

## PROGRAM MANAGER/BUSINESS ANALYST

### Summary

Highly enthusiastic, self-motivated Program Manager/Business Analyst with experience in military and corporate working environments, dedicated to maximizing assets through process improvement methods and constant innovation.

### Core Qualifications

- Former member of the United States Air Force, served 8 years
- Excellent time management
- Teaching, inspiring and counseling
- Experience working special military computer programs
- Reliable and dependable
- Very personable and team player
- Outstanding Motivator

### Achievements

#### Material Development

- Created continuity system for new program managers to create an continuous uninterrupted work environment

#### Process Improvement

- Developed flawless deployment system that resulted in personnel and equipment deployment with zero discrepancies over a 5 yr period.

#### *Research:*

- Performed research and analysis for Air Force level Project Manager

#### Training:

- Delivered training and implemented new system in tracking completion .
- Completed training on-time and under-budget.

### Professional Experience

#### Program Manager/Business Analyst

May 2010 to October 2014 Company Name - City , State

- Served as Program Manager/Program Analyst for all deployment related activities for an operation of over 300 employees.
- Responsible for managing the alignment of personnel to specific Unit Type Codes (UTC) and associated Air Expeditionary Force (AEF) rotations.
- Adviser for significant problem areas and provided guidance to resolve personnel, equipment and training problems.
- Compiled and extracted data from reports for inclusion in the monthly status report briefings.
- Assured a high level of expertise and standardization in the evaluation and qualification process of deployment systems through diligent training of deploying military and civilian members.
- Provided accurate information and reports to accomplish the administrative and analytical work in the maintenance of the automated official property book record and backup files.
- Project lead for employer on all Air Force level deployment inspections to execute assigned missions, exercises, contingencies and operations.
- Evaluated information from multiple agencies to develop an understanding of the business requests and needs and translated them into application and operational requirements.
- Researched, evaluated and prepared long-range and short-range business plans through collaboration multiple agencies to ensure personnel and equipment constant movement.

- Worked with personnel to obtain requirements through interviews, document analysis, business process descriptions, workflow analysis and use.

Fitness Center Director

November 2009 to May 2010 Company Name - City , State

- Managed multi-million dollar fitness facility, coordinated monthly fitness activities base populace of 45K.
- Supervised fitness employees, wrote appraisals and maintained training records for employees.
- As top supervisor was selected served as Project Lead for U.S. Armed Services Team during the Military International Olympics
- Served as a Contract Officer Representative (COR) for agency contracts and provided the necessary equipment, materials, furniture and services.
- Contract Officer Representative for equipment needs for six fitness centers; to include family fitness rooms, youth training programs and specialty fitness classes.
- Established fitness plans for all training, fitness classes, incentive programs, and special events.
- Assisted in oversight for all fitness contracts and ensured payments were made in accordance with the contract and Air Force guidance.
- Knowledgeable in exercise science including kinesiology, functional anatomy, exercise physiology, nutrition, program administration, and injury prevention.

Training Manager, Staff Sergeant

October 2004 to September 2008 Company Name - City , State

- Reviewed training circulars, master training schedules, inspections and test results to determine necessary unit and individual training.
- Assisted in designing, developing, evaluating, revising, and selecting training programs, training material (written training guides or pamphlets, graphic visual aids, training films, video cassettes, sound recordings, multi-media video training tapes, or curriculum materials, etc.), training methods (classroom lecture, hands on, e-learning, computer based, etc.), and training aids for the professional development and delivery of training in support.
- Used advanced technology programs to create, develop, and facilitate training functions (i.e., automated tracking system, tracking of student certification/re-certification status, maintaining information, and researching outside sources for training support material, etc.) and developed and implemented testing procedures for required certifications.
- Provided instructional support for the education and training programs, with emphasis on the development and implementation of the educational component of the Prevention and Management of failures.
- Planned, promoted, and developed educational programs and designs the program by analyzing the need for personnel, facilities, supplies, and materials.
- Developed new or revised training or materials for formal/informal courses.
- Evaluated and analyzed the effectiveness of all training programs.

Education and Training

Bachelor of Science : Management , Dec 2015 Park University - City , State

BS in Management (Dec 2015), Secret security clearance, Customer Service Training Instructor, Deployment Manager Training, Defense Readiness Response System training course, Training manager course

Supervisor safety training , Leadership school, Accountant/Resource Adviser training, Agile/Scrum Training and Computer Base Training, CPR certified

Skills

Administrative, Leadership, Analytical, Supervisory, Excellent Written and Verbal, Customer service, Excellent Computer Skills (Microsoft Word, Office, Power Point, Excel).