## Jaclyn N. Hunter

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**Career Summary:**

**Accomplished and highly motivated United States Army veteran with over a decade of expertise in leadership roles, specializing in Acquisition and Contract Management. Possess strong interpersonal skills with ability to establish rapport at all levels. Knowledgeable of acquisition management, government contracting laws and regulations. Organized and disciplined, able to multitask, prioritize, and achieve organizational objectives in diverse and challenging environments. Maintain Department of Defense (DoD) clearance.**

* **Areas of Expertise** -

Leadership Supervision Training & Development Personnel Management Contractor Performance

Locke

Delivery Assurance Troubleshooting Customer Service Team Building Decision Making

**Professional Experience:**

***Regional Program Manager May 2014 - Present***

***DCR Workforce Atlanta, GA***

* Act as SME and team player. Facilitate weekly discovery and Q&A call sessions for suppliers on requisitions.
* Screen and evaluate candidate profiles (skills, experience, availability, etc.) and resume.
* Coordinate/schedule interviews with Hiring Manager and Supplier.
* Serve as primary point of contact for Suppliers, Managers and Functional Groups.
* Develop proactive Supplier Relationships per the needs of the customer.
* Manage 140 + employees.
* Manage all issues related to delivery schedules, and payment provisions via KRONOS and ADP.
* Manage all contract data reporting requirements to include billing issues, and adjustments.
* Provide Supplier payment details to applicable contacts regarding final price agreements.
* Responsible for overall delivery of full service offerings. Responsible for managing the full procurement lifecycle for specified category of headcount.
* Resolves and negotiates delivery schedule with contractor and buyer activity. Negotiates with suppliers when delinquencies occur.
* Bring business analysis and functional skills to the relationship to evaluate customer business, understands the goals of the customer program, and makes recommendations to customer.
* Provide support to Hiring Managers for requisition creation. Monitor requisition approvals and escalate issues when required. Review and qualify new requisitions and release to suppliers.
* Ensure compliance with client procurement policies, guidelines, and processes. Monitor invoice & payment/monitoring of accruals and adjustments.
* Deliver comprehensive reporting (Standard & Ad-Hoc), review requests with customer to assure understanding of requirement.
* Provide general program & system user support. Conduct ongoing user training for buyer users and suppliers
* Monitored contract workers performance for compliance with applicable laws and company rules.
* Maintain HR employee records and all Affirmative Action submissions
* Manage site progression increase program ensuring accuracy.
* Applied employee relation concepts, principles, and methodologies to resolve high complex relation matters.
* Support exempt/non-exempt staffing support as necessary
* Proposed new policies, procedures, and practices that had a significant impact on the employee relations area.
* Assume responsibility for site attendance management program and the achievement of all site attendance measurable.
* Coordinate site attaining any available including state and federal, training or hiring support dollars.
* Coordinate all local STD claims ensuring that employees and company are meeting their obligations on a regular basis. Along with Workers Compensation Claims.
* Achieve yearly cost reduction target. Coordinate site insurance benefit plans.
* Assume a role of employee advocate ensuring employees take full advantage of ARM opportunities including E-checkups, 401K education, retirement planning and other learning opportunities.

***Human Resource Generalist / Postal Operations December 2008-Present***

***U.S. Army Reserve Charlotte, NC***

* Expertly lead clerical administrative, technical functions, and unit mailroom postal operations, while maintaining and processing records, awards, advancements, emergency notification data, and promotions.
* Promptly process Dropped from Roll (DFR) packets, prepare strength accounting reports, create manifest for all deploying personnel, and conduct Personnel Asset Inventory (PAI) after change of commands.
* Efficiently create Ad Hoc Query from eMILPO database, process strength related accountability, perform and validate unit strength reconciliations, prepare correspondence.
* Meticulously review Non-Commissioned Officer Evaluation Report (NCOER), and process requests for leaves and passes or permissive temporary duty (TDY).
* Highly skilled and trained to prepare casualty reports while deployed, and to issue Common Access Card (CAC) to authorized personnel, while operating Contingency Military Post Office (APO) for domestic and international mail.
* Adeptly: document mail shipments, conduct postal directory functions, maintain postal supplies, report suspected postal incidents/offenses, provide postal security, maintain stamp stock, and prepare and sell money orders.
* Skillfully conduct postal classes for all future mail handlers and orderlies.

***Field Engineer Team Lead November 2012-September 2013***

***Lockheed Martin Taji, Iraq***

* Demonstrated expertise as recognized subject matter expert (SME) on Foreign Military Sales (FMS) program for Iraq under Dept. of State, including Aerostat 17M and Rapid Aerostat Initial Deployment Training (RAID) 107FT tower.
* Researched, evaluated, and executed technical analysis before transferring defense articles to uniformed local nationals, modifying military Department of Army (DA) Form 2062 hand receipt and implemented foreign ART IA-102 Iraqi hand receipt.
* Expeditiously troubleshoot technical problems and issues on both Aerostat and RAID systems, determining technical solution in accordance with product and customer specifications, while recommending actions to customer representatives for coordinative product solution.
* Reviewed and assessed product needs in accordance with customer specifications, conducted technical training and product briefing with customers and linguists, and acted as local on-site representative to customers’ organization.
* Skilled logistician, proficiently analyzed and coordinated organization supply chain, enabling transfer of all systems parts successfully.
* Company in country lead, organized all eighteen Lockheed Martin employees duty assignment to assure overall mission accomplishment; while notifying Program Director in U.S. of situations in theatre.
* Performed analysis and used risk management techniques to establish a plan for monitoring performance and appropriate insight into selected systems or procedures.

***Force Protection Assistant Supervisor (F-PAS) January 2012-November 2012***

***Protection Strategies Incorporated Taji, Iraq***

* Strategically performed Force Protection analysis for (BDOC) in cooperation with U.S. Army at three locations, managed flow into, within, and out of BDOC, and ensured all tasks, Requests for Information (RFI)s and policies received from OSC-I Operations Center (OPSCEN) or Mayor’s Cell were expeditiously and properly acted upon, distributed, and tracked. Ensured contractor compliance for regulatory and statutory provisions.
* Hands on with sensor systems such as: Advance Electronics Training, Basic Electronics Training, Rapid Aerostat Initial Deployment Training (RAID), Rapid Deployment Integrated Surveillance System Training (RDISS), Base Expeditionary Targeting Surveillance System Combined Training (BETSS-C), Blue Force Tracker( BFT), Forward Area Air Defense (FAAD), Wireless Audiovisual Emergency System (WAVES) and Lightweight Counter-Mortar Radar (LCMR), while ensuring all work required in contract Contractor Support Services in Support of Base Defense Operations Centers (BDOC) were performed satisfactorily.
* Effectively oversaw collection, processing, and dissemination of operations information, CCIRs, and other messages as required, adhering to Force Protection Annexes from Theater Operations Orders.
* Proficiently performed preventive maintenance checks and service (PMCS) on each system and its components in accordance with operator’s and technical manuals and training materials, while skilled in operations of diagnostic systems and components.

***Technical Support June2007-December 2008***

***ACN Communications Concord, NC***

* Expertly conducted first level inbound telephone support for customers by troubleshooting, investigating, and resolving customer questions and issues on first call.
* Accurately and timely provided empathetic, courteous, quality customer service in accordance with ACN’s policies, while maintaining positive, problem-solving approach.
* Maintain equipment logs that record performance problems, repairs, calibrations, or tests.
* Efficiently calibrated testing instruments and installed or repaired equipment to prescribed specifications.
* Promptly answered questions regarding products and determined status of returns, repairs, replacements, orders, delivery schedules, and billing questions.
* Instrumental in researching, documenting, and proposing new methods to modify existing methods of customer support processes.

**Education:**

***Associates of Applied Science, Criminal Justice,***

Kaplan University, Davenport, IA

***High School Diploma,***

East Mecklenburg High School, Charlotte, NC

**Technology Skills:**

Proficient in: Word, Works, Excel, Outlook, PowerPoint, and Access

* Kronos, Smart Track, SharePoint, Salesforce, Supervisory Training of safety related programs.
* Fork Truck training and license program. Emergency Response Team Training.
* Emergency Medical technicians. Safety Committee. Investigation of all accidents.
* Communicate Safety Performance Monthly. Disability Management - return to work programs, Workers Compensation Claims
* Composing supplemental agreements for signature.

**Certifications:**

Aerostat Operator, 2013

RAID 107ft Tower, 2013

Fire Suppression System FSS, 2012

MRAP Egress Trainer, 2012

Acquisition and Contract Management, 2015