
Jane Doe

City, ST | (000) 000-0000 | email@email.com

Citizenship: US Citizen
Veteran's Preference: YES
Desired Job Industry: Military
Highest GS (General Schedule) Grade: N/A
Security Clearance: N/A
Desired Location:

RESUME OBJECTIVE

High performing, enthusiastic, and dedicated leader with proven ability to develop and maintain the program environment, support various projects, as well to ensure overall integrity and coherence of the program. Adept in ensuring effective quality assurance focusing inwardly on the internal consistency of the program, and outwardly on its coherence with government compliance. Analytical thinker with superior skills in communication, strategic and administrative planning, and execution, effectively building relationships with internal as well as external partners. Displays a high level of organizational knowledge as well as exceptional problem-solving skills. Committed self-starter with the capacity to excel in handling the demands of multiple projects and conflict resolution. Possesses a positive attitude and constantly strives towards professional self-improvement. Quickly adapts to new work methods as well as procedures while continuously finding new and better ways to perform the job and improve performance. Demonstrates exceptional leadership skills by supervising internal and external team members during ongoing multifaceted projects for administration management and technical support. Acts as a key person for recruitment of civilian employees within the organization as well as providing advice on new hire placement. Responsible for accurate analysis of manpower actions concerning floor plan assignments and physical placement of personnel focused on successful mission execution. Displays exceptional knowledge and integrity by conducting Command OIP investigations and handling administration, technological, and financial areas of business. Identifying strengths and deficiencies of regulation and policy compliance relevant to organization requirements. Devoted to making an impact on society and the environment, eager to enhance the mission of an organization through extensive knowledge, as well as the success of program compliance and transparency.

EXPERIENCE

HQ MRDC/DCS Information Management

City, ST

01/18 – Present

Salary: \$ N/A

Hours per week: N/A

Series: N/A

Business Program Management

Impactful and action-oriented leader responsible for a variety of projects for all stages of business management. Showcasing strong analytical thinking capabilities by resolving numerous project issues as well as evaluating potential alternative risks. Recognized for making good judgment calls, ensuring timely completion and connection of all assignment steps. Conducting MRDC internal inspection audits consisting of financial statements, expense reports, inventory, and financial data. Regularly providing feedback to inspection POC's on efficiencies and effectiveness of implemented internal control standards. Utilizing superior knowledge of government compliance by providing solutions to maintain and improve quality control efforts. Securing productivity and compliance in all business areas, including administrative, telecommunication, VTC, and VI management.

- Created a database to forecast timeline of item issuance, resulted in orderly cooperation between employees for items release before suspense date
- Successfully overseeing overall organization's IT property in the possession of DoD civilians and contractors for over \$4 million accountable goods of electronic hardware and software items
- Developed policy for publication to improve work efficiency and obtain knowledge of new responsibilities regarding audio data telecommunication requests

Veteran Benefit Administration

City, ST

03/16 – 01/18

Salary: \$ N/A

Hours per week: N/A

Series: N/A

Legal Representative

Exceptional communicator responsible for the full cycle interviewing process for eligibility of Veteran compensation, benefits, and procedures. Maintained complete discretion while retrieving confidential and classified data to match VA legal administrative requirements with applicant factors of eligibility. Demonstrated excellent interpersonal skills by counseling Veterans, dependents, and beneficiaries regarding the full array of pension and military service-connected compensation through the Department of Veteran Affairs, as well as non-VA benefits. Conducted interviews with the public to obtain, clarify and verify information about initial and continuing eligibility for compensation, survivors, disability, health insurance benefits, as well as eligibility for supplemental security income. Utilized conflict resolution skills to explain outcomes and reasons for the pensions and SC claim decisions. Reviewed third-party attestation internet claims involving veteran benefits for the validity of the information. Responsible for verifying documents for retirement and disability benefits, ensuring compliance with legal requirements concerning client's eligibility.

- Successfully resolved discrepancies, clarified issues, and made final decisions about initial and post-entitlement for benefits as well as payments
- Engaged in reviewing and evaluating cases and evidence to determine a decision on continual financial claims for qualified disabled payees receiving benefits
- Conducted in-depth research about a variety of program administrative areas, such as claimant's current financial status, adjudicative documents, and employment status, to verify if the case is proper for reinstatement

Department of VHA

City, ST

07/06 – 03/16

Salary: \$ N/A

Hours per week: N/A

Series: Pay Plan: N/A

Audit and Procurement Credit Card Program

Solution-oriented professional responsible for overseeing all aspects of the acquisition business operations with a special emphasis on certified disabled veteran-owned small businesses. Provided documentation on complex criminal cases and researched test operations. Enforced business policy requirements to ensure the effective operation of the program, and compliance with processes, procedures, regulations, and mission objectives. Managed all aspects of complete acquisition life cycle and financial program operations, focusing on illegal internal control in support of business fraud. Showcased profound mentoring skills combined with technical knowledge by directing and educating employees on operational acquisition planning, including SOP technical guidelines for compliance with audit inspections. Dutifully managed the direction of program data mining investigations for financial waste, fraud, and abuse within the agency to confirm proper resolution.

- Diligently supervised over 500 audit engagements per FY that contributed to 100% of the organization's quarterly audit-passing rate on GAO compliance standards
- Played a key role in interviewing and investigating agency research of ongoing criminal and unauthorized financial violations, resulted in the discovery of over \$300k of unobligated expenditure transactions and subsequent employee disciplinary action
- Planned and executed newly written material for training sessions throughout the organization on a wide range of audit-related topics to include Unauthorized Commitments and Ratification submission process
- Initiated tailored training presentations to ensure the familiarity with programmatic revisions within the U.S. Bank and compliance with VAAR 801.602-3 requirements
- Coordinated with senior military planners to identify capabilities, limitations, and opportunities within the Department of Defense Information Network Operations domain
- Planned, integrated, and synchronized efforts with capabilities related to the information environment operations, such as electronic warfare, space operations, and offensive cyberspace operations
- Increased capability and readiness levels from 34% to 96%

AWARDS AND CERTIFICATIONS

Letter of Recognition for Records Management Data Analysis National Geospatial Intelligence Agency	2009
Executive Education in International Management Thunderbird, the Garvin Business School of Management	2007
Global Strategy Implementation Thunderbird, the Garvin Business School of Management	2005
Global Leadership Thunderbird, the Garvin Business School of Management	2005

EDUCATION

Master of Science in Business Administration - Human Resource Management Administration University, City, ST	2004
Bachelor of Science in Occupational Education - Cryptologic Administration University, City, ST	2003

SAMPLE