**2. Please provide examples of your qualifying experience which supports your response. (Do not paste your resume in this space.)**

As the Alumni Archive Data Manager, I participated in the initial alumni data analysis and Alumni Archive database and website development from the very beginning, and continue to monitor the quality, accuracy, and production of the alumni data for 4.5 years.

My primary duty is to collect, validate, update and analyze the quality of alumni data in the Alumni Archive. To achieve data integrity and reliability, I utilize knowledge of ECA programs and proficient research skills to conduct comprehensive studies to identify missing alumni records and acquire new data sources from ECA grantee organizations and Embassies. Using MS Access and Excel, I build electronic processes and create instructions for external data sources to regularly submit alumni records into the Alumni Archive database. On a regular basis, I work with the Database Administrators and developers in the IIP-ECA/IT to receive updates on all the changes to the internal ECA databases that feed the Alumni Archive (Exchange Visitors Database, Academic Exchanges Database, and Eureka), and to apply all the necessary modifications to the Oracle database procedures and database structures that are used for data conversion into the Alumni Archive. I also perform testing and validation of data changes to the Alumni Archive in conjunction with Bureau IT staff. Using my wide-ranging experience as a software developer, I incorporate enhancements and bug fixes into the web application, and conduct testing on all changes made. Periodically, I assist the IT/NUS team by testing hardware and software changes to the Network that may affect the Alumni Archive application. I produce and support content, information management and documentation for the Archive, and maintain systems and user support documentation, including online help, requirements management log, and test plans.

Working closely with Alumni Coordinators at the Embassies and with users at the ECA bureau, I identify new requirements and develop solutions to a variety of issues to support the web interface that allows ECA personnel and posts to update records and generate reports easily. I interpret business requirements into user deliverables and implement and maintain programming, systems operation and user documentation. The most recent version of the Alumni Archive was released for production in June 2009, and included almost 20 modifications that were collected in 2008 and that reflected the needs of Alumni Archive users.

As part of the Alumni Archive data maintenance process, I coordinate the daily work of the data entry assistant to prepare specific sets of records for synchronized updates at the post. Working directly with alumni coordinators in the Alumni Affairs team, I participate in the development and implementation of strategies to promote the Alumni Archive to target audiences, re-engage the alumni and offer them new program opportunities. I send regular updates to the coordinators that allow increasing efficiency of the State Alumni verification.

I initiate and maintain contact with ECA Offices, Program Agencies, and U.S. Embassies to coordinate data gathering for the Alumni Archive and help with organization of alumni events. One of the numerous examples of such cooperation is my assistance to the Fulbright Commissions in France to find American alumni who live in the DC area, and to invite them to the celebration of the 60th anniversary of the Fulbright Program with France at the French Embassy.

I provide custom reports on the ECA program data that is collected in the Alumni Archive to my supervisor, based on specific requests pertinent to alumni events and presentations. I also assist in organizing information that supports alumni projects in the Bureau. For instance, I was working on a project to produce a comprehensive listing of all Bureau funding for alumni activities from 2005 to the present, and created an MS Access database to collect various information about funding for alumni activities. This database is recurrently updated by the authorized personnel of each ECA office.

­­ I coordinate and administer Alumni Archive users and develop technical training activities and materials. I provide regular consultations, online help and written instructions to the website users and assist with creating various reports that can be generated on the website. The total number of active users of the Alumni Archive is currently almost 700, and is growing by 150 users every year.

**14. Please provide examples of your experience conducting information technology training for adults. Be specific in your response. Do not paste your resume here.**

Immediately after the release of the pilot version of the Alumni Archive in 2005, Alumni Affairs conducted a conference for Foreign Service Nationals (FSNs) in Frankfurt, Germany. I created training brochures for Public Affairs Officers (PAOs) and FSNs with detailed instructions on the Alumni Archive website. These training materials were created using MS Publisher.

In 2006, I participated in a Foreign Service Institute Course for 25 Cultural Affairs Officers (CAOs) and PAOs with a presentation and training on the Alumni Archive. All the participants where provided with the updated “Getting Started” brochures and technical features of the Alumni Archive website as well as instructions on preparing MS Excel data files for importing into the Archive.

At the last Alumni Outreach Strategy Building Seminar for 40 Alumni Coordinators in June 2009, I set up training goals, wrote training materials, and designed laboratory exercises that triggered the exchange of ideas and best practices among Alumni Archive users and stimulated increased activity on the website. I also collected user ideas to improve functionality and usefulness of the Alumni Archive for the next version of the website.

On a regular basis, I provide Alumni Archive website training for all new Alumni Coordinators and interns in the Office of Alumni Affairs. I also give Alumni Archive training and presentations to the ECA Programs Officers and Office Directors and provide assistance to the end users at ECA with advanced search techniques and tips. I deliver the most recent updates and reports that support Alumni Archive training performed by my colleagues at the Office of Alumni Affairs.

I instruct users with the role of Assistant Data Manager on the Merging feature of the Alumni Archive website, designed for data cleanup and merging of duplicate records.

I regularly provide written instructions via email and verbal training over the phone to all Alumni Coordinators at the Embassies who are responsible for updating the Alumni Archive records on the website and for furnishing additional alumni records in the form of MS Excel or Access.

**18. Please provide two examples of your skills in participating in a team.**

Alumni Coordinators in Colombia and Bulgaria started working on updating their countries’ records in the Alumni Archive database. I trained these users, providing instructions on comparing records collected by their posts with Archive data and organizing the records into Excel files for uploading to the Archive. I also coordinated the work of the Assistant Data Manager to merge duplicates in the Archive for Colombian and Bulgarian data before the posts start their updates. This synchronization of efforts made the job of Alumni Coordinators overseas significantly easier and more efficient. After posts finished their part of the data update, I converted Excel spreadsheets with missing records to the MS Access database for upload to the Archive database (Oracle). The work of this team assured data reliability in the Alumni Archive and guaranteed comprehensive alumni records to the end users in a timely manner.

I had been working with the IT Program Manager of the Hubert Humphrey Fellowship program at the Institute of International Education (IIE) and the IT Program Manager of the ECA Academic Exchanges database (AEIS) on the verification of alumni records of the Hubert Humphrey program for the 30th anniversary of the program. While comparing these two databases with the Alumni Archive data to complete the data verification, I found data discrepancies in IIE and AEIS databases that were addressed to the Program Agency and Program Office, and records were checked and confirmed. As a result, all three databases now have accurate historical data.

I work every day in a team of the Office of Alumni Affairs communicating data updates, helping to improve the State Alumni data verification process, offering my technical and programming expertise in various office activities that help with alumni outreach initiatives. Alumni Coordinators in the Office of Alumni Affairs interact with a broad audience and assist in introducing me to Program Officers at ECA and NGOs to obtain alumni records for the Archive. One example of these productive efforts is the inclusion of a Prominent Alumni search feature in the Alumni Archive that is extensively used for reporting purposes.