

ROBERT SMITH

Management Analyst II

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Executive level Administrative professional with over 15 years of experience. Highly qualified in service-based, administrative positions requiring an emphasis on customer satisfaction in a fast-paced environment with a focus on senior level staff. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability.

EXPERIENCE

Management Analyst II

JAB Innovative Solutions - SEPTEMBER 2015 - 2019

- Customs Borders and Protection Prepare or assist with the preparation of scheduled and/or ad hoc statistical, metrics, narrative reports and PowerPoint presentations.
- Establish, maintain, and update files, databases, records, and/or other documents; develop and maintain data, and perform routine data entry, analyses, and calculations in the processing of information for ad hoc and recurring reports.
- Perform associated records management duties to include identification of documents as records and determination of proper schedules for record disposition in accordance with CPB policy.
- Draft, edit, and facilitate the development of talking points, public presentations, reports, educational materials, brochures, fact sheets, and/or other materials for internal, Government, and public consumption.
- Perform copying, collation, and assembly of various documentation in-house.
- Under specific circumstances, prepare documents for printing by completing the necessary forms and submitting them to the Facilities Division for transfer to the Government Printing Office.
- Facilitate the passage of security clearances, foreign visitor requests, and other unique processing requirements as needed for staff travel, Government officials, and/or media representatives to the office, CPB activity sites, or other locations.

Management Analyst

ABC Corporation - 2012 - 2015

- www.USMint.gov Composed and produced technical documentation and correspondence involving complex information.
- Coordinated with multiple departments to develop operational policies and directives.
- Developed and delivered detailed progress reports, training, and operational briefings to senior management including the Director of

the Mint.

- Played a key role in developing the Alternative Dispute Resolution (ADR) program (100 % resolution without third-party intervention), the national performance plan system, and standards for individual Mint offices with employee involvement, as well as numerous daily operational policies.
- Served on several policy planning and development teams while conducting Office of Protection directives, negotiations of prior Mint contracts, and numerous other Mint internal initiatives.
- Handled complaints that were either appealed or directly sent to the Merit Systems Protection Board (MSPB), Federal Labor Relations Authority (FLRA) for unfair labor practices (ULP) including proposed removals, suspensions, and last chance agreements (LCA).
- Provided briefs and documents to senior management on numerous employee related issues including pay, reorganizations, budgets and strategic planning..

EDUCATION

- Social Sciences - June 1999(Johnson C. Smith University - Charlotte, NC)

SKILLS

Microsoft office, Typing proficiency 55.