

John E. Bischoff III, D.Eng.

20783 Quiet Brook Place • Potomac Falls • Virginia • 20165
JEB3@gwu.edu // 703 • 856 • 5805

KEY EXECUTIVE ACCOMPLISHMENTS

- Experience in non-profit, federal government, and private sector organizations
- Guest speaker for several fundraising efforts and seminars targeted towards large groups or single individuals
- Coordinated the efforts of Federal, State and regional disaster experts to create the first-ever Post Disaster Reunification of Children guidance document that will be used by State and local emergency planners
- Work as a senior-level operational officer for both career and volunteer Fire-Rescue organizations
- Realigned divisional resources to accomplish a 20% increase in workload with no reduction in services and no additional staffing requirements
- Program manager, to include the design, development, budget oversight, and implementation of the first-ever Long-Term Missing Children Summit; a program of work that coordinates the efforts of Federal, State and local law enforcement officials and subject matter experts Nationwide to create strategies and guidance for locating long-term missing children
- Create and implement strategies with private-sector organizations such as Facebook, NIXLE, and Google to provide greater services to missing children cases, families, and law enforcement
- Program manager, to include design, development, budget oversight (+3M), and implementation of the first-ever Unaccompanied Minors Reunification tool which is used to help reunify children with their families following a national disaster
- Launched two separate multi-layer staff training programs held via webinar which are creating a cost savings of nearly one-hundred thousand dollars per year in staff travel alone
- Program manager, to include the design, development, budget oversight (+4M), and implementation of an image identification tool, which is now used by several top-tier electronic service providers for capturing and reporting illegal images transferred across their networks
- Experienced in the program management of several multi-million (+5M) dollar projects for private, non-profit and governmental organizations, to include project, staff, and budget oversight
- Assists with National fundraising efforts used to sustain selected operational components
- Created and implemented several fundraising strategies to support non-profit organizations, to include the first ever 10K race, used to raise awareness and enhance community support

PROFESSIONAL HISTORY

National Center for Missing and Exploited Children (NCMEC):

Alexandria, Virginia

September 2012 – Present

Executive Director: *Missing Children Division*

- Responsible for managerial oversight of programs and activities for over 75 Missing Children Division staff, with a focus on case management units and call center operations
- Responsible for the development and monitoring of performance measures for services that can be used to evaluate outcomes tied to funding provided by public and private sources
- Responsible for the division's multi-million (+10M) dollar budget, statistical reporting, and strategic planning
- Define strategies and tactics for both internal and external objectives that focus towards providing exceptional service to the end customer
- Oversee the NCMEC implementation, technical review, and use of the Amber Alert secondary activation system and the Wireless Emergency Alert system
- Oversee multiple operational focus groups used to identify and eliminate internal process redundancies

- Manage staff across five (5) separate regional offices in California, Florida, New York, Texas, and Virginia
- Oversee the handling of incoming case reports, requests for technical assistance, and supervise daily assignments of case responsibilities to the individual Case Management teams
- Manage work products for organizations such as Nlets, the National Missing & Unidentified Persons System (NamUs), Social Service agencies, Federal Emergency Management Agency, and the American Red Cross
- Versed in the areas of Family Abductions, Non-Family abductions, Endangered Runaways, Children missing from care, Children missing with special needs, and Child Sex Trafficking
- Managed internal service gaps by collaborating with Human Resource Training and external training groups to deliver our first-ever internal “Communicating in Spanish” training class series
- Oversee the operations of two Call Centers that provide 24/7 coverage, to include staff, budget, and program management of all call-center technologies
- Deliver informational and technical lectures to federal, state, local, and international government agencies
- Represent the National Center for Missing and Exploited Children in both print and video news interviews
- Work closely with Federal, State and local law enforcement agencies, as well as non-profit groups and the general public to assist with the reunification of children with their families
- Implement programs and policies focused on streamlining work-flow, enhancing services, and reducing cost
- Present status updates and new program initiatives to the NCMEC Board of Directors

National Center for Missing and Exploited Children (NCMEC):

Alexandria, Virginia

September 2010 – September 2012

Executive Director: Emergency Communications

- Coordinated the efforts of Federal, State and regional disaster experts to create the first-ever Post Disaster Reunification of Children guidance document that will be used by State and local emergency planners
- Served as the administrator and program manager for the National Emergency Child Locator Center (NECLC) to include budget development, operational monitoring and performance reporting
- Developed and implement NCMEC’s Call Center strategic plan, focused on long-range objectives to enhance overall effectiveness
- Provided oversight for all elements of the divisions operations and process improvements
- Developed and maintain relationships with appropriate external entities such as the Federal Emergency Management Agency (FEMA), Red Cross, and other governmental and non-governmental agencies
- Chaired a private sector advisory committee focused on reviewing new and emerging call center technologies
- Assessed the feasibility of implementing new technologies and procedures into current processes, such as Next-Generation 911 (NG911) and Short-Message-Service (SMS) communications
- Provided overall direction for the staffing and management of the NCMEC Call Center
- Program manager, to include the design, development, budget oversight, and implementation of all plans to rapidly expand and/or relocate call center operational capabilities
- Program manager, to include the design, development, budget oversight, and implementation all call center operational exercises with private sector and government agencies

Federal Emergency Management Agency (FEMA):

FEMA Headquarters, Washington DC

May 2008 – September 2010

Program Specialist: Mass Care and Emergency Assistance Section / ESF #6 / Recovery Division

- Served as a subject matter expert for Mass Care / ESF #6 within the FEMA Recovery Division
- Supported Federal, State and local Governments as a member of the operational component within the Mass Care and Emergency Assistance Section
- Certified Contracting Officers Technical Representative (COTR/COR), responsible for selecting and overseeing federally managed contracts specific to FEMA’s Individual Assistance Division

- Served on the NCMEC call-center technical review panel; a group designed to review the implementation of Next-Generation 911 (NG911) capabilities
- Coordinated with internal partners and external agencies to maximize the effectiveness of the branch through project management, budget analysis and contractor management,
- Coordinated with Federal, State and local government staff and non-government organizations such as the American Red Cross, to ensure identification of strengths and shortfalls in Mass Care plans
- Program manager, to include the design, development, budget oversight, and implementation of a multi-million dollar (+4M) three tiered technical evacuation support tool that will be utilized by local, State and Federal governments to organize citizens throughout a disaster evacuation
- Served as FEMA's Mass Care subject matter expert for emergency preparedness operations plans for topics such as: Improvised Nuclear Devices, Radiological Dispersion Devices, Federal Strategic Plan for Improvised Nuclear Devices and the Terrorist Use of Explosives plans
- Managed relationships with other Federal Agencies, such as Health and Human Services, Federal Bureau of Investigations and Immigration and Customs Enforcement, to design disaster focused plans and large scale exercises
- Served as Acting Mass Care Section Chief in the absence of senior leadership
- Served as Deputy Director of the Mass Care and Emergency Services Branch of the National Response Coordination Center during Federal emergency responses
- Provided briefings to the Administrator and Deputy Administrator of FEMA on Mass Care's progress during disaster response and recovery efforts

America Online, Inc. (AOL):

Dulles, Virginia

January 1995 – April 2008

Technical Director; November 2003 to April 2008

- Utilized innovative technology solutions to improve the safety of customers, streamline specific processes, create program efficiencies and reduce program costs
- Over 13 years of experience in managing technical legal compliance processes, budgets, and staff
- Responsible for the division's multi-million dollar budget, statistical reporting, and strategic planning
- Recognized as an Expert Witness representing AOL in Federal, State and Local criminal trials
- Serve on the NCMEC call-center advisory committee and previously served as chair of the Technology Coalition, member of the Financial Coalition and managed the NCMEC relationship for both FEMA and AOL
- Represented AOL as a guest speaker at nationally recognized conferences and seminars
- Managed the 25 person Investigations and Compliance team for the AOL corporation
- Program manager, to include the design, development, budget oversight (+2M), and implementation AOL's 24/7 law enforcement assistance call-center
- Evaluated call-center performance on a continuing basis to establish proper measures of performance, staffing, and budget requirements
- Acted as the Senior Technical Investigator for crimes such as the Columbine school shootings, DC Sniper Task Force, and thousands of child exploitation crimes
- Program manager, to include the design, development, budget oversight (+3M), and implementation of AOL's first file identification system used to identify, report, and block inappropriate and illegal child exploitation photos passing through any of the AOL networks
- Maintained the technical relationship with NCMEC, as well as other private sector corporations such as MySpace, Google, Yahoo, Craigslist and E-Bay
- Designed and deployed the first expansion call-center within the AOL campus that is used to support the National Center for Missing and Exploited Children and their disaster response needs
- Coordinated with International law enforcement agencies to design and enhance technical capabilities in response to certain international laws, such as RIPA2000

EDUCATION

George Washington University: Washington D.C.

- Doctor of Engineering, Engineering Management – D.Eng.
August 2015 – December 2017

Shenandoah University: Winchester, Virginia

- Masters of Business Administration (MBA)
- Graduate Certificate, Management Information Systems (MIS)
August 2007 - January 2009

Shenandoah University: Winchester, Virginia

- Bachelor Degree, Business Management
- Minor: Information Systems
August 2001 - June 2003

Northern Virginia Community College: Annandale, Virginia

- Associate Degree, Administration of Justice
August 1997 – June 2000

SECURITY CLEARANCE

United States Department of Homeland Security:

- Public Trust Clearance received 2008, renewed in 2010
- Expired/Lapsed in good standing

United States Department of Justice:

- Top Secret Security Clearance received 1996 and renewed 2006
- Expired/Lapsed in good standing

COMMUNITY INVOLVEMENT

New Kent Fire - Rescue:

New Kent County Virginia

February 2015 – February 2016

Operations Battalion Chief (Career / Part-Time)

Nationally Registered Emergency Medical Technician – Basic (NREMT-B)

- Incident Command Officer responsible for the management of large scale emergencies
- Supervises fire/rescue staff and perform related human resources functions and paperwork
- Responsible for the overall management and productivity of assigned staff
- Responsible for accountability and inventory of all county and New Kent Fire-Rescue (NKFR) assets
- Assures all New Kent County Personnel Policies, directives and internal policies are administered fairly and that all employees are held accountable
- Serves as the point of contact for all New Kent County Volunteer Fire - Rescue organizations
- Responsible for the creation and implementation of all fire and rescue Standard Operating Guidelines
- Guest speaker for community events targeted towards community education
- Represent the organization at Fire-Rescue regional meetings

Sterling Volunteer Fire Company:

Sterling, Virginia

March 1996 – Present (Gold-Life Member)

- **Senior Operational Officer / Incident Command Officer**
 - Certified senior operational fire-ground officer for a volunteer organization with over 150 volunteers responding to over 4300 emergencies per year.
 - Incident Command Officer responsible for the management of large scale emergencies
 - Former Assistant Fire Chief responsible for all fire ground department operations
- **President and Chairman of the Board: November 2002 – January 2006**
 - Responsible for planning and management of a \$1.3 million budget and over \$8 million in assets
 - Responsible for the statistical reporting, as well as strategic planning
 - Managed Human Resources for over 150 active members
 - Guest speaker for fundraising and community events targeted towards large groups or single individuals
- **Vice President / Board of Directors: November 1998 - November 2002**

Notary Public, Commonwealth of Virginia

October 2018 – July 2022 (current end of commission)

Shenandoah Mountain Rescue Group:

Mid-Atlantic Region

January 2009 – May 2012

- Search Team Member trained in mountain navigation, survival training and patient egress

National Weather Service:

Northern Virginia Region / Certified Skywarn Storm Spotter

December 2007 – Present

AWARDS, RECOGNITION, & SPEAKING EVENTS

- **Panel Speaker, Missing and Unidentified Persons Conference, September 2017**
- **Keynote Speaker, Team HOPE Conference: August 2017, 2018**
- **Internet Crimes Against Children Conference, 2015**
- **Federal Bureau of Investigation, Violent Crimes Against Children Section: November 2014**
 - Recognized for my involvement and support of Operation Cross Country 8, which assisted in the recovery of 169 child victims and 281 arrests of traffickers
- **Loudoun County Chamber of Commerce Life Saving Unit Citation Award: March 2014**
 - Recognized by the Loudoun County Chamber of Commerce for leading a crew of firefighters who successfully saved a life in February 2013 while faced with uncommon circumstances
- **National Level Exercise (NLE) Planning Summit Speaker: 2011 & 2013**
 - Guest speaker for strategic planning and kick-off for the 2011 and 2013 NLE
 - Recognized by the Director of the National Exercise Division for my support and participation
- **Dallas Crimes Against Children Conference Guest Speaker: August 2013 & August 2014**
 - Guest speaker to discuss post-disaster family reunification and missing child resources
- **FEMA Guest Speaker: March 2010**
 - Speaker at the 2010 National Hurricane Conference, 2010 Individual Assistance Conference and the 2010 National Planning Conference.
- **Recipient of the John Scholl Family Scholarship: January 2009**
 - Partial graduate scholarship awarded the best over-all student, specifically focusing towards a high GPA and strong community service involvement.
- **FEMA Team Recognition Awarded to ESF# 6, Mass Care Unit: October 2008**

- Team member within the Mass Care Unit, recognized for outstanding programs and implementation
- **AOL Legal Recognition Award: May 2008**
 - Recognized by AOL's Public Safety and Criminal Investigations Group for accomplishments and years of service to the corporation.
- **Mississippi Disaster Relief: May 2007**
 - Recognized by the Sterling Fire Board of Directors for organizing and leading a group of members to Pearlinton, Mississippi with the mission to rebuild homes destroyed in wake of hurricanes Katrina / Rita.
- **AOL's Future Stars Program: February 2006**
 - Nominated by Sr. leadership to attend AOL's Future Stars program; a program designed to build future Sr. leaders in an ever-changing technical environment.
- **AOL's Service Award: January 2005**
 - Recognized by AOL's Executive leadership for years of service to the corporation.
- **Pentagon Response Fire Fighter: September 2001**
 - Recognized by the Sterling Fire Company for my firefighting actions at the United States Pentagon on September 11th 2001.
- **Emergency Action Award presented by Sterling Fire Company: January 2001**
 - Recognized for actions on a specific emergency that went above and beyond the call of duty.
- **AOL Network Team Award: March 1998**
 - Recognized by AOL's Senior leadership for being a member of the team responsible for scaling AOL's network
- **Fire Fighter of the Year: January 1998**
 - Recognized by my peers as the Sterling Volunteer Fire Company's fire fighter of the year.
- **AOL Guest Speaker: 1996 – 2008**
 - Recognized on numerous occasions by Federal and State law enforcement agencies as well as non-profit groups for speaking at conferences and events