



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
Washington, DC

- 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.

Management and Program Analyst

IntelliBridge

2021 – present
Washington, DC

- 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	2019 – 2021
<i>Apple One</i>	Washington, DC
<ul style="list-style-type: none">• 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.	

Education

Full Stack Development	2022
<i>American University</i>	
<ul style="list-style-type: none">• Full Stack Development	
Bachelors of Liberal Arts	2014 – 2017
<i>University of Nevada Reno</i>	Reno, USA
<ul style="list-style-type: none">• Major: Criminal Justice Minor: Spanish	

Languages

English, Spanish