

# Shahan Rizvi

6393 Windharp Way, Columbia, MD 21045 ♦ (301) 254-2780 ♦ shahanrizvi@gmail.com

## EDUCATION

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### University of Maryland, University College

Master of Science, Acquisition Supply Chain Management, May 2014

Graduate Certificate, Acquisition Supply Chain Management, December 2012

G.P.A: 3.75

### University of Maryland, College Park

Bachelor of Arts, Government and Politics, August 2008

## RELATED COURSEWORK

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|------------------------------------|--|---|
| • Purchasing Materials Management  | • Contract Pricing and Negotiations  | • Financial Decision Making for Managers    |
| • Strategic Purchasing & Logistics | • Intercultural Communication Leadership   | • Statistics for Managerial Decision Making |
| • Legal Aspects of Contracting     | • Constitutional Law   | • Security Administration                   |
| • Organizational Theory            | • Business Law   | • State and Local Politics                  |
| • The Manager and Technology       | • Private Law  | • Legislatures and Legislation              |
| • Human Resources Management       | • Commercial Transactions in a Technological Environment: Law, Management & Technology | • Integrative Supply Chain Management       |
|                                    |  | • Contemporary Logistics                    |

## PROFESSIONAL EXPERIENCE

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### Steeze LLC. – Mobile App Company, Columbia, MD

April 2013 – Present

#### Chief Operating Officer

- Helped raise over \$350,000 in private equity funding for start-up operation
- Manages a team of app developers that are working collaboratively to push out updates for the Steeze App
- Manages a team of web designers and programmers that create customized HTML5 and mobile adapted websites for clients
- Manages a team of writers that create content for the Steeze app's proprietary magazine, the MAG
- Directs a team of developers and engineers that adhere to Agile software principles and protocol
- Monitors project management activities and conducts performance appraisals through 360 performance evaluations and 2 stage code reviews
- Organizes weekly project planning meetings and agendas for Steeze LLC
- Utilizes Microsoft Excel, Word, PowerPoint, and MS Access to create specialized technical reports, briefing materials, and project workflow recommendations to reduce downtime and waste throughout development life cycle
- Utilizes Microsoft Excel formulas extensively to analyze profit and loss, future value, present value, annual interest, as well as gross profit margin for Steeze LLC
- Manages and tracks project deliverables utilizing Asana and Microsoft Project software
- Identifies organizational and staffing requirements on a project needs basis
- Manages sensitive Steeze LLC internal documents through document repository systems such as Google Drive, Dropbox, and Microsoft SharePoint software
- Proactively employs conflict resolution best practices to assist employees who are facing problems, conflicts, or misunderstandings within the team
- Provides revenue forecasts, market trends, and SWOT analysis presentations to interested venture capitalist and angel investors

### Social Security Administration Headquarters, Baltimore, MD

June 2010 – Present

#### Social Insurance Specialist – Security & Integrity Program Specialist

- Applies knowledge of SSA's Information Systems Security Handbook (ISSH) to SSA Security programs, policies and procedures

- Applies knowledge of security analytical principles and methodologies in analyzing issues and formulating recommendations and solutions to CSI's Security Staff
- Conducts reviews and studies that involve gathering and evaluating data, recognizing problems and recommending solutions, preparing implementation schedules, and reports of findings concerning CSI's Onsite Security Control and Audit Review (OSCAR)
- Participates in SSA workgroups and study groups focused on evaluating the potential impact of new or revised procedures, policies, and operational methods, such as the study done on the Administrative Assistant PD workgroup
- Applies knowledge of SSA's ISSH programs, policies, and procedures in planning, leading, implementing, and monitoring OCO's Second User ID process, which involves working with participants from other SSA organizational areas to address a variety of complex issues concerning management planning, analysis, and training of CIT's programmers and personnel
- Gathers and evaluates work related data; identifying problems or issues; devising and recommending solutions such as new procedures or policies, new resource management approaches, and conducting reviews and studies that focuses on the Customer Service Technician (CST) movement to the Philadelphia region
- Serves as a security program liaison to CIT, CPS, ODO, CHR, OSB, and RBFOs when management in these components need technical program information concerning user profiles maintained in CSI
- Experience negotiating with other components when coordinating work-related changes, resolving work-related issues, as well as gaining commitment of resources from other groups during the development and approval of new applications in the Risk Assessment process
- Conducts OCO cultural initiative presentations, meetings, and executive briefings where the material and presentation had to be tailored to OCO's Leadership Training Event
- Writes analytical reports, discussion papers, fact sheets, as well proposals with recommendations for upper management regarding CSI organizational objectives, such as the security impact of moving CSTs to the Philadelphia region
- Reviews, analyzes, and takes appropriate action to assure all outstanding adjudicative actions have been taken on all RSDI potential fraud cases before referral to the Office of the Inspector General
- Presents integrity awareness information to managers and other employees
- Plans and coordinates appropriate systems access for Social Security employees in various SSA proprietary systems, such as WebCIRP, Top Secret, PCOM, EMTS, electronic SSA-120, and more
- Determines the need for administrative sanctions through case file analysis
- Prepares written statistical and narrative reports on potential vulnerabilities and makes recommendations for corrective action on existing policies, systems, and procedures concerning CSI's Security Team

#### *Staff Assistant*

- Changed established policies and procedures that impacted the center level concerning the management of controls and tasks initiated by OMOS's Front Office
- Maintained knowledge of current legislation and DCO policy initiatives for the purpose of conducting training, writing procedures, providing comments, and developing executive briefings for OMOS's Deputy Assistant Associate Commissioner (DAAC) and Assistant Associate Commissioner (AAC)
- Interpreted policy and procedural guidelines in order to provide technical advice and guidance in areas of program expertise to senior management officials in OMOS that were looking to better streamline ODO's quality initiatives concerning Benefit Authorizer workloads
- Participated in one-on-one meetings with management officials, union representatives, and employees to convey critical program initiatives and administrative policies from OMOS's Front Office leadership, such as sustainability plans, succession planning, as well as "Life in OMOS" training events
- Responded to highly sensitive Congressional inquiries by creating talking points for the OMOS Assistant Associate Commissioner who needed to respond to Congressman Joseph Kennedy III and his constituents concerning certain SSA beneficiaries

#### *Benefits Authorizer*

- Collaborate closely with Claims Authorizers to preemptively address errors on Claim A101s, Claim EF101s, as well as payment inconsistencies on cases under Reconsideration requests
- Maintain communication with management, offering technical feedback to make case workload processing more effective, efficient, and better streamlined
- Stay abreast on procedural changes in SSA Title II and Title XVI programs, such as legal provisions concerning Clark cases and Martinez cases

- Utilize SSA Intranet on a daily basis to research information found in Operation Bulletins, PolicyNet, MSOM, POMS, TechNet, and BTE Resource Pages
- Utilize PCACS, DEQY, SEQY, POS, as well as MACADE systems to take post-adjudicative action on beneficiary records.
- Utilize SSA data entry inputs such as Falcon, SSA-2691, SSA-666, SSA-1592, Partial Recovery Calculator, and more to address daily workload priorities
- Instructed informal BA sessions within Module to inform Benefits Authorizers about workflow best practices as well as updates concerning policies and operation bulletins, specifically Supplemental Security Income, failure to withhold attorney notices, and EXR/Provisional cases
- Collaborate and provide presentations to module manager regarding how to process priority workflow among BA job family efficiently and accurately, specifically concerning Garnishment workloads
- Analyze, process, and notified claimants of any actions taken that affect their benefit rates, entitlement and non-entitlement to benefits including due process, reconsideration, and eligibility rights
- Assess problems in SSA payment systems to beneficiaries and corrected system errors through technical database coding and system entry input
- Analyze and adjust proper payment rates to beneficiaries, calculating overpayments and underpayments by utilizing information on the Payment History Update System (P.H.U.S.) and payable rates on the Master Beneficiary Record (M.B.R)
- Maintain communication with ODAR to obtain attorney fee petition authorizations and resolving claims approved at ALJ level
- Maintain constant communication with Child Support state agencies regarding lump sum authorizations and arrears
- Point of contact for Garnishment hotline to address questions and concerns of state garnishing agencies while simultaneously addressing daily workload and priorities

**Tri-State Financial Services, Laurel, MD**

**Jan. 2009 – March 2013**

*Part-Time Contracts Administrator*

- Responsible for contractual obligations of SBA designated 8(a) firm
- Negotiate labor rates and categories adhering to GSA schedules
- Provide audits on applicable contracts and responsible for briefs/funding modifications for submittal to clients
- Review direct billing for labor and maintaining invoice backlogs on 8(a) awarded contracts
- Ensure contractual obligations adhere to Federal Acquisition Regulations
- Maintain knowledge of firm fixed contracts, cost-plus fixed fee contracts, and cost reimbursement contracts
- Register and update TFS's NAICS codes to ensure company's services are classified accurately
- Review company's Dun and Bradstreet reports to ensure D&B information is accurate

**Kohl's Department Stores, Bowie, MD**

**Nov. 2008 – June 2010**

*Assistant Store Manager*

- Maintained sales goals and operating profit for big box retailer that produced over \$3 million in revenues
- Maintained and monitor payroll, expense management, inventory, and point-of-sale system accuracy
- Executed corporate directives and administrative policies for in-store merchandise presentations and directives
- Provided oversight for employee retention and associate supervision best practices
- Directed training, development, and supervision of 130+ associates
- Managed store coverage and human resource capital through PeopleSoft software
- Analyzed and assess business summary, payroll allocation, performance management, and inventory reports.
- Regional finalist in Kohl's 2010 Manager-In-Training (M.I.T.) competition

**Macro International Headquarters, Calverton, MD**

**Dec. 2004 - Feb. 2007**

*Junior Web Marketer*

- Research in keyword popularity using Word Tracker software
- Knowledge of search engine optimization methods, specifically meta tags research
- Experience in monitoring results of search engine optimization tasks
- Assist in creating, developing, and reviewing corporate brochures, newsletters, etc.
- Utilization of Macromedia Contribute 3 software to edit, update, and publish changes to corporate website

## COMPUTER SKILLS

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MS Excel, MS Outlook, Windows 95- Windows 8, Mac OS X, Linux, MS Word, Programming Visual Basic, DreamWeaver 4/MX, MS PowerPoint, HTML, MS FrontPage, MS Access, XML, Adobe Photoshop, MS Project, MS Visio, Norton Ghost, Social Media, XCODE, SourceTree, GitHub, Javascript, CSS 3.0, C++, XML, Asana, Parse Cloud-based database management solutions

## LEADERSHIP & HONORS

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### **Howard County Equal Business Opportunity Commission**

- Commissioner – October 2014 – Present

### **Howard County Muslim Council**

- President – July 2014 – Present
- Board of Directors – July 2012- July 2014

### **Middle East American Chamber of Commerce**

- Young Professionals Chair – January 2011 – Present
- Events & Programs Committee – January 2011 – June 2012

### **Sigma Beta Rho Fraternity Inc.** – Awarded “Brother of the Year” for 2007

- UMBC Founding Father – Established December 13, 2003
- Vice-President External – Fall 2004 – Spring 2005
- New Member Educator – Fall 2005 – Fall 2006
- National Expansion Committee Chair – Fall 2004 – Fall 2006
- National Legalities & Standards Committee Chair – Fall 2004 – Fall 2007
- Regional Governor for Mid-Atlantic Region – Spring 2010 to Fall 2010

## COMMUNITY SERVICE

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Habitat for Humanity, Kohl's Cares for Kids, Oxfam Charity, National Ghandi Day of Service (NGDOS), Children's Hospital,

Toys for Tots, American Red Cross Blood Drive, Multiple Sclerosis Walk, Asian and Pacific Islander American Voting Drive

(APIA), AIDS Walk Rally, Manna Food Drive, Hurricane Sandy Disaster Relief, Martin Luther King Jr. Day of Service

## LANGUAGES

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Intermediate Urdu, Intermediate Hindi

References Available Upon Request

U.S. Citizen