

Submitted to Amentum for ARPA-H STATS

NAME	JOB TITLE	PWS Tasks
Caprice Washington	PXD - Basic Executive Assistant	7.3.1-7.3.3; 7.3.5-7.3.6

Job Responsibility	Qualifying Skills
Executive Administrative Support: Manage leadership schedules, handle communications, and coordinate document preparation.	<ul style="list-style-type: none"> Managed high-level administrative tasks as an Operations Coordinator at GAP Solutions, supporting NIH/NHLBI leadership. Handled scheduling, travel logistics, and internal communications, ensuring alignment with executive priorities. Developed standard operating procedures (SOPs) for administrative processes, optimizing office efficiency.
Meeting & Event Coordination: Plan and organize meetings, ensuring seamless logistics, agenda preparation, and follow-up.	<ul style="list-style-type: none"> Scheduled and facilitated leadership meetings, including agenda creation and PowerPoint presentations, ensuring productive discussions. Tracked and followed up on meeting action items, improving accountability and efficiency within the division. Planned and executed internal engagement programs, fostering workplace collaboration and team-building.
Office Operations & Record Management: Maintain organized office files, track action items, and support compliance with documentation standards.	<ul style="list-style-type: none"> Maintained NIH/NHLBI Tracking Requests, Actions, and Correspondence (TRAC) electronic system, ensuring accurate documentation and workflow management. Created and managed data tracking systems, ensuring compliance and accessibility for leadership teams. Developed detailed reports and conducted data analysis, supporting decision-making processes within NIH.

Education

Masters in Industrial Organizational Psychology University of Maryland, Baltimore County <i>Consulting Internship Capstone</i>	2024
Bachelor of Science Delaware State University • Dover, DE, Major: Movement Science	2016

Experience

Operations Coordinator (Support Specialist III) GAP Solutions, Inc.	05/2022 – PRESENT
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Mission: We are people-centric organization, committed to making our work meaningful and giving our employees a sense of belonging, trust, and impact.

SYSTEMS MANAGEMENT: Utilizing the NIH/NHLBI Tracking Requests, Actions, and Correspondence (TRAC) electronic system to route documents and requests for review and approval. Requests include travel authorizations and vouchers, workplace flexibility agreements, grant approvals, budget agreements, and other HR-related approvals. Updating database management systems such as SharePoint sites, shared drives, and Microsoft Office

Excel. Submitting purchase order requests through the NIH/NHLBI Purchase Order Tracking System (POTS) for review and approval.

PROJECT COORDINATION: Ensuring tasks are completed on time, within budget, and according to specifications. In addition to effectively communicating among team members and stakeholders to maintain alignment and manage expectations. Often tracking progress, resolving issues, and adapting plans to achieve project goals efficiently.

- **ACCOMPLISHMENT:** Successfully completed hands-on training with the former Supervisory Program Analyst, also known as the Chief of Staff, to lead the Division of Extramural Activities and Research through the Performance Management Appraisal Program for both 2022 and 2023. I distributed and managed internal communications and data entry to ensure that all deadlines were met.
- **ACCOMPLISHMENT:** Created a new employee engagement program called "DERA Walk N' Talk" to boost staff interaction and promote workplace wellness at NHLBI. This initiative, designed to foster staff connections and encourage healthy activities, was developed based on an analysis of the previous year's FEVS data. With support from the founding DERA Engagement Team, the program is set to begin biweekly on Wednesday, August 28th.

MEETING COORDINATION: Scheduling appropriate times, notifying participants, creating PowerPoint presentations, and preparing agendas to ensure productive discussions. During meetings, facilitating discussions, managing time effectively, and documenting key decisions and action items to keep projects on track. Distributing minutes post-meeting and following up on action items to ensure accountability and progress.

CALENDAR MANAGEMENT: Scheduling meeting and events, ensuring optimal use of time and resources while accommodating priorities and preferences. In addition to maintaining up-to-date calendars, coordinating schedules, and facilitating communication among stakeholders to minimize conflicts and maximize productivity.

INTERNAL AND EXTERNAL COMMUNICATION: Interacting with employees to facilitate collaboration and share information. Also maintaining relationships to address inquiries or concerns.

- **ACCOMPLISHMENT:** Created standard operating procedures (SOPs) for leadership meeting notetaking, reviewing and submitting the Center for Scientific Review (CSR) nomination slate, and operating the NIH/NHLBI Tracking Requests, Actions, and Correspondence (TRAC) electronic system.

GRAPHIC DESIGN: Designing visual aids such as infographics, charts, and posters to effectively communicate upcoming plans and data visualization. Software utilized includes Canva® and Microsoft PowerPoint.

Consulting Intern

01/2024 – 05/2024

USDA Digital Services 8 Hours per Week 1400 Independence Avenue, SW, Washington, DC

Mission: To make it as easy and effective as possible for USDA to staff key initiatives with tech talent to shape solutions that provide great experiences to all the people it serves.

SURVEY DESIGN AND DEVELOPMENT: Applied knowledge of systematic planning, creation, and implementation of surveys to gather data on various organizational factors, including unintentional biases, comprehensive assessment, job performance, and standardization.

- **ACCOMPLISHMENT:** Created and distributed a comprehensive survey for the USDA Digital Service (USDA DS inaugural Fellows Program. **RESULTS:** Received feedback from internal stakeholders and shared findings with my supervisor, participants, and peers within the Master's program to increase the efficacy of the selection process.

RESEARCH METHODS AND STATISTICAL ANALYSIS: Employed Google Forms® to craft surveys and gather qualitative and quantitative data via an online platform for internal stakeholders, while devising interview inquiries for external stakeholders. Assessed both qualitative and quantitative responses to derive insights and conclusions.

- **ACCOMPLISHMENT:** Created a data visualization model and generated a report to convey findings and recommendations to my supervisor, participants, and peers within the Master's program.

PROFESSIONAL HR PRACTICES: Applied proficiency in HR practices through competency modeling and selection process design. Analyzed job analysis completed in the prior year by HR personnel to analyze inconsistencies that aligned with survey findings and gather information.

- **ACCOMPLISHMENT:** Developed selection process rubrics and competency models that enabled HR to align candidates' qualifications with job requirements, ensuring fair recruitment and organizational effectiveness through identifying individuals with necessary skills and competencies. **RESULTS:** Deliverables were distributed to the interviewers for assessment purposes during the interviewing process.

Office Assistant I/II

June 2018 – June 2022

Luminus Health Outpatient Rehabilitation

Mission: To enhance the health of the people and communities we serve.

APPOINTMENT SCHEDULING: Coordinated and scheduled appointments for clients and physical therapists, ensuring efficient use of time and insurance. Additionally, managed calendars using tools like Epic Electronic Medical Records (Epic EMR), and maintained confidentiality and professional handling of sensitive information.

MEDICAL INSURANCE VERIFICATION: Verified patient insurance eligibility and benefits, ensuring accurate and up-to-date coverage information prior to medical services. Also identified and resolved discrepancies between insurance companies and healthcare.

ONBOARDING AND NEW HIRE TRAINING: Facilitated the onboarding process for new front desk hires, including preparing welcome materials, guiding employees through company policies, processes, and systems, and ensured completed necessary paperwork.