

Rhian Tutson

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Jacksonville, Florida 32277

PROFESSIONAL SUMMARY

Ethical and empathetic professional with over 13 years experience serving in multiple disciplines harnessing logical thinking and interpersonal communication through law enforcement, customer service, banking/finance, and establishing relationships with community, personal, and professional partners. Adept in operating a variety of office equipment, participating in activities promoting development and improvement.

PROFESSIONAL SKILLS

Data Conception	Interpersonal Communication	Organizational Skills	Google Drive
Logical Thinking	Verbal and Numerical Aptitude	Microsoft Office	Conference Calling

EDUCATION

Graduate Education/ Master of Science, Criminal Justice 2011-2021
University of North Florida, Jacksonville, FL
GPA 3.17

Undergraduate Education/ Bachelor of Science, Criminal Forensic Studies 2008-2011
Florida Gulf Coast University, Fort Myers, FL
Second Major: Criminal Justice Studies
Minor: Anthropology
GPA 3.11

WORK EXPERIENCE

Technical Manager, Investigator July, 2024 – Present
Duval County Public Schools, Jacksonville, FL

- Conducts investigations into incident reports and complaints regarding the district's non-discrimination policy and the Code of Ethics and Principles of Professional Conduct of the Education Profession in Florida.
- Interviews employees, students, teachers, and other individuals regarding details of allegations. Makes recommendations to either clear employees of charges or apply appropriate disciplinary actions, including termination and/or criminal prosecution.
- Prepares reports on investigation results and provides to Chief of Human Resources, School Board, General Counsel's Office, Department of Education, and/or other appropriate management.
- Participates in employee disciplinary meetings as a witness, counseling referral, and/or provider of facts and testimony. Counsels employees on appropriate behavioral changes to encourage return to professional behavioral standards.

Child Protective Investigator March, 2023 – July, 2024
Florida Department of Children and Families, Jacksonville, FL

- Conducted investigations of abuse, neglect, abandonment and/or special conditions for children.
- Collected information through observation and interviews with the children, parents, relatives, and neighbors.
- Assessed danger threats, child vulnerabilities and caregiver protective capacities in order to determine whether a child is safe.
- Arranged emergency placement for any child that cannot safely remain in their home.
- Provided families with service linkages to agency and community resources.
- Conducted initial/ongoing child present and impending danger assessments.

On-Site Manager

June, 2022 – January, 2023

Remedy Intelligent Staffing, Jacksonville, FL

- Acted as primary liaison between management team, departments, Human Resources, third-party vendors, and contingent workforce.
- Developed and provided to associates guidelines for associate attendance and determination of productivity consistent with client and company standards.
- Maintained required records and reports, directed and assisted associates in new hire orientation and the development and implementation of client instructional and institutional goals
- Attended scheduled and called faculty meetings as required, and maintained active interest and knowledge of current practices that affect the client and associates.

Loan Processor

April, 2021 – April, 2022

NewRez LLC, Jacksonville, FL

- Critically reviewed lender guidelines, policies, procedures, and documents to plan for and accomplish necessary steps to accomplish goals, weigh risks of potential solutions and determine if appropriate.
- Managed pipelines to prepare loans for closing by anticipating problems and working proactively to solve them, as well as anticipating and planning for additional workloads.
- Continuously identified and mitigated risk by verifying accuracy of application, credit, closing documents, income, and assets for borrower likelihood of repayment.

Account Resolution Specialist 2

June, 2019– April, 2021

Wells Fargo Home Mortgage, Jacksonville, FL

- Conducted collection activities in a humane and friendly manner resulting in multiple 100% survey ratings by understanding and identifying key spoken information and being sensitive to verbal and nonverbal cues from customers.
- Exhibited proper active listening skills by asking probing questions to collect additional information, paraphrasing what has been said to confirm understanding, and responding appropriately to questions.
- Maintained prompt documentation and reporting per limited time requirements and wrote in a clear and concise manner appropriate for the audience.

State Trooper

December, 2013 – June, 2019

Florida Highway Patrol, Jacksonville, FL

- Promoted to Traffic Homicide Investigator in December 2016 due to demonstrated sound problem solving and judgment as well as willingness to develop self.
- Thoroughly reviewed and researched evidence/documents to analyze the overall fact pattern of claims and assembled clear and concise documentation to enable attorneys to successfully prosecute cases.
- Conducted respectful and empathetic interviews pertaining to criminal and non-criminal traffic-related violations such as traffic homicide, traffic violations, driving under the influence violations, and hit-and-run investigations, to establish rapport, put interviewees at ease and expressed empathy.
- Collaborated with other local, state, and federal entities to identify and achieve common goals. Maintained positivity and interest using a solution-based approach to major and minor infractions, despite setbacks.