Chris A. Dumesnil

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Higher Education

BS-ELECTRONICS ENGINEERING (COMPUTER ENG. SPECIALTY) | MAY 1987 | UNIVERSITY OF SOUTHWESTERN LOUISIANA (NOW CALLED - UNIVERSITY OF LOUISIANA IN LAFAYETTE)

PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION | APRIL 2009-APRIL 2018 | PROJECT MANAGEMENT INSTITUTE

LEADERSHIP FOR A DEMOCRATIC SOCIETY | APRIL 2017 | FEDERAL EXECUTIVE INSTITUTE

Skills & Abilities

ACHIEVE RESULTS

- Led the consolidation of the FAA Academy Collective Bargaining Agreements (CBA) for management with the Professional Association of Aeronautical Center Employees (PAACE) union president into one CBA for the Academy, which simplified the contractual language for management and the union.
- Supported Air Traffic Training by constructing a simulated enroute automation lab at one-tenth the cost of Lockheed Martin's quote. The lab was installed and delivered on time and in budget providing for a critical timely ramp-up in Air Traffic training.

LEADING CHANGE

- Successfully completed the requirements of one of the FAA Administrator's Risk-Base Decision Making (RBDM) sub-initiatives to determine the functional competencies to perform risk and data analytics.
- In an effort to reduce rising printing costs, I was the first to test the concept of using portable digital devices to train technicians, eliminating the need to print material for each class. Students were still able to markup their training as before with the added benefit of not having to mail bulky material back to their reporting location. Instead, it was simply emailed or stored on a thumb drive. The concept has grown and is now being utilized more abundantly. The initial printing savings estimated to be approximately $80,000 per year but grew to approximately $400,000 in upcoming years for the division.

LEADING PEOPLE

- Improved employee engagement from 44% to 75% in first year of implementation, based on Gallup's survey from 2017 to 2018.
- 25 years of experience hiring and managing federal employees. Supervised 31 direct reporting employees (30 instructors and 1 administrative assistant).
- Managed a division of 150 employees consisting primarily of technical instructors (120 FTE and approximately 60 man-years of contractors), supervisors, branch managers, deputy manager, administrative staff, contract specialist, technical writer, instructional system design specialists, contract graphics artist, correspondence study and programmers (web designers, sever maintenance and testing). The division trained thousands of technician and engineers annually onsite with instructor-led classes, even more offsite using distance learning and through our correspondence study office.
- Elected Chairperson for Central Service Area (CSA) Technical Operations Supervisor Committee (TOSUPCOM) from 2005-2006 representing all CSA Technical Operations Frontline Managers. Helped

develop and instruct Frontline Managers Operational Workshop to bring new managers up to speed faster.

- Elected Chairperson for Southwest Region Airway Facilities Supervisors Committee (AFSUPCOM) from 1996-1997 representing all Southwest Region Airway Facilities Frontline Managers.

BUILDING RELATIONSHIPS

- Shortly after becoming the division manager in my last position, I discovered there was a stressful relationship with our partner organization. Through repeated meetings and unifying our mission and goals; I was able to reestablish a relationship of trust within two months and was even asked to participate as a member of one of their hiring selection teams.
- Led many diverse teams to success as project manager for national teams such as RBDM project, Staff Study research team for the FAA's Senior Vice President, and championed the Technology Roadmap team. Formulated a division-wide Visionary team from different sections of the FAA Academy Technical Training Division with the blessing of the current division manager to conceive, plan and implement new ways to use current technology in training. Led the EOSH Training Committee to monitor and resolve safety concerns throughout the FAA Academy.

MEETING GOALS

- After completing the first phase of the Risk Based Decision Making (RBDM) task above as project manager for the team, we were one of the few teams that completed the effort we were assigned. This led to the team being asked to perform the second phase of the effort. During the second phase our sponsorship changed leaving me with a larger role in dealing more directly with senior executives at National Headquarters. The team completed its mission and deliverables on time with me managing the team as the project manager.

FORMULATE AND EXECUTE BUDGET

- Based on the customers requirements during the call for training, formulated a budget for onsite student training travel, lodging and per diem; determined the numbers of full-time and contract instructor requirements for each course, correspondence study materials, server maintenance and licenses, office supplies, etc. Managed an annual budget of approximately $20 million working closely with the customers weekly to ensure spending was on track.

ANALYZE PROBLEMS

- Supervised a workforce of 30 instructors that provided over 2000 instructor-led and eLearning training classes in classrooms and laboratories that were housed in 3 buildings and additional outdoor locations. Some of the labs were interdependent of more than one course and could not be scheduled concurrently. Likewise, some classrooms were shared between courses for space utilization and could not run concurrently. Utilized a Microsoft product called Project to load all of the resources (instructors, classrooms and labs) and class schedules; was able to easily identify instructor and classroom loads, identify and resolve conflicts, adjust as changes were encountered and report schedules to upper management.

PLAN AND ORGANIZE WORK

- Managed a 150-employee workforce that developed and provided technical training onsite and offsite via classrooms and laboratories, eLearning and through correspondence study. Approximately 4000 students were trained on-site annually with over 10,000 utilizing eLearning and correspondence study training.

COMMUNICATE EFFECTIVELY ORALLY AND IN WRITING

- Chairperson for the FAA Academy EOSH Training Committee which was a safety team that brought together managers and bargaining unit employees from all divisions for the purpose of identifying and resolving environmental safety issues. Developed agendas and presentations as well as led the discussions during the meetings. Maintained order when discussions got out of hand and ensured full participation of members.

Experience

DIVISION MANAGER | FAA ACADEMY – AMA-400 | FV-855-K | DECEMBER 2017 – AUGUST 2018

- Responsible for overall division planning, management, and direction including acquisitions, development, evaluation, and implementation of Technical Operations Academy training.
- Final authority for selections, promotions, disciplinary actions, training, awards, grievance resolution, and equity of performance standards and evaluations for the division.
- Establish goals and objectives for the division and for the development of a professional workforce to accomplish division programs; develops requirements for budgetary support, personnel, space and equipment programs and manages division resources.
- Communicates and reinforces EEO policies and programs in all areas of responsibilities, including selection, training, and promotion. Promotes fair and equitable treatment of all employees.
- Makes recommendations and/or final decisions involving technical, financial, administrative, and acquisition issues. Integrates and coordinates the work of inter-functional groups, recommends resource allocations, provides leadership in developing, implementing, evaluating, and improving processes and procedures to ensure effectiveness, efficiency, and productivity of the organization; reviews and approves reports and documentation to assure they accurately reflect the policies and vision of the Academy and agency.
- Took over Division that was nearly four times larger than my previous Division at my manager's request. Led the use of virtual reality goggle, Hololens, technology as a training option and was asked to present the technology at the Annual Training Conference, which resulted in many favorable reviews from the audience.

DIVISION MANAGER | FAA ACADEMY – AMA-900 | FV-856-K | APRIL 2014 – DECEMBER 2017

- Responsible for overall division planning, management, and direction including acquisitions, development, evaluation, and implementation of National Airspace systems (NAS) programs and personnel that perform maintenance, repair, installation, and modification on the systems used for Academy training.
- Final authority for selections, promotions, disciplinary actions, training, awards, grievance resolution, and equity of performance standards and evaluation for the division.
- My field experience gave me a unique advantage in managing this organization. Using that experience, I engaged a small team from all aspects of the organization to help develop a Strategic Plan to improve customer relations and provide guidance on the direction I wanted to take the organization. Utilizing the experience from the team, we did a SWOT analysis to identify the strengths, weaknesses, opportunities, and threats for the organization. Analyzing this data provided key information needed to develop a transition plan for the end goals I envisioned. By communicating that vision through Townhall meetings and site visits, I was able to effortlessly change the direction of the organization and improve my employee engagement from 44% to 75% based on a Gallup survey.
- Co-Chair for the Aeronautical Center Next-Generation Advisory Committee responsible for bringing representatives from all organizations located at the Mike Monroney Aeronautical Center and partnering with representatives from the William J. Hughes Technical Center (WJHTC) located in Atlantic City, NJ. To

develop ideas for sharing and improving the FAA's Next-Generation technologies. Provided connectivity with the WJHTC to link FAA training system assets to the Tech Centers systems to add capabilities for testing. The project saved millions by connecting already installed systems that were not fully utilized and gaining more efficiency.

SECTION MANAGER | FAA ACADEMY – AMA-421 AND 424 | FV-855-J | NOVEMBER 2006 – APRIL 2014

- Responsibility for class schedules, meeting customer requirements for training, meeting fiscal obligations by not exceeding budget expectations, monitoring instructors to assess their performance, and meeting the goals of the division and Academy.
- By analyzing potential training shortfalls due to system interdependencies, resource overuse, scheduling conflicts, and contractual limitations, evaluated multiple tools to determine best fit for tracking. Because of the long process to have commercially available tools approved for use, settled on using Microsoft Project for tracking. Although not a very intuitive program to setup for this application, it deemed capable of handling every task. I became the go to person in the Academy for helping others utilize this tool for tracking due to its outstanding performance.
- Managed the performance of the organizations training efforts by evaluating customer feedback, average class ratings, student scoring, and instructor evaluations utilizing the Academy's electronic Learning Management System (eLMS). By regularly analyzing the data from the eLMS system and monitoring instructor performance, I developed performance improvement plans when a course showed a decline in approval and tracked the implementation until it was back on track.

SYSTEM SUPPORT CENTER MANGER | FAA AIRWAY TRASPORTATION ORGANIZATION – VARIOUS | FV-2101-J | AUGUST 1993 – NOVEMBER 2006

- Responsibility and authority for operating and maintaining Radar, Navigational Aids, Communications, Environmental, Automation, and Weather facilities that support the National Air Space (NAS).
- Prior to the turn of the century, concern for how system functionality would be affected by the transition from the year 1999 to 2000 (Y2K) was prevalent. Lead the effort to analyze all systems under my authority for potential risks, determine the risks and mitigations, and put in place resolutions for imminent failure. Planning was so thorough, that the transition was uneventful.
- Lead restoration of critical facilities after the devastation from Hurricanes Katrina and Rita destroyed many inland and off-shore FAA maintained facilities. Recognized by FAA Administrator Marion Blakey with the Wings Award.

ELECTRONICS ENGINEER | FAA TECHNICAL SUPPORT STAFF | FG-855-13 | SEPTEMBER 1987 – AUGUST 1993

- First level of support for Airway System Support Specialist; troubleshooting and restoration of National Airspace System (NAS) equipment.
- Managed the Non-Federal Facilities program for the System Management Office (SMO) ensuring non-FAA equipment owned by municipalities were properly maintained and supported the NAS. Identified shortfalls where technicians were failing to meet the verification timeframes required by FAA regulations. Management of the many systems and technicians proved too cumbersome to do by hand, so I developed a database to track all of the tasks required and technician verification proficiency and programmed it to give me daily alerts of tasks and verification proficiencies that were due and their deadlines. My SMO went from mediocre to becoming the top performer in the Region, which led to me being recognized for the development of this program by the FAA Southwest Region Office.
- Requested to resolve ongoing weather/temperature instability issues with a VHF Omnidirectional Range (VOR) FAA maintained facility. Analyzed flight data of the system to determine that the radiated signal was affected and not just the monitoring system. Through further troubleshooting, determined that the instability was due to fluctuation in the electrical length of the cabling. Re-cabling the system resolved the instability which was validated with follow-up flight checks over time.

- Requested to resolve interference issues with one quadrant of an FAA maintained VHF Omnidirectional Range/Tactical Air Navigation (VORTAC) system. Analyzing flight data and the location of inference, discovered that barb wire fencing put up by the owner was spaced to cause interference with the systems frequency. This was verified with ground monitoring equipment. Retuned the system to resolve the interference issue.
- Held certification on the following FAA systems: Distance Measuring Equipment (DME), Emergency Communications Equipment (ECS), Instrument Landing Systems (ILS), Remote Communications Outlet (RCO), Remote Transmitter/Receiver (RTR), VHF Omnidirectional Range (VOR), VHF Omnidirectional Test (VOT), Tactical Air Navigations (TACAN), Doppler VHF Omnidirectional Range (DVOR), and Automated Weather Observation system (AWOS).