civilianese". All military "lingo" affiliated with training, job functions and skills were retooled in a manner that an HR manager could easily see the value this candidate brought to the table.

(I should mention that "CFB" as in "CFB *Esquimalt*" is a common acronym in Canada. It is widely used by the media, military and civilians and it means "Canadian Forces Base".)

The technologies used in this industry extend beyond simply computers, so the title was termed "Information & Communication Technologies" to capture his proficiency in this area. There is even mention of Morse Code.

Canadian spelling was used in this document, which is unique in that it has elements of both US and UK spelling patterns. For example "specialized" follows the US spelling whereas "behaviour" follows the UK version of the word. And in Canada, it is acceptable to write either "analyze" or "analyse".

Result:

Success! He secured three interviews. Jack's own words...*"As HMCS Calgary gently berths in Manzanillo, Mexico, thought I'd pass on that the day prior to us leaving, I received a letter of offer for Emergency Management in (name withheld) county. I could not be any happier that that hurdle is out of the way. Thanks for your timely and thorough service; essential in clearing that initial hurdle to "civvie street!"*