**Miss Bret Townsend**

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**COMMUNICATIONS SUPERVISOR | RECORDS SPECIALIST | OPERATIONS MANAGER**

Strategic and highly disciplined Operations and Communications Manager with 15+ years of leadership experience in high-stakes environments within government and corporate sectors. Adept at managing information flow, coordinating large-scale operations, and maintaining critical records and documentation with precision and security. A proven leader in team supervision, cross-agency coordination, and tactical communications, with a consistent record of promoting mission readiness, training effectiveness, and operational efficiency. Recognized for exceptional judgment, clarity in crisis communication, and the ability to transform complex directives into actionable plans.

**CORE PROFICIENCIES**

**Operations & Supervision**: Tactical Coordination | Workflow Oversight | Mission Readiness | Policy Enforcement | Risk Mitigation **Communications & Public Safety:** Secure Radio and Telecommunication Systems | Situational Awareness | Briefing & Reporting | Maritime Safety Protocols **Records & Documentation:** SOP Development | Records Management | Data Integrity | Document Control | Compliance Reporting **Training & Leadership:** Team Supervision | Onboarding & Development | Scenario-Based Instruction | Curriculum Delivery **Tools & Systems:** Microsoft Office Suite | SharePoint | Secure Messaging Systems | Document Lifecycle Systems | Secure Data Networks

**Government Clearance Level**: Secret

**CAREER HIGHLIGHTS**

* Successfully transitioned between military leadership, corporate training, and curriculum design without a college degree, leveraging on-the-job learning and strategic upskilling.
* Authored and maintained technical SOPs, classified manuals, and performance assessments used across leadership transitions as a subject matter expert.
* Directed real-time threat tracking operations using advanced decision-support systems across global defense missions.
* Managed training and documentation for a 45-member unit, increasing operational readiness by over 65%.
* Oversaw communications guidance for over 5,500 vessels through secure channels to support national and global maritime safety.
* Developed and led training scenarios to simulate threat conditions, enhancing personnel preparedness and safety.

**RELEVANT EXPERIENCE**

**U.S. NAVY - SPECIFIC**

**LEADING PETTY OFFICER (LPO)** | 2012 – 2025

* Supervised and developed teams of up to 45 sailors, improving task performance, compliance, and mission readiness.
* Maintained accountability for performance records, administrative processing, and interdepartmental communications.
* Delivered team briefings, training sessions, and feedback loops to align junior personnel with strategic objectives.
* Acted as liaison between command and operational personnel, ensuring clarity and cohesion on evolving mission directives.
* Enforced conduct and readiness standards, fostering a culture of excellence, precision, and accountability.

**TRAINING OFFICER & INSTRUCTOR**| 2014 – 2025

* Designed and implemented unit training programs, identifying skill gaps and tracking readiness metrics.
* Managed curriculum development, classroom delivery, simulation exercises, and evaluation reporting.
* Authored training manuals, job aids, and procedural guidance to support ongoing instruction cycles.
* Coordinated with command leadership to align training objectives with broader operational priorities.
* Monitored compliance with evolving training policies and integrated new technologies into the learning cycle.

**THEATRE ANTI-SUBMARINE WARFARE WATCH OFFICER** |2016 – 2022

* Led high-priority anti-submarine warfare operations, tracking threats using Target Motion Analysis (TMA) and coordinating air, sea, and allied defense assets.
* Utilized decision-support tools to deliver real-time threat reports and maintain situational awareness for regional commanders.
* Provided executive-level communication and status briefings, ensuring chain-of-command had timely, actionable intelligence.
* Oversaw data integrity and reporting accuracy, managing sensitive information across secure networks.
* Supported large-scale training exercises, mentoring junior officers in operations, documentation, and risk mitigation.

**NCAGS SUBJECT MATTER EXPERT – Naval Cooperation and Guidance for Shipping** | 2009 - 2018

* Served as a liaison between military operations and commercial maritime stakeholders to ensure safe vessel passage in conflict zones.
* Provided guidance to U.S. and allied merchant vessels through real-time communication, maintaining maritime domain awareness (MDA).
* Supported over 100 U.S.-flagged vessels daily through the International Maritime Security Construct, reducing risk exposure.
* Drafted shipping coordination procedures and maintained logs for high-risk zones and allied coordination.
* Advised merchant mariners and defense partners on secure navigation protocols, integrating tactical and public safety communication standards.

**OTHER RELATED EXPERIENCE**

**DOCUMENTATION CONSULTANT | SavvyPro Freelance LLC |** **2016 - Present**

* Partner with key stakeholders to ensure project deliverables are consistent with the organization’s learning strategy; Manage projects from end to end to ensure that deliverables are completed on time and within allocated budgets.
* Authored and maintained over 30 SOPs, job aids, and compliance templates for small business operations.
* Standardize documentation procedures to streamline internal reporting and reduce operational discrepancies.
* Provide strategic communication support through internal guides and executive-ready summary briefs.

**STRATEGIC OPERATIONS CONSULTANT | Community Leadership Fellows** (contract)| **2023-2025**

* Designed and implemented operational workflows that improved reporting accuracy and cross-team communication.
* Led system audits and developed performance-tracking documentation, increasing records visibility by 40%.
* Served as operations liaison, supporting leadership with weekly briefings, data reports, and compliance alignment.
* Created internal SOPs and administrative tracking tools for cross-functional departments.

**EDUCATION | EXPERIENCE LEVEL**

**EDUCATION** – Some College

* Illinois State University | Normal, IL | 2003 – 2004

**CERTIFICATIONS**

* Anti-Submarine Warfare Operations Certification
* Leadership & Team Management (U.S. Navy)
* Maritime Threat Awareness and Security Protocols
* Records Management and Document Control (Internal Military Certifications)