**MELISSA D. DUELL, PhD**  
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***SUMMARY***

Strategic problem-solver skilled at improving operational excellence and data-informed decisions through AI/analytics with experience in domains ranging from transport systems to international conflict to HR. Adept at structuring complex problems, leading cross-functional initiatives, and breaking down communication silos. Passionate about continuous growth.

***PROFESSIONAL EXPERIENCE***

**U.S. OFFICE OF PERSONNEL MANAGEMENT | 09/2021 – 09/2025**  
Talent Acquisition Analytics Group (TAAG), Human Resources Solutions (HRS)

***Supervisory Program Analyst, Branch Manager (GS-14)*** | 12/2022 – Present (remote)

* As AI Incubator Director, led establishment of fully remote multi-disciplinary team of 16 for experimenting with applied AI in federal HR. Collaborated with domain experts to prioritize AI use cases, refine requirements, and develop experimental solutions.
* End to end oversight of application-based and research-based AI projects. In 2024, delivered two web apps, USA Class (AI-assisted position description generator) and HRS Chat (GPT-based chatbot), iteratively developed based on feedback.
* Research projects included support for USAJOBS website (search optimization, automated job tagging, user segmentation), document parsing, and automated resume review.
* Led AI communications for org to audiences of all levels, ensuring clear messaging on AI initiatives, including AI workforce training for 200+ employees.
* As Product Owner, managed customer data requests for complex federal hiring datasets. Established processes for responding to requests for data and reports by clarifying objectives and implementing agile workflow methods.

***Program Analyst (Data Analytics), Data Scientist (GS-13)*** | 09/2021 – 12/2022 (remote)

* Product Owner for data science team. Provided matrixed data support to govt hiring IT systems. Built expertise in the federal hiring process to support data-driven insights and machine learning applications.

**U.S. DEPARTMENT OF STATE | 12/2016 – 09/2021**  
Bureau of Conflict and Stabilization Operations

***Team Lead, Foreign Affairs Officer (GS-13)*** | 09/2019 – 09/2021 (Washington DC/remote)

* Led Instability Monitoring and Analysis Platform (IMAP), coordinating analytics for conflict risk assessment; built suite of interactive dashboards for real-time conflict monitoring.
* Developed and deployed the first predictive analytics model at the State Department for policy using structured data to estimate risk of violence against civilians.
* Led U.S. engagement in the Complex Risk Analytics Fund, securing $1.2M in funding to support early warning conflict monitoring and data collection.
* Special detail supporting Operation Allies Welcome, developed and managed in house IT system built in Google Sheets/Forms for arrival of Afghan evacuees.

***Conflict Data Specialist, Foreign Affairs Officer (GS-13)*** | 12/2016 – 09/2019 (Washington DC)

* Delivered conflict risk assessments for high-level stakeholders, including the White House; produced 100+ data-driven reports, briefings, and visualizations supporting policy-makers.
* Led grant monitoring and evaluation for $5M conflict data collection program.

**UNIVERSITY OF NEW SOUTH WALES | 07/2011 – 12/2016**  
Research Centre for Integrated Transport Innovation

***Postdoctoral Research Associate*** | 01/2015 – 12/2016 (Sydney)

* Led technical research on transport planning models, managing multi-member teams and delivering nine journal/conference publications plus reports for city sponsored projects. Developed software tools in Python and C++.

***Graduate Researcher*** | 07/2011 – 12/2014 (Sydney)

* Developed algorithms for dynamic traffic modeling, winning six awards for technical excellence. Teaching assistant and supported course development for transport program.

***EDUCATION***

Ph.D., Transport Engineering, University of New South Wales, 2015  
B.S., Civil Engineering, University of Texas at Austin, 2011  
B.A., Plan II Honors, University of Texas at Austin, 2011

***SKILLS***

* **Problem-Solving & Decision Support:** Strategic planning, data wrangling, data-driven insights, risk assessment.
* **Execution & Accountability:** Agile project management, workflow optimization, process improvement.
* **Stakeholder Management:** Cross-functional collaboration, executive briefings, intra- and inter- organization coordination.
* **Data Analysis & AI:** Applied machine learning, predictive modeling, data visualization, dashboard development.
* **Technical Tools:** GenAI tools such as ChatGPT, Python, SQL, Power BI, Tableau, Azure Databricks, ArcGIS, Miro, Excel, SharePoint, Powerpoint Guru.