

Senior Operations Research Analyst

ROBERT SMITH

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Objective

Senior Operations Research Analyst with a strong track record of success in developing and implementing comprehensive quality & analysis programs. Outstanding interpersonal and communications skills, with the ability to be a change agent by both leading and participating on project teams. Exceptional knowledge of process improvement and project management methodologies and principles, with Six Sigma Green Belt and PMP certifications.

Skills

Microsoft Office Suite (Excel, Word, Access & PowerPoint), MS Visio, Statgraphics, Minitab, SharePoint, COGNOS & Business Intelligence

Work Experience

Senior Operations Research Analyst

Department Of Homeland Security - February 2008 - Present

- Completing ad hoc, statistical analyses, calculating statistics, and providing queries from different United States Secret Service (USSS) databases.
- In the process of creating a SAS program analysis to complete financial crime audit analysis for any year, that reads email memos and compares these amounts with MCI.
- Helping the records Branch/Management Organization division (MNO) with the creation of a SAS computer program that applies disposition rules and determining the course of actions for all the paper records in the field.
- Created a SAS program that completes the MRS AUO review and leaps review for approved man hours.
- Created a SAS program that generates a quarterly sample per office of employees with current access level and representative for the MRS access audit process.
- Preparing and submitting the weekly reports for the department of homeland security on USSS investigations and protection statistics.
- Using SQL and VBA to create access databases that include many tables, forms, and reports PPD training database and project tracking application.

Operations Research Analyst

Department Of Homeland Security - September 2008 - December 2008

- Assisted in research for federal and government performance measures.
- Created a completed a report and powerpoint presentation on the performance measure library.
- Briefed MNO division about the PML access database.
- Designed, planned and executed many surveys AOD postage meter survey, test administration program participation survey, employee program mentoring survey, and cultural diversity and inclusion survey.
- Prepared a survey report, a powerpoint presentation, and briefed management on the AOD postage meter survey and cultural diversity and inclusion survey.
- Completed trend analysis of opened cybercrime cases by year and family for the Cybercrime Predictive Model (CCPM).

- Completed some oral interviews for the CCPM to get information and determine indicators and variables that show trends.

Education

MS in Operations Research - May 1997(The George Washington University)MBA in industrial Management - May 1991(Inter American University)BS in industrial Engineer - May 1988(University Of Puerto Rico)