Jordan Mercado

Detention Officer

Detention officer with 2 years of direct inmate supervision in a 1,900-bed county jail housing pretrial and sentenced adults. Trained in defensive tactics, crisis de-escalation and first aid, with careful report writing that holds up in court reviews. Enforces institutional rules firmly and fairly and keeps sound judgment under pressure.

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Experience

Detention Officer

Santa Rita County Sheriff's Department • Tucson, AZ

08/2024 - Present

1,900-bed county jail with direct-supervision housing units.

- Monitor a direct-supervision housing unit of up to **64** inmates, completing security checks every 30 minutes.
- Conduct cell and pat contraband searches, recovering 40+ weapons, drugs and altered items in 2025.
- Coordinate inmate movement to court, medical and visitation, about 25 escorts per shift.
- Document incidents, rule violations and use of force in the jail records system before shift change.

Security Officer

Saguaro Security Group • Tucson, AZ • 03/2022 - 07/2024

Contract security for hospitals and office campuses.

- Patrolled a 6-building hospital campus and wrote daily activity reports for site managers.
- Handled 15 disturbance calls a month in the emergency department, calming patients and visitors.
- Verified IDs and logged 300+ visitors a day at the main entrance desk.
- Trained 4 new officers on post orders, radio use and incident reports.

Skills

Inmate Supervision
Defensive Tactics
Contraband Searches
Security Checks
Report Writing
Crisis De-escalation
First Aid , CPR
Sound Judgment
Communication Skills

Education

Associate of Applied Science

Pima Community College

Tucson, AZ

05/2022

Administration of Justice

Certificates

Detention Officer Academy Certificate

Santa Rita County Sheriff's Department Training Academy

10/2024

CPR and First Aid

American Red Cross

01/2026