



# DIALI E. COLL-MERCADO, MSL, CHPP, ILO

Experienced National Defense, Public Safety & Corporate Security leader with a proven track record of positive results in fast-paced, high-risk environments with the ability to build productive teams. Adaptive, critical thinker who is not afraid to take on challenges. Mission-oriented and willing to go the extra mile to reach the organization's end-result goals.

## EDUCATION:

### **Doctor of Philosophy - Organizational Leadership**

Southeastern University - Currently Attending

### **Master of Science - Leadership**

Embry-Riddle Aeronautical University

### **Bachelor of Arts - Sociology & Criminal Justice Administration**

Columbia College

## RELEVANT EXPERIENCE:

### **Global Public Safety & Physical Security Manager**

OneADP Orlando (ADP) | Apr 2017 - present

- Emergency and non-emergency response for incidents involving associates and facilities throughout assigned ADP GSO portfolio
- Direct operations of security teams at ADP locations, ensuring protection of ADP assets, personnel & infrastructure across assigned portfolio
- Plan and manage physical security projects of ADP offices, net new and existing locations, in the Southeast US region
- Oversee Workplace Violence Prevention programs, Workforce Protection, Event Security, Crisis Management, and Disaster Response
- Present Security Operations and Procedures for management and new associates to OneADP locations

### **Forward Area Air Defense 3-D Ops Manager (JADOC NCOIC)**

US Army | Jul 2016 - Aug 2017

- Leader of 65 JADOC personnel for Operation Noble Eagle deployment
- Protection of high-priority government assets (POTUS/VPOTUS/SECDEF)
- Evaluated intelligence data for force/engagement operations in multiple air defense systems and networks
- Maintained accountability/serviceability of critical air defense artillery equipment valued at over 100 million dollars
- Key HR liaison to command staff for personnel issues & operational needs

## CONTACT:

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## HIGHLIGHTED SKILLS:

- Excellent Writing, Speaking & Presentation abilities
- Proficiency in a variety of Google & Microsoft Office applications
- Expert Group & Personal Leadership Abilities
- Proven Track Record of Conflict Resolution & Progressive Change Management
- Proven Positive Team Building Skills
- Personal Growth & Career Coach

## MEMBERSHIPS:

- UCF Women's Veteran Association
- ASIS Orlando Chapter
- CFI Regional 5 ILO



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## RELEVANT EXPERIENCE (CONT.):

### **Intake & Release Records Supervisor**

Orange County Corrections | Feb 2012 - Apr 2017

- Managed a team of 30 certified corrections records specialists
- Responsible for accurate completion of criminal justice & judicial documents
- Implemented systems, developed policies & trained staff on procedures

### **Battle Systems Operations Team Chief (NCOIC)**

US Army | Jun 2012 - Aug 2013

- Squad Leader for Rapid Response 8-man Team for Operation Noble Eagle
- Plan & execute intelligence operations for joint military groups
- Fusion Cell Team Leader in conjunction with Joint Task Force North (JTF North) and Customs & Border Patrol (CBP) for counter narco-terrorism operations in the United States NORTHCOM
- Troubleshoot and problem solve in high-stress environment without disruption of secret airspace communications

### **Asst. Security & Transportation Logistics Supervisor**

Orange County Convention Center | Aug 2006 - Feb 2012

- Managed security squads of 6 to 8-man teams, traffic squads of 6 to 15-man teams & 3 full & part-time administrative staff (non-event days)
- Managed security & transportation teams up to 100 personnel (event days)
- Daily & weekly review of event security & transportation logistics plans with convention center management & enterprise clients with SIM+ investments
- Planning & coordination of event plans with local & state agencies
- Contract administrator for business partners overseeing company compliance

## MILITARY SERVICE:

### **US Army National Guard (Florida)**

Oct 2007 - Sep 2019

- C BTRY 3-265<sup>th</sup> ADA BN, Battle Systems Operations Staff Sergeant
- Operation of air defense artillery battle management systems
- Evaluate intelligence data for force/engagement operations
- Manage assigned military teams conducting airspace management

### **US Army Reserves**

Sep 1994 - May 2000

- 143D TRSANSKOM, Traffic Management Coordinator, Sergeant
- Coordinate military mission vehicle convoys, soldiers & equipment
- Analyze automated terminal transportation data of military missions
- Assistant HR administrator for primary team on drill/duty days

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## ACCOMPLISHMENTS:

- Military BRG Executive Sponsor
- GSO Certificate of Commendation-Hurricane Dorian Response
- OneADP Orlando MBRG Veteran of the Year- 2023
- Multiple Army certifications, medals, commendations & recognitions
- Orange County Govt. Command Frontline Leadership Graduate
- Orange County Govt. Leadership Academy Graduate
- Orange County Govt. Employee Ambassador Graduate
- Orange County Convention Services Professional Graduate
- Multiple Law Enforcement certifications & commendations