

CHRISTOPHER HAYES

Supervisory U.S. Customs and Border Protection Officer with 20 years of public safety experience and an active Top Secret security clearance. Excellent communication skills, with a diverse background in maritime and air admissibility, preclearance operations, bargaining unit negotiations, cargo, anti-terrorism enforcement, operational medicine and emergency preparedness. Able to leverage emerging technology to enhance mission readiness, think critically, use sound judgement during chaotic and stressful situations while maintaining a calm, professional demeanor.

Professional Experience:

U.S. Department of Homeland Security

September 2021 – Present

Supervisory Customs and Border Protection Officer GS-13

Area Port of Tampa, Florida

Provides first line level leadership for all tactical and enforcement activities within the area port. Currently leading the Tactical Terrorism Response Team, Confidential Human Source Handler, Designated Intelligence Officer, Advanced Targeting Unit and Passenger Analysis Unit. Established lines of communication with the Defense Intelligence Agency to counter emerging trans-national threats within the Tampa AOR.

Served as the supervisor for the Anti-Terrorism Contraband Enforcement Team (ATCET), Seaport Operations and Trade Teams. Led enforcement operations to counter smuggling and intercept contraband both inbound and outbound. Increased enforcement efforts and intelligence gathering using mobile technology resulting in \$1.5 million in violative shipments seized or refused entry and over \$1 million in penalties issued during FY2023.

Enhanced workplace safety through the deployment of new naloxone storage boxes and automated external defibrillator cabinets to fifteen CBP facilities along the west coast of Florida.

Coordinated a multi-agency, multi-state enforcement operation involving a vehicle theft ring in the Tampa area using the Port of Savannah to ship stolen vehicles outbound. This operation brought together local, state and federal law enforcement agencies in Georgia and Florida resulting in several arrests and the recovery of high-end stolen vehicles.

U.S. Department of Homeland Security

November 2022 – June 2023

(Acting) Chief Customs and Border Protection Officer GS-13

Area Port of Tampa, Florida

Provided second line level leadership for agricultural and tactical activities within the area port. Oversaw the selection and relocation of a contract canine kenneling facility resulting in a safer and more sanitary environment for enforcement and agricultural canines.

Drafted issue papers to convert one narcotics canine to a currency/firearms canine to meet growing demand for outbound enforcement.

Adjudicated multiple labor relations issues, including step two grievances, light duty requests and performance issues for non-bargaining and bargaining unit employees.

Hosted several site visits from foreign delegations in conjunction with the U.S. Coast Guard to highlight CBP's port security and cargo inspection initiatives.

Served as principal area port representative for several key stakeholder meetings including the Manatee County Port Authority annual meeting, and the Port Tampa Bay Hurricane Preparedness meeting.

Served on multiple selection panels and provided selection recommendations for First Line Supervisor and Staff Assistant positions.

Conducted facilities reviews for the Containerized Exam Station and Cruise Terminals at Port Tampa Bay and provided subject matter expertise regarding the construction of additional radiation portal monitor lanes and camera system upgrades.

U.S. Department of Homeland Security

June 2017 – September 2021

Supervisory Customs and Border Protection Officer GS-13

Area Port of Savannah, Georgia

Provided leadership at the first line level in the seaport passenger operations and cargo environments. Supervised the Non-Intrusive Inspection, Scheduling & Training, Cargo Exam and Passenger Operations Admissibility teams.

As Passenger Operations / Admissibility supervisor, I provided first line level leadership to seventeen CBP Officers and three Agriculture Specialists processing approximately 2500 commercial vessel arrivals and 500 aircraft arrivals annually. Responsible for two military airfields served by CBP and two military airfields staffed with Military Customs Inspectors.

Used emerging technologies and systems to increase operational efficiency and optimize resources. Oversaw the implementation of Simplified Arrival for general aviation inspections and utilized a fully electronic application and vetting process for trusted workers at the Savannah / Hilton Head International Airport.

Directed the implementation of Reporting Offsite Arrival – Mobile (ROAM) in the Savannah AOR. ROAM is a pleasure boating reporting app which resulted in increased operational efficiency and compliance with small vessel reporting requirements. Increased random marina sweeps for unreported foreign arriving vessels within the Savannah AOR.

Deployed "GRABBA" devices in conjunction with Mobile Primary to obtain biometrics on crewmembers and for use in conveyance-side inspections at pleasure boat locations.

Developed a program to board all coastwise arriving vessels with detained crewmembers to ensure crew accountability and deter absconders. Instituted 100% D2 departure verification for all crewmembers off signing within the Savannah AOR.

Served as port representative for the construction of a \$14 million Federal Inspection Station (FIS) at Savannah / Hilton Head International Airport. This included ensuring compliance with Airport Technical Design Standards as well as the development and implementation of a Customs Security Area (CSA) program. Served as liaison to Savannah Airport Commission for issues related to the FIS and CSA program.

Served as a TDY instructor for the Operational Medicine Branch Emergency Medical Technician (EMT) training program at Summit Point, West Virginia. Seventeen students graduated the program and had a 100 percent passing rate on the National EMT Registry examination.

Expanded the port's Emergency Medical Services team from one EMT to three. Procured and deployed trauma and oxygen kits for all port EMTs as well as increased the port's inventory of Automated External Defibrillators (AED) from three to six resulting in all CBP occupied spaces having a dedicated AED, with an additional AED for Less Lethal / Firearms use at remote training locations. Provided CPR / First Aid and Narcan training to CBP employees at the port and the Savannah Laboratory.

Served as the CES / Cargo supervisor responsible for enforcement of Withhold Release Orders, Exclusion Orders and intellectual property rights and trade enforcement with over \$3.8 million in penalties and liquidated damages issued and seizures totaling \$4.2 million in one fiscal year.

Represented CBP Savannah to various stakeholder groups, including Chatham Emergency Services, Savannah Airport Police and U.S. Coast Guard (USCG) – Savannah. Provided reoccurring in service training for Georgia Ports Authority Police Officers regarding crewmember processing and documentary requirements. Worked with USCG to develop a mid-stream boarding training program to conduct joint CBP-USCG boardings of high-risk vessels at anchorage.

Served as Scheduling & Training supervisor with responsibility for an overtime budget of over \$400,000 and scheduling of eighty CBP Officers and Agriculture Specialists.

U.S. Department of Homeland Security **April 2015 – June 2017**
(Acting) Supervisory Customs and Border Protection Officer GS-13
Customs and Border Protection Officer (Preclearance) GS-12
Preclearance Field Office - Dublin, Ireland

Provided leadership at the first line level in the airport passenger processing environment with responsibility for approximately twenty-four CBP Officers and two CBP Agricultural Specialists. Managed staffing, overtime expenditure and cap compliance, monitored wait times, supervised enforcement and counterterrorism activities.

Conducted site visit tours for foreign government and airport officials as part of the Preclearance Field Office global expansion initiative. Worked with the Dublin Airport Authority to expand the number of Automated Passport Control kiosks and subsequent redesign of the Preclearance Facility (PCF) queuing area.

Utilized my training as an Emergency Medical Technician (EMT) to respond to medical emergencies within the Served as liaison with Dublin Airport Police & Fire/Rescue Services to enhance emergency response procedures and access to the PCF. This resulted in an average decrease of three minutes response time to emergencies within the PCF while fostering a closer working relationship between CBP and local emergency services.

Promoted effective communication with the chain of command, both locally and within the Preclearance Field Office and the U.S. Embassy – Dublin. Prepared national SITROOM reports and responded to requests for information from Irish and U.S. Embassy officials.

Served as sponsor for new employees and their families arriving in country, to include coordinating housing assignments, transportation, U.S. Embassy briefings and on the job training.

Continued professional development through numerous collateral duty assignments including Scheduling Officer, Inter-Agency Housing Board, Emergency Response Group / Safety Committee member, Professionalism Committee, Joint Awards Committee and National Treasury Employee Union steward.

U.S. Department of Homeland Security **December 2008 – December 2014**
(Acting) Supervisory Customs and Border Protection Officer GS-13
Customs and Border Protection Officer GS-12
Port of New York / Newark

Provided leadership at the first line level in both the air and sea passenger processing environments with responsibility for approximately thirty CBP Officers on any given shift. Managed staffing, overtime expenditure and cap compliance, monitored wait times, supervised enforcement and counterterrorism activities and addressed passenger concerns at two airport terminals with an average daily passenger count of 12,000 and three cruise ship terminals in New York and New Jersey.

Supervised “enhanced screening” of travelers arriving from Ebola Affected Countries in cooperation with Center for Disease Control and the U.S. Public Health Service, while ensuring strict adherence to all personal protective equipment protocols.

Served as assistant coordinator for the Port of NY/Newark Medical First Responder Team (MFRT) which entailed responding to medical emergencies within the FIS. Procured medical supplies, trauma bags, oxygen and personal protective equipment.

Volunteered to conduct “enhanced screening” of travelers arriving from Ebola Affected Countries in cooperation with Centers for Disease Control and the U.S. Public Health Service. Procured personal protective equipment to ensure the safety of all CBP Officers conducting enhanced screening operations.

Conducted anti-terrorism and enforcement examinations in the sea cargo environment as a member of ATCET. Utilized various Non-Intrusive Inspections (NII) equipment including HCV, ZBV, 101 X-Ray Van, Stationary and Mobile VACIS. Operated mobile and stationary Radiation Portal Monitors (RPM) and mitigated radiation alerts in accordance with agency policy.

Lutheran Medical Center **July 2002 – December 2008**
Emergency Medical Technician (EMT)
Brooklyn, New York

Provided pre-hospital care in the New York City 911 system. Used sound clinical judgement and quick decision making to treat critically ill patients in accordance with New York State EMT protocols. Lutheran is located in a socio-economically diverse part of Brooklyn which demanded sensitivity and excellent interpersonal skills when interacting with different racial, cultural and religious populations. Worked closely with the New York Police and Fire Departments to answer calls for service. Provided field preceptor and mentoring for EMT students and new members of service.

**Muhlenberg College Emergency Medical Services
EMS Captain**

January 2001 – December 2003

Allentown, Pennsylvania

Supervised daily operations of Muhlenberg College Emergency Medical Services (MCEMS), staffed by two Lieutenants, 25 Emergency Medical Technicians and five Certified First Responders. Acted as Incident Commander at large scale events and incidents on the Muhlenberg College campus. Coordinated mutual aid resources for the City of Allentown and Lehigh County.

Worked with College administration and student government to formulate and implement a yearly budget of approximately \$15,000. Represented MCEMS at state, county, local and College regulatory and legislative meetings.

Facilitated MCEMS becoming the first college-based EMS quick response service certified by Pennsylvania Department of Health in the Lehigh Valley.

Education & Certifications:

Muhlenberg College	2000 - 2003
Political Science	
Lehigh Valley Hospital EMS Institute	2001
Emergency Medical Technician / Pre-Hospital Trauma Life Support	
Lutheran Medical Center	2004
Haz-Mat Operations for Healthcare Providers / Certified Emergency Vehicle Operator	
Port of New York/Newark	2009
Smith-Heimann HCV Primary Operator Course	
New York City Police Department	2010
Auto Crime Detection School	
Port of Miami, Florida	2010
A-TCET (Sea) Training	
Advanced Training Center	2017
Supervisory Leadership Training	
National Targeting Center	2018
UPAX Train the Trainer	
Area Port of Tampa, Florida	2022
Lidos XML VACIS Primary Operator Course	