

MARCIO DE PAULA WAI

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Summary:

For over three decades, I've been on an incredible journey through the heart of various industries, both in Brazil and the United States. It's been a ride filled with learning, adapting, and leading through change. My career is a tapestry woven from my passions for excellence, innovation, and forward-thinking, anchored by a solid educational background in business administration, finance, and accounting. These disciplines haven't just been areas of study for me; they've been the bedrock allowing me to thrive in diverse settings - from the high-stakes environment of security to the ever-evolving landscape of business consultancy and entrepreneurship.

My leadership style? It's driven by a belief in doing things right, embracing everyone's contributions, and never stopping in the quest for improvement. Whether leading teams to smash targets or steering operations towards sustainable growth, I've always aimed to create spaces where excellence is the norm, agility is celebrated, and everyone feels they belong.

At Seattle International Airport, wearing the hat of a Transportation Security Officer brought to life my dedication to safety and security. Every day presented a new challenge in advanced security screening, where I'd harness the latest technologies to scrutinize luggage, spotting potential threats and ensuring passengers' safety. In the role of a Passenger Support Specialist, my focus shifted to empathy and exceptional service, offering a helping hand to those in need of extra assistance, truly embodying the spirit of care and understanding.

Diving into the tech world as a Network Information Officer, I leveraged my IT skills to keep our operations a step ahead of threats. Ensuring seamless communication within our network and with national TSA resources was my realm, showcasing my knack for crisis management and operational excellence - all while holding the banner of safety and inclusivity high.

But my aspirations don't stop at my professional roles. With the launch of AskMarcio.com, I ventured into the realm of education and mentorship, driven by a vision to make learning and consultancy services accessible to all. This platform is my way of giving back, sharing knowledge, and inspiring others, reflecting my deep-seated belief in the power of education to transform lives.

My hobbies in web design and artificial intelligence keep me at the cutting edge of technology, blending creativity with tech in ways that expand my horizons and enhance my contributions to any project or endeavor. Education has always been a cornerstone of my growth, with a focus on homeland security, emergency management, and staying abreast of developments in AI and cybersecurity. This eclectic educational journey equips me with a holistic view of challenges, allowing me to meld practical experiences with innovative solutions.

Language and culture play pivotal roles in my life, with fluency in English, Portuguese, and Spanish opening doors to leadership and collaboration across different cultures. This trilingual capability, coupled with my multicultural experiences, underscores my belief in the value of diversity and my ability to lead and connect with people from various backgrounds.

In essence, my career is a reflection of my dedication to making a difference, driven by a passion for learning, an unwavering commitment to innovation, and a deep belief in the transformative power of education and technology. I'm not just looking to leave a mark on the industries I've been part of; I aim to impact the communities and lives of those around me, fostering a future where we all thrive together.

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Work Experience

Transportation Security Officer (SV/1802/E/01)

Seattle International Airport, SeaTac, WA 98158

August 2022 - Present | Full-time, 40 Hours/Week

As a dedicated Transportation Security Officer at Seattle International Airport, I am deeply committed to ensuring the safety and security of millions of travelers. My role involves a rigorous application of specialized training and advanced security practices designed to protect the public and maintain the integrity of the travel environment. Through a multifaceted approach to security screening and passenger interaction, I contribute significantly to the operational effectiveness and customer service excellence of the airport security team.

Key Responsibilities and Achievements:

- **Advanced Security Screening:** Mastery in the operation, maintenance, and troubleshooting of cutting-edge security technologies including X-ray machines, Advanced Imaging Technology (AIT), Computed Tomography (CT), Automated Screening Lanes (ASL), Liquid Explosives Detection Systems (LBS), and Explosive Trace Detection (ETD) equipment. This comprehensive technical proficiency ensures thorough screening of carry-on bags and personal belongings, with a keen eye for alarm resolution and prohibited items identification.
- **Checked Baggage Inspection:** Utilization of standardized operating procedures across various screening technologies to meticulously inspect checked baggage, ensuring the detection and mitigation of potential security threats.
- **Document Verification and Fraud Detection:** Expertise in the rapid and accurate verification of travel documents through visual and technological means, coupled with an acute awareness of potential signs of fraud, enhancing the security checkpoint's integrity.
- **Behavioral Analysis and Threat Identification:** Skilled in the identification of and response to suspicious behaviors or items, adept at resolving security concerns with calmness and professionalism, thereby contributing to the overall safety of the airport environment.
- **Exceptional Customer Service:** Commitment to clear, compassionate communication with passengers from diverse backgrounds, ensuring a seamless and positive security experience. This includes providing guidance, addressing concerns, and fostering a sense of security and trust among travelers.
- **Leadership and Coordination:** Demonstrated leadership capabilities, particularly during peak operational periods, effectively directing and coordinating team efforts to maintain high security and service standards.

Special Qualifications:

- **TSA Cares Passenger Support Specialist (PSS):** Active participation in the TSA Cares program, specializing in offering additional assistance to passengers with disabilities, medical conditions, or other special circumstances. This role underscores my commitment to inclusion, empathy, and exceptional customer service, ensuring all travelers receive the support and dignity they deserve.

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- **Network Information Officer (NIO):** As a Network Information Officer, I leverage my expertise in information technology and security to enhance our team's operational efficiency and threat response capabilities. My role involves staying abreast of the latest in security technology advancements and network security practices, facilitating effective communication and information sharing among the security team and with national TSA networks.

Through my comprehensive experience as a Transportation Security Officer, I not only ensure the security and safety of the traveling public but also embody the values of professionalism, inclusion, and excellence in customer service. My continuous pursuit of knowledge and improvement in security practices, coupled with my dedication to assisting and respecting every traveler, reflects my commitment to the highest standards of airport security and operational excellence.

CEO / Business Consultant Specialist (Private Sector)

AskMarcio.com | Serafim Dpaula Consultancy – Avare, São Paulo, Brazil

February 2010 - Present | Part-time, 20 Hours/Week

As the visionary leader and driving force behind AskMarcio.com and Serafim Dpaula Consultancy, I have dedicated over two decades to fostering business growth, financial integrity, and educational excellence across the private sector. My tenure as CEO and Lead Consultant is marked by a relentless pursuit of innovation, strategic development, and empowering leadership, underpinned by a profound commitment to client success and professional development.

Strategic Contributions and Core Competencies:

- **Financial Stewardship and Analytical Expertise:** With a solid grounding in Accounting and a keen analytical eye, I offer comprehensive financial services that span budgeting, financial forecasting, reporting, bookkeeping, payroll, and taxation. My strategic financial guidance is tailored to optimize fiscal health and operational efficiency, ensuring sustainable growth and profitability for businesses across various sectors.
- **Business Growth and Strategy Formulation:** I leverage my expansive business acumen to deliver actionable insights and strategies that drive significant growth and operational excellence. My approach to relationship building, operations optimization, and risk management has led to remarkable achievements, including increasing a major client's revenue by 30% within a single year.
- **Effective Communication Training:** Drawing on my extensive experience in curriculum development for adult education, I offer specialized training in written, verbal, and interpersonal communication skills for professional environments. My methodologies enhance organizational communication, foster team cohesion, and improve stakeholder engagement.
- **Digital Transformation and Technology Integration:** My proficiency in emerging technologies guides organizations through digital transformation journeys, ensuring they stay ahead in a rapidly evolving digital landscape. I emphasize cybersecurity, artificial intelligence, and IT trends, continuously updating my skill set to offer the most current and impactful guidance.
- **Education and Mentorship:** Passionate about teaching, I have educated and mentored numerous students in accounting, business, IT, and communication. Starting my teaching career in Brazil, I

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continue to share my knowledge and inspire learners worldwide, reinforcing my dedication to lifelong education and professional growth.

- **Inclusion, Diversity, and Multilingual Collaboration:** My commitment to fostering an inclusive and diverse professional environment is unwavering. Fluent in English, Portuguese, and Spanish, I excel in bridging cultural and linguistic gaps, facilitating seamless collaboration and enhancing global business strategies.

Global Impact and Community Engagement:

I am deeply committed to sharing my expertise on a global scale, offering free consulting services and resources to empower individuals and organizations alike. My dedication to unlocking potential and driving success has established me as a seasoned leader with over 23 years of comprehensive experience across multiple disciplines. Through AskMarcio.com, I continue to impact lives and businesses, championing innovation, strategic insight, and the profound value of continuous learning and professional development.

Lead Professor – Career Technical Education (Private Sector)

Martinez & Mt. Diablo Unified School District, Martinez, CA 94553 | Concord, CA 94518

September 2014 - July 2022 | Part-time, 36 Hours/Week

During my tenure as a Lead Professor in Career Technical Education, I not only dedicated myself to delivering exceptional educational experiences but also actively engaged in broader educational initiatives that underscored my commitment to the advancement and recognition of quality education within the community.

Enhanced Roles and Contributions:

- **Innovative Instructional Leadership:** I led the design and delivery of dynamic courses in accounting, business, communication, and technology, utilizing interactive techniques and multimedia resources. This approach ensured inclusive, engaging, and effective learning experiences for all students, fostering their success and exceeding competency goals.
- **Strategic Curriculum Development:** My collaboration with publishers and authors to refine educational materials reflected a commitment to curriculum relevance and excellence. By integrating emerging trends and ensuring alignment with program outcomes, I contributed to a forward-thinking educational environment.
- **Administrative Expertise and Adaptive Leadership:** In addition to managing budgets, coordinating facilities, and overseeing scheduling, my role as an interim department chair during leadership transitions showcased my ability to guide colleagues and maintain program continuity amidst change.
- **Pioneering Online and Hybrid Education:** My early adoption of Canvas and other LMS platforms was instrumental in expanding the district's remote and hybrid learning capabilities, ensuring educational resilience and accessibility.
- **Commitment to Student Support and Community Engagement:** Beyond instructional improvements, I enhanced student support services and cultivated community partnerships, demonstrating a holistic approach to education. My active participation in WASC accreditation

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initiatives as a volunteer and member underscored my dedication to upholding high educational standards and contributing to the continuous improvement of our educational community.

- **Professional Growth and Collaborative Excellence:** My engagement in professional development activities and my role in sharing best practices across the state highlighted my commitment to leadership and innovation in CTE education.
- **Financial Stewardship and Community Involvement:** Serving as Treasurer for the California Council for Adult Education (CCAЕ) Bay Area Chapter, I provided financial oversight and contributed to the development of adult education initiatives within the region. This role emphasized my skills in financial management and my dedication to supporting educational opportunities and professional development within the adult education community.

Through my multifaceted role as a Lead Professor and my involvement in significant educational initiatives and community service, I have contributed to creating a nurturing, inclusive, and dynamic learning environment. My commitment to educational excellence, equity, and community engagement has left a lasting impact on students, colleagues, and the broader educational landscape.

Education:

Des Moines Area Community College, Ankeny, IA

Homeland Security Associates Program

2023 – In Progress

Currently expanding my expertise with a focus on homeland security, I am actively pursuing an Associate degree that covers the essential aspects of national security, emergency management, and counter-terrorism strategies. This program builds upon my extensive background in business administration, accounting, and education, adding a critical dimension of security knowledge that is increasingly vital in today's global landscape.

University of California, Berkeley, Berkeley, CA

DSCTE Designated Subjects Career Technical Education Teaching Credential

2014 – 2017

Specializations: Business & Finance | Communication Information Technologies

Achieved a prestigious teaching credential that formalized my expertise in Business and Finance as well as Communication Information Technologies. This credential underscores my ability to deliver specialized, high-quality education in career technical education fields, blending my professional experiences with pedagogical strategies to foster student success in these dynamic sectors.

University Nove de Julho – São Paulo, Brazil

Bachelor of Arts: Business Administration – Finance Management

2009 – 2011

Completed a comprehensive Bachelor of Arts degree in Business Administration with a concentration in Finance Management from a recognized institution in Brazil. This foundational education laid the groundwork for my understanding of financial principles, business strategies, and the global economic environment,

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equipping me with the analytical skills necessary for effective decision-making and leadership in the business realm.

Martinez Adult Education, Martinez, CA

Accounting Specialist Program Certificate

2014

Further specialized my skills in accounting through a focused program that offered intensive training in accounting principles, practices, and software. This certification enhanced my capabilities in financial analysis, bookkeeping, payroll, and taxation, complementing my broader business administration background and supporting my professional endeavors in financial management and consultancy.

Professional Training & Certifications:

My professional journey is complemented by a rigorous commitment to continuous learning and development. This is evidenced by a series of certifications and training programs that span various critical disciplines, including homeland security, advanced technology, and financial management. Each certification not only represents a milestone in my professional development but also enhances my ability to contribute effectively to my fields of expertise.

Homeland Security and Public Safety:

- **IED Awareness and Safety Procedures:** Successfully completed with a focus on recognizing and responding to Improvised Explosive Devices (IEDs), ensuring safety and security. (FEMA, September 2023)
- **HME and Precursor Awareness for Public Safety:** Acquired knowledge on hazardous materials and their precursors, crucial for public safety and emergency response. (FEMA, September 2023)
- **Introduction to Incident Command System, ICS-100:** Gained insights into the ICS framework, enhancing my capability to operate efficiently in emergency situations. (FEMA, October 2023)
- **Basic Incident Command System for Initial Response, ICS-200:** Developed skills for applying ICS principles to initial response scenarios, improving operational effectiveness. (FEMA, October 2023)
- **National Response Framework, An Introduction:** Understood the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies. (FEMA, September 2023)
- **Introduction to the National Incident Management System:** Learned the key concepts and principles underlying a systematic approach to managing incidents. (FEMA, October 2023)

Advanced Technology and AI:

- **AI Pair Programming with GitHub Copilot X:** Mastered collaborative coding with AI, enhancing development efficiency and innovation. (LinkedIn, October 2023)
- **Building Intelligent Chatbots on AWS:** Acquired the skills to design and deploy intelligent chatbots, offering sophisticated user interactions. (LinkedIn, September 2023)

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- **Introduction to Large Language Models:** Gained a comprehensive understanding of the mechanisms and applications of large language models, including GPT models. (LinkedIn, October 2023)
- **Responsible AI: Principles and Practical Applications:** Explored the ethical considerations and best practices in AI development and implementation. (LinkedIn, October 2023)

Financial Management and Analysis:

- **Alteryx for Financial Services:** Learned to leverage Alteryx for data analysis and financial modeling, optimizing financial operations. (LinkedIn, September 2023)
- **Banking Basics: What Every Business Leader Must Know:** Enhanced my understanding of fundamental banking concepts, critical for strategic financial planning and management. (LinkedIn, September 2023)
- **Accounting for a Company's Stock and Dividend Transactions:** Deepened my knowledge in handling stock and dividend transactions, crucial for accurate financial reporting. (LinkedIn, September 2023)

Cybersecurity and Digital Transformation:

- **Cybersecurity Awareness: Ransomware:** Developed a thorough understanding of ransomware threats and prevention strategies to protect digital assets. (LinkedIn, September 2023)
- **Introduction to Auditing AI Systems:** Learned methodologies for auditing AI systems, ensuring their reliability and ethical use. (LinkedIn, October 2023)

Diverse Skill Development:

- **Cultivating Cultural Competence and Inclusion:** Strengthened skills in fostering an inclusive and culturally competent work environment. (LinkedIn, September 2023)
- **Creating a Leadership Development Program:** Acquired strategies for developing and implementing effective leadership programs within organizations. (LinkedIn, September 2023)

These certifications and courses are a testament to my dedication to personal and professional growth, ensuring that I stay at the forefront of industry developments and best practices. Through this continuous educational journey, I remain equipped to address complex challenges, drive innovation, and contribute significantly to the fields of homeland security, technology, financial management, and beyond.

Professional Affiliations:

My professional journey is enriched and guided by active memberships in esteemed organizations that champion educational excellence, professional ethics, and continuous improvement in business and educational administration. These affiliations reflect my dedication to upholding the highest standards in my practice, contributing to the advancement of my fields, and engaging in lifelong learning and professional development.

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- **California Commission on Teacher Credentialing:** As a member, I adhere to the rigorous standards set for educators in California, ensuring that my teaching practices and contributions as an educational leader meet and exceed the benchmarks of quality and effectiveness. This affiliation underscores my commitment to professional excellence and to fostering environments that support student achievement and educational innovation.
- **Conselho Regional de Administração de São Paulo, Brasil (Regional Administration Council of São Paulo, Brazil):** This affiliation connects me to the broader community of business professionals in Brazil, allowing me to stay informed on the latest trends, regulations, and best practices in business administration. It reinforces my commitment to ethical business practices and to the continuous improvement of management standards in a global context.
- **WASC - Western Association of Schools and Colleges:** Engaging with WASC as a volunteer and member signifies my dedication to maintaining high educational standards and contributing to the accreditation process that ensures the quality and integrity of educational institutions. This involvement allows me to participate in shaping the future of education, emphasizing a commitment to excellence, continuous improvement, and the success of learners across various stages of their educational journey.

Engagement and Impact

My affiliations with these organizations enable me to contribute to the development of policies and practices that enhance the quality of education and business administration. They provide a platform for professional growth, networking, and the exchange of ideas, allowing me to stay at the forefront of educational and business innovation. By actively participating in these communities, I not only uphold the values and standards of my professions but also advocate for progress and excellence in every endeavor.

Through these professional affiliations, I demonstrate my unwavering commitment to the highest standards of education and business administration. They are integral to my professional identity, reflecting a dedication to excellence, ethical practice, and the continuous pursuit of knowledge and improvement.

Honors & Recognitions:

Throughout my career, I've been fortunate to receive recognitions that reflect my commitment to excellence, leadership, and community service in the fields of security, education, and business administration. These honors are not just personal milestones but also represent my dedication to the values and goals of the organizations I serve and the communities I am part of.

- **Model Officer Recognition Program – 1st Quarter 2024:** Awarded by the Transportation Security Administration (TSA), this prestigious recognition highlights my exemplary service and dedication as a Transportation Security Officer. Being honored as a Model Officer is a testament to my commitment to maintaining the highest standards of security and professionalism, contributing significantly to the safety and well-being of the traveling public.
- **TSA - Individual Cash Award NRB:** This cash award from the TSA acknowledges my outstanding contributions and achievements in enhancing national security measures. This recognition serves as a

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powerful reminder of the impact of dedication and excellence in the critical task of safeguarding our nation's transportation systems.

- **California Contra Costa Adult Education - Friend of Adult Education:** This honor is particularly meaningful to me as it represents my commitment to adult education and lifelong learning. Being recognized as a Friend of Adult Education underscores my efforts to provide accessible, high-quality educational opportunities, support adult learners in achieving their goals, and advocate for the importance of adult education in community development and personal empowerment.

Reflection and Gratitude

These recognitions are not just accolades but milestones that mark a journey of dedication, hard work, and a deep commitment to making a positive impact in every role I undertake. They inspire me to continue striving for excellence, to push the boundaries of what is possible, and to remain committed to serving as a leader, educator, and advocate for security, education, and community engagement.

I am deeply honored by these recognitions and remain committed to upholding the standards of excellence they represent. I extend my sincere gratitude to my colleagues, mentors, and the communities I serve, for their support and inspiration, which have been indispensable to my achievements.

Language Proficiency:

In today's globalized world, the ability to communicate across linguistic boundaries is more valuable than ever. My proficiency in multiple languages enhances my professional and personal interactions, enabling me to connect with a diverse range of individuals and communities.

- **Portuguese (Fluent):** As a native speaker of Portuguese, I possess a deep understanding of the language's nuances and cultural contexts. My fluency allows me to engage in complex conversations, conduct business, and create educational content that resonates with Portuguese-speaking audiences. This linguistic skill enriches my professional endeavors and facilitates stronger connections within Portuguese-speaking communities.
- **Spanish (Intermediate):** My proficiency in Spanish enables me to communicate effectively with Spanish-speaking individuals in both professional and social settings. With an intermediate level of Spanish, I can participate in conversations, understand spoken and written Spanish, and provide support and services to Spanish-speaking clients and colleagues. This skill opens doors to new opportunities and enhances my ability to work in diverse environments.

Bridging Cultures through Language

My language skills are more than just a professional asset; they are a bridge to understanding diverse perspectives and fostering inclusive environments. Being fluent in Portuguese and proficient in Spanish allows me to appreciate the richness of different cultures, enhance my cross-cultural communication, and contribute to a more connected and understanding world.

Through my linguistic abilities, I am committed to promoting diversity, inclusion, and mutual respect in every aspect of my professional and personal life. I continuously strive to improve my language skills and cultural

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understanding, recognizing that language is a powerful tool for building relationships, enhancing communication, and achieving shared goals.