

FINAL – Name of Author

Address and Contact Information

SUMMARY OF EXPERIENCE

More than 15 years of administrative and technical experience. Excels in completing multiple, high priority tasks with short deadlines. Supported all services of the Department of Defense (DoD), to include ABC and DEF agencies, and other federal agencies.

Company Name

Information Technology Agency (ITA)/Office of the Chief Technology Officer (CTO), Name of the Parent Organization, *Month/Year* – Current

- Wrote six standard operating procedures reflecting key functions heretofore undocumented. Also depicted five additional processes in detailed flow charts.
- Composed five executive-level, one-page briefing papers, part of a set of 18 similar products. Used to orient people newly assigned to the organization.
- Tracked incoming requests for presentations, coordinated each with the supporting branch, ensured actions were completed on time.
- Composed text and updated the office's web sites to maintain currency.
- Created weekly status reports, maintained and coordinated four shared calendars for ITA/CTO leaders, scheduled conference rooms and VTC meetings, and maintained the tracking system for incoming/outgoing tasks

Information, Integration, Implementation and Engineering (I3E) Directorate, Agency ABC, *Month/Year* – *Month/Year*

- Directly supported three SES-level government staff by scheduling daily briefings and staff meetings, coordinating the three daily calendars, and tracking assigned incoming/outgoing tasks
- Primary liaison between XXX/Office and executive assistants at offices of senior government officials in six federal agencies
- Maintained currency of content on the office's web pages: composed text and updated the sites
- Helped draft seven corporate-level policy documents and three Memorandums of Agreement with other federal agencies addressing reciprocal IT services; expected to save \$250K in resources
- Ensured consistency in quality control and timeliness of all outgoing staff packages prepared for the Director of Information, Integration, Infrastructure, and Engineering (I3E) to best represent the organization to other federal agencies and Congress.
- Tracked incoming requests and other actions. Assigned them to appropriate offices and ensured they were completed on time.
- Maintained version control of six major documents as they evolved during many iterations of review/modification. Required attention to detail and sound organizational skills. Ensured documents were completed on schedule.

- Organized logistics and administrative details for three major conferences – each 3 days in length -- attended by 80+ participants. Scheduled the auditorium and breakout rooms, tables/microphones, and DV parking. Sent conference details, agenda, and other read-ahead material. The division director (SES-3) commended her for her initiative and flawless planning.

Knowledge Management/Records Management Representative for I3E

- Ensured organization's records were maintained according to federal regulations and other policy standards. Served as primary interface with the Information Management Office during the annual inspection. Advised I3E's 100 members on how to maintain records throughout the lifecycle.
- Maintained the director's calendar, travel-related documents, and meeting invitations; coordinated all other business obligations.
- Proofed and tech edited approximately 450 documents. Many of these documents were sent to Congress or to heads of other federal agencies.
- Created file plan supporting 50 people in 3 branches. Enhanced their ability to quickly locate records, improving office efficiency. Recent inspection highlighted it for accuracy and completeness.
- Trained 88 personnel in records management process and procedures in 7 months, through 24 classroom and in-office venues. Ensured attendees were knowledgeable with applicable regulations, processes, and standardized naming conventions for file systems. Updated training material, as needed.
- Chosen as a member of an 8-person working group to implement the pilot Records Management System, which will affect the 150-person division. Per the chairman, "Her keen recommendations focused the development of mission requirements, ensuring the system met users' needs."
- Actively contributed to the working group chartered to implement the branch's new records management system. Made great progress in only one month organizing files to meet required standards. Inspectors lauded the improvement.

Secretariat for Data Tracking Steering Committee, Month/Year – Month/Year

- Arranged eight quarterly meetings attended by 30 members comprised of representatives of federal agency CIOs: assembled and provided to all members read-ahead material, created and disseminated meeting notes. Solicited topics for upcoming meetings.

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

- Maintains the division's database for quality management; writes and implements policies for the quality management program

Medical Organization, Month/Year – Month/Year

- Processed referrals to specialists and hospitals, made appointments, submitted benefits and insurance claims. Arranged travel to medical conferences and public speaking events for the five doctors on staff. Supported 75 patients who regularly used this clinic.
- Updated medical records; ensured they were available prior to patients' scheduled surgeries and appointments with specialists