

ALICIA HOWARD

615-354-2977 | *mshoward39@gmail.com*

PROFESSIONAL SUMMARY

Highly motivated professional with experience supporting regulatory compliance, public safety, customer service, and field operations. Recognized for exercising initiative, maintaining exceptional attention to detail, and making sound decisions under pressure. Demonstrated ability to apply investigative methods, protective methods, and law enforcement techniques while documenting incidents, analyzing information, evaluating evidence, identifying discrepancies, and resolving complex problems. Known for integrity, professionalism, and the ability to build productive partnerships while protecting confidential information and serving the public.

CORE QUALIFICATIONS

- Investigative Methods
- Protective Methods
- Law Enforcement Techniques
- Evidence Analysis & Documentation
- Judgment and Problem Solving
- Attention to Detail
- Critical Thinking
- Interviewing & Information Gathering
- Regulatory Compliance
- Report Writing
- Leadership & Team Collaboration
- Risk Assessment
- Conflict Resolution
- Exercising Initiative

PROFESSIONAL EXPERIENCE

TETRA TECH – Debris Monitor | Jan 2026 – Apr 2026

- Conducted field inspections to verify compliance with FEMA requirements.
- Investigated documentation discrepancies and analyzed field observations to support compliance decisions.
- Prepared accurate reports and maintained detailed records with exceptional attention to detail.
- Worked closely with contractors and government personnel to resolve operational issues.
- Exercised initiative to identify safety concerns and recommend corrective action.

WEGO TRANSIT – Bus Operator | Feb 2024 – Jul 2025

- Performed comprehensive safety inspections before and after vehicle operation.
- Applied sound judgment during emergencies and rapidly changing situations.

- Observed, documented, and reported incidents while protecting passenger safety.
- Enforced policies and maintained accurate operational documentation.
- Partnered with dispatch and emergency responders to ensure effective incident response.

CVS HEALTH – Pharmacy Benefit Manager | Jan 2022 – Mar 2023

- Reviewed confidential records for accuracy and regulatory compliance.
- Analyzed customer information and resolved complex benefit issues.
- Investigated discrepancies and documented findings clearly and accurately.
- Maintained professionalism while handling sensitive information.

UNITED STATES POSTAL SERVICE – Mail Handler

- Processed high-volume mail with precision, accountability, and attention to detail.

PEPSICO – Warehouse Worker

- Verified inventory accuracy while maintaining safety and efficiency.

FAMILY CAREGIVER | Feb 2010 – Feb 2022

- Monitored health conditions, documented observations, and exercised sound judgment while providing daily care.

EDUCATION

Austin Peay State University – Bachelor of Science, Political Science (In Progress)

Nashville State Community College – Associate of Science, Pre-Law

Hillsboro High School – High School Diploma

ADDITIONAL STRENGTHS

Excellent written and verbal communication • Ability to analyze and evaluate data or evidence • Maintain confidentiality • Leadership • Teamwork • Adaptability • Public service orientation • Integrity and accountability