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| LukeHoffmann |

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# Public Sector Experience

### *May 2019 - Present*

##### HUMINT Collection Manager/Defense Intelligence Agency, Washington DC

### Generated collection platforms’ operating directives & focused collection efforts.

### Enabled collectors’ responsiveness to Department of Defense and national security information requirements.

### Ensured the production of quality reporting and collaboration across the intelligence community to effectively focus and oversee Human Intelligence Operations.

### Graduated HUMINT Collection Manager Course, November 2019

### Promoted July 2020 from GG – 07/6 to GG – 08/5

### Received special recognition from Lt. Gen. Berrier for being DIA’s Rising Star for October 2020.

### Hours per week: 40; SERIES 0132 PAY PLAN GG Grade 09 STEP 04

### *August 2018 – May 2019*

##### Election Manager & Recording Assistant/Douglas County Clerk & Recorder, Castle Rock, CO

* Assisted in the execution of the 2018 State & National election as an election manager for Douglas County.
* Supervised small teams of election judges and oversaw the counting and collection of ballots.
* Was responsible for the safe handling and transfer of ballots.
* Was promoted after the election period and transferred to the main recording office once election duties subsided.
* Trained in the usage of CDOR and other data management systems, and duties frequently included data entry & quality control.

HOURS PER WEEK: 40-50

### *May 2015 – August 2015*

##### Intern/US Embassy Oslo, Oslo, Norway

* Provided assistance and was trained on the handling of U.S. citizen passports in consular affairs.
* Oversaw the arrival of a US Congressional Delegation to Norway, and managed some logistics relating to the event.
* Was assigned to consular affairs for half of the internship, and political/economic affairs for the other half, duties varied for each.
* Conducted visa processing and biometric screening for foreign nationals wanting to come to the U.S.
* Participated in meetings with Norwegian officials at official events.

HOURS PER WEEK: 40-50

### *May 2014 – August 2014*

##### Intern/US House of Representatives, Aurora, CO

* Interned for Congressman Mike Coffman, Colorado 6th District (2009-2019).
* First point of contact for constituents, recorded their concerns and provided them with resources, or referred them to the appropriate member of staff.
* Managed data entry and other administrative tasks in support of the office
* Participated in official events.

HOURS PER WEEK: 20-30

# Private Sector Experience

### *October 2017 – February 2018*

##### Concierge/VISA Card Services, Fort Collins, CO

* Answered calls from high-level cardholders and provided them with lifestyle, entertainment, and travel solutions
* Educated in how to be succinct, polite, and proper over the phone in a multi-month training program
* Used investigative skills and critical thinking to problem-solve for clients with unique and sometimes challenging requests.
* Was promoted from handling VISA Signature cardholders to VISA Infinite cardholders
* Worked long periods independently and without direct supervision, was entrusted with sensitive cardholder information.

HOURS PER WEEK: 40

### *December 2016 – August 2017*

##### Leasing Specialist/Campus Crossings at Rams Pointe, Fort Collins, CO

* Focus on customer service for both current and prospective residents, including the creation of new leases, and the troubleshooting/explanation of existing ones.
* Trained and took part in marketing/outreach to prospective residents.
* A general focus on day-to-day office support, including mail sorting & handling, filing, and event planning

HOURS PER WEEK: 40

# Education/Certificates

### August 2017

##### Bachelor of Science in Psychology/Colorado State University, Fort Collins, CO, August 2017

##### Security+ Certification/CompTIA, July 2021

# Awards and Recognition

* Leadership Award, U.S. State Department, August 2015
* DIA Rising Star, Defense Intelligence Agency, October 2020