

BEFORE -- Name

COMPANY NAME

SUMMARY OF EXPERIENCE

Over fifteen years of administrative and technical expertise with increasing responsibility. Excel in high-stress environment requiring management of multiple, high priority tasks with short deadlines. Repeatedly demonstrated versatility as a team player and readiness to assist others. Breadth of experience in support of federal government agencies [Note: removed from this example], Congress, and all services of the Department of Defense (DoD) to include ABC, XXXX, and DEF. [Note: organization replaced with XXXX was unintelligible to the reader]

Company Name

Contractor supporting Information Technology Agency/Office of the Chief Technology Officer (CTO), Month/Year – Current

- Responsible for writing and creating process maps and Standard Operating Procedures (SOPs)
- Contributor in creating Executive Level one page overall briefing papers
- Responsible for all incoming briefing request, coordination and execution for ITA
- Responsible for maintaining office’s web presence, SharePoint tracking system
- Responsible for creating weekly status reports
- Maintain office’s correspondence
- Responsible for maintaining and coordinating multiple shared calendars for CTO briefings
- Responsible for scheduling conference rooms and VTCs
- Maintain office’s Tracking system

Contractor supporting federal agency ABC Year--Year

TASK MANAGER FOR ABC support to the CIO

- Provide direct support to senior SES-level government staff, consisting of daily briefings, tasking and tracking of all internal and external taskers assigned.
- Responsible for scheduling staff meetings for Senior Government Staff via Lotus Notes
- Responsible for coordinating multiple Senior Government Calendars via Lotus Notes
- Primary liaison between staff and senior government officials within several government agencies
- Responsible for maintaining I3E’s web presence, SharePoint tracking system and the CIO database
- Contributor of official CIO documents for I3E, including white papers and correspondence
- Contributor in creating and editing various policy documents, Memorandum of Agreement (MOA) and Memorandum of Understanding (MOU)
- Ensuring all staff packages are prepared for the Director of Information, Integration, Implementation and Engineering (I3E)
- Maintain version control of all documentation through multiple layers of review and revision requiring quick decision-making and sound judgment, flexibility, and creative problem solving skills
- Ensuring all official documents meet the quality standards (grammar, completeness, timeliness, technical accuracy) necessary to best represent I3E to federal agencies and Congress through superior research, writing, and analytic skills.

Name

COMPANY NAME

- Serves as the “voice” of I3E to supported government agencies, providing control of and consistency in incoming and outgoing I3E requests, correspondence and actions

- Ensures internal and external tasking received by I3E are assigned to most appropriate element of subject matter expert
- Contributor in organizing and coordinating various conferences for supported government agency seniors
- Responsible for all incoming vendor requests to I3E.

Knowledge Management/Records Management Representative for I3E

- Representative responsible to meet with the Information Management Office during audits/reviews
- Responsible for ensuring electronic and hard copy records are maintained and tracked for over 100 employees
- Personally maintain Director's calendar, travel, and travel cables, meeting invitations, and coordinated all other business obligations, demonstrating outstanding organizational and interpersonal teamwork skills.
- Provide quality control and technical editing of various documents
- Create file plans to help all personnel maintain records for the appointed Branch/Division level personnel
- Ensures all employees have full working knowledge of applicable regulations such as A117, location and process for storing records by using the standard naming convention and creating Personal Storage Table (PST) files
- Conducts classroom/desk-side Records Management training
- Update training materials, as required
- Trains personnel in Records Management process and procedures
- Supports and participate in the Records Management System working group implementation

Secretariat for Data Tracking Steering Committee

- Responsible for committee sessions for supported government agency CIO which included briefing packages for all Agency CIOs across the federal government, create and distribute meeting notes and actions. Engage with DoD and other federal agencies for upcoming Committee topics and agendas

Division Quality Assurance Manager, Month/Year – Month/Year

- Performed receipt compliance of Divisional Quality Assurance Standards for ISO requirements
- Responsible for Division Quality Management Database maintenance
- Responsible for writing and IMPLEMENTING quality policies

Medical Organization, Month/Year – Month/Year

- Responsible for processing referrals, appointments, benefits and insurance claims for patients to specialist and hospitals. Arranged travel for medical conferences and area public speaking events.
- Ensured medical records were updated and prepared for surgery and specialist appointments
- Supports and participate in the records management system working group implementation