
Experience**Affinity Group Underwriters: Glen Allen, Virginia**

November 2016 – Present

Program Manager

Serving as program manager, researcher and data analyst for Balance for Cyclists, a newly launched insurance program providing supplementary accident and other insurance services to cyclists, cycling clubs, events, bikeshare, and bike rental programs

- Developing partnerships with national and local organizations, including the League of American Bicyclists and local cycling clubs
- Partnering with international businesses based in the United States, Canada, and United Kingdom, including Lloyd's of London
- Building risk assessment and pricing tools for accident and health as well as property and casualty products
- Designing and managing influence campaigns on social media and digital advertising platforms to generate brand awareness and sales
- Implementing custom solutions to business intelligence challenges, such as information acquisition and management
- Leveraging open source information to locate and identify sales opportunities and marketing operations

ICF International: Fairfax, Virginia

August 2013 – November 2016

Associate

Served as a business and data analyst to public sector clients, including the Administration for Community Living (ACL), Children's Bureau, Defense Contract Management Agency, and New Jersey Department of Environmental Protection

- Managed cloud-based solution tracking over 10,000 environmental review applications for \$100 million of Superstorm Sandy relief
- Developed CapShare, a cloud-based SharePoint Online platform utilized by over 400 child welfare professionals
- Redesigned ACL's Aging Integrated Database, a public website housing ACL program data
- Improved efficiency and quality of ACL's National Ombudsman Reporting System and State Program Reports
- Implemented DCMA360, a SharePoint platform designed to assist DCMA with information storage and management

Henrico County Department of Planning: Henrico, Virginia

January 2012 – May 2012

Student Consultant

Conducted in-depth analysis of the Department of Planning's information technology strengths, weaknesses, opportunities, and challenges

- Analyzed strengths, weaknesses, opportunities, and challenges via interviews with senior leadership and stakeholders, an organization-wide survey, and secondary research of strategic planning, transformational change, and eGovernment
- Delivered recommendations to strengthen organizational information technology culture and capabilities
- Established a multi-year relationship between Virginia Commonwealth University and the Department

Virginia Commonwealth University – Student-Athlete Support Services: Richmond, Virginia

August 2008 – August 2013

Learning Support Specialist

Tutored Men's Basketball, Women's Tennis, and academically at-risk student-athletes from diverse socioeconomic backgrounds representing over 20 nations in a range of subjects, including social sciences, humanities, English, Spanish, statistics, physics, biology, and business

- Achieved 100 percent academic eligibility among Men's Basketball student-athletes for 5 years
- Managed an academic learning facility utilized by up to 300 daily visitors
- Coordinated a staff of over 30 tutors working with nearly 300 student-athletes
- Earned a reputation as a dynamic and effective tutor in individual and group settings

Skills

General: Intercultural competence; Project management; Primary and secondary source research; Risk assessment; Teaching; Team leadership; Writing (Academic, Business, Technical)

Software: Adobe Suite; Google Apps; JIRA; Microsoft Office (Access, Excel, Outlook, PowerPoint, Visio, Word), SharePoint (SharePoint 2010, 2013, and Online, InfoPath, PowerBI, SharePoint Designer); Office365; SPSS; Survey Monkey; Tableau; Web development (SquareSpace, WordPress)

Data: Data analysis; Database development; Data management; Form design; Surveys (Methodologies, Development, and Implementation); Workflow development; Process mapping

Analysis: Historical; Political; Policy; Quantitative; Qualitative; Statistical

Languages: Spanish (Business proficiency)

Education**Virginia Commonwealth University: Richmond, Virginia***Master of Public Administration; 3.9 GPA*

August 2012

- Studied statistics, financial management, organizational psychology, strategic planning, policy analysis, human resource management, leadership, decision-making, quantitative and qualitative research methods

*Bachelor of Arts in History and Political Science (International Relations); 3.6 GPA**May 2009*

- Studied American, European, Chinese, and Roman history, terrorism, American foreign policy, state and local governments, comparative methods, and political systems
- Competed in NCAA Division I Track & Cross Country, served as Team Captain, and set university records in the Men's 3,000 and 10,000 meter runs