

# MARCIO DE PAULA WAI

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Renton, WA 98059 | (925) 408-3255 | [marciodpaulla@gmail.com](mailto:marciodpaulla@gmail.com) | [linkedin.com/in/marciodpaulla](https://www.linkedin.com/in/marciodpaulla)

## Summary:

For over three decades, my professional journey has traversed multiple industries across Brazil and the United States, built upon a steadfast commitment to excellence, innovation, and adaptability. With a robust educational background in business administration, finance, and accounting, I have seamlessly integrated theoretical knowledge with practical expertise to excel in high-stakes security environments, business consultancy, and entrepreneurial ventures.

In my current role as a Master Security Training Instructor - Transportation Security Officer (MSTI-TSO) at Seattle International Airport, and previously at Snohomish County Airport-Paine Field, I have been at the forefront of security operations, ensuring passenger safety through advanced screening techniques and cutting-edge technologies. Beyond screening operations, I lead a team of Assistant Training Instructors (ATIs), fostering a culture of continuous learning, operational excellence, and leadership development.

My leadership philosophy is rooted in fostering collaboration, inclusivity, and continuous improvement. Whether designing and executing advanced training programs, mentoring security professionals, or optimizing operational efficiency, my approach remains results-driven and people-focused. By upholding the highest standards, I have consistently enhanced security procedures, improved team performance, and strengthened risk mitigation strategies.

With a keen interest in technology and security innovation, I leveraged my expertise as a Network Information Officer (NIO) to enhance IT-driven operational capabilities, ensuring seamless communication and crisis management within the TSA framework. Additionally, as a Transportation Security Support Team (TSST) member, I provide technical, operational, and emergency response support for critical national security events, including the 2025 Presidential Inauguration, reinforcing my ability to assist in large-scale security operations.

As a Passenger Support Specialist (PSS), I ensure an inclusive and efficient security screening experience for passengers with disabilities, medical conditions, or other special circumstances, fostering a culture of accessibility, empathy, and professionalism within TSA operations.

Beyond my career in security, I founded AskMarcio.com, an educational and mentorship platform aimed at democratizing learning and professional growth. My passion for education and emerging technologies—including AI, cybersecurity, and web development—enables me to contribute meaningfully to both business and technology sectors, ensuring continuous innovation and accessibility.

Fluent in English, Portuguese, and Spanish, I excel in cross-cultural leadership, fostering inclusive environments and global collaboration. My multilingual capabilities strengthen my ability to bridge cultural gaps, enhance communication strategies, and lead diverse teams effectively.

Ultimately, my career is defined by a lifelong commitment to security, education, and innovation. Whether ensuring the safety of millions of travelers, mentoring future leaders, or pioneering technological solutions, my mission remains the same: to drive meaningful impact, cultivate excellence, and inspire positive transformation in every industry and community I serve.

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## Work Experience

### Master Transportation Security Officer

Security Training Instructor - (SV/1802/F/01)

Seattle International Airport, SeaTac, WA 98158

05/19/2024 to current

Full-time 40 Hours/Week

As a Master Security Training Instructor - Transportation Security Officer (MSTI-TSO), my primary role is to train, mentor, and enhance security screening procedures at Seattle International Airport. I ensure compliance with TSA's national security protocols and emerging threats, collaborating with leadership and security professionals to maintain the highest operational standards.

Additionally, I serve as a Passenger Support Specialist (PSS), ensuring an inclusive and seamless screening experience for passengers requiring special assistance, and as a Transportation Security Support Team (TSST) member, providing technical and operational troubleshooting to improve security checkpoint efficiency.

I have had the honor of supporting high-profile national security events, including the 2025 Presidential Inauguration, where I contributed to enhanced security measures, collaborated with federal agencies, and ensured safe screening operations at designated checkpoints.

### Key Responsibilities:

- **Primary Duty (MSTI-TSO):**
  - Develop and deliver security training programs for new and experienced TSOs.
  - Update training materials to incorporate new TSA regulations and security technologies.
  - Conduct assessments and audits to ensure compliance with federal security standards.
  - Mentor and oversee a team of Assistant Training Instructors (ATIs) to ensure training quality.
  - Collaborate with TSA leadership and national training divisions for policy updates.
- **Transportation Security Officer (TSO):**
  - Perform advanced security screening using X-ray, CT, AIT, and ETD technologies.
  - Resolve security threats through behavioral analysis and alarm resolution techniques.
  - Ensure the efficient flow of passengers while maintaining TSA protocols.
- **Passenger Support Specialist (PSS):**
  - Assist passengers with disabilities, medical conditions, and other special needs.
  - Ensure TSA's commitment to diversity and inclusion through personalized security assistance.
- **Transportation Security Support Team (TSST) Member:**
  - Deploy for **national security events, including the 2025 Presidential Inauguration**, supporting **security screening and checkpoint operations** in collaboration with **TSA, Secret Service, and federal law enforcement agencies**.
  - Provide technical support for screening technologies and security systems.
  - Assist in troubleshooting equipment malfunctions and operational disruptions.
  - Work closely with airport authorities and TSA leadership to implement process improvements.
  - Support crisis response and emergency security measures for high-profile government events.

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**Transportation Security Officer - (SV/1802/E/01)**  
Seattle International Airport, SeaTac, WA 98158

08/14/2022 to 05/18/2024  
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.

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**CEO / Business Consultant Specialist (Private Sector)** 02/2010 to current  
**AskMarcio.com | Serafim Dpaulla Consultancy** – Avare, São Paulo, Brazil Part-time 20 Hours/Week

As the visionary leader and driving force behind AskMarcio.com and Serafim Dpaulla 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.

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- **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 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.

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**Lead Professor – Career Technical Education (Private Sector)**  
**Martinez & Mt. Diablo Unified School District**

09/2014 to 07/2022  
Part-time 36 Hours/Week

Martinez, CA 94553 | Concord, CA 94518

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.

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- **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 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.

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## Education:

### **Des Moines Area Community College, Ankeny, IA**

*Homeland Security Associates Program*

2023 – 2024

Successfully completed an Associate Degree in Homeland Security, covering national security, emergency management, and counter-terrorism strategies. This program strengthened my expertise in risk assessment, threat mitigation, and crisis response, complementing my extensive background in business administration, accounting, and education. By integrating security principles with operational leadership, I am well-equipped to support complex security environments in today's evolving 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

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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, 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.

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## 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:

- **FEMA Safety Orientation 2024:**  
Successfully completed an overview of FEMA safety protocols, focusing on maintaining security and safety in emergency management environments.  
*FEMA, October 2024*
- **Introduction to Incident Command System, ICS-100:**  
Acquired foundational knowledge of the Incident Command System (ICS) structure, enhancing emergency response capabilities.  
*FEMA, October 2023*
- **Preparing for Federal Disaster Operations: FEMA Response Partners:**  
Gained a comprehensive understanding of FEMA disaster operations and preparedness, equipping me to collaborate effectively with federal response partners.  
*FEMA, October 2024*
- **An Introduction to Exercises:**  
Learned the importance of exercises in emergency preparedness, focusing on planning,

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conducting, and evaluating exercises to improve operational readiness.

*FEMA, January 2024*

- **Basic Incident Command System for Initial Response, ICS-200:**

Developed proficiency in applying ICS principles to coordinate initial responses, ensuring more efficient disaster and emergency management.

*FEMA, October 2023*

- **Fundamentals of Emergency Management:**

Explored key concepts in emergency management, including preparedness, response, recovery, and mitigation, with a focus on comprehensive disaster management strategies.

*FEMA, March 2024*

- **Emergency Planning:**

Acquired essential skills for developing and implementing emergency plans to manage and mitigate risks effectively.

*FEMA, January 2024*

- **Leadership and Influence:**

Learned leadership strategies and skills to influence and guide teams in emergency and disaster situations.

*FEMA, September 2024*

- **Decision Making and Problem Solving:**

Mastered techniques for making informed decisions and solving problems effectively during emergencies and disasters.

*FEMA, September 2024*

- **Effective Communication:**

Enhanced communication skills vital for emergency management, including strategies for clear and concise information dissemination during crises.

*FEMA, October 2024*

- **Developing and Managing Volunteers:**

Learned best practices for recruiting, training, and managing volunteers, an essential component in emergency response.

*FEMA, September 2024*

- **Introduction to the National Incident Management System (NIMS):**

Gained insights into the NIMS framework, which enables effective and coordinated responses to emergencies across agencies and jurisdictions.

*FEMA, October 2023*

- **National Response Framework, An Introduction:**

Understood the principles and strategies that guide national responses to disasters, ensuring a unified approach across all levels of government.

*FEMA, September 2023*

- **Workplace Security Awareness:**

Acquired knowledge of workplace security best practices, focusing on preventing and responding to potential security threats in various environments.

*FEMA, October 2024*

**Advanced Technology and AI:**



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- **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)
- **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.

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## 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.

- **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.

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## 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.

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- **Model Officer Recognition Program – 1<sup>st</sup> & 2<sup>nd</sup> 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 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.

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## 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

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