

ALAINA THOMAS

TRAVEL SPECIALIST

CONTACT

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📍 Arlington, VA

EDUCATION

Master of Public Administration The Ohio State University

Columbus, OH | May 2021

Glenn Graduate Fellow

Glenn Graduate Assistant

MPA-D.C. Program

4.0 GPA

B.A. Psychology, B.A. Spanish Azusa Pacific University

Azusa, CA | May 2019

Honors: *Summa Cum Laude*

Study Abroad Semesters: Quito,
Ecuador; Cape Town, South Africa

3.987 GPA

SKILLS

- Languages: Spanish – intermediate (spoken, written, reading)
- Suites: Microsoft (World, Excel, PowerPoint); Google (Docs, Sheets, Slides)
- Software: SPSS; Stata: @Risk: Tableau; E2

EXPERIENCE

TRAVEL SPECIALIST

Credence Contractor for Bureau for Humanitarian Assistance, USAID | 01.2024 - Present

- Oversee the main travel tracker spreadsheet for the team, which includes 90 to 150 pending travel requests at any given time
- Increase knowledge of and assist with complexities related to the E2 travel system, including help desk requests, voucher rejections, and more
- Handle the BHA Travel inbox, which includes responding to new and current travel requests as well as questions related to E2 and the general travel process
- Send out weekly reports on weekend travelers
- Maintain all duties that I previously held as a Travel Administrative Assistant

TRAVEL ADMINISTRATIVE ASSISTANT

Macfadden Contractor for Bureau for Humanitarian Assistance, USAID | 09.2022 - 01.2024

- Processed travel authorizations and amendments for 10 to 40 travelers at a time
- Maintained a culture focused on customer support and participated in the on-call schedule
- Collaborated with the team and other offices regarding new processes and complex travel arrangements
- Maintained a high level of knowledge concerning all travel processes and policies, for example the FTR, ADS, and FAM/FAH

ADMINISTRATIVE COORDINATOR

Macfadden Contractor for Bureau for Humanitarian Assistance, USAID | 06.2021 - 09.2022

- Updated 10+ spreadsheets, a suite of google drive files, and 20+ SOPs
- Provided shadowing opportunities as well as facilitate training sessions
- Coordinated travel as well as communication logistics for personnel
- Track the current and future staffing outlook for the team to identify and backfill short and long-term gaps

MONITORING AND EVALUATION INTERN

Office of Development Planning, Bureau for Africa, USAID | 10.2020 – 04.2021

- Conducted multi-sectoral, youth, and gender analyses of 20+ Regional and Country Development Cooperation Strategies
- Engaged in preparation of documents, desk research, and analysis presentations
- Collaborated with a team in researching, writing, editing, and presenting upon a report covering the bureau's activities, including gender, for the past 25 years

RESEARCH ASSISTANT

School of Behavioral and Applied Sciences, Azusa Pacific University | 09.2018 – 05.2019

- Assisted with research design, data collection, and data analysis through SPSS
- Worked on a quantitative project concerning the relationship of authenticity and life experiences with attachment style as a moderator
- Engaged in writing, reviewing, and editing of a research paper