

Gary Miller

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Job Title

Physical Security Systems Manager This position for Corporate Security and Safety's - Physical Security Systems will oversee all Physical Security related systems for the enterprise. This position will take ownership for overseeing the design, development, deployment, and ongoing support of these production systems. This position also will be tasked with providing management with a 3-5 year road map of the expected growth, and changes and objectives for the team. Recommends and implements enhancements, innovation and best practices within the environment. This position will ensure the appropriate Development and Quality Assurance physical systems are designed, built, staffed, operated and maintained to ensure they meet all applicable standards.



Professional Employment

First National Bank of Omaha

1620 Dodge St

Omaha, NE 68197 USA

402-602-7454

gmillers@fnbo.com

<https://www.fnbo.com>

Certifications

CPP

PCI

PSP

ATAB Certified Anti-Terrorism Specialist (CAS)

Previous Employment

Physical Security Systems Manager First National Bank of Omaha, Omaha, NE April 1999 - Current

Key Attributes:

*Accountable for team

*Primarily operational

*Adapts departmental plans

*Manages professional staff, entry-level managers, supervisors, team leads

*In-depth understanding of department and basic knowledge of others

Job Description:

Overview:

This position for Corporate Security & Safety's - Physical Security Systems will oversee all Physical Security related systems for the enterprise. This position will take ownership for overseeing the design, development, deployment, and ongoing support of these production systems. This position also will be tasked with providing management with a 3-5 year road map of the expected growth, changes and objectives for the team. Recommends and implements enhancements, innovation and best practices within the environment. This position will ensure the appropriate Development and Quality Assurance physical systems are designed, built, staffed, operated and maintained to ensure they meet all applicable standards.

Key Responsibilities:

- **Management:** Will develop, coach and mentor a team of analysts and administrators who are responsible for the enterprise Burglar / Life Safety, Access Control, IRIS Biometric Access, IP Video, IP Intercom, and other systems within Corporate Security and Safety. Provide support and direction while empowering others to take ownership of projects and assignments. Use positive and effective leadership skills to develop a clear vision, strategy and plan of action for a team. Coach and develop a team and hold individuals accountable to clearly communicated expectations. Provide clear and concise reporting of meaningful metrics to manager and business unit leaders.
- **Technical Leadership:** Provide technical direction and support related to the enterprise Physical Security System solutions including the Pacom/GMS, March Networks, Commend, LG IRIS/Eye-lock and other physical security suite of products.
- **Service Delivery:** Provide highly available and high quality physical security system services to the organization including all network connected locations. Support business partners so they can provide best in class service to internal and external customers. Work with technology vendors to provide solutions of the highest technical quality by understanding and articulating requirements and upcoming needs as defined by the industry.
- **Functional Planning & Execution:** Develop and implement technology procedures and plans in alignment with FNIT and FNNI strategic objectives. Understand business needs for technology change, plan, communicate, and execute according to plan. Minimize impact to customers of FNNI by maintaining stability in the production environment – before, during, and after system change by developing a functional Development Lab and Quality Assurance systems to test upgrades and other enhancements prior to pushing out to production. Ensure latest investigative techniques, procedures and case management skills are utilized during all related equipment failures to help ensure suitable recommendations resulting from the investigation.
- **Cross Functional Working Relationships:** Develop and maintain effective cross functional working relationships including peer technology teams, FNIT, FNNI, FNBO, Facilities, and others.
- **Fiscal Accountability:** Prepare and manage a budget for the Corporate Security & Safety - Physical Security Systems. Manage expenses to be within or below budget, forecast initiatives proactively to provide planning time for Finance, and process expenses within First National policy timeline's.

Job Qualifications:

Basic Qualifications:

- Bachelor's Degree in Security Management field or equivalent years of experience
- 3+ years of management experience in Physical Security Management
- Advanced knowledge of Unified Physical Security systems and industry best practices
- Pacom/GMS software experience required
- Experience with March Networks, Commend, and Bio-technologies
- Strong knowledge of Physical Security System Solutions
- Ability to work with vendors to solve difficult technical issues
- Proven ability to build and maintain constructive relationships with business partners.
- Strong interpersonal, leadership, coaching and customer service skills.
- Excellent written and verbal skills with the ability to converse at all levels of the organization, in both personal interactions and group presentations.

Preferred Additional Qualifications:

1. ASIS Certified Protection Professional (CPP) Certification
2. ASIS Professional Certified Investigator (PCI) Certification
3. ASIS Physical Security Professional (PSP) Certification
4. Experience in the physical security industry
5. Experience with physical security systems

**Contract Security Account Manager
Wells Fargo Security Services (now Securitas), Omaha, NE**

January 1989 - April 1999

Job Responsibilities:

As a Security Account Manager, you will manage the security services and related operations for an assigned high-profile Client account (FNBO) in a service-oriented environment. This will involve overseeing service enhancement and expansion, as well as operational effectiveness.

Additional responsibilities for this customer service role include:

- Ensuring that each staff member is treated with dignity, coaching employees, and carrying out disciplinary actions as necessary
- Meeting with client representatives for status updates, addressing any or actual potential problems
- Participating in the training, development and retention of high caliber staff
- Preparing and coordinating staffing schedules for account, in collaboration with line management as necessary

Job Requirements

We are seeking a highly-motivated and detail-oriented Security Account Manager who combines exceptional customer service and organizational skills, with the ability to effectively solve problems in a fast-paced environment. It is also imperative that you display excellent verbal and written communication and interpersonal skills, as well as the ability to communicate effectively with assigned clients and staff.

Specific qualifications for this business development role include:

- Associates Degree or
- Minimum of 6 years experience in the security industry and 3 years of which was in an Account Manager Role
- Ability to develop and grow customer relationships through the delivery of high-quality customer service
- Ability to manage multiple priorities, complex situations, a diverse team of employees and client requirements on an on-going basis
- Knowledge of GSOC /Vision/and various Security Software preferred

**Security Officer / Shift Supervisor Wells Fargo Security Services
(Now Securitas Security Services), Omaha, NE**

January 1983 - January 1989

MINIMUM HIRING STANDARDS

Be at least 18 years of age.

Have a reliable means of communication (i.e., pager or phone).

Have a reliable means of transportation (public or private).

Have the legal right to work in the United States.

Must have the ability to speak, read, and write English. Have a High School Diploma or GED. If not, must be willing to complete the GED program within six months.

Must be willing to participate in the Company's pre-employment screening process, including drug screen and background investigation.

**Various Part Time Security Jobs Various small companies in Omaha December 1974 - January 1983
Metro area, Omaha, NE**

Held armed and unarmed positions for various security companies. Most was typical guard/watchman positions.

Also worked at **U-Haul** for some of these years while also doing part time security work.

Communications Center Operator United States Marine Corps, USA August 1970 - November 1974

My draft number was called, went into USMC on the delayed program and than was assigned overseas and on both the east and west coast of the US. Served on board several ships and was in the war zone for over 9 months. "Semper Fi"

Total Number Of Years In A Security Management Position

30 years

Total Number Of Years In Security Profession

45 Years

Year Started In Security Profession

Did some in USMC but officially state started working security part-time in 1974.

College/University

Iowa Western Community College, Council Bluffs, Iowa 51501 AA, Business 2008 - 2020 Still have 2-3 classes to finish - Just looking for the time to do so

Graduate Studies

NA

Military Schools

NA

Special Training

NA

ASIS Volunteer Participation

1999-Present – Omaha Chapter Webmaster

2001-2008 – Omaha Chapter Newsletter Editor

2003-2006 – Omaha Chapter's Secretary

2007-2009 – ASIS Assistant Regional Vice President (ARVP)

2008-Present – Omaha Chapter Certification Representative

2010-2014 – ASIS Regional Vice President for Region 2A (RVP)

2016-Present – Omaha Chapter Treasurer

Member Of Chapter

Omaha 059 Chapter

Non-ASIS Volunteer Participation

N/A

Professional Publications

NA

Professional Affiliations

Currently working to have FNBO join Electronic Security Association - then we will create an SLA that will require that all of our electronic security equipment which requires service techs - to ensure each tech has various ESA - National Training School certifications before they will be allowed to work on our physical security electronic equipment.

Will also be working with local service companies, and ESA to get a local ESA chapter set up for Nebraska.

Based On The 2020-2024 ASIS International Strategic Framework, What Two Goals Do You Feel Are Most Critical To The Association Over The Next Three Years And Why?

Strategic Plan 2020-2024 Goal #2

Achieving recognition for the profession:

The practice of security will be recognized as a profession rooted in standards, guidelines, certification, and research.

"We must treat each other as a professional if we expect others to respect our profession. There is no reason physical security professionals should treat themselves any differently from accountants, lawyers, or doctors."

Recognition for and therefore the value of professional certification is rising within the physical security domain. In an increasing number of markets across the world, chances are that if there is a job being advertised that requires someone to ensure physical security is utilized to protect systems, data, software, or the company overall, they will be asked to demonstrate at least a baseline of practical knowledge by having earned a professional certification in the field.

This is a reflection of the growing appreciation on the part of the employers that commonly understood best practice approaches and methodology for all physical security actually exists, and of the increasing dependency on it as companies and governments become ever more reliant on connected and therefore besieged physical security systems. It is also a recognition of the serious nature of the responsibilities that come with the job – responsibilities that justify the application of professional standards to the task, as the potential impact of getting it wrong can be devastating.

Strategic Plan 2020-2024 - Goal #3

Elevating the Security Function to influence Organizational Success:

ASIS has positioned the security risk function to be an essential contributor to organizational success.

ESRM is a philosophy, which gives the security leader the ability to manage security risks. It is based on a shared understanding of what the business deems critical for risk mitigation, and what level of risk the business is willing to accept in various areas. The emphasis is on business by recognizing that security does not own the security risk, it needs to be handled by the business leaders, just like any other financial, operational, or regulatory risk. The business leaders have the final decision on managing risk.

Please describe your understanding of the role of a member of ASIS International Nominating Committee.

The Competencies model of a board is interested in developing the knowledge and skills of its board members that focuses on communication, trust, and relationships to improve overall board performance. The ASIS bylaws do the work of outlining practices and strategies.

Based on this understanding, in what specific ways could you contribute/make an impact?

When the new virtual Global Boards are created, they often begin as nothing more than a collection of individuals. It will become the leaders (or perhaps the Nominating Committee ('s)) role to develop these group boards into coherent and well-integrated work units that provide the capability for the teams to self-manage themselves. To achieve this, leaders (or perhaps the Nominating Committee ("s)) must create the group boards' orientation, which includes motivational factors like promoting a common goal, creating positive affect and shaping perceptions. A group boards' orientation represents the bond that ties members to each other and to the other group boards' mission. Once this environment is created and running, there will be two other leadership functions, performance management, and each boards' continued team development.

What professional efforts make you deserving of this candidacy?

Having worked with our local chapters and regions Nominating Committees I reviewed the qualifications, experience, skill sets and campaign statements of each nominee along with the leadership needs identified by the current Board. The Nominating Committee takes into consideration the current make-up of the individual units/boards when selecting candidates for ballot positions; areas of practice, ethnicity, gender, and geographic area representation needs are considered.

What accomplishments within ASIS (not simply roles you have held) make you deserving of this candidacy?

Not only have I dedicated thousands of volunteer hours through ASIS, but I constantly provide mentorship, and invaluable resources to our chapter members. I have shown multiple times that I consider others first and genuinely want to teach what I have learned to make a difference in our industry and community. I have and continue to lead yearly certification reviews (for all three ASIS Certifications) to our local chapter security professionals, and since I do have my companies blessing as we hold these at our office in the evenings. (Working to have at least the PSP a required certification for all SOC operators and many of our internal security force personnel.) Contact Security brought in-house.

In fact one of the past ASIS Omaha Chairmen, Phil Fenton - Sentrinx Security stated to our members - and the ASIS Awards Committee that Gary Miller is a true leader, scholar, and someone who embodies strong communication passion, commitment, positivity, innovation, collaboration, and shows great enthusiasm for give back to others.

His nomination of me to the ASIS Awards committee convinced them to award me with the:

ASIS 2016 E.J. Criscuoli Jr., CPP Volunteer Leader of the Year Award Winner

In what other volunteer activities have you participated that would best qualify you for this position?

Spending time as an ARVP & RVP should be good for the Nominating Committee position!

In fact, since these 6 questions were primarily for the Board of Directors, you will notice I did make slight modifications in my answering these questions.

In the preceding days, I have reviewed many Internet sites dealing with Nominating Committees and joining the Board of Director's requirements and have learned a great many things. For-profit and non-profit groups have many of the same needs but also have many other needs as well. I feel now will be a great time to have

these area boards becoming active.