



Lane Cruz

Resident Unit Manager

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STRENGTHS



Unit Operations

Directed housing coverage, movement, programs, and daily readiness. Colleagues sought practical decisions when unit conditions shifted.



Staff Direction

Set clear priorities for counselors and custody staff during busy shifts. Coaching helped expectations stay consistent across posts.



Resident Communication

Used structured conversations and firm boundaries during counseling work. Residents received clear answers, and staff gained useful context.



Security Judgment

Handled conflicts, movement concerns, and emerging risks through procedure and de escalation. Calm decisions supported safe operations.



Documentation

Reviewed reports, logs, and case records for clarity. Supervisors could act faster when important facts were easy to find.

SKILLS

Custody Operations

Housing Unit Management

Staff Supervision

Prisoner Movement

Property Control

Prisoner Programs

SUMMARY

Correctional operations leader with nine years of adult facility experience across **housing unit** supervision, prisoner counseling, custody operations, staff direction, movement control, property accountability, and institutional programs. Progressed from direct custody assignments into counseling and first line supervisory roles, building practical judgment in secure housing operations and resident management. Directs staff, resolves unit issues, coordinates **prisoner movement**, supports structured activities, and maintains orderly conditions across high accountability environments. Applies **correctional procedures**, **ethical standards**, documentation practices, de escalation methods, and sound judgment when decisions affect security, programs, property, and daily readiness. Bachelor of Science in Criminal Justice supports continued growth in correctional management. Leadership experience can help maintain safe housing operations, clear staff expectations, accountable property practices, and consistent resident services.

EXPERIENCE

Assistant Resident Unit Supervisor

Northwoods Justice Center 📅 January 2024 to Present 📍 Escanaba, MI

Directs adult **housing unit** operations, staff assignments, movement control, property accountability, scheduled activities, documentation, and daily readiness. Coaches counselors and custody staff while coordinating with programs, health services, classification, and custody leadership.

- Directed housing operations, custody coverage, counselor assignments, movement, property, and scheduled **activities** each day.
- Set unit priorities and resolved movement, housing, program, and accountability issues while preserving **security**.
- Reviewed significant events and staff records, directing timely follow up and procedural responses.
- Coordinated **custody**, **programs**, health services, and classification when resident needs affected housing decisions.
- Monitored **housekeeping**, property, and common areas through rounds, assigning corrective action when standards fell short.
- Coached counselors and custody staff on boundaries, documentation, communication, and consistent unit procedures.

Prison Counselor

Superior Corrections Group 📅 May 2021 to December 2023 📍 Marquette, MI

Managed an adult correctional caseload within secure housing, combining resident counseling, custody coordination, movement support, program access, documentation, and property issue review. Served as a practical resource for newer staff.

- Managed an adult caseload while balancing counseling, **custody**, movement, and program requirements.
- Evaluated resident requests and adjustment concerns, coordinating referrals without weakening **security** controls.
- Facilitated structured contacts and program participation through clear boundaries and behavioral expectations.
- Communicated schedules, restrictions, and case considerations to custody staff during movement periods.
- Investigated property and unit concerns through records review and resident interviews, supporting supervisory decisions.
- Guided newer staff on case records, resident communication, and counseling relationships with custody operations.

Corrections Shift Supervisor

Lake State Correctional Operations 📅 July 2019 to April 2021 📍 Iron Mountain, MI

Case Management

Incident Response

Correctional Documentation

Ethical Standards De escalation

Operational Readiness

Security Practices

Resident Counseling

Housekeeping Standards

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

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MONTHS

Supervised front line custody staff during assigned shifts, maintaining post coverage, controlled movement, **incident response**, documentation quality, briefings, coaching, and consistent application of institutional rules.

- Supervised **custody** staff, post coverage, movement controls, and responses to emerging shift issues.
- Led shift briefings that converted institutional priorities into assignments, **security** expectations, and resident concerns.
- Coordinated controlled movement for meals, programs, recreation, services, and housing changes.
- Reviewed incident reports and log entries, directing follow up when records required correction.
- Resolved security concerns through **correctional procedures, de escalation**, and timely command communication.
- Reinforced accountability through post checks, coaching, and consistent professional conduct standards.

Resident Unit Officer

Peninsula Secure Services 📅 October 2017 to June 2019 📍 Sault Ste. Marie, MI

Maintained direct **custody and security** within adult housing units, supporting resident counts, controlled movement, inspections, programs, property records, housekeeping, safety, and supervisory documentation.

- Maintained direct **custody** through resident monitoring, counts, controlled movement, and daily housing supervision.
- Conducted **security** rounds and inspections, reporting property, **housekeeping**, and safety concerns for correction.
- Applied institutional rules consistently and documented behavior, requests, and significant events.
- Supported programs and activities by verifying movement authorization before, during, and after transitions.
- Managed routine property issues under facility procedures, preserving accurate records and secure handling.
- Coordinated with supervisors, counselors, programs, and custody staff while building sound correctional judgment.

PROJECTS

Housing Unit Readiness Review 📅 2025

Safe units depend on visible standards. Reviewed housekeeping, property control, movement readiness, staff coverage, and documentation practices, then identified practical correction points for daily operations.

Resident Movement Coordination Plan 📅 2024

Movement reveals operational discipline. Mapped schedules for programs, meals, recreation, services, and housing changes while preserving accountability, communication, and custody controls.

LEADERSHIP & AWARDS

- Received Correctional Supervisor Leadership Training recognition in 2025 after completing advanced supervisory development.
- Recognized by peers as a dependable resource for resident communication, case documentation, and unit operations.
- Selected for increasing responsibility from resident unit officer through counselor and assistant supervisor roles.

EDUCATION

Bachelor of Science in Criminal Justice

Northern Michigan University 🎓 GPA: 3.5 📅 2017 📍 Marquette, MI

Coursework: *Correctional Administration, Criminal Law, Ethics in Criminal Justice, Human Behavior*

CERTIFICATIONS

- Correctional Supervisor Leadership Training 📅 2025
- Crisis Intervention and De escalation Training 📅 2026

TECHNICAL SKILLS

- **Correctional Operations:** Housing units, custody operations, institutional safety
- **Security Management:** Resident accountability, security rounds, post checks
- **Movement Control:** Prisoner movement, movement authorization, controlled transitions
- **Property Administration:** Property control, property records, secure handling
- **Program Coordination:** Prisoner programs, scheduled activities, recreation
- **Staff Supervision:** Staff assignments, shift briefings, coaching
- **Case Management:** Resident counseling, case records, referral coordination
- **Incident Management:** Incident reports, log entries, command communication
- **Facility Readiness:** Housekeeping inspections, common areas, corrective action
- **Professional Standards:** Correctional procedures, ethical standards, training requirements
- **Safety Response:** Crisis intervention, de escalation, conflict response
- **Interagency Coordination:** Health services, classification, program personnel

PROFESSIONAL AFFILIATIONS

- Supports professional correctional collaboration through daily coordination with custody, counseling, programs, health services, and classification teams.
- Maintains active professional commitment to ethical correctional practice, safe housing operations, and respectful resident communication.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST