

Professional Summary

Experienced Program Analyst with proven history of enhancing the Department of Veteran Affairs creative web design and development. Possess a Bachelors of Fine Arts degree as well as having studied aboard in Paris, France. Experience demonstrating strong presentation, communication, and interpersonal skills. Pursuing new professional opportunities with room for advancement. Strong leadership and team building skills, proven supervisory skills, and decision making. Proactive creative thinker and problem solver recommend solutions. Creative, hands-on professional with expertise in graphic design, art direction and project management. Creative individual with exceptional background spent in the technology and design industry. Engaging demeanor with ability to work with people of all different cultures and personalities.

Skills

- Proficient in Microsoft Windows Office Suite and Adobe Creative Suite
- Wordpress and HTML Coding
- Data Analysis expertise
- Meeting Facilitation and Planning
- Customer Service-Oriented, Problem Solving and Organizational Skills
- Project Management, Project Oversight, Project Planning and Development
- Team Building, Leadership and Supervision
- Excellent Written and Verbal Communication Skills
- Change Management, Business Analysis, Risk Assessment
- Creative Team Leadership
- Design and Fine Arts understanding
- Deadline-oriented
- Art History, Fine Arts and Interior Design Expertise
- Visual communication expertise
- Web Design and Graphic Design
- Media Industry Expertise and Campaign Development

Work History

Management and Program Analyst, 11/2015 to Current

Department Of Agriculture – Grand Rapids, MN

- Supervise creation process of Software Application design and development to verify Department of Veteran Affairs' brand is impactful and relevant content.
- Prioritizes work and resources across projects based on short- and long-term needs. Oversees production schedules.
- Design programming and create content to drive VA brand and marketing messaging in accordance with VA brand strategies.
- Establish planning objectives for projects by identifying key issues, approaches and performance metrics
- Conduct special analysis, recommend solutions, and develop action plans
- Coordinate, conduct, and facilitate internal and external stakeholder meetings
- Manage and oversee team developing graphic designs and brand content for audience engagement and communications online
- Serve as Business Analyst, Project Manager, Meeting Facilitator for VA Web development, branded content and design project management
- Create and design work processes and systems for stakeholders and customers in timely manner
- Lead special and confidential assignments to support senior management, project manager for National Human Resources initiatives
- Resolve highly complex programmatic and problematic issues in timely manner
- Communicate technical information in person and in writing to diverse audiences at functional and cross-functional levels
- Plan, coordinate and monitor projects and assignments with competing demands and deadlines
- Increased efficiency and team performance by implementing actionable process improvements
- Led cross-functional and cross-division team of Web Developers and Database Administrator in creating, designing and developing Software Applications
- Utilize Graphic Designer experience overseeing implementation of VA brand strategy and planning of VA initiatives for audience-brand interaction with VA online web applications
- Work with team members to develop, identify and achieve assigned goals and initiatives; Conducts daily brainstorming sessions with team members
- Utilize photographs, illustrations, drawings, and other art work, charts, diagrams, dioramas, maps, slides, overlays, and other kinds of visual material for use in communicating information through visual means including Software Application and Website Design
- Increased customer satisfaction through adherence to all quality standards and customer requirements
- Oversee large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders
- Implement Department of Veteran Affairs brand strategy across Website design projects while maintaining a cohesive presentation of VA's organizational values and personality
- Put creative ideas and best practices into play when developing web content.
- Create, implement, and evaluate VA brand strategies and brand content for web applications
- Create and design creative web application content for VA web applications that disburse over 9 million dollars of VA funds for VA nation wide initiatives

Program Analyst, 01/2014 to 09/2015

Alutiiq Llc – Corpus Christi, TX

- Supported Veterans Benefits Administration creative technology solutions to include; change management, application testing, data integrity management, end-user support and drafting business requirements
- Created and recommended changes that improved workload and work methods for VA employees
- Performed budget analysis and monitored project funding
- Managed database integrity and offered technical support regarding applications and system issues
- Supervised workload and performance management of departmental staff through training assessments and face to face meetings
- Collaborated with Senior Executives and Leaders to discuss creation of business requirements to enhance workflow
- Improved resource allocation to promote efficiency and deadline management
- Fostered client retention by providing efficient service
- Oversaw large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders
- Worked with senior leadership to ensure complex projects were completed on time and under-budget
- Achieved project deadlines by coordinating with contractors to manage performance
- Defined clear targets and objectives and communicated to other team members
- Took active role in company growth by consistently providing quality customer service to promote growth and retention
- Increased efficiency and team performance by implementing actionable process improvements
- Increased customer satisfaction through adherence to all quality standards and customer requirements by 30%
- Established planning objectives for projects by identifying key issues, approaches and performance metrics
- Worked with staff members to creatively develop, identify and achieve assigned goals and initiatives

Certified Veteran Service Representative, 07/2007 to 01/2014

Modivcare – Home City, CT

- Managed claims inventory and associated databases, reconciled files, reviewed claims to determine appropriate action, conducted face to face and telephone interviews with veterans and various agencies regarding disability benefits
- Responded to White House and Congressional inquiries from members, staff, and clients via email, mail, and fax.
- Interacted with veterans and dependents to expedite financial hardship cases and claims
- Provided customer service to veterans and dependents, resolved complaints in timely manner
- Managed high level of case loads, serving more than 300 veterans monthly
- Point of contact for new hire and interview candidate site tours
- Provided primary customer support to internal and external customers in fast-paced environment
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Fielded customer questions regarding available VA benefits
- Trained and mentored new personnel hired to fulfill various roles
- Provided constant training to staff on newly developed training programs, including online modules, interactive software used in classrooms, new language labs and computer systems
- Designed and facilitated training courses, aligning new learning development and solutions to organization's strategic goals, mission and vision
- Traveled to client locations to conduct training classes
- Conducted orientation sessions to assess skill levels and areas of strength and weakness
- Developed creative training aids, including training handbooks, demonstration models, creative multimedia visual aids, computer tutorials and reference materials

Corporate Graphic Designer, 04/2007 to 07/2007

Swoozies – City, STATE

- Managed all phases of new product developments, including conceptualizing designs, managing milestones and incorporating customer feedback
- Used Adobe Photoshop and Adobe Illustrator to create images and layouts for projects and to develop product mockups and prototype designs
- Worked with clients to gather and define requirements, establish scopes and managing project milestones
- Employed design fundamentals when selecting typography, composition, layout and color in design work
- Created designs and collaborated with technical team to complete projects
- Created digital image files for use in digital and traditional printing methods
- Created, implemented, and evaluated brand strategies and branded content for Swoozie's brand.
- Met with customers to present mockups and collect information for adjustments
- Demonstrated ability to take on various roles including graphics assistant and graphics specialist to provide range across projects
- Ability to work directly with customers on custom orders, exclusive designs and various printing projects
- Excellent proofing skills with high speed and low error rate
- Ability to work in fast paced environment and meet deadlines while also demonstrating excellent follow-up and customer service skills
- Collaborated with multitude of custom vendors, including offerings, restrictions, production and shipping times, and be able to convey those to customers
- Implemented Swoozie's brand strategy across a wide variety of media including web and print, while maintaining a cohesive presentation of Swoozie's values and personality
- Successfully led key projects which resulted in increased sales by 10%

Education

Master of Science: Human Services (Clinical Mental Health Counseling), 12/2018

Wake Forest University - Winston-Salem, NC

Master of Arts: Pastoral Counseling, 12/2011

Liberty University - Lynchburg, VA

Bachelor of Arts: Fine Arts, 07/2004

University of West Georgia - Carrollton, GA

Concentration in Interior Design and minor in Art History. Studied Aboard in Bayeux and Paris, France.

Certifications

- Membership Services Representative - High Museum of Art, Atlanta Georgia
- Customer Service Representative - Tiffany & Company, Atlanta Georgia
- Administrative Assistant - Ruth Barrett Little Art Gallery, Atlanta Georgia