

Isabel Vázquez, MBA

- Education and Credentials:
 - M.B.A Health Services Administration – Quantitative Methods, 1994 – Central Michigan University – Mount Pleasant, MI
 - B.S. Natural Sciences - Mathematics, 1990 – Universidad de Puerto Rico – Río Piedras, PR
 - Certificate Program – Psychology of Leadership, 2018 – Cornell University
- Professional Experience
 - As Division Chief of the Intelligence Integration & Emergency Management Operations Division, I was responsible for developing current and proposed emergency management projects and activities as assigned by the Assistant Director and by the Deputy Assistant Director (DAD). As such, I ensured the implementation of current programs that met operational requirements and that were consistent with policies and regulations.
 - At the Emergency Management Unit (EMU), I led all efforts as they related to the response, recovery, and continuity of operations of all of ICE (both Homeland Security Investigations and Enforcement and Removal Operations). I oversaw the unit that serves as the U.S. Immigration and Customs Enforcement (ICE) emergency preparedness coordinator for incidents of national significance and provides ICE programs with the requisite oversight, guidance, and resources during emergent events. This included providing ICE-wide incident management and ensuring continuity of operations through the development and execution of all-hazards plans, policies, and procedures; the testing, training and exercising of those critical documents; internal and external reporting coordination; utilization of emergency communications tools; the management and oversight of the Continuity of Operations program and the ICE Rapid Response Team program; and management of the primary ICE Alternate Operating Facility and devolution sites.
 - I led the HSI unit responsible for managing the Emergency Relocation Site and establishing future devolution sites, managing the COOP program nationwide and the Occupant Emergency Plan. EMU is responsible for ensuring that medical countermeasures are available to ICE employees and detainees in the event of any attack, such as an anthrax attack. There are approximately 26 sites that have been identified nationwide, to include the NCR, where the medical countermeasures are being stored. Emergency Response is a priority for EMU and as such, I managed the Rapid Response Team (RRT) program composed of 14 teams located throughout the US ready to assist ICE offices and local law enforcement in emergency and disaster situations. I ensured those 14 RRTs were adequately trained and equipped.
 - At the HSI Tip Line, I resurrected a somewhat troubled unit and restored it to its original glory by methodical assessment and prioritization of inefficiencies and lack of resources. The ICE HSI Tip Line serves as a national intake center to receive, analyze, document, and disseminate investigative leads regarding more than 400 sections of law enforced by the U.S. Department of Homeland Security (DHS). The ICE HSI Tip Line serves as a conduit for the general public and other government and non-government agencies to report suspicious activity and allegations of customs and immigration related crimes. I ensured that the HSI Tip Line Investigative Analysts were equipped with mission critical training, knowledge, and experience needed to quickly disseminate actionable leads to the responsible DHS field office in support of the DHS mission to protect the homeland. Human Trafficking was a big mission set, that I had to implement while leading the center.
 - Adjunct Professor, Department of General Studies, University of North Dakota, Grand Forks, ND - 08/01/1990 to 12/31/1992
 - Adjunct Professor, Department of General Studies, Colegio Universitario de San Juan, San Juan, PR – 08/01/2013 – 05/31/2015

- US Customs Service Instructor & Course Developer both at FLETC in Glynco, GA and at Charleston, SC – 03/01/1996 – 12/31/1997