



Samuel Gonzalez-Renteria

Management And Program Analyst

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Skills

HTML, CSS, JavaScript, TypeScript, Python, Node/Express JS, NEXT.js, React, SQL, Tailwind CSS, Office Suite (Word, Excel, PowerPoint, SharePoint), **SalesForce** (CRM)

Professional Experience

Visa Analyst

Quality Support Inc.

2022 – present

Vienna, VA

- Assist VO managers with inquiries from posts, Congress, other bureaus, White House, foreign diplomatic missions, and other Government agencies.
- Supports CA/VO/SAC/CT (Consular Affairs/ Visa Office/ Office of Screening, Analysis and Coordination/ Counter-Terrorism Division)
- Participate in consular outreach activities including, but not limited to: professional meetings, interagency meetings, college, and university events.
- Manage individual portfolios by region and/or policy issue.
- Maintain flexibility and availability to work at different work sites within State and at partner agencies.
- Ability to learn and recall information about visa application procedures and the rules and regulations pertaining to visa requirements.
- Interpret complex laws and regulations.
- Comprehend and communicate the security requirements for a visa in a professional and courteous manner over the telephone.
- Coordinate clearances and conduct research on visa cases by gathering information from a variety of sources, including but not limited to: applications, supporting documents, the internet, telephone calls, and government, commercial, and open-source databases. Write recommended findings in a clear and concise manner that summarizes the information gathered and identified during research.
- Provide support for special projects, including, but not limited to, support for conferences, meetings, representational events, or bilateral delegations.
- Assist in training new analysts in the essential job functions.
- Serve as back-up to the other analysts in their absence.
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Management and Program Analyst

IntelliBridge

2021 – present

Vienna, USA

- IntelliBridge– McLean, VA (Federal Bureau of Investigation)
- Supports the Terrorism & Special Jurisdiction Unit within the VSD, providing full-service support to assigned Field Offices (FOs), as well as supporting Victim Specialists and Victim Specialist Coordinators within respective FOs.
- Generates weekly reports, manages active cases, and maintains opened & closed cases.
- Mentors' new hires and provides coverage for multiple city offices.
- Utilizes strong research skills to investigate and conduct research in CLEAR, and Sentinel in support of ad-hoc assignments.
- Conducts validation and verification of case files and case data.
- Maintains status as subject matter expert on AG Guidelines, VNS Software, and Sentinel.
- Provides investigative project support while interfacing directly with customer.
- Conducts Victim Notification Analyst (VNA) manual entry assistance.
- Distributes updates to identified victims of crime.
- Tracks all work processed and completed within tracker in Microsoft Excel.
- Assists Division with special projects as assigned including providing Victim Outreach Support (VOS) with large scale data cleaning, entry and additional text.
- Created professional graphics using Adobe Illustrator for internal meetings and for company presentations.

Fraud Associate

Apple One

2019 – 2021

Vienna, VA

- Assists in processing passport applications referred by other passport agencies and performs telephone and written inquiries concerning pending applications.
- Created spreadsheets by entering data from in-house databases, adjusting columns and rows, filtering panes, and grouping data using the concatenate function.
- Created pivot tables and charts using worksheet data and external resources, modified pivot tables, sorted items and group data, and refreshed and formatted pivot tables.
- Acts as a Law Enforcement and Legal Affairs Liaison to obtain additional FBI warrants and court records.
- Processes initial case paperwork, track case statistics, conduct analytical case reviews, and enters and maintains data in an in-house database.
- Performs quality control by reviewing data entered while maintaining paper and electronic file libraries.
- Completes and processes letters to passport applicants whose application had been referred to the office.
- Provides training, oversight, and guidance to lower-level staff associates and assisted in curriculum and training aide development.

example

Education

Full Stack Development

American University

2022

- Full Stack Development

Languages

English, Spanish