

Marianne Hyang Nam Brackney

I am a proven effective community leader, possessing strong management, interpersonal and analytical skills, as evidenced by role as lead national liaison for Asian American and Pacific Islander (AAPI) issues for the Social Security Administration (SSA), including serving on the White House Initiative on AAPIs' Interagency Implementation Team. In this role I coordinate internal and external working meetings, managing high-level relationships with Senior Executives from federal agencies, elected officials and national advocacy groups. As President of the Korean American Women's Society, I motivate and mobilize local community leaders and members for civic engagement, ranging from citizenship drives, career summit for youth and the National Wreaths Across America Day, maintaining a strong working relationship with Korean broadcast, print and web-based media.

EDUCATION

UNIVERSITY OF MARYLAND

COLLEGE PARK, MD

Bachelor of Science, Business Administration

May 1995

Overall GPA: 3.5/4.0

MONTGOMERY COLLEGE

ROCKVILLE, MD

Associate in Arts, Hospitality Management/Hotel/Motel Management Option

August 1988

SOO DO GIRLS' HIGH SCHOOL

SEOUL, SOUTH KOREA

WORK EXPERIENCE

SOCIAL SECURITY ADMINISTRATION (SSA)

OFFICE OF COMMUNICATIONS (OCOMM)

SEPTEMBER 2012 – PRESENT

OFFICE OF EXTERNAL AFFAIRS - TEAM LEADER

- **Leading** a group of Social Insurance Specialists in planning, directing, and implementing programs designed to develop and preserve working relationships with national organizations, stakeholders, and special interest and advocacy groups in order to secure understanding, cooperation and acceptance of Social Security programs, policies, and procedures
- **Developing and initiating** short and long-range projects designed to solve problems resulting from adverse impact of Social Security programs and program service delivery on special groups or the general public
- **Planning** and **organizing** meetings, **handling** or **assigning** administrative details, **coordinating** all team activities and **overseeing** preparations for reports and presentations
- **Instructing** team members, via on-the-job training, on work methods, policies, procedures and guidelines and **reviewing** completed work for accuracy and completeness and **recommending** resources to devote to particular projects
- **Representing** OEA on OCOMM and other Social Security's workgroups and task forces and **preparing** reports and briefs on progress and status of projects

OFFICE OF EXTERNAL AFFAIRS
SOCIAL INSURANCE SPECIALIST

SEPTEMBER 2001 – SEPTEMBER 2012

- **Developing and executing** OCOMM's outreach strategies and marketing plans including AAPI Agency Engagement Plan, Medicare Income-Related Monthly Adjusted Amount Informational Outreach, Medicare Prescription Drug Extra Help, and Video Hearing & Compassion Allowances Outreach Hearing
- **Performing** as primary liaison with national Aging and Asian Pacific American organizations for establishing and maintaining ongoing working relationships to discuss Agency initiatives, issues and events that require SSA's participation
- **Leading** SSA Limited English Proficiency (LEP) Inter-component Workgroup and coordinating LEP advocates meetings and **representing** SSA on the Federal LEP Interagency Working Group

OFFICE OF BUDGET
BUDGET ANALYST

SEPTEMBER 2000 – SEPTEMBER 2001

- Responsible for workloads in Social Security Numbers (SSN), Representative Payee, Food Stamps and the Representative Payee Improvements and Enumeration at Entry Key Initiatives
- Worked with staff from various components to determine appropriate funding resources needed to accomplish SSA's performance commitments to Congress as well as provide world class service to American public
- Wrote a number of issue papers, fact sheets, answers for background books used in the Commissioner's hearings before Congress

GREENBELT FIELD OFFICE
SOCIAL INSURANCE SPECIALIST

SEPTEMBER 1996 – SEPTEMBER 2000

- Hired under the Outstanding Scholars Program and worked as a Supplemental Security Income (SSI) Claims Representative; assisted claimants in filing and obtained evidence necessary to determine eligibility and appropriate payment rate
- Responsible for receiving, developing and adjudicating claims for benefits under the SSI program; referred claimants to other agencies for financial, legal, housing, or other assistance

HYATT REGENCY WASHINGTON
EXECUTIVE ASSISTANT TO REGIONAL CONTROLLER AND
HOUSEKEEPING SUPERVISOR

SEPTEMBER 1987 – SEPTEMBER 1989

- Responsible for Accounts Payable and performed financial analysis
- Performed the full range of supervisory duties including inspecting guest rooms and training, rating, rewarding employees and providing necessary support (e.g., coaching and counseling) to manage efficient housekeeping operations

PROFESSIONAL & COMMUNITY INFORMATION

- President, Korean American Women's Society June 2014 – Present
- Chair, 2017 & 2018 Maryland Women's Hall of Fame Committee June 2016 - Present
- Commissioner, Maryland Commission for Women November 2015 – Present
- Founding Member, Mosaic Circle, the American Red Cross 2015

- Vice President for Education & Public Affairs, National Unification Advisory Council, Washington, DC Chapter July 2013 – June 2015
- National Vice Chair, SSA Pacific Asian American Advisory Council 2011 - December 2014
- Agency Lead, Limited English Proficiency Workgroup 2008 – June 2011
- President, Korean Women’s Golf Association of MD October 2006 – October 2007
- Government Liaison, Public Relations Director, and Annual Korean Festival & End of Year Gala Program Committee Chair, Korean Society of Maryland June 2003 – March 2006
- Delegate at large, 2005 White House Conference on Aging December 2005
- Vice Chair, Maryland Governor’s Commission on Asian Pacific American Affairs June 2003 – February 2005
- Secretary General, Korean Women’s International Network, Washington, DC Chapter 2003 - 2004
- Executive Director, Centennial Committee of Korean Immigration to the United States, Washington, DC Chapter September 2001 – June 2003
- Public Relations Director, Korean American Women’s Society of Maryland 1992 – 1994
- Membership Director, League of Korean Americans, Maryland 1991 - 1993

AWARDS

- 2016 Community Service Volunteer of the Year, Rotary Club of Glen Burnie, Maryland
- Silver Award, Excellence in Federal Career, Baltimore Federal Executive Board
- Hall of Fame Inductee, Baltimore Federal Women’s Council
- SSA Commissioner’s Team Awards, OCOMM Deputy Commissioner Citations and Office of External Affairs Associate Commissioner Citations
- Maryland Governor’s Citations and Baltimore Mayor’s Citizen Citation
- Citation from the National Unification Advisory Council Chair (South Korean President)
- Citations from St. Andrews Kim Korean Catholic Church, Soo Do Girls’ High School Alumni Association of Metropolitan Washington, D.C., and the Federation of Korean Dry Cleaners Association in the U.S.

LANGUAGE

Fluent in English & Korean (Oral & Written)