



Joanne St Fleur MBA, CICA

CLEARANCE(S): Secret

LICENSES: MARYLAND REAL ESTATE LICENSE

LANGUAGES: HAITIAN CREOLE & FRENCH ILR Proficiency Level 5 / **Spanish** Level 3

CERTIFICATION: - Certified Internal Controls Auditor (CICA)

PENDING CERTIFICATIONS: Project Management Professional (PMP), Certified Scrum Master (CSM), and Certified Federal Contracts Manager (CFCM®)

PROFESSIONAL PROFILE

Clearance: Active Secret Clearance (DOD). Thirteen (13+) years of professional experience in business management, managing staff, accounting, and finance with a proven track record of delivering client deliverables. Over 10 years working as lead on in several roles supporting different government agencies. Ms. St Fleur is fully qualified to manage the workflow, establish priorities, and meet critical deadlines. She is focused on consistent quality work, a desire to simplify, and innovate daily operations. Ms. St Fleur is focused on understanding the customers' mission, making herself more valuable to the client, and delivering capabilities in support of the client's needs. She is dedicated to continuous improvement and has the ability to think strategically. She also has the willingness to go above and beyond to meet client expectations. Extensive background in planning, coordination, preparation of briefings and tracking actions and deadlines. Successfully established professional relationships and contacts with people of diverse ethnic backgrounds, cultures, ranking levels and nationalities to achieve winning results. Skilled communicator and problem solver adept at accomplishing simultaneous objectives within deadline driven environments.

SKILLS

- Audit Readiness • Federal Acquisition Regulations (FAR) • Procurement
- IT Software Acquisition • Vendor Management • Task Order Management
- Internal Control Testing • FISMA & NIST 800 series standards
- Contract Administration • Program Management • Project Management
- Financial Management • FIAR Guidance • Property Management • Landlord Tenant Rights
- Low-Income Housing Tax Credit • Standard Operating Procedures (SOPs)
- Construction Management • SharePoint
- Microsoft Office/Word/Excel/Visio/Project

EDUCATION

Bachelor of Science in Business Administration and Information Technology

Minor: Finance University of Maryland Eastern Shore, Princess Anne, MD – Completion 12/2010

Master of Business Administration- (MBA) -Finance Concentration Wilmington University - New Castle, Delaware 05/2012

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CACI Federal /Defense Logistics Agency *Financial Improvement & Audit Readiness Analyst Lead*

**Fort Belvoir, Virginia
January 2022 – Present**

Supports audit remediation activities, such as developing/updating process documentation, Standard Operating Procedures, and working to assist with implementing corrective action plans to address findings.

- Lead the tracking and monitoring of Provided-by-client (PBC) list and create metrics across the organization on behalf of the DAI Audit Branch Chief.
- Coordinate meetings with subject matter experts across the organizations to evaluate the Defense Agency Initiative (DAI) to ensure shared understanding of business processes, operations, and functions.
- Prepares presentations, briefings, and actively participates in client meetings and day-to-day interactions.
- Work as a team to complete the Annual Federal Financial Management Improvement Act of 1996 (FFMIA) Compliance assessments.

Chenega IT Enterprise Services / Program Executive Office Enterprise Information Systems (PEO EIS) United States Army *Risk Manager*

**Fort Belvoir, VA
January 2021 – December 2021**

Led the risk identification, analysis, and management for a cyber security enterprise, and advances the maturity of the program in accordance with OMB Circular A-123 and NIST Risk Management Framework for Information Systems in a Cyber Security environment. Provide risk management services and internal audit support to the Project Director Enterprise Services (PD ES). Led the effort to establish a process for identifying, tracking, coordinating, and managing schedule and performance risks items across the Program Executive Office Enterprise Information Systems (PEO EIS). Administers PD ES Enterprise Risk Management Program (ERM) and partners with senior leadership, program managers, and customer industry representatives to bring agency/industry initiatives to realization.

- Assist Program Manager lead and establish the ERM framework and program direction for PD ES.
- Identify schedule and performance risks.
- Recommend risk mitigation strategies into program planning and technical activities.
- Include risk and post-mitigation ranking for probability of occurrence and consequence.
- Maintain, update, and implement the Risk Management Plan.
- Develop policies, processes, and protocols for the team to follow to reduce or manage risks.
- Analyze and identify potential risks and issues.
- Maintain a Risk Register that contains detailed information that allows PD ES to understand the severity and impact of each risk.
- Identifying, assessing, and prioritizing project and program risks
- Capturing all project level risks and issues and documenting in the Risk and Issue Log.
- Supporting the IPT Leads in identifying program risks and capturing in risk Register.
- Updating and reporting of program and project risks and issues
- Producing documentation including memorandums, reports, process documents and meeting minutes.
- Provide monthly risk updates and reports to PD ES and higher leadership.

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- Recommend and implement preventive measures by working with PD ES team members, vendors, and stakeholders.
- Lead monthly risk management meetings with internal and external stakeholders.
- Collaborate with system integrator/service provider to facilitate communication and awareness across organizations.
- Present risk report information at the MSR and in other meetings at the government's request, noting any changes from the previous reporting period.
- Interact with management (at multiple organizational levels) and the technical workforce to draft, consolidate, coordinate, and edit executive-level briefings, point papers, and other materials on complex issues across team.
- Maintain the action items during all team meetings.
- Participate in internal committees, Integrated Process Teams (IPT), working groups and task forces.

Brooks & Associates /Deloitte/ United States Navy
VA

Arlington,

Independent Contractor (IC)
2021

January 2020 – January

Audit Readiness Subject Matter Expert

Served as audit liaison for efforts across financial management operations for the United States Navy (USN) client to perform routine or limited quick response audits, consulting and advisory services, risk management, liaison with external audit organizations, audit compliance and follow-up.

- Create new and/or update existing internal controls for various business process to mitigate audit risk and provide for reliable and correctly presented financial data in support of the DOD Manager's Internal Control Program aimed at preventing fraud, waste, and abuse of government resources.
- Conduct root cause analysis on Observations and Notices of Findings and Recommendations (NFRs) and either incorporate new recommendations into existing Corrective Action Plans (CAPs) or begin coordinating with stakeholders to develop new CAPs.
- Collaborate with stakeholder offices to identify and address deficiencies, assess sustainability, and ascertain that the root cause of the deficiency is sufficiently addressed through CAPs, and track and report milestone status throughout CAP implementation.
- Prepare CAP Validation packages and provide to the OMB A-123 Section for testing and prepare CAP Closure packages for leadership review and governance approval.
- Serve as audit liaison among client stakeholder groups and the independent public accountant (IPA) firm currently conducting a full financial statement audit of the USN.
- Provide timely and accurate responses to audit-related inquiries in which client stakeholders may need clarification or status updates for audit-related deliverables.
- Develop presentations and other correspondence to facilitate enterprise-wide communications and continuous improvement over the audit engagement from key USN stakeholders.
- Provide expertise, recommendations, and industry best practices to manage the Provided-By-Client (PBC) request, Observation and Notification of Findings and Recommendations, and exception reporting processes, to support continuous improvement and increased feedback throughout the audit engagement and remediation processes, to include guidance, business rules, and process workflows.

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- Complete the end-to-end process of PBCs, to include tracking and monitoring PBCs and follow-up questions in the designated audit response tool, gather, and review supporting documentation provided by stakeholders prior to submission to the IPA for completeness and schedule meetings with stakeholders to seek clarification from the IPA as required.
- Track, reconcile, and report PBC metrics, and provide quality control over responses to identify trends.
- Solicit and document lessons learned from client stakeholders to support an annual lesson learned conference or other opportunities to provide training and improvements.

DSSP Consulting / Ernst & Young/ United States Army
Independent Contractor (IC)
Senior Manager (IT Systems Audit Readiness Support)

Arlington, Virginia
September 2019 – January 2020

Served as the Team Lead supporting the Financial Improvement and Audit Readiness (FIAR) efforts to coordinate with all IT systems owners for IT system requirements. Facilitate weekly meetings with systems owners to discuss corrective actions and follow up requests with external auditors.

- Provided audit remediation, reviewed accounting transactions, and provided FIAR support to Army commands.
- Responsible for coordinating audit requests, meetings, and site visits.
- Worked with IT systems owners within ERP systems (GFEBS, GCSS-A, LMP, IPPS-A) and IT auditors to ensure supporting documentation is accurate and complete.
- Acted as a liaison while IT auditors perform and document work such as procedure development, walkthroughs and controls testing.
- Supported agency-wide audit readiness and remediation efforts to include developing or achieving existing corrective action milestones.
- Assessed completeness and accuracy of supporting documentation.
- Facilitated meetings with the Government client, external auditors, and other stakeholders.

AOC Solutions/ Defense Technical Information Center
Independent Contractor (IC)
Audit Readiness Subject Matter Expert

Fort Belvoir, Virginia
April 2018 - September 2019

Assist with the development of internal control and related test plans to support internal test work in preparation for a financial statement audit. Conduct internal sampling and testing of assessable units (Military Pay, Civilian Pay, Contract Pay, and Contract Pay). Liaised with client stakeholders and subject matter professionals. Supported audit remediation activities, such as developing/updating/reviewing process documentation (e.g., narratives and flow charts), and developed and implemented corrective action plans to address gaps in preparation for a financial statement audit.

- Led walk-through and or interviews with client to ensure validity of process narratives and transactions in DAI/DCPS system for CIVPAY, Vendor Pay, and Contract Pay business processes.
- Reviewed and updated IT SOPs and guides on behalf of System Owners.
- Reviewed Military Interdepartmental Purchase Requests (MIPRs) (Direct and Reimbursable), Purchase Orders (Direct and Reimbursable).

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- Monitored and tracked POAMs to meet client deliverables.
- Gathered and organized technical information about information systems.
- Created POCs list for team to easily identify clients across the organization.
- Reviewed financial transaction documentation, identified potential areas of process improvement, and assist with business process improvement initiatives in accordance with FIAR Plan.
- Worked with team members, gathered information, develops, updates, and appropriately stores standard operating procedures (SOPs) via SharePoint.
- Determined which MOUs agreements expired and ensured the client has updated documentation drafted with third parties.
- Worked with government client to understand which controls address Service Provider CUECs and who maintains ownership of those controls.
- Monitored and tracked the status of Corrective Action Plans (CAPs) for identified control weaknesses.
- Attended, facilitated, coordinated, and led meetings between clients, DFAS, and the FIAR directorate.

Life Cycle Engineering / Ernst & Young / United States Assistant Secretary of the Army for Financial Management and Comptroller (ASA (FM&C)) & Navy FMO -3 Arlington, VA

Senior Financial Analyst

March 2015-April 2018

Served as the Team Lead supporting the Financial Improvement and Audit Readiness (FIAR) efforts to meet the congressionally mandated deadline of 2017 to achieve fully auditable financial statements. Perform a wide variety of analysis on the composition of DoD financial records. Assisted in managing the daily audit facilitation activities. Activities included routing audit requests from auditors and the external auditor within Army for response. Set up internal/external meetings and site visits; takes minutes of client's meetings, assigns and communicates audit questions and document requests to the respective organizations; coordinates responses for audit findings. Monitors corrective actions plans (CAPs). Traveled as needed to support audit walkthroughs as requested by the client.

- Developed weekly status reports with metrics; Enabled client additional visibility of work performed.
- Traveled to DFAS and monitored site visits walkthroughs on a re-occurring basis and provided expert advice to external auditors on the interpretation of audit regulations.
- Interfaces with external audit organizations by ensuring timely, accurate and relevant communication and coordination of external audit activities among and between Audit Liaison Representatives, Agency management, and technical points-of-contact.
- Facilitates entrance and exit conferences with management-level staff, reviews and analyzes audit data.
- Tracks and reports on the status of management's progress toward corrective actions
- Analyzes financial records, procedures, cost, funds, and receipts.
- Provides expert advice to external auditors on the interpretation of audit regulations.
- Conducted training and managed staff across teams.
- Monitored the implementation of new and/or supplemental Corrective Actions Plans (CAPs).
- Performed a variety of internal review assignments of high complexity that require ingenuity in applying conventional and advanced techniques in gathering and evaluating Key Supporting Documentation (KSDs).

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- Applied federal accounting, financial management, and audit knowledge/expertise when assisting with development of solutions and providing recommendations to senior leadership.
- Assisted the Share Pointe team develop a tracking mechanism to track notice of findings (NFRs) by establishing a centralized portal for all audit readiness engagements.
- Assessed, evaluated, and corrected process flows and process narratives to ensure completeness and accuracy.
- Utilized reference policies within Financial Improvement and Audit Remediation (FIAR) Guidance, The DoD Financial Management Regulation (DOD FMR), Generally Accepted Government Auditing Standards (GAGAS), ICOFR, DoD financial management policies and procedures, and other DoD organizational structures.
- Served as liaison between the client, supporting team members, and Program Manager in reference to Defense Finance Accounting Services (DFAS) issues and concerns.
- Liaised with client stakeholders and subject matter professionals to support the management and technical oversight of projects designed to improve the collection, analysis, and sharing of audit readiness information.

Booz Allen Hamilton / Army Contracting Command
Program Controls Task Order Manager/ Procurement Lead

Aberdeen Proving Grounds, MD
November 2011-March 2015

Provided strong technical documentation and analysis as it relates to business missions for the Cybersecurity Information Assurance (CSIA), Radio Frequency Communication (RFC), and Antennas and Spectrum Analysis (ASA) divisions for the Engineering group that relates to mission-critical information. Supported client engagement teams, work with a wide variety of clients to deliver professional services and participate in business development activities on strategic and defense accounts. Assisted with the acquisition of devices and software to enable the Soldier to continue to fight and survive in the face of cyber-attacks. Provided program/ project management to a constantly changing portfolio of IT infrastructure, engineering, and software development projects based on the needs of the Army. Supported DoD clients in managing contract data management, post-award modifications, invoicing, and tracking, draft contract modifications and technical instructions, track contract and CLIN ceiling or burn rates, and anticipate upcoming contract actions.

- Designed and implemented a procurement tracker that enabled the client to reduce lead time from 15 days to 7 days.
- Track and monitor cost allocations, schedule, budget, and serve as a liaison for data calls.
- Built dashboards that improved the accuracy, transparency, and compliance of financial reporting and planning for numerous client businesses.
- Review vendor invoices for accuracy and completeness and mitigate any issues with third-party vendors.
- Approved invoices, investigated discrepancies, and resolved price discrepancies.
- Assisted in preparation of annual budgets and monthly reforecasts.
- Coordinated creation and accurate maintenance of vendor price records and contracts within ERP.
- Saved client additional funding by doing extensive market research and leading the end-to-end mapping of procurement processes.
- Trained end-users on how to utilize the SharePoint software, enhancing procurement processes and efficiencies; Reduced processing time of DD250 by 30%.

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- Reviewed corresponding supporting documentation for payment and audit of all financial transactions in accordance to FAR and DOD standards.
- Monitored and managed vendors/suppliers, service agreements, and ensured compliance to FAR policies and regulations.
- Performed audit and close-out activities for procurement card purchase requests and purchase orders.
- Meet with software engineers and technical staff to determine business requirements for technology requirements.
- Compiled annual financial reports and monthly status reports (MSR) from staff.
- Drafted Statements of Work (SOW) and Sole Source Justifications (SSJ's) for contractor professional services and other client requirements, communicated with vendors, senior leads, and branch chiefs through meetings, reporting, and status updates.
- Assessed LCATs, project documentation, tracked project updates, and presented monthly status reports.
- Created and managed procurement packages, subcontractors, and acquired all the necessary approvals to proceed with IT related purchase orders from the initiation period to execution and provided strong technical documentation and analysis as it relates to business missions, specifically in a systems engineering environment.
- Coordinated approvals from the Contract Officer Representative (COR) and Contracting Officer (KO) for all procurement activities and software license agreements (SLA's) to ensure FAR compliance.
- Assist Contracts Manager with Draft full RFP packages, Statements of Work (SOW), Justification & Approval (J&A), and Purchase Requests (PRs).
- Initiate and manage procurement request packages and be responsible for the safe storage and handling of sensitive documents.
- Corresponds and coordinates with federal Contracting Officers (COs), Contracting Officer's Representatives (CORs), and other client POCs on all contractual matters.
- Conducts market analysis and assists in the preparation of pre and post award documentation.
- Provides services to coordinate and support development of customer needs statements, •Requests for Information (RFIs) and Requests for Quotes (RFQs).
- Prepares contract awards and modifications for Contracting Officer signature.
- Managed and tracked obligations to ensure sufficient funds are available for purchases.
- Support startup and execution of various Cost-type, Fixed Price, and T&M contracts utilizing Booz Allen's Hamilton financial systems.
- Provide effective and accurate communication of key financial metrics through the development of monthly estimates to complete (ETC), annual estimates at complete (EAC), program management reviews, and other project financial deliverables to both internal and external customers.
- Monitor spending against authorized budgets for new business development activities
- Participate as part of a team in the execution of the monthly sales forecast process, development of annual operating plans and development of the upcoming strategic plans.
- Manage library of pre-award templates and associated guidance (teaming agreements, MOUs, NDAs, business volume templates).

**Proxtronics Inc/United States Department of Energy
Graduate Internship**

**Washington, DC
August 2011 – November 2011**

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The Minority Educational Institution Student Partnership Program offers talented undergraduate and graduate students 10-week summer internships with the U.S. Department of Energy (DOE) and its national laboratories.

- Support interdisciplinary functional acquisition teams.
- Assist in preparing pre-award and award documentation for acquisitions, with an emphasis on service contracting.
- Assist in source selections and drafting source selection documents; and
- Provide contract management support.

Completed at Defense Acquisition University: CON 091 – Contract Fundamentals CON 121 – Contract Planning CON 100 – Shaping Smart Business Arrangements CON 124 – Contract Execution

**Sallie Mae/United States Department of Education
Delaware
Account Manager**

**Newark,
Jan 2011 – August 2011**

Served as an Account Manager performing due diligence and collection activities on delinquent accounts. Performed skip tracing and due diligence functions to ensure compliance of all Federal, State and Local Regulations.

- Managed a portfolio of \$30 million and increased cash collections 30-40% monthly of potential default account and was responsible to track the dollars collected to meet client goals.
- Performed due diligence and collection activities on delinquent accounts.
- Recognized new/emerging patterns and responded with appropriate investigative techniques based on a wide range of research skills.

**Hebrew Quality Construction, Inc.
Assistant Project Manager
2010**

**Salisbury, Maryland
January 2006 – December**

Served as the primary point of contact for all matters related to the construction projects and 100 unit real estate portfolio. Responsible for managing the budget and estimated costs, maintaining a safe work environment, and maintaining project profitability for the firm.

Actively manage property operations more than 80% of the time (while on duty), including:

- Being available to residents; identifying needs, addressing questions, or concerns promptly and professionally.
- Conducting weekly inspections of the property for cleanliness and curb appeal; preparing a summary report of property activity, conditions observed, and residents visited.
- Supervising rent collection policies and implementing collection programs.

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- Preparing and submitting all property reports, including monthly financials with explanations of variances.
- Executing promotional and markdown activities according to established guidelines.
- Reviewing, approving, and submitting invoices to Accounting for timely payment.
- Assisting with the preparation of annual budgets, goals, and objectives for the property in partnership with Regional Managers, Asset Managers, and Senior Management.
- Interfacing with the corporate office regarding legal, accounting, insurance, tax, and other matters, as needed.

Assisting Marketing with the implementation of promotional strategies and marketing plans to increase leasing and renewal activity, including:

- Establishing a leadership role in the community by participating in business groups such as the local Apartment Association, Chamber of Commerce, Rotary, and others.

Supervising the entire property management and maintenance teams, including:

- Hiring, onboarding, training, scheduling (including delegating tasks and assignments to meet business needs and move-in schedules), evaluating work product, mentoring, coaching, conducting performance reviews, and terminating staff to ensure company standards are met or exceeded.
- Reviewing and approving staff timecards, commissions earnings, and assisting with other payroll issues in coordination with the Payroll Team.
- Ensuring compliance with all applicable local, state, and federal laws, including wage and hour, meal and rest breaks, final pay requirements, OSHA, human rights and equal employment opportunity regulations.

Overseeing all property maintenance issues, including:

- Addressing and resolving all emergencies that may arise on site.
- Overseeing any on-site capital improvements projects.
- Reviewing the inventory of all equipment and supplies.