

## PROGRAM SUPPORT ASSISTANT

Experience

June 2012

to

January 2015

Company Name City , State Program Support Assistant Accounting Tech- responsible for claims matching, adjustments, refunds and complete account audits of veteran's accounts. Produced voucher refunds, processed returned First Party checks. Prepared public vouchers for processing, refund reviews, pre-payments, claims- matching reports, and audit requests from Veterans or other VA entities. Provided assistance with Debt Management, Internal Revenue and Treasury Offset Programs. Collected, analyzed and prepared data for processing and provided clerical and technical support to CPAC operations. This includes determination if insurance payments should be applied to veteran's co-pay by reviewing patient account information. A determination was made as to the amount of credit given to offset veteran's account and properly annotated with electronic comments. Reviewed First Party debt directly related with the Debt Management Program and the Treasury Offset Program prior to actual impact of payment offsets. Determined appropriate Fund and Resource Code for the refund process. Ensured that all pertinent information was gathered and input into automated systems, in a timely and accurate manner. Collected, compiled, and/or tracked data for the preparation of statistical, financial and/or administrative reports on an ad-hoc or recurring basis. Prepared written documents such as correspondence and memorandums.

August 2008

to

January 2012

Company Name City , State Agriculture Teacher Served as high school agriculture teacher, FFA Advisor, facility manager, counselor, mentor and performed other assigned duties as required. Prepared course material and curriculum at multiple educational levels for diverse audience. Created lesson plans that ensured efficient delivery of course material and often modified or adapted as needed for diverse audience. Maintained classroom hardware, software and supplies to insure optimum performance in the educational environment. Fostered and maintained working relationships with local and statewide leaders. Monitored student progress and submitted progress reports to ensure student comprehension and understanding of the material presented. Provided feedback to students on their projects and assignments. Developed interactive and engaging curriculum, lesson plans and websites for classroom materials and applied instructional methods to insure student engagement in learning. Insured course work was designed and appropriate for a very diverse audience. Served on campus aesthetics committee. Developed entire course curriculum to be available as an independent, online course for high school students utilizing Adobe Flash, Dreamweaver, Front Page, Camtasia, Snagit, PowerPoint, and other programs as required. Utilized survey data to evaluate the effectiveness of high school's educational program. Developed finished products to include engaging lesson plans, training materials, educational videos, and computer enhanced instruction. Designed, evaluated, and modified curriculum utilizing ADDIE and CIPP model for curriculum design as needed. Routinely developed and utilized both formative (internal) and summative (external) evaluations for instruction in order to maintain meaningfulness and allow for optimal learning. Constantly reviewed and maintained currency on educational journals and texts in order to maintain knowledge of emerging trends in instruction and technology and review recent developments in the fields of education and training. Attended professional development regularly in order to collaborate with colleagues and insure course work was up to date with 21 Century and collaborate on innovative instructional methods. Designed, developed and presented staff development training for district teachers (adult learners). Served as mentor to incoming teachers. Served as department chair of Career and Technology Department. Facilitated fundraisers and maintained cash flow and documentation. Trained students for competitions at the state and national level in both Leadership Development Events and Career Development Events. Maintained student educational records at the high school level. Created and maintained databases of student educational records. Instructed other teachers (adult learners) during countywide staff development on curriculum design and technology integration into their curriculums. Performed needs assessments within the community prior to ground up development of new courses in district. Introduced, designed, developed and implemented new course designed in its entirety for students to utilize as a stepping stone to a career in veterinary medicine or animal science. This course became so popular, new teachers

had to be added to teach the curriculum. New curriculum, supplemental activities, and exams independently created for courses. Modified curriculum to allow for honors credit at the high school level and applied honors credit to other classes taught as well.

October 2004

to

July 2008

Company Name City , State Agriculture Teacher Served as high school agriculture teacher, FFA Advisor, facility manager, and performed other assigned duties as required. Assisted in writing USDA grants. Developed and designed instruction for classroom use. Planned and implemented leadership camps and activities for student leaders. Planned and implemented livestock show for 100+ students annually. Developed new curriculum to be used in classroom activities and served as advisor for student leadership organization. Designed, evaluated and implemented new curriculum for emerging classes. Developed new classes, including instructional materials that were adopted as long term. Developed survey instruments, administered surveys, and provided data analysis to justify classes. Implemented completely new class and instructional material based on results of needs assessment. Visited local community colleges to ensure latest trends in technology and instructional methodology were being addressed for needs of students. Worked closely with community and advisory board in order to ensure the community's desires were heard and implemented. Taught courses that served as "dual credit" for the students allowing both high school and college credit were obtained. Aided students in scholarship applications and proficiency awards.

August 2001

to

July 2004

Company Name City , State Agriculture Teacher Taught high school agriculture. Served as FFA advisor. Oversaw greenhouse facility and performed other assigned duties as required. Facilitated plant sales and other fundraisers for the student leadership organization. Nurtured fading program to fully successful and self-sufficient educational program in less than 2 years through recruitment, implementation of interesting and engaging curriculum and participation in leadership opportunities for students. Prepared lesson plans and implemented lessons based on curriculum needs. Adapted instruction to fit the needs of the target learners.

Education

Texas A&M University City , State , US Doctor of Education : Design and development of online Doctor of Education August 2014 Texas A&M University, College Station, Texas GPA: 4.0 of a maximum 4.0 Major: Agriculture Education Minor: Design and development of online instruction Title of Dissertation: The relationship between perceived motivation and perceived resilience on the educational pursuits of the military spouse.

Texas State University City , State , US Masters of Education : Agriculture Education Masters of Education Texas State University, San Marcos, Texas August 2001 GPA: 3.7 of a maximum 4.0 Major: Agriculture Education

Texas State University City , State , US Bachelors of Science : Animal Science Bachelors of Science August 1997 Texas State University, San Marcos, Texas GPA: 2.73 of a maximum 4.0 Major: Animal Science 3 Awards and Skills

2012

Texas State University Career and Technology Education, Agriculture Department Chair- Career and Technology Education 2011-2012 Delta Tau Alpha- Agriculture Honor Society- Texas State University

Strategies of Secondary Teaching Ed.D. : Educational Evaluation President- Parent Advisory Board- Fort Leavenworth- CYSS- August 2013- October 2014 Proficient in Microsoft Office applications well as Mac programs and applications Proficient in Flash, Adobe, SPSS, FrontPage, Dreamweaver Proficient with Learning Management Systems and Content Management Systems Familiar with SPSS as an instrument to analyze data Typing 45+ wpm Relevant Coursework 1. Learning Theory a. Philosophy of Ag. Education- 3 hours b. Principles of Adult Education- 3 hours 2. Instructional Design Practices a. Curriculum Development- 3 hours b. Adult Education Program Development- 3 hours c. Secondary Curriculum- 3 hours d. Strategies of Secondary Teaching- 3 hours e. Adult Learners- Adult Education- 6 hours (both Ed.D. and M.Ed) 3. Educational Evaluation

M.Ed. : Program Evaluation, Design a. Program Evaluation (M.Ed.)- 3 hours b. Program Evaluation (Ed.D.)- 3 hours 4. Instructional Product Development a. Instructional Design- 3 hours b. Research Methods (M.Ed.)- 3 hours c. Research Methods (Ed.D.)- 3 hours d. Qualitative Research- 3 hours e. Data Collection and Analysis- 3 hours 5. Computers in Education a.

Teaching ELearning Development and Delivery- 3 hours b. Advanced Methods in Distance

Education- 3 hours c. Instructional Design Online- 3 hours

Professional Affiliations

OPOC - CGSC Spouse Council

Accomplishments

- supplemental activities, and exams independently created for courses. Modified curriculum to allow for honors credit at the high school
- level and applied honors credit to other classes taught as well
- and college credit were obtained. Aided students in scholarship applications and proficiency awards
- Teacher of the Year Pinecrest High School 2011- 2012
- Delta Tau Alpha- Agriculture Honor Society- Texas State University
- November 2006- Teacher's Turn the Key Award (National Award for Teaching
- January 2010- Iron Mike Award for Volunteerism Fort Bragg, North Carolina
- Treasured Employee Award, CPCPAC Nov. 2012, April 2013, October 2013

Military Experience

April 2012

to

April 2013

Company Name update/information paper to Army Community Service. Maintained continuity notebook to be turned into ACS upon completion of position. Planned, coordinated and executed at least 2 village socials/ and or meetings per calendar year for the community. Worked with Fort Leavenworth Frontier Heritage Communities (FLFHC), Provost Marshals Office (PMO), AAFES, Commissary, Directorate of Family, Morale, Welfare and Recreation and other organizations to address quality of life issues. Worked with Customer Management Service Program Manager for feedback and resolution on quality of life issues. Provided updates and announcements for FLFHC monthly community newsletter Founding Member/ OPOC - CGSC Spouse Council April 2012 - April 2013 Fort Leavenworth, KS Hours per week: 8-15 Founding Member/ OPOC Served as Treasurer and Co- Primary Spouse Council Contact. Aided in the development and monitoring of GSGC/ ILE Families Facebook page. Aided in planning and implementing of family activities. Aided in dissemination of information and activity planning. Responsible for creating the Spouse Council for CGSC. Created and maintained guidelines and procedures. Recruited volunteers to sit on Spouse Council. Helped schedule monthly meetings; attended meetings and voted on issues. Created and maintained social media sites. Aided in publicity for group. Worked with PAO and Director of Student Division. Routinely briefed CGSC leadership. Verified and aided other volunteers with logging of volunteer hours in VMIS. 2 th General Volunteer- 28 CSH June 2010 - December 2012 Fort Bragg, NC Hours per week: 5 General Volunteer Served on Steering Committee. Aided in planning and implementing fundraisers. Aided in fundraising opportunities. Helped develop, plan and implement family activities for the unit. Helped develop, plan and implement homecoming activities after deployment. Supervisor: Felton Moore (910-391-4768) nd Family Readiness Group Leader- C Co. 82 BSB July 2008- June 2010 Fort Bragg, NC Hours per week: 20-35 FRG (Family Readiness Group) Leader Served as a liaison between family members desiring information concerning deployed Soldiers and the military chain of command. Planned and implemented fundraisers, organized, planned, and conducted redeployment activities, and developed newsletter template and published monthly newsletter. Other responsibilities included: - Supported unit commanders FRG goals -Provided overall leadership of the FRG (which included planning, managing, and supervising FRG activities) -Identified and addressed important FRG and family related issues for the command -Ensured proper FRG training for FRG key members - Ensured proper classes of instructional or informative nature were provided -Trained in Casualty Notification procedures -Trained in and conducted activities as Comfort/Care Team Member - Planned company level FRG meetings -Attended and actively participated in Battalion FRG Steering Committee meetings -Coordinated administrative and logistical support with the Family Readiness Support Assistant (FRSA) -Designed and developed training for adult family members Skills

Credit, Dreamweaver, Flash, Class, Comprehensive Large Array Data Stewardship System, Data Analysis, Marketing Analysis, Needs Assessment, Usda, Animal Science, Career Development, Cash, Databases, Documentation, Front Page, Integration, Integrator, Its, Leadership Development, Mentor, Powerpoint, Progress, Training, Recruitment, Sales, Sales And, Accounting, Adjustments, Audit, Audits, Basis, Claims, Clerical, Correspondence, Operations, Patient Account, Payments, Technical Support, Vouchers, Instructional Design, Adult Education, Content

Management, Content Management Systems, Frontpage, Learning Management, Learning Management Systems, Mac, Microsoft Office, Ms Office, Spss, Typing, Award, Deployment, Dissemination Of Information, Fundraising, Liaison, Logging, Pmo, Program Manager, Steering, Collection, Data Collection, Product Development, Teaching, Transmissions