

Maria C Lugo
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Education:

Old Dominion University, Norfolk, VA
M.S. Ed. 12/1998
Credits Earned: 48 Semester hours
Major: Education (Counseling)

Virginia Tech, Blacksburg, VA
B.S. 05/1991
Credits Earned: 126 Semester hours
Major: Psychology
Honors: Cum Laude

Work Experience:

Administrative Officer 10/2014 - Present

GS-0341-12

National Institutes of Health

9000 Rockville Pike, Bethesda, MD 20892

- Serve as principal advisor on all administrative management matters for the Neuro-Oncology Branch (NOB) in the Center for Cancer Research (CCR), NCI. Assist in developing and implementing administrative management policies.
- Define goals to be met on program issues and offer alternatives based upon Federal and IC regulations, policies, and procedures. Make recommendations on best course of action.
- Develop and maintain a systematic framework needed to monitor expenditures and track the NOB budget. Formulate short and long-range budget projections. Interpret and apply internal budget guidelines. Analyze expenditures and organizational spending plans and advise on projected shortfalls.
- Apply knowledge of Federal travel regulations to review and approve domestic and foreign travel.
- Implement strategies to improve administrative and program operations. Monitor and evaluate strategies for most efficient performance. Maintain reporting systems and prepare official reports and correspondence for senior management and branch chiefs.
- Coordinate human resource actions with program staff and HR personnel and advise branch chief, PIs and staff on human resources regulations, policies, and procedures, workforce utilization and contract negotiation.
- Effectively plan, organize and prioritize work to accommodate the constant changing demands and timelines; Independently modify workflow methods and procedures to correctly address the needs of scientific staff and support staff.
- Oversee the proper usage of the Federal Purchase Card as a Card Approving Official and independently ensure that all necessary documentation is accurate and complete, and actions are compliant with law, regulation, or policy supported at higher levels. Provide administrative support for procurement and contracting.
- Advise on inquiries and issues regarding space allocation and building access.

Supervisor: Patrick Miller (240-760-6337)

Okay to contact this Supervisor: Yes

Immigration Specialist 05/2009-10/2014

GS-0301-12

National Institutes of Health

9000 Rockville Pike, Bethesda, MD 20892

- Applied in-depth knowledge of immigration laws and NIH policy to perform a wide range of tasks associated with the provision of immigration services for the NIH Visiting Program.
- Analyzed and evaluated office administrative policy and procedures for efficiency and effectiveness. Made recommendations and instituted changes in policies and procedures. Developed and/or modified policies and

procedures based upon recommendations to improve the division's performance.

- Attended and organized meetings with staff and officials from DIS, NIH, and other Federal and non-Federal agencies to promote organizational goals.
- Used automated tracking systems daily, including several databases and Excel spreadsheets to track international visitors.
- Worked closely with PIs, branch chiefs, AOs, HR personnel, and other hiring staff to ensure smooth transition for visiting scientists to the NIH.
- Provided training for junior staff and IC personnel on immigration/NIH policies and procedures. Served as back-up to senior staff in their absence, and served as leader of Lawful Permanent Residence Team.

Supervisor: Daniel Smith (626-318-6496)

Okay to contact this Supervisor: Yes

Director, International Student and Scholar Services 12/2002-05/2009

Norfolk State University

700 Park Avenue, Norfolk, VA 23503

- Served as Primary Designated School Official for the Department of Homeland Security. Brought university to compliance with immigration regulations post 9/11 by analyzing administrative operations and university policies and appropriating changes as required by law.
- Developed and conducted management studies to analyze the effectiveness and efficiency of program operations using advanced quantitative or qualitative methods such as stake-holder surveys, inter-office communications, and statistical data. Formulated and executed action plans in response to data gathered from surveys. Developed analytical reports of outcomes. Provided recommendations for improvement.
- Implemented policies and procedures and generated manuals for program operations (Standard Operating Procedures). Monitored compliance using computer tracking software.
- Served as liaison to state and federal agency officials including the United States Citizenship and Immigration Services, the FBI, and Virginia State Attorney General's Office regarding immigration matters.
- Communicated complex immigration matters and provided regulatory guidance and advice to senior administrators, including the Vice President for Student Affairs, the Director of Human Resources, Board of Visitors, and University stakeholders based upon discussions with state and federal agency officials.
- Evaluated new legislation and university policies and procedures for projected impact on program. Was responsible for all travel and space requisitions, as well as budget.
- Created Microsoft Access database to track international students and scholars. Maintained all databases and department website.
- Compiled, assembled, and classified statistics from databases using SQL and computed statistical data to evaluate program effectiveness.
- Served as divisional editor for documents and publications.
- Assisted senior administrators with recruitment and the hiring of applicants. Served as main point of contact and provided guidance to Human Resources with regards to immigration matters and the hiring of foreign workers.

Supervisor: Larry Curtis (757-513-2407) Okay to contact this Supervisor: Yes

Admissions Counselor 10/2001-12/2002

Norfolk State University

700 Park Avenue, Norfolk, VA 23503

- Guided and coached potential students through admissions process at a university with over 6,000 students.
- Participated in 3 national and 6 regional recruitment fairs each semester.
- Coordinated all individual travel, in-state and out-of-state, under Virginia State travel guidelines and executed use of state travel card.
- Drafted and published recruitment literature.

Supervisor: Michelle Marable (757-823-8673) Okay to contact this Supervisor: Yes

Case Manager 12/1998-10/2001

The Salvation Army HOPE Center
2097 S. Military Highway Chesapeake, VA 23320

- Assisted in developing comprehensive, structured program for homeless shelter that housed 20 single women and 10 families. Drafted and printed standard operating procedures manual and enacted program policies.
- Developed criteria for evaluating and analyzing program to ensure objectives were being met; evaluated policies and procedures and made recommendations for improvement.
- Coordinated efforts with state and federal agencies and public school officials to enhance services and resources made available to residents.

Supervisor: Winsome Sears (757-679-6701) Okay to contact this Supervisor: Yes

References	Employer	Title	Phone
Aaron Bell	National Institutes of Health	Deputy ARC Manager, Center for Cancer Research, NCI, NIH	240-760-6326
Daniel Smith	Retired, National Institutes of Health	Former Team Leader, Division of International Services, NIH	626-318-6496
Jennifer Jantos	Department of Energy	Program Analyst	202-586-4526

Computer Proficiency: Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook and Publisher), NIH nVision, National Institutes of Health Business System (NBS), Status of Funds Internet Edition (SOFie), Fellowship Payment System (FPS), Purchasing Online Tracking System (POTS), Learning Management System (LMS), NIH Enterprise Directory (NED), Integrated Time and Attendance System (ITAS), Concur Government Edition (CGE), NCiConnect, Enterprise Human Capital Management (EHCM)

Job Related Training:

EHCM Training Modules 5/2019
MS Online OneDrive 3/2019
NIH Management Seminar Series 1/2017-7/2017
NIH Foreign Travel (Concur Government Edition) 11/2016
NIH Domestic Travel (Concur Government Edition) 11/2016
Title 42 at NIH 2/2016
NIH Capital HR Systems Training 1/2016
Microsoft Excel Beginner, Intermediate, Advanced 8/2015
Advanced NED Users 3/2015
LMS Local Learning Registrar/ Administrator /People Administrator 2/2015
Green Purchase Training 10/2014
NIH Purchase Card Training (NBS) 12/2014
Fellowship Payment System 11/2014
Appropriations Law 11/2014
NED (NIH Enterprise Directory) 11/2014
Advanced Simplified Acquisition 11/2014
Basic Simplified Acquisition 10/2014

Honors and Affiliations:

Phi Beta Delta Honor Society - Chapter Founder 2005
American Women in Higher Education - Member 2005-2009
National Association for Foreign Student Advisors - Member 2001-2009

Psi Chi National Honor Society - Member 1989

Awards:

October 2018: Merit Step Increase

March 2012: Merit Step Increase

December 2010: National Institutes of Health Merit Award

Leadership Activities:

August 2009- August 2012: Leader, Lawful Permanent Residence Group, Division of International Services, National Institutes of Health

January 2006-May 2009: Founder and Advisory Board Member, Zeta Nu Chapter of Phi Beta Delta Honor Society, Norfolk State University

2007-2008: Founder and Co-Chair, National Association for Foreign Student Advisors HBCU Special Interest Group

Writing Activities:

2004-2008 – Community Blogger, PilotOnline.com (The Virginian Pilot), Hampton Roads, Virginia

2005-2009 – Wrote articles for the [President's Annual Report](#), [University Magazine](#), and [Spartan Echo Newspaper](#), Norfolk State University

2002-2009 - Divisional Editor for Division of Student Affairs, Norfolk State University

Conference Presentations:

November 12, 2006: NAFSA Travel Grant

November 12, 2006: "HBCU Special Interest Group and the Positioning of HBCUs in the New NAFSA", NAFSA Region 7 Conference, Charlotte, NC

November 10, 2006: "International Students' Experiences at Norfolk State University", NAFSA Region 8 Conference, Washington, DC

Maria C Lugo
Additional References

Nancy Garren, CRNP, PMH-BC, GC-C
Nurse Practitioner
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