

Submitted to Amentum for ARPA-H STATS

NAME	JOB TITLE	PWS Tasks
Andrea Benn	PXD - Intermediate Human Resource Specialist	7.3.1-7.3.6; 7.5.4; 7.5.7-7.5.8

Job Responsibility	Qualifying Skills
<b>Workforce Support &amp; HR Operations:</b> Ensure efficient HR functions, including personnel processing, staffing, and employee lifecycle support.	<ul style="list-style-type: none"> <li>Extensive experience as Lead HR Specialist at the Department of Education, overseeing payroll processing, personnel actions, and records management.</li> <li>Expertise in HR systems, staffing, and policy implementation from roles at National Guard Bureau and U.S. Agency for Global Media.</li> <li>Served as a subject matter expert (SME) on federal HR operations, advising on staffing, compensation, and workforce compliance.</li> </ul>
<b>Onboarding &amp; Performance Management:</b> Assist with onboarding, offboarding, and performance evaluation processes while ensuring compliance with policies.	<ul style="list-style-type: none"> <li>Led new employee onboarding and orientation programs for General Schedule, Pathways Program, and Senior Executive Service hires.</li> <li>Managed ePerformance systems to track annual reviews, performance-based awards, and evaluations at the U.S. Agency for Global Media.</li> <li>Developed training resources and Standard Operating Procedures (SOPs) to enhance the effectiveness of onboarding and performance management.</li> </ul>
<b>HR Policy &amp; Records Management:</b> Maintain personnel records, track compliance, and provide guidance on HR policies and procedures.	<ul style="list-style-type: none"> <li>Maintained eOPF personnel records for over 54 states and territories while supporting USA Staffing and DCPDS systems.</li> <li>Spearheaded HR policy updates, compliance tracking, and employee communications, including publishing a staffing newsletter for HR personnel.</li> <li>Led documentation and records management efforts, ensuring compliance with federal HR guidelines and agency policies.</li> </ul>

## Education

<b>Master of Arts- Organizational Communications, Bowie State University, Bowie, MD</b>	<b>Dec 2015</b>
<b>Bachelor of Arts- Mass Communications, University of Delaware, Newark, DE</b>	<b>2010</b>

## Experience

**Lead Human Resources Specialist** **September 2023 – Present**  
**Payroll and Processing Personnel Branch, Department of Education, Washington, DC**

Co-Lead for the Department's Payroll and Processing Personnel Branch; subject matter expert on agency personnel, payroll, processing system, and records management, providing authoritative and expert HR Advisory and support services to Recruitment, Staffing, and Compensation Division (RSCD).

- Provides authoritative and expert HR Advisory and support services to Recruitment, Staffing, and Compensation Division (RSCD).
- Leads a team of three Human Resource Assistants and serves as an authority on personnel information, analysis, evaluation, resolution of personnel actions, and records management.
- Articulates team assignments, projects, actionable events, milestones, and/or program issues under review, and deadlines and timeframes for completion.

- Reviews hiring certs to conduct interviews to select and onboard applicants for 0201 Human Resources vacancies within the Recruitment, Staffing, Compensation and Development division.
- Evaluates data and program administration procedures, provides data for making judgement and decision regarding major human resources policy, planning, and/or programs, makes administrative and operational modification to ensure compliance with rules regulations, policies and procedures.
- Recommends new approaches and alternatives to address current or anticipated problems.
- Project Lead in implementing OPM mandated requirements for Public Law 114-264, Program Management Improvement Accountability Act (PMIAA); a regulation that establishes a new job series, or updates and improves an existing job series, for program and project management at the Department of Education. Developed PMIAA Charter, Job Identifier Form used for POCS, established project deliverables and managed overall reports and necessary project documentation to upper management (Project Sponsor, CHCO, OPM).

**Human Resources Specialist****September 2019 – September 2023****INFOSYS, Technician & Civilian Personnel Policy Division, National Guard Bureau, Arlington, VA**

Divisional Subject Matter Expert on interpretation of federal Staffing and Human Resources Information Systems (HRIS) policy in the Employment, Wage & Compensation Branch. Provided expert advisory services and interpretation of applicable regulations and policies to Full-Time Army and Air National Guard Title 32 Technician and AGR workforce on a variety of topics pertaining to staffing, pay, and compensation.

- Administered nationwide maintenance to support personnel management, staffing, and payroll interfaces workforce in eOPF, USA Staffing, ATAAPS, and DCPDS systems.
- Advised management on recruitment strategies, sources, special programs, recruitment, relocation, and retention incentive programs.
- Cultivated multilateral mentorships within the NG HRIS and Staffing communities throughout the National Guard through “Train the Trainer” virtual webinars, quarterly engagement surveys and external field visits.
- Maintained the eOPF Master person-of-contact listing for the National Guard’s 54 states and territories.
- Conceptualized and published the “Technician & Civilian Personnel Policy Division Staffing Newsletter” to advise over 430 Human Resources staffers across the 54 states and territories of upcoming trainings, federal policy changes, and guidance pertinent to the staffing field.
- Spearheaded the 2020 efforts that resulted in the division’s reorganization of the NGB J-1 Directorate Manpower and Personnel from the Technician Personnel Management Division to the Technician & Civilian Personnel Policy Division.

**Human Resources Specialist****December 2012 – Sept. 2019****Operations Division, United States Agency for Global Media, Washington, D.C.**

Team Lead for processing personnel actions for General Schedule, Non-Citizens, Pathways Program for recent graduates, and Senior Executive Service employees in DCPDS. Oversaw the implementation and maintenance of workforce strategy programs to include training resources for specialized agency databases such as eOPF, e-Performance, and DCPDS. Designated as part of USAGM’s inaugural Performance Management team.

- Served as Team Lead for processing SF-50 personnel actions for General Schedule, Non-Citizens, and Pathways Program for recent graduates, Senior Executive Service, Executive Level, and Foreign Service employees in Defense Civilian Personnel Data System (DCPDS).
- Produced Standard Operating Procedures (SOP) based on needs of Operations Division.
- Served as the ePerformance Coordinator, managing system and responsible for timely processing agency’s-year and annual performance reviews, and subsequent ratings-based awards.
- Succeeded in publishing eight SOPs for division-wide implementation.

- Developed Individual Development Plans (IDP) to create and track career planning, professional development, and training activities for the Internship, Recent Graduates, and Presidential Management Fellows programs.
- Analyzed recruitment strategy based on workforce planning for filling Pathways Positions.
- Conducted New Employee Orientation process for General Schedule and Senior Executive Schedule employees as well as Pathways Program interns.
- Designated Authorizer in e-Verify to confirm employees' work eligibility to work in the United States.
- Managed the uploading, transferring, purging, and maintenance of personnel records in eOPF.

**Administrative Specialist, Assoc. of American Medical Colleges, Washington, DC      Sept. 2011 – Aug. 2012**

- Conducted qualitative research on subject matter including cultural competency curricula, health disparities in medical education, diversity in the workplace, and organizational leadership.