

Ryan James Potere
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Education

Bachelor's Degree, Major: Crime, Law and Justice Minor: Business
The Pennsylvania State University, University Park, PA, 2012
 GPA: 3.27

Highlights of Qualifications

- Currently attending Johns Hopkins Coding Bootcamp
- United States Government Secret Clearance
- Proficient in Webta, USA Performance Program, Microsoft Office, Word, PowerPoint, Outlook and Excel
- Analyze and repair software/hardware issues and concerns
- Ability to effectively communicate both verbally and in writing in a professional and courteous manner to management, peers, and members of the public

Work Experience:

Government Contractor, E-9 Corporation, Springfield, VA

August 2019 – Present

Office Management Specialist, U.S. Department of State, Washington, DC

- Executive Assistant to the Director of the Office of European Union and Regional Affairs.
- Responsible for scheduling pertinent meetings for the office director through direct communication within the State Department as well as partnering with domestic government agencies and United States Embassies abroad.
- Maintain time sensitive spreadsheets containing high-level, sensitive information regarding world activities, to could include classified information that requires proper clearance ensuring data and information is properly handled.
- Maintain office inventory.
- Maintain the office coverage schedule for tracking in-office and telework personnel.
- Operate the WebTatel Payroll management system to maintain time, attendance, and leave records for The Office of European Union and Regional Affairs.

Administrative Support Assistant, United States Secret Service, Laurel, MD.

June 2018 – August 2019

GS:8

- Maintained time, attendance, and leave records within the WebTa payroll management system for 80 training center staff employees.
- Provided guidance to training center staff on using the WebTa application and assisted in troubleshooting time and attendance program technical errors.
- Utilized the USA Performance application to assign incoming recruits to the proper employee evaluation plan.
- Provided technical support to all employees on the USA Performance application at the James J. Rowley Training Center. This support included the use of the application, questions and concerns, as well as an explanation of various errors as well as basic network printer and scanner issues.

- Composed, reviewed/edited correspondence, reports, forms and memorandums for various scenarios throughout the whole training center.

Work Experience (continued):

- Prepared the administrative section for official office inspection (audit).
- Provided reports to management to monitor office workflow.
- Monitored the Admin email and Disseminated email accordingly to the appropriate agency components.
- Provided, coordinated, and initiated paperwork related to training programs and official travel for all training center employees. This also included the monitoring of travel documents to ensure proper billing codes are used on all official travel.
- Maintained travel voucher records for all training center employees.
- Initiated and coordinated data entry of incoming recruits into the job performance management network.
- Maintained office inventory.
- Assisted agency recruits with internal paperwork.

Federal Law Enforcement Officer, Federal Reserve Board of Governors, Wash, DC Sept 2014 – June 2018
DC Pay Plan: FR Grade: 21

- Worked at various posts around and within the Federal Reserve buildings. By doing so I provided a safe and secure environment for board Governors and staff.
- Screened visitors prior to granting access to buildings. Provided guidance, answered questions, and gave directions to complete the process.
- Honor graduate with 98.02 overall academic achievements, during Basic Law Enforcement course #23.
- Top Gun award for highest pistol score, during Basic Law Enforcement Course #23.
- Member of the Mountain Bike Unit, certified through The International Police Mountain Bike Association.
- Coordinated vehicle maintenance program.

Asset Protection Specialist, The Home Depot Bowie, MD March 2013 – August 2014

- Primarily responsible for preventing financial loss caused by theft and fraud, and supporting safety and environmental program compliance.
- Responded to Asset Protection and Operational concerns of all associates, and remained focused on store specific business objectives while supporting key Asset Protection and Operational responsibilities.
- Direct professional communication with management and associates on best practices to avoid theft and operational loss.
- Utilized several tools to minimize loss to The Home Depot, including:
 - Identifying incidents of theft and fraud.
 - Making apprehensions of persons engaged in theft.
 - Coordinating the completion of arrests with local law enforcement.
 - Reviewing CCTV and exception reports.
 - Monitoring the stores physical security.
 - Promoting a "shrink elimination" culture in the store.