**QUALIFICATION SUMMARY**

A detail-oriented profession with over 10+ years’ experience in a range of work environments, assisting high level government customers with program deliverables. A servant leader with a bachelor’s in Business with a concentration in Information Technology. Graduate student seeking a M.A. in Human Services Counseling with a Business Cognate. Active TS/SCI clearance

**EDUCATION**

**Bachelors in Business/IT**, February 2021

*ECPI University,* Manassas, VA

**Master’s in Human Services Counseling with Cognate in Business**, February 2022

Liberty University, Lynchburg, VA

**CERTIFICATION**

**Public Sector Data Governance Professional –** Institute for Certification of Computing Professionals

**SKILLS**

|  |  |
| --- | --- |
| * Data Governance | * Client Relations |
| * Strategic thinking | * Collaboration |
| * Communication skills | * Interpersonal skills |

**WORK EXPERIENCE**

**Business and User Requirements Support**  February 2021 – Present

*R2C,* Arlington, VA

* Identify customers’ needs to develop of privacy policies and enhance privacy protections.
* Prepares drafts of Privacy Oversight sections of congressionally mandated reports.
* Gathers all relevant information concerning customer programs and systems collecting personally identifiable information, to support the conduct of privacy complaint processing

**Change Management Specialist**  September 2020 – January 2021

*Stellar Solutions,* Chantilly, VA

* Supported the execution of the Enterprise Risk, Issue, and Opportunity Management (RIOM) Process.
* Coordinated and reviews risk/issues/opportunities responses, assessments, and positions including preparing briefings, capturing results, and updating risk reporting and decision-making documentation in support of Board Reviews and Working Group meetings

**Risk Project Engineer** March 2019 – September 2020

*Apogee Integration,* Chantilly, VA

* Detail the major job functions of the position here, beginning with most important tasks first.
* Starts each phrase with an action verb in the present tense for current position, and past tense for past positions.
* Developed new process metrics for process improvement that help determine how well the overall process is working using the customer tool and Microsoft Office suite

**Air Combatant Command Unite Reserve Analyst** October 2017 – March 2019

*R and K Enterprise Solutions,* Newport News, VA

* Perform analytic and administrative tasks related to program analysis, planning, programming, management, and resource utilization of approximately 350 Intelligence Individual Mobilization Augmentees (IMAs) assigned to ACC staff and units.
* Prepare annual MPA man-day tasks submission to the Reserve Management Group to include Overseas Contingency Operations (OCO) and Critical Steady State (CSS) days in accordance with Air Force Instruction (AFI) 36-2619, MPA Man-day Program.
* Utilize and manipulate the M4S database to process and validate AFR/ANG intelligence man-day requests, ensure data integrity, and perform data retrieval to support leadership decision-making processes.

**Logistics Analyst Senior** January 2017 – October 2017

*ManTech International,* Chantilly, VA

* Received and correlated staff inputs for taskers, requests for information (RFIs), and other staff data calls to support NRO requirements.
* Professionally interact with senior-level directors and/or agency heads.
* Knowledge of acquisition procedures, logistic support concepts, material change management, quality assurance, procurement, production and supply.
* Showed the ability to act as an advisor, and consultant in related areas of logistics management with government representatives, contractors and customers/users.

**Claims Representative** May 2016 – December 2016

*Social Security Administration,* Macon, GA

* Conducted interviews with the public to obtain, clarify, and verify information about initial and continuing eligibility for retirement, survivors, disability, health insurance benefits, and eligibility for supplemental security income including State supplements.
* Examined evidence to evaluate its validity and acceptability in establishing entitlement to benefits, and when necessary, took required developmental action to insure that all available relevant evidence is obtained.
* Analyzed legislation, regulations, and executive directives to determine their relevance to the organization’s plans, programs and activities. Served as a point of contact for information about program evaluation activities. Controlled pending issues or scheduled future actions, and released complete, correct notifications of benefit determinations. Explained benefit programs and entitlement criteria, conducted interviews, identified issues, gathered relevant evidence, adjudicated claims, and input data necessary to generate the award and notification letters for customer payments.

**Religious Program Specialist**  December 2011 – May 2016

*United States Navy,* Newport News, VA

* Scheduled meetings, answered phones, filed documents, maintained calendars for senior government officials, and provided back-up support to other front office staff.
* Served as travel budget manager for naval executives and managed all aspects of travel, including transportation coordination, orders preparation and travel claims process using DTS.
* Assisted in the development and coordination of staff briefings, bullet-background papers, and other reference materials, including dissemination via e-mail and other online methods, and posting to SharePoint, other websites, and shared directories.
* Provided leadership and support to subordinates, incoming sailors and their families.
* Served as the primary point of contact for all religious affairs and resource management for a command that was over 1500 service members. Planned and organized major command-wide events to include retreats for their families to develop personal and professional life skills.
* Developed, maintained and fostered effective relationships with clients providing updates and resolving any issues/concerns promptly to ensure their satisfaction.