**Justin Otoski**  
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**Job announcement:** 11330564

Job Title: Veteran Service Representative (Fiduciary)

Series & Grade: GS-0963-13

**Skills Summary:** Excellent communicator and detail oriented with over 14 years of experience in public and private sectors possessing key proficiencies in public administration and documented results in overseeing government projects and a desire to continue serving veterans.

**Education**

**Villanova University**

Villanova, PA

Degree obtained: Master of Public Administration (In-Progress)

Major: Public Administration

**University of Nebraska-Lincoln**

Lincoln, NE

Degree obtained: Bachelor of Arts

Major: Political Science with concentrations in American Government and International Relations

**Highlights of Qualifications**

1. Recognized for exceptional performance as a Contract Officer Representative for managerial and organizational skills, and thorough documentation and follow through on assigned projects.
2. Competency in electronic systems to schedule work, travel, and data. Experience in using government funds management software to review and authorize payments.
3. Knowledgeable of state, federal, local, and nonprofit benefit programs for Veterans and dependents and proficient in the application process and eligibility requirements.
4. Administrative experience in the management of long-term projects requiring periodic inspection, documentation, and approval for release of funds. Proficiency and knowledge of laws, regulations, and policy requirements when performing clerical tasks.
5. Experienced in identifying signs and patters of funding misuse, and ensuring prompt action is taken.
6. Excellent oral communication skills for presenting, briefing, or communicating analytical research material, including the use of multimedia presentations. Excellent written communication, research, and analytical skills.
7. Exceptional ability to solve complex problems using critical thinking and communication skills to reach desired outcomes.

**Employment History**

**Legal Instruments Examiner (LIE)**

United States Department of Veterans Affairs

Veterans Benefits Administration

Salary: $86,071

Supervisor: Traci Horning

Phone: 402.420.4306

**Store Detective**

SpartanNash, Inc. 07/2021- Present Hours per week: 40

Salary: $54,680

Supervisor: Ryan Shedd

Phone: 989.780.3038

Review Records: Protect company’s assets by identifying possible losses caused by misuse, theft, or accidental loss. Use exception-based reporting system to identify unusual transactions on all point-of-sale systems and follow up by reviewing individual records (voids, sales, returns, discounts, video) to determine cause of flagged transactions resulting in the identification of numerous fraudulent transactions totaling in the thousands of dollars and the termination of several employees for theft and misuse.

Initiate Action: Once misuse, fraud, or theft is suspected, initiate action to identify causes of misuse by utilizing CCTV video footage, reviewing point of sale transaction records, and conducting in-person interviews to discover several cases theft, embezzlement, misuse, and unintentional losses due to lack of training.

Documentation: In order to build prosecutable criminal case, gather all relevant evidence and maintain all proper documentation and casefiles and for all instances of loss caused by criminal conduct resulting in the successful prosecution and convictions of dozens of cases.

**Loss Prevention Officer**

B&R Stores, Inc. 06/2018 to 07/2021 Hours per week: 40

Salary: $56,160

Supervisor: Matthew Clements

Phone: 402.570.8178

Review Records: Identified intentional and unintentional internal losses caused by employees, conducted quarterly audits of sales, inventory, and cash on hand resulting in the identification of several unintentional losses and dozens of cases of intentional losses. Determined the cause of cash or inventory losses, reviewed journal entries and sales transaction records, reviewed video evidence, and conducted in person interviews to identify and determine if losses were caused by misuse, fraud or accident and preserved records for criminal prosecution, resulting in the identification of dozens of cases of misuse, fraud, and theft totaling more than $30,000.00.

Initiate Action: Facilitated efficient and proper criminal investigation and civil recovery in cases of embezzlement, initiated action by notifying law enforcement at early stages of investigation to allow them to assign a dedicated investigator in building complex criminal cases resulting in several felony arrests and over $25,000.00 in civil recoveries.

Identify Issues: Protected the company from civil liability and maintained a safe environment for customers and employees, conducted scheduled quarterly safety inspections which identified potential safety and liability issues resulting in several corrections and a decline of accident payouts by 30% from 2019-2021.

**Voter Outreach Coordinator**

South Dakotans for Non-Partisan Elections 04/2016 to 03/2017 Hours per week: 70

Salary: $1500 monthly

Supervisor: Josh Waltjer

Phone: 612.710.3267

Documentation: Maintained compliance with all applicable state and federal laws, managed all required records and documents including personnel files, tax documents, and campaign finance records resulting in the smooth operation of campaign and proper reporting and close out of all accounts.

Manage Payments: Promoted maximum campaign exposure through management of logistical and supply needs, oversaw the acquisition of any needed materials, supplies, and travel by establishing accounts with several vendors and payment on invoices totaling more than $100,000.00 resulting in the successful operation of campaign activities.

**President**

University Student Veterans Organization 09/2014 to 05/2016 Hours per week: 40

Salary: Volunteer

Supervisor: Darrell Everhart

Phone: 402.472.7211

Identify Additional Benefits: Ensured academic success for transitioning veterans by offering services to student veterans and dependents. Counseled veterans and eligible dependents to identify additional federal, state, university and community benefits and assisted veterans in applying for benefits resulting in numerous dependents discovering eligibility and veterans enrolling in VR&E, or having means to pay utility, mortgage, rent or other outstanding bills.

Determinations: Supported veterans and dependents in achieving academic success. Reviewed veterans and dependents individual circumstances and made determinations on the benefit entitlements and assisted them with the application of benefits resulting in dozens of veterans and dependents receiving benefits they didn’t know they were entitled to.

Communicating/Coordinating: Assisted veterans and dependents with financial issues, academic struggles, VA healthcare, and benefits questions, established a dedicated veterans center by communicating and coordinating with Veterans Service Organizations, VA representatives, Veterans Service Officers, State Lawmakers, and University Administration resulting in the establishment of Veteran Success Center on campus with dedicated academic, medical, and benefit resources on campus for all 900 student veterans and dependents on campus.

**Program Specialist**

United States Property and Fiscal Office 01/2009 to 04/2014 Hours per week: 40

Salary: GS-07

Supervisor: Colonel Georgia Krouse

Phone: 402-309-8210

Review Records: Ensured all intended HR actions were carried out properly, maintained and periodically reviewed personnel files, and completed required documentation on behalf of the United States Property and Fiscal Officer. To achieve compliance with applicable regulations, reviewed and maintained proper records and appointments based on duty positions resulting in perfect compliance during two Inspector General audits in all areas.

Timeliness: Facilitated the proper operations of the United States Property and Fiscal Office by using electronic systems to schedule work, travel, and data for all department managers, the J8 Officer and United States Property and Fiscal Officer totaling over 20 people.

Manage Payments: Facilitated proper day to day operation of the USPFO, processed all payroll, compensatory time, leave, and worked with Defense Finance and Accounting Service to resolve individual pay issues for 40 people. Using Automated Fund Control Order System (AFCOS), ensured all proper authorizations were attached to the order, proper funding source used, and estimated cost was correct. Reviewed all travel authorizations for both military and civilian government travel totaling more than $300,000.00 and approved travel vouchers upon return resulting in the smooth operation of the directorate. Maintained compliance with the federal law, conducted reviews of funding sources to determine that correct funding sources were used for the type of duty performed and correct status was used resulting in no issues found during audits.

Clerical Tasks: To comply with all applicable laws and regulations, prepared transmittal letters for numerous records including personnel files, emails, and all records pertaining to Freedom of Information Act (FOIA) requests. Ensured all records were maintained and for appropriate amount of time per regulation and destroyed in accordance with policy. Facilitated a move to a new office building with minimal disruption to the operations of the directorate by coordinating resources to transfer tens of thousands of records, while maintaining proper physical security and chain of custody resulting an all operations resuming in one day.

**Nebraska Army National Guard** 01/2005 to 04/2014 Hours per week: varied

Rank/Pay Grade: Sergeant E-5

**Logistics NCO** 10/2011 to 04/2014 Hours per week: 10

Reviewed Records: To achieve maximum readiness of a brigade element, provided logistical support by ensuring all property was properly accounted. Periodically reviewed hundreds of individual records to ensure all information in individual soldier’s files was up to date and accurate. Documented any deficiencies and if necessary, a took steps to recover funds for lost or damaged government property contributing to the high level of readiness.

**Contract Officer Representative** 07/2010 to 9/2011 Hours per week: 60

Manage Payments/Contracts: To achieve the readiness of Afghan National Security Forces, facilitated $2.1 M dollars of construction projects at three Police Districts in Kabul Provence and supported 10 engineering and logistical contracts supporting the comprehensive Kabul Security Plan contracts for over 79,000 Afghan National Security Forces valued at 80 million dollars. As a Contract Officer Representative (COR), monitored contractors’ performance and provided contract officers with documentation of compliance or noncompliance with the terms and conditions of the contracts. Performed invoicing and payment, contract changes, contract options, contractor management, property management, and contract closeout. This aided in the partnering with the Afghan Ministry of Defense and Ministry of Interior to plan and execute the fastest growth phase for Afghan National Security Forces since its inception.

**Military Honor Guard** 06/2007 to 04/2012 Hours per week: 25

Determinations: To provide final military honors, upon receiving notification of death of a veteran, reviewed all proper documentation to make determination of entitlement for military honors. Provided honor guard burial services for over 140 Veterans resulting in the Nebraska Military Honor Guard team placing second place at national competition.