

Paul Tan
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Country of Citizenship: United States of America

Veterans' Preference: 10-point preference based on a compensable service-connected disability of 10 percent or more, but less than 30 percent

VEOA Eligibility: Yes

VRA Eligibility: Yes

Registered for Selective Service: Yes

SUMMARY

Over 14 years of experience with managing US Military and Federal programs and improving their performance outcomes

WORK EXPERIENCE

U.S. Consumer Product Safety Commission Bethesda, MD US	05/2015 - Present Hours per week: 40
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Program Analyst (GS-0343-11 from 05/17/2015 to 05/27/2016, GS-0343-12 since 05/28/2016)

Duties

Serves as Program Analyst with responsibility for the management, operations, and quality control of the Eastern US geographic component of the NEISS (National Electronic Injury Surveillance System) data collection system, Death Certificates Project System (DTHS), and related Commission data acquisition programs under the supervision of the Supervisory Program Analyst. Oversees the comprehensive operation of the Eastern US geographic component of NEISS, DTHS, and other related reporting systems for accuracy, completeness, timeliness, validity, and reliability in producing data. Develops and interprets statistical analyses and provides special summaries and compilation of survey report data for use by senior management in program decisions. Provides programmatic recommendations and solutions.

Assists in the development of short-range and long-range program goals and plans for all data collection activities. Assists in formulating team program objectives. Identifies system management problem areas and develops plans for improvement of data collection programs and acquisition activities to assure that data quantity and quality are maintained at optimum level. Initiates the review and analysis of programs, activities, and related processes and procedures using available and innovative quantitative and qualitative methods to identify trends and program deficiencies and weaknesses. Facilitates improvement through studies and by providing advice and making recommendations based on findings. Develops remedial approaches and alternative solutions to solve major problems and issues and to increase program productivity, effectiveness, and efficiency. Updates the Supervisory Program Analyst on areas for improvement and potential root causes of issues and negative trends and advises and recommends courses of action through progress reports and planning sessions. Collaborates closely with contractors, analysts, field investigators, and external stakeholders to improve data collection systems. Coordinates mission system support and troubleshooting between third-party users and IT support.

Maintains effective relationships with contractors (hospitals, state vital statistics offices, medical examiners, coroners) that provide injury and death data. Assists in the search for and recruitment of new sources of data that could be used by the Commission. Conducts introductory presentations and training. Conducts program evaluations and documents program performance results. Meets and confers with hospital administrators and staff to improve the reporting to NEISS. Interprets complex coding procedures for hospital staff. Coordinates acquisition and arranges the submission and delivery of death certificates by US states. Ensures death certificates meet contract criteria. Assists in the planning, monitoring, and

implementation of new survey activities. Independently performs plans and procedures recommended by the Supervisory Program Analyst. Recommends operating procedures and guidelines concerning data collection systems and field support units.

Manages contracts for 21 accounts with total funding over \$550 thousand. Provides professional competence to assess negotiated contracts, completes purchase orders, manages budgetary aspects relating to contract expenditures and resource utilization, oversees the review of invoices for payment, validates the nature of expenditures, and conducts cost accounting and analyses. Evaluates changes in funding allocation and prepares periodic status reports making projections and recommendations on matters concerning short-term and long-term budgetary needs. Prepares recommendations for deobligation of Undelivered Orders (UDO) balance. Maintains NARS (NEISS Accounting Resource System). Maintains and manages contract records. Coordinates return of Request For Quotation (RFQ). Uses overall professional knowledge of program activities to project needs of the Data Systems Division in revising existing contracts.

Accomplishments

Consecutively rated “Outstanding” (Level 5 of 5) during the two most recent performance appraisals after receiving “Highly Successful” (Level 4 of 5) on first appraisal. Received Meritorious Service Award in recognition of team’s significant success in planning, developing, testing, and implementing the PC-NEISS 2.0 application. Received Level 2 On-the-spot Award for developing tools that improved NEISS coding. Received Level 1 On-the-spot Award for giving outstanding presentation to entire agency that enhanced understanding of directorate’s mission and work. Established appropriate external contacts that resulted in the recruitment of two NEISS hospitals. Improved the reporting quality of five of six assigned NEISS hospitals; reduced the number of reporting errors made by newly recruited hospital by over 50% within 3 months.

Carried out special projects for the Division. Evaluated new electronic DTHS review program and processes. Collaborated and submitted proposed end state and deliverables as part of the Office of Hazard Identification and Reduction’s (EXHR) strategic review work group. Drafted help guide for updating General Services Administration’s (GSA) System for Award Management (SAM) accounts; ensured NEISS hospitals and third-party coders received their payments without interruption. Trained fellow analysts on how to review In-depth Investigations (IDI) documents, conduct analyses, and prepare reports. Assisted team members in tracking and accounting for Medical Examiners and Coroners Alert Project (MECAP) reporting data and invoice payments using Excel (XLS); deconflicted historical data between multiple sources.

Improved the timeliness of 2015, 2016, and 2017 death certificate acquisitions by 8%, 25%, and 24%, respectively; contributed in meeting congressional reporting requirement. Developed tool to track and account for death certificates and payments using XLS advanced features; provided senior management with improved program situational awareness. Created contract price worksheet XLS document for use with new contracts and contract renewals; automated process and simplified input with no manual calculation--eliminated possibility of manual miscalculation, reduced calculation time by estimated 98%. Completed Project Management course. Received recognition from EXHR Assistant Executive Director for role in completing immense table saw study in a timely manner. Effectively trained five new coders for two new NEISS hospitals – one hospital received the monthly incentive bonus payment 2 months after joining NEISS; the first time in 20-year tenure of Directorate for Epidemiology (EDPS) director.

**Warrior Transition Brigade-National Capital Region 06/2014 - 05/2015
Bethesda, MD US Hours per week: 40**

Management Analyst (GS-0343-09 from 06/16/2014 to 05/16/2015)

Duties

Served as Warrior Transition Unit Management Analyst (MA) for 145 Soldiers in Transition (ST) and 50 Mission Command and Medical Management cadre personnel and was responsible for the management of the Army Warrior Care & Transition System (AWCTS). Performed manpower management reviews and analyses; made recommendations concerning the allocation of personnel within the AWCTS based on mission, workload, and priority. Completed reports

and recommendations for AWCTS processes to include, but not limited to Goal Setting, Risk Assessments, Self-Assessments, Action Plan, and Career and Education Readiness.

Facilitated AWCTS improvement through surveys and studies and by providing advice and making recommendations based on findings to improve effectiveness and efficiency. Utilized qualitative and quantitative techniques to analyze, evaluate, and assess AWCTS program processes and administrative procedures; identified and analyzed problems and recommended/executed solutions to problems found in AWCTS program processes and administrative procedures.

Compiled data and presented monthly statistical information with analytical narrative summaries as part of report on the effectiveness and efficiency of AWCTS program. Extracted, prepared, and disseminated daily self-assessment (SA) and weekly risk assessment (RA) status reports. Ensured the integrity and accuracy of data in AWCTS; updated ST availability and assessment frequency statuses. Prepared manpower projections.

Developed milestone schedules to track and meet suspense dates. Monitored high priority items to ensure timely completion. Ensured quality execution of AWCTS processes; requested system enhancement requests on behalf of unit staff. Provided weekly AWCTS support during the weekly Inter-Disciplinary Team (IDT) meeting. Managed AWCTS account creation and role assignment for personnel. Resolved/coordinated Cadre and ST user issues. Functioned as liaison between the unit and the AWCTS Help Desk. Interpreted Medical Command policies and regulations and Comprehensive Transition Plan (CTP) guidelines and provided guidance to Company Commander, Platoon Sergeants, Squad Leaders, Nurse Case Managers, and Social Workers. Served as local Subject Matter Expert on AWCTS; provided education, training, and support to unit staff. Performed other duties as assigned.

Accomplishments

Rated “Excellence, 75% or More Obj” (Level 5 of 5) during performance rating period. Improved overall month-over-month SA completion rates by over 9%; quickly improved monthly SA completion rate from 89% (June 2014) to 98.4% (October 2014). Tracked 100% of SA by Soldier. Monitored completion of 100% of assessments by Soldiers on multiple schedules based on various risk levels. Exceeded the standard by meeting a target goal of 95% completed assessments with no more than 5% unjustified incomplete assessments. Increased RA tracking and feedback to support Able Troop risk mitigation strategy; reduced length of days that RA's remain undesignated from average of 16 to 8; reduced number of undesignated RA's over 7 days from average of 81 to 40. Tracked 100% of RA of Soldiers. Monitored completion of 100% assessments by the Company Commander, Platoon Sergeant/Squad Leader, Nurse Case Manager, and Social Worker. Exceeded the standard by ensuring 95% of STs are made unavailable during periods of leave and/or absences for Self-Assessments and 100% of cadre are reassigned according to coverage plans during periods of leave and/or absences. Monitored the AWCTS system status for scheduled and unscheduled outages; minimized operational impacts. Exceeded the standard by ensuring that 100% of published scheduled outages are reported and that 100% of system tickets are tracked and reported daily. Coordinated possible Privacy/Health Information Portability and Accountability Act (HIPAA) incident with AWCTS Service Desk and mitigated breach; safeguarded confidentiality.

Reconciled SA frequency with RA designation of over 85 Soldiers; ensured accuracy of AWCTS and timely SA activations. Reduced daily SA status report preparation time by 2/5 from 25 minutes to 15 minutes; quicker update dissemination. Created user application form; improved administrative operation; established formal application process for AWCTS account creation. Deactivated departed staff's 52 user accounts; increased security of AWCTS and secured Soldier personal information. Created customized AWCTS reports for clinician staff; reduced SA report review time and increased time for primary duties.

Trained 11 IDT members on new AWCTS Career and Education Readiness (CER) functionality; increased unit staff proficiency in use of new system function. Provided AWCTS SA and RA education tutorials to 5 new Platoon Sergeants and Squad Leaders; decreased required time to learn and master AWCTS. Updated 20 users' contact information on AWCTS; enabled delivery of system notification; increased completion of AWCTS tasks. Assigned unassigned

occupational therapists (OT's) to 76 Soldiers; increased AWCTS accuracy. Authored 17 Standard Operating Procedure (SOP) documents for improved program continuity; smoother future turnover with readily available knowledge font.

U.S. Air Force
Various Locations

12/1997 - 10/2009
Hours per week: 40

Various (i.e. Network Operations Supervisor, Communications Service Desk NCOIC, Information Systems Security Manager, Network Administrator, Unit Deployment Manager, Initial Qualification Training NCOIC, etc.)

Duties

Led 13 personnel in providing network support to 7,000 users within 62d Air Wing, 446th Air Wing, and Western Air Defense Sector. Monitored and controlled performance and security of Non-secure Internet Protocol Router (NIPR) and Secret Internet Protocol Router (SIPR) infrastructures on \$80 million Metropolitan Area Network. Formulated, established, and applied maintenance policies and procedures that ensured effective management of 54 Network Control Center (NCC) personnel in 6 work centers and \$20 million communications infrastructure. Managed NCC's coordination, control, and scheduling of all maintenance production efforts on over \$35 million communications electronics command and control equipment. Managed the Seventh Air Force's (7 AF) Information System Security Program for 15 Sensitive Compartmented Information Facilities (SCIFs) consisting of 95 networks and 400 information systems (IS) at various geographically separated locations on the Korean peninsula. Ensured adherence of assigned SCIFs to Information Assurance program policies. Interpreted and implemented DoD, AF, and Major Command (MAJCOM) policies. Provided guidance to the 7 AF Commander, Senior Intelligence Officer, squadron and flight commanders, Information Assurance Officers (IAOs), and System Administrators (SAs). Supervised over 100 IAOs, SAs, and magnetic media monitors.

Accomplishments

Spearheaded Lewis-McChord network infrastructure merger study and presented options and associated benefits and costs to unit and base leaderships. Ensured unit leadership was up-to-date via weekly presentation of status of projects and work center performance metrics. Automated tracking of multiple project and program suspenses to ensure completion prior to their due dates. Led network support for two Nuclear Safety Inspections (NSIs) that earned praises from inspectors as "best comm support yet." Secured wireless access to 2,000 aircraft maintenance Technical Orders (TOs), which was key to unit winning the Lieutenant General Grant Award as best small communications squadron. Directed 8-person Air Mobility Command (AMC) RODEO network management team that supported 1,200 visiting users from 55 teams that competed in 36 events; AMC Wing Commander lauded event as "best yet!"

Coordinated resolution of complex, region-wide network communication problem. Established Standards and Evaluation program for network administrators within squadron through consultation with subject matter experts in response to new policy. Managed storage area network (SAN) migration schedule with no disruption to affected units' operations. Spearheaded modification and addition of new knowledge base fields--improved problem resolution process. Identified emerging trends and patterns of concern. Spearheaded web-based out-processing initiative that eliminated cumbersome physical method. Established effective working relationships with other work centers--increased multi-work center project and systems change coordination. Enhanced trouble ticket process by providing clear instructions in filling out mandatory fields to backend work centers. Provided trouble ticket database user training to Help Desk and backend personnel. Established unit's first IT certification program. Coordinated with PACAF HQ senior evaluations and training personnel in the development of IT certification program.

CERTIFICATION

Contracting Officer Representative (COR) level I - 3/2018

SOFTWARE PROFICIENCY

Army Warrior Care and Transition System
Cerner eRecords

MyHealtheVet
PointClickCare

Epic Hyperspace
Meditech

Rehab Optima

EDUCATION

University of Pittsburgh
Pittsburgh, PA US
Master of Occupational Therapy, 12/2013

Canisius College
Buffalo, NY US
Bachelor's Degree - Business Management

HONORS AND AWARDS

U.S. Consumer Product Safety Commission Meritorious Service Award
U.S. Consumer Product Safety Commission Level 2 On-the-spot Award
U.S. Consumer Product Safety Commission Level 1 On-the-spot Award
Air Force Commendation Medal
Air Force Achievement Medal
Meritorious Unit Award
Air Force Outstanding Unit Award with valor device
Air Force Computer Systems Operations Training Distinguished Graduate Award
Canisius College Department of Management Award