

JESSICA CLAIRE

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Areas of Expertise

- Business Development
- Operations Management
- Project Management
- Data Analysis
- Strategic Planning
- Personnel Recruitment
- Conflict Resolution
- Organizational Development
- Communications and Media
- Performance Management
- Planning and Evaluating
- Project Management
- Event Planning

Notable Career Accomplishments

- Developed the Recruitment and Hiring Brown Bag Lunch Series training initiative. An educational series for managers, supervisors and employees to learn from both internal and external Federal government experts about specific aspects of ERO programs and operations pertaining to human resources
- Created the internal ERO New Employee Welcome Handbook and Reference Tool. This handbook describes the background of ICE and includes the mission statement; providing new employees with a preview of ICE's organizational culture
- Led the execution of Equal Employment Opportunity Commission Model Agency MD-715 statistical and narrative report
- Facilitated EEO related training and Special Emphasis programs while providing sole administrative and logistical support for three day Special Emphasis Program seminar
- Designed and maintained the NTSB's first reasonable accommodation tracking system that provides a single source, database used extensively by HR and EEO staff
- Digitized all EEO case files into new EEO tracking system.

Career Summary

Well-qualified Management Analyst with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

Work History & Responsibilities

Management Analyst, 01/2019 to 06/2020

Veterans Health Administration – Ukiah, CA

- GS-0343-11/7 (40hrs./wk)
- Provided operational services in the areas of recruitment/placement, classification, performance management, on-boarding and off-boarding.
- Conducted the evaluation of mission support/human resource programs, systems, and methods to identify ways to improve the efficiency and effectiveness of services throughout the Office of Chief Information Officer(OCIO)
- Served as the technical advisor for hiring managers for staffing and recruitment actions
- Submitted hiring actions, qualification determination, and correction actions in the Human Resources Employment Processing System (HREPs), for HR tracking purpose
- Served as the Primary Data Control Coordinator for OCIO's Performance Management Appraisal Program (PMAP) and Individual Development Plan (IDP)
- Analyzed information to prepare the OCIO HR Executive weekly summary to be distributed to CHief Information Officer (CIO) and senior level management to ensure that all HR actions within their division are correctly tracked , maintained and fulfilled.
- Prepared executive reports for the Chief Information Officer (CIO) and Chief of Staff (COS) for presentation and reporting to the Office of Human Resource (OHR), Office of Management and Budget (OMB), and the Office of Personnel Management (OPM), and Senior Executive Meetings
- Drafted Memorandum of Understanding (MOUs) following the standard operation procedure within HHS Inter-agency guidance, and Treasury policy
- Reviewed position descriptions to generate a job analysis for approval from the hiring manager
- Prepared and presented 279 OCIO monetary performance and incentive awards for assigned OCIO employees
- Evaluated new or revised policies, regulations, and guidelines to propose and/or implement changes to programs and/or programmatic processes and procedures

Mission Support Specialist, 04/2018 to 01/2019

Department Of Homeland Security – East Windsor, CT

GS-0301-11/7 (40hrs./wk)

- Provided Human Resources (HR) support to USCIS managers and supervisors
- Provided advice and assistance on employee performance management, payroll, benefits and workers' compensation
- Prepared and initiated personnel actions related to hiring, promotions, reassignments, position classification, details, and resignations
- Advised USCIS managers and supervisors on various types of appointments and appropriate applications in both the competitive and excepted service appointments
- Performed external recruitment by developing multiple recruitment strategies utilizing such sources as veteran readjustment, reinstatement and direct hire appointment authorities
- Assisted in the development of job analyses on a wide variety of positions using research and analytical techniques to gather, document and analyze information to refine qualifications rating factors
- Recommended appropriate selective factors to assess varying degrees of job qualifications and explains the methodology used to management

Mission Support Specialist, 04/2016 to 04/2018

Department Of Homeland Security – Eau Claire, WI

GS-0301-12 (40hrs./wk)

- Provided operational services in the areas of recruitment/placement, classification, performance management, benefits and employee relations
- Communicated and advised principal organization leadership on sensitive administrative/management concerns.
- Conducted and participated in the evaluation of mission support/human resource programs, systems, and methods to identify ways to improve the efficiency and effectiveness of services throughout Enforcement and Removal Operations (ERO)
- Served as the technical advisor for hiring managers for staffing and recruitment actions
- Utilized Electronic System for Personnel (ESP) to process SF52 actions for recruitment, promotion, reassignment etc
- Provided assistance in programs designed to enhance opportunities for employment of veterans, minorities and persons' with disabilities
- Prepared substantive and timely recommendations on mission support and human resource related issues and their impact to higher level management
- Developed and implemented short and long term plans to improve the delivery of services, including new or modified work methods, approaches and procedures, consistent with the policies and practices of the agency
- Served as the ICE ERO FAIR Act point of contact for annual submission of inventory of activities performed by federal employees

Mission Support Specialist, 07/2014 to 04/2016

Department Of Homeland Security – Edina, MN

GS-0301-09/11 (40hrs./wk)

- Reviewed organizational systems policies and practices to ensure that diversity management is integrated into the operations of the organization
- Conducted assessments related to human relations and diversity management to determine areas of strengths and improvement
- Created and implemented an Anti-Bullying policy that has been integrated within the NTSB organization
- Assisted with the processing of formal complaints and grievances
- Assisted in developing education and branding tools that will permanently be integrated within the NTSB organizational culture
- Assisted in handling employee relations counseling and outplacement counseling through different sources of alternative dispute resolutions
- Applied best EEO and diversity management practices and strategies to develop a results-oriented diversity program
- Coordinated educational workshops that enable new skills and perspectives while promoting learning opportunities through the diversity series and leadership development programs for all levels of employees within the NTSB workforce
- Developed, coordinated, and synchronized the NTSB Diversity Strategic Outreach plan and overall targeted recruitment activities aligned with the staffing and recruitment requirements of NTSB's Division of Human Resource Management
- Developed annual Special Emphasis and Diversity & Inclusion activities consistent with organizational goals and objectives
- Established partnerships with affinity groups, agency officials and professional organizations to promote the outreach and recruitment efforts of the organization
- Conducted targeted recruitment, placement, outreach and retention planning
- Maintained complaints on hand and EEONET database to ensure that NTSB met their established regulatory deadlines
- Planned and conducted special activities to increase employee and management awareness recognition, e.g. special observances or programs, award and career development programs
- Assisted in developing information for investigations; and adhered to established administrative and procedural guidelines

Equal Employment Opportunity (EEO) Intern, 07/2014 to 10/2014

Kbr – Aberdeen Proving Ground, MD

GS-0399-07 (40hrs./wk)

- Performed audits and deep document reviews to verify compliance with applicable laws
- Examined complaints made by workers, conducted interviews and mediated disputes
- Planned workshops to help workplaces remain complaint free and support diverse employees
- Reviewed complaints and claims from workplaces about civil rights, determined validity and helped build satisfactory resolutions
- Took notes on interviews and other workplace investigations, compiled records and organized documentation for cases
- Collaborated with various agencies and workplaces to extend workplace understanding and enhance compliance

Logistics & Administration Specialist, 06/2008 to 04/2012

United States Marine Corps – City, STATE

- Supervised the day to day management of the logistics functions, ensuring costs effectiveness and timely management of carriage, using approved vendors for imports and exports
- Managed the operational flow of over four hundred and fifty thousand pieces of military gear valuing over two hundred million dollars
- Assisted property, maintenance and fiscal clerks with their units' accounts and activity reports. This responsibility required a great deal of leadership and expertise in the management of personnel, equipment, and overseeing the entire process of logistics management
- Conducted operational planning, management of personnel, field training, budgeting, equipment support, and logistics operations
- Monitored and maintained a multimillion dollar Due-In and Status File (DASF), focusing on overall readiness
- Performed personalized unit reconciliations monthly ensuring all assigned units maintained an accurate account
- Assisted and interacted with several manufactures and sources of supply in order to expedite gear for training exercises and oversea missions
- Generated classified reports including expense report and request for capital expenditures
- Supervised shipping sectors on high importance requisitions through the Supported Activity Supply System (SASSY)
- Maintained and prepared necessary accounting and supply documents
- Managed supply systems to trim out excessive leeway times and reduces customer wait time
- Organized equipment nomenclature and Allowance Parts Lists data; conducted analysis to identify necessary allowances support required for operational availability

Education

Bachelor of Science: Business Management, Marketing and Entrepreneurship, 05/2015

Florida Technical College - Orlando, FL

Training & Development

- Human Resources for Anyone with Newly Assigned HR Responsibilities
- Federal Staffing and Placement
- Job Analysis and Competency Assessment
- Project Management
- Understanding Your Data: Using Data-Driven Approaches to Diversify Your Workforce
- Human Resources Recruiting Principles and Practices
- Ready to Hire: New Tools to Help Agencies Recruit and Hire the Next Generation Using Social Media to Recruit: Ways to Reach Talent