**JON SHOENIG**

**1155 Ripley Street #604**

**Silver Spring, Maryland 20910**

**Telephone: 301.257.2617 Human Resources & Administrative Professional**

**Email:** [**Jonsho25@gmail.com**](mailto:Jonsho25@gmail.com)

**PROFESSIONAL PROFILE**

A highly experienced Administrative Professional with advanced degrees, currently working as an administrative contractor with the Department of Homeland Security; Experience in facilitating orientation sessions for new employees and interviewing persons/conducting assessments to determine appropriateness for employment, assisting individuals with completing benefits paperwork, performing inventory, monitoring compliance with timesheets, and providing customer service via a Helpdesk

**CORE COMPETENCIES**

Excellent Leadership/Training/Mentoring Skills Exceptional Interpersonal Skills

Consistently Meets or Exceeds Expectations Highly Organized and Detail Oriented

Outstanding Written and Communication Skills Goal and Deadline Driven

Problem Solver/Solutions Focused Pays Close Attention to Detail

Works Collaboratively or Independently Quick Learner

**EDUCATION**

**University of Maryland, University College, Adelphi, Maryland**

**Certificate:** Human Resources Management: May 2013

**City University of New York – John Jay College, New York, New York**

**Degree:** Master of Arts – Psychology: August 2004

**Boston University, Boston, Massachusetts**

**Degree:** Bachelor of Arts – Psychology and Sociology: May 2002

**Specialized Coursework:**

Human Resources Management

Human Resources Management: Issues and Problems

Management and Organization Theory

Conflict Management in Organizations/Organizational Culture

The Total Awards Approach to Compensation

**PROFESSIONAL EXPERIENCE**

**New Editions Consulting, Falls Church, Virginia**

**Accessibility Analyst:** February 2015 – Present

**Jr. Accessibility Technician:** July 2012 – February 2015

* Perform various administrative functions as needed, often on short notice, per client’s demand
* Provide customer service by managing Helpdesk and answering customer questions
* Update policy and procedure manuals

**JON SHOENIG**

**Page 2**

* Ensure all contractor timesheets are complete and submitted by deadline
* Perform inventory of IT equipment and other government property
* Collect, organize, and interpret data into high-level reports for senior management including the Chief Information Officer
* Facilitate the Reasonable Accommodation process by performing needs assessments for employees with disabilities, identifying the best solutions to reflect an employee’s needs, and providing technical assistance to employees and Facilities staff about procurement and installation of ergonomic furniture
* Compose disability assessment reports within 48 hours of needs assessments
* Test and fix Microsoft Office and Adobe PDF documents for Section 508 Accessibility

**Significant Accomplishments Include:**

1. **Creating and editing two videos currently use in monthly Department of Homeland Security employee training sessions**
2. **Saving over $100,000 dollars of Federal funds by performing market research on assistive technology products and recommending cost-effective solutions**
3. **Improving customer service at customer site by managing Helpdesk operations – responded to over 400 service requests a week within 2 hours of receipt**
4. **Increasing response time to customers up to 35% by providing contractual support to our Federal client in the areas of : Helpdesk response time, completing needs assessment report within 48 hours of assessment and documenting accessibility – Managing request queue and assigning all requests within 4 hours of receipt**
5. **Fixing over 500 PDF and Microsoft documents for Section 508 accessibility including time sensitive, high priority documents requested by the Office of the Secretary of the Department of Homeland Security**

**Independence Now, Inc., Silver Spring, Maryland**

**Community Work Incentive Coordinator:** December 2011 – July 2012

* Quantitatively analyzed the effects of employment on clients’ Social Security Disability, Medicaid, Food Stamps and other public and private benefits
* Explained technical information regarding Social Security and Code of Maryland regulations to clients in an easily comprehendible manner
* Conducted outreach presentations promoting the company’s benefits counseling services
* Conducted intake interviews both in-person and on the telephone

**Significant Accomplishments Included:**

1. **Leading 20 presentations to non-profit organizations promoting the company’s services**
2. **Composing over 50 detailed and individualized written analyses explaining the effects of employment on clients’ public benefits**
3. **Reducing demand for taxpayer funded Social Security entitlement by successfully encouraging 10 recipients of Social Security Disability to return to work**

**JON SHOENIG**

**Page 3**

**Compass, Inc., Silver Spring, Maryland**

**Individual Benefits Coordinator:** January 2010 – December 2011

* Obtained and maintained Social Security, SSI, Medicare, Medicaid, Food Stamps and other public benefits for over 100 clients with developmental disabilities
* Processed and notified Social Security Administration about any client employment change
* Evaluated and processed invoices and related expenditure requests
* Analyzed over 100 monthly financial reports for fraud and accountability of federal funds
* Updated client billing sheets as client data changed
* Monitored all account activity for over 100 client accounts and investigated irregular transactions
* Interpreted and applied Social Security laws and relevant Code of Maryland regulations to ensure the organization’s compliance with federal funds
* Maintained client files and ensured compliance with confidentiality laws

**Significant Achievements Included:**

1. **Training over 40 co-workers on Finance Department policies and procedures for completing monthly financial reports and enforced compliance**
2. **Increasing company operating revenues by $50,000 dollars annually by obtaining and maintaining Food Stamp benefits for over 100 clients**
3. **Evaluating and analyzing over 100 monthly financial reports for fraud and accountability of federal funds which saved the company $1,000 a month**
4. **Creating a new documentation system for telephone conversations which increased transparency in a Finance Department under heavy scrutiny from federal and state auditors**
5. **Upon my hiring, the company was in receivership with the State of Maryland. Through proper reporting and documentation of federal and state funds, my efforts successfully moved the company out of receivership**

**ADDITIONAL SIGNIFICANT EXPERIENCE**

**Guide Program, Lanham, Maryland**

**Rehabilitation Specialist:** April 2008 – December 2009

* Assisted clients with applying for and obtaining health insurance plans
* Interviewed clients and conducted assessments to determine qualifications for employment
* Facilitated orientation sessions for new clients
* Initiated company disciplinary policy on an as needed basis

**Fairfax County Government – Community Services Board (Crisis Care Program), Annandale, Virginia**

**Mental Health Therapist:** September 2005 – January 2008

**COMPUTER SKILLS**

Microsoft Word, Excel, Access, Outlook, PowerPoint

Mac OS

QuickBooks Online

Adobe Acrobat