

Submitted to Amentum for ARPA-H STATS

NAME	JOB TITLE	PWS Tasks
LaTosha Wills	PATIO - Basic Project Manager (ANH)	7.1.6-7.1.7; 7.1.14; 7.3.1-7.3.7;

Job Responsibility	Qualifying Skills
Project Planning & Execution: Oversee project management plans for R&D initiatives, ensuring alignment with ARPA-H objectives and smooth execution across hubs.	<ul style="list-style-type: none"> · Led program strategy and execution for government projects at PN Automation, Inc., overseeing multiple project managers and ensuring deliverables met contractual requirements. · Developed integrated project management plans for large-scale scientific proposal funding at the National Science Foundation (NSF), supervising a team of 253 staff members. · Managed multi-year project portfolios, ensuring adherence to performance metrics, quality standards, and schedule requirements.
Stakeholder Collaboration & Communication: Serve as the primary point of contact for project owners, collaborators, and hubs, ensuring clarity in project objectives and timelines.	<ul style="list-style-type: none"> · Served as a liaison between federal project officers and contractors, maintaining open communication and alignment of objectives at NSF. · Coordinated with external and internal stakeholders to drive contract deliverables and ensure smooth project execution at PN Automation, Inc.. · Provided executive-level communication and reporting, ensuring key stakeholders received timely updates on program performance and financial status.
Budget & Resource Management: Develop and track project budgets, manage resources effectively, and ensure financial compliance with ARPA-H requirements.	<ul style="list-style-type: none"> · Managed budgets totaling over \$2.4 million for government contracts at NSF, ensuring efficient resource allocation and financial oversight. · Tracked and approved all budget expenditures, monitoring program financial execution and compliance with funding regulations. · Developed and implemented cost-saving strategies, improving financial efficiency without compromising project deliverables.

Education

Bachelor's degree in Business Administration
University of Phoenix-Online Campus

May 2004

Experience

Program Manager

PN AUTOMATION, INC.-Landover, MD

June 2024 to Present

- Provide oversight of the task order team's project managers (PM), deputy project managers (DPM), and team leads (TL), to ensure the contractual requirements specified in the Performance Work Statement are adhered.
- Guarantee all contractually required deliverables are prepared and undergo quality assurance reviews ahead of a timely submission.
- Develop the master integrated plan that combines all the individual project plans the task order teams are responsible for executing.
- Confirms the plans are communicated and agreed to with the client and that the task order teams have the staff and resources necessary to execute.

- Coordinates with corporate Program Management Office (PMO) to ensure delivery teams are utilizing the standard processes, forms, templates for internal support requests, deliverables required at the top contract level, Task Order (TO) financial tracking and forecasting, and corporate progress and status reporting.
- Manages all direct labor costs associated with the contract and ensures the incurred costs remain within budget.
- Confirm resources assigned to the contract have the technical abilities to perform the duties and responsibilities of their roles.
- Ensures all program related deliverables such as Reports, Design Documents, Standard Operating Procedures (SOPs), etc., required of the contract are prepared in advance of the contractually specified due dates, to allow enough time for a quality review prior to delivery to the customer.
- Communicates directly with the client, COR and/or contracting officer to ensure they are satisfied with the quality of the services the delivery team is providing.

Senior Project Manager II (SPM)**National Science Foundation (NSF)-Alexandria, VA****October 2015 to June 2024**

- Managing, and overseeing the analytical work of the division such as forecasting workload, conducting long-term planning and management, and developing policy.
- Supervising and managing a Program Support Team of 253 staff members engaged in the end to end business processing of scientific proposal funding.
- Full range of managerial and supervisory functions including but not limited to:
 - Participating in the recruitment and selection process;
 - Coordinating and allocating workload for the program support team;
 - monitoring and tracking successful completion of work products;
 - Identifying, projecting, and allocating resources required to provide administrative support.
- Provide leadership over a government contract with budgets totaling over \$2.4 million
- Serve as liaison with the federal project officer (FPO) daily
- Monitor and approve all budget expenditures
- Provide updates and all communications with stakeholders/COR
- Supervise and track timely completion of deliverables, lead and provide assistance to project managers and team leads
- Provide monthly and special reports to the federal client as requested (quality assured deliverables)
- Maintains substantive knowledge of all subject areas and activities affecting the performance of the project.
- Develop and manage program budgets, ensuring efficient allocation of resources
- Coordinate and collaborate with stakeholders to identify program goals and objectives
- Create and implement program strategies, including grant writing and fundraising efforts
- Collaborate with external partners to enhance program visibility and impact

Project Manager, Dominion National-Alexandria, VA**October 2013 to October 2016**

- Managed over 55 employees processing medical and dental claims (electronic & paper claims) in accordance with the claims processing system and other department guidelines for Kaiser Permanente, Capital Blue Cross, UHC, BCD, Fed VIP, CHIP, Medicaid & Medicare.
- Investigated and resolved claim concerns; reverse and reprocess claims as necessary.
- Responded to specialized claims inquiries from patients, providers, stakeholders and leadership.
- Determine liability as it relates to COB claims, disburse payments.
- Ensure that appropriate follow-up to claims inquiries/requests is complete and timely.
- Maintains current knowledge of Claims policies and procedures.
- Performed ICD-9 & CPT coding used daily.
- Supervised day to day performance and activity for Member Services team.
- Provide insight to stakeholders, ensuring deliverables are met.

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- Conducted team meetings to communicate updates and short trainings to agents.
 - Responsible for coaching and counseling agent performance; develop performance action plans; deliver formal disciplinary actions.
 - Quality Assured all deliverables (weekly, monthly, quarterly, yearly).
 - Monitored and maintained records on each agent related to attendance, call stats, quality scores and overall performance.

Client Care Manager, Southern Maryland Cooperative-Hughesville, MD March 2008 to September 2013

- Handled customer complaints, questions, inbound calls, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues
- Assisted in training new employees
- Supported and provided superior service via phone
- Ensured representatives were in adherence to rules and regulations of the call center
- Monitored calls in queue to ensure they were answered in timely manner
- Performed reviews and performance evaluations
- Held weekly meetings to update staff on current events and trends, process work orders on WMIS
- Started new services and stop existing services per customer request
- Provided assistance to collections department and processed payments
- Set schedules and kept accord/approval of time sheets and leave slips
- Prepared Service Profitability Report (deliverable) for weekly and monthly distribution

Certifications and Licenses

- Project Management Professional (PMP)
- September 2019 to September 2022
- Personnel Security Certification
- January 2017 to Present