

Summary

Highly trained and knowledgeable Administrative leader with proven expertise in managing high-level operational needs in Government settings. Well-coordinated in approach to internal or external requirements to deliver consistent results. Systematic, quality-driven and hardworking with excellent project management, planning and relationship-building abilities.

Skills

- Relationship building
  - Microsoft Office
  - Flexible
  - Conflict resolution
  - Organization
  - Analytical
- Project planning
  - Training & Development
  - Multitasking
  - Customer Service
  - Communication

Experience

Management Analyst, 06/2019 to 01/2022

Veterans Health Administration – Decatur, IL

- Participated in developing control system plans, incorporating human resource considerations and ongoing management frameworks to maximize efficiency.
- Reviewed established procedures to assess areas in need of improvement.
- Liaised between committees and remote facilities, delivering senior leadership decisions and reporting on individual branch performance metrics.
- Implemented unique methods and methodologies, which helped reduce and resolve issues.
- Researched and led investigations into various areas to drive improvements and devise new processes.
- Developed management structure plans, shaping hiring and recruitment by illustrating necessary skills and competencies for each employment level.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Devised new and improved records management programs to organize and protect data.
- Assessed employees through on-site observation and interviews to determine strengths and weaknesses in work performance, methods and team functions.

Administrative Management Specialist, 08/2015 to 06/2019

Department Of Health And Human Services – Frankfort, KY

- Created, managed and delivered overall budget and spending for Lab.
- Managed and approved expenditures for 6 purchase officers maintaining a \$900,000.00 Budget.
- Kept detailed inventory records and made supply orders, cutting costs by monitoring use and effectively sourcing products.
- Updated system to organize office documentation, maximizing efficiency and increasing productivity.
- Developed and implemented efficient filing systems and customer database protocols.

Administrative Officer, 11/2014 to 08/2015

State Of Delaware – Magnolia, DE

- Successfully executed and managed all aspects of human resources, budget, finance and payroll for a staff of over 500 employees.
- Supported senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements.
- Directed and oversaw office personnel activities.
- Recruited, trained and developed administrative team to support growth and objectives.
- Conducted staff performance evaluations to monitor progress and recommend professional development plan.
- Distributed memos and updates to apprise departments leaders of policy objectives developments and changes.
- Gathered information, scanned records and maintained confidentiality of electronic data.
- Set up and maintained physical and electronic filing systems to maintain organizational efficiency.
- Analyzed metrics, produced reports and assisted with decision-making process by modeling trends.
- Conducted research using various media sources to obtain relevant data for staff requirements.

Customer Service Manager, 03/2013 to 11/2014

The Hertz Corporation – Ferndale, MI

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Established positive rapport with customers, managers and customer service team members to maintain positive and successful work environment.
- Assisted staff with resolving complex customer issues and implementing targeted solutions.
- Investigated sensitive customer service complaints and delivered prompt resolution to customer satisfaction.
- Upheld strict quality control policies and procedures during customer interactions.
- Assisted customers in making payments on accounts and setting up payment plans.
- Responded to in-person and online customers to improve company customer service ratings.
- Led team engaged in delivering assistance to customer service department on daily basis.

Program Analyst, 02/2010 to 03/2013

Gap Solutions, Inc – Birmingham, AL

- Identified opportunities for productivity increases with deconstruction of analyses and reports.
- Completed quality assurance reviews to assess accuracy of data and validate results.
- Investigated internal operations to define current operational strategies.
- Performed in-depth analysis to help solve diverse problems with program implementation and operations.
- Delivered monthly reports to chart efficiencies and note inefficiencies.
- Implemented unique methods and methodologies, which helped reduce and resolve issues.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Assessed employees through on-site observation and interviews to determine strengths and weaknesses in work performance, methods and team functions.

Program Analyst (Human Resources Specialist), 07/2007 to 02/2010

Transportation Security Administration, TSA – City, STATE

- Local hiring coordinator developing strategic staffing plans, implement assessments and recruitment events for hiring Transportation Security Officers.
- Identified opportunities for staffing increases with analyses and reports.
- Assessed program risks with reviews of plans and analysis of available data.
- Interviewed team leaders and recommended new strategies for motivating team members to boost productivity.
- Devised new and improved records management programs to organize and protect data.
- Assessed employees through on-site observation and interviews to determine strengths and weaknesses in work performance, methods and team functions.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Served as the Integrated Conflict Management System (ICMS) Coordinator and Peer Review Supervisor.
- Trained management team on program policy and procedures regarding employee relations.

Education and Training

High School Diploma

Union High School - Union, MO

Certifications

- Certified Job Offers and Local Hiring - 2009