NIGEL J. HERNANDEZ

213-269-9263 ∞ [Hernandez.Nigel@yahoo.com](mailto:Hernandez.Nigel@yahoo.com)

A top-performing and highly motivated professional with over 10 years of work experience and current military enlistment. Skilled in working effectively within high-pressure and time-sensitive environments that demand strict adherence to deadlines. Excels both autonomously and in cross-functions teams. Outstanding ability to work with community, governmental, and professional groups. Effectively manages large client caseloads covering a wide range of issues. Seeking an executive-level administrative role within the IT, Logistics Support or Human Resources sectors.

### Areas of Expertise

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| * Administrative Skills * Correspondence Management * Client Satisfaction | * Project Coordination * Scheduling & Calendar Management * Strategic Planning & Analysis | * Inventory Control * Document Preparation * MS office Suite/Windows OS |

### Security Tools

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| * Splunk * McAfee ePolicy * CSAM | * IBM Big Fix * RES One Workspace * Symantec | * STIG Viewer * Microsoft Advanced Threat * Google & Adobe Analytics |

Technological Savvy– Practiced in working with numerous computer-based programs including E-Travel, Concur/Omega Travel, iTas, iLearn, Microsoft SharePoint, Microsoft Office, Linux, MAC OS, Microsoft Windows Operating System, Microsoft Server, Solaris 10, forms processing software and other database applications.

### Professional Experience

THE U.S. DEPARTMENT OF JUSTICE, Washington, DC 06/2018 – Present

Program Management Analyst

* Analyze data gathered and develop solutions or alternative methods of proceeding.
  + Analyze business & financial data.
* Confer with personnel to coordinate business operations. Perform in-depth analysis of information from multiple data sources (web analytics data as well as external data) and provide significant insights into factors impacting online results
* Provide insights, trends, and analysis of key performance indicators related to the category using competitive tools such as Adobe Analytics
* Develop and implement records management program for filing, protection, and retrieval of records, and assure compliance with program.
  + Develop business & financial information systems.
* Review forms and reports and confer with management and users about format, distribution, and purpose, and to identify problems and improvements.
  + Discuss business strategies, practices, or policies with managers.
* Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
* Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes.
  + Prepare research reports.
  + Advise others on business or operational matters.
* Interview personnel and conduct on-site observation to ascertain unit functions, work performed, and methods, equipment, and personnel used.
  + Analyze jobs using observation, survey, or interview techniques.
* Provide guidance to data analysts to produce marketing dashboards via Google Docs, Excel and various APIs ( Google Analytics)
* Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within various departments and programs of the client group

THE U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES, Rockville, MD 02/2016 – 06/2018

Administrative Support Assistant (SAMHSA)

* Provide administrative support for the Center of Mental Health Services (CMHS) in the Office of Consumers Affairs (OCA) by Drafting reviewing and editing correspondence for punctuation/grammatical errors and completeness.
* Coordinate with my office director and program support staff to go over and anticipate yearly office budget and make sure we stay within the budget guidelines.
* Manage Director Calendar and assist with the scheduling and meeting coordination with Program Support Staff
* Serves as the point of contact for my office, by being knowledgeable of daily activities and programs that the office of consumer affairs overseas.
* Prepares and certifies Travel Orders for my Director and Program Support Staff.
* Coordinate with other Admins to Purchase, Tracks and Maintain offices Supplies within CMHS.
* Serves as the Timekeeper for my office by using an Integrated Time & Attendance System (ITAS) to track employee work time and production history.

**Correspondence Specialist (Additional Duty)**

* Maintain, process, and track all Correspondence request through the SWIFT (Strategic Work Information and Folder Transfer) system. Determine type of request and distribute to the appropriate department.
* Insure that all outgoing correspondence is prepared for high-level officials are signed. Track and review documents received from the Secretary, Congress, and HHS offices. Apply current SAMHSA style guide, and departmental policies to all actions.
* Manage and Prep written or electronic communications mainly using the SWIFT system to research, process, analyze, and adhere to SAMHSA departmental policies pertaining to controlled correspondence
* Identify pertinent issues consisting of sensitive and complex nature. Assist in reconciling communication within SAMHSA. Monitor all action correspondence to ensure timely and quality implementation.
* Responsible for making sure deadlines are set and met, and for mailing and filing of important correspondence.

**Contract Officer Representative II (Cross-Training/Job Shadowing)**

* Performed acquisitions to include cost reimbursement, cost sharing, and fixed price type contracts for research and development, services, supply and facility requirements
* Assisted the Lead COR to negotiate and prepare all documents relative to contract modifications; determine appropriate action, prepare all documents and negotiate all issues relative to actions up to and including termination when contract performance is not acceptable.
* Perform analysis of cost, negotiate with contractor, Contract Quality Assurance and Evaluation, Business Acumen and prepare all documents relative to the closeout of the contract.

UNITED STATES ARMY, Washington, DC 2009 – 2017

92Y Unit Logistics Specialist/Armorer

* Serve as a Supply Specialist/Armorer for an Infantry Unit for one weekend per month
* Receive, inspect, inventory, load/unload, segregate, store, issue, deliver and turn in organization and installation supplies and equipment
* Operate unit-level computers to prepare all unit/organizational supply documents
* Maintain automated supply system to account for organizational and installation supplies and equipment
* Issue and receive small arms; also secure and control weaponry and ammunition in security areas using a key control system only accessible to authorized personnel
  + Develop a sign-in and sign-out roster to keep track of each sensitive items that leaves the arms room; use both an Access Roster and an Unaccompanied Roster to track visitors
  + Use a Key control system that only authorize personal are allowed to use to issue weapons and ammunition; a high-security lock is placed on the door to secure all sensitive items along with an alarm system that’s in place
* Schedule and facilitate preventive and organizational maintenance for weapons; inspect completed work for accuracy and compliance with established procedures
* Coordinate supply activities with other Specialists to make sure there is enough inventory to sustain a mission
* Review and annotate changes to unit material condition status report; post transactions to organizational and installation property books and supporting transaction files
* Determine method of securing relief from responsibility for lost, damaged and destroyed supply items; write a Field Lost Report stating details regarding supply damage, which in turn provides financial funding for items lost

THE U.S. DEPARTMENT OF STATE, Washington, D.C 2015 – 2016

Administrative Support/Data Entry Specialist

* Provided front office support for the bureau of information management resource office directors & deputy chiefs by providing extensive calendar management, review and edit correspondence for punctuation/grammatical errors and completeness.
* Worked with the passport legal office with the paralegals and lawyers to input passport applicant information into the computer system.
* Conducted nationwide telephone calls to check warrants for passport applicants to ensure they don’t have a felony before issuing them a passport.
* Escorted officials throughout the office when visiting for the first time.
* Maintain and organize filing room so staff won’t have a hard time locating files when needed

THE U.S. NUCLEAR REGULATORY COMMISSION, Rockville, MD 2014 – 2015

Administrative Assistant (Contractor)

* Used office automation equipment and Windows-based software to prepare administrative correspondence, memoranda, and documents including travel and meeting reports
* Interfaced with executive level staff daily basis; remain cognizant of the importance of maintaining confidentiality and guarding sensitive information without sacrificing integrity or ethical; ensure execution of procedures in handling, processing and disposition of documents
* Reviewed outgoing material for correctness, proper format and completeness
* Maintained calendars for the Director, Deputy Director and five Branch Chiefs using Microsoft Outlook; manage monthly meetings and reserve conference rooms, schedule phone coverage for the Front Office, book appointments and conferences and make official domestic/international travel arrangements
* Maintained comprehensive and easy-to-locate attendance records for all personnel
* Place and receive phone calls for NRC personnel; refer calls and visitors to appropriate NRC staff
* Received incoming mail and distribute outbound correspondence
* Processed documents including Federal Register Notices (FRN), Memorandums to the Executive Directors Office (EDO) and Office of General Council (OGC), files for the Office of Nuclear Material Safety and Safeguards (NMSS), SECY Papers, Congressional correspondence, letters to the Chairman, and Commission/Congressional documents
* Assisted with Special Projects including the preparation of public meetings that are televised and accessible via internet; also coordinate numerous office activities and social/professional events
* Escorted high-level government officials around the local area during their visits

MILITARY ONESOURCE, Arlington, VA 2012 – 2013

Daily Living Consultant

* Provided assistance to military members and their families
* Located helpful resources for various requests through for-profit and non-profit organizations using referral information
* Consulted with relocation agencies, health/wellness providers, transportation services, financial assistance programs, education outlets and local community resources to effectively serve personnel and families; built mutually beneficial partnerships by referring military service members and families to these entities to seek services offered
* Conducted phone consultations with clients; also communicated through written or verbal correspondence
* Maintained workflow by studying new guidelines and procedures, and developing reporting procedures that allowed for provision of feedback to supervisor regarding client consultations
* Resolved administrative concerns by coordinating report preparation, data analysis and solution identification

92Y Unit Logistics Specialist/Armorer-Multinational Force and Observers (DEPLOYMENT) 2011-2012

* Served with the Multinational Force and Observers (MFO) in an on-call, 24-hour rotation capacity in order to supervise the execution of security provisions for the Egyptian-Israeli Treaty of Peace during a deployment; employed best efforts to prevent any violation of its terms
* Signed for over $250,000 worth of Federal property that included Sensitive items for my entire unit, vehicles and Medical supplies.
* Demonstrated poise and tact in dealing with ambiguity that occurred throughout deployment to the Sinai Peninsula in Egypt; recognized by both superiors and peers as a valued member of the team; practiced flexibility in an environment where things constantly changed; garnered peer praise for ability to listen and execute tasks
* Effectively oversaw operation of checkpoints, reconnaissance patrols and observation posts along the international boundary
* Ensured the freedom of navigation through the Strait of Tiran; served as a security presence for the Egyptians and made sure both Egypt and Israel followed the Guidelines of Article V, their Peace Treaty; states that both countries will ensure the freedom of navigation through the Strait of Tiran

### Education & Credentials

**CompTIA Security+ SY0-501**

**Department of Defense,** Top Secret Security Clearance

**Bachelor of Science**, Cyber Security Management & Policy, University of Maryland University College (2018)

**Associate of Science**, Network Systems Administration, ITT Technical Institute (2015)

### Awards & Distinctions

### ARMY COMMENDATION MEDAL ▪ ARMY GOOD CONDUCT MEDAL ▪ NATIONAL DEFENSE SERVICE MEDAL

### GLOBAL WAR ON TERRORISM EXPEDITIONARY MEDAL ▪ GLOBAL WAR ON TERRORISM SERVICE MEDAL

### ARMY SERVICE RIBBON ▪ OVERSEAS SERVICE RIBBON ▪ ARMED FORCES RESERVE MEDAL WITH “M” DEVICE

### MULTINATIONAL FORCE AND OBSERVERS MEDAL