

JOYCE KIM

PROFESSIONAL EXPERIENCE

Social Security Administration

Project Manager – Office of Operations – Baltimore, MD 08/14 to Present

- Oversee all workload and component goals for Operations
- Act as the contact for union labor relationships, attending national forum meetings monthly
- Write speeches and create presentations for executives

Special Assistant – Office of the Acting Commissioner – Baltimore, MD 03/13 to 08/14

- Wrote speeches for the Acting Commissioner
- Reviewed, revised and wrote revised messages on behalf of the Acting Commissioner
- Met with agency leadership to formulate appropriate themes for events
- Coordinated with staff nationally to plan visits and meetings

Project Manager - Office of the Regional Commissioner - Chicago, IL 12/12 – 03/13

- Provided leadership and guidance to staff region-wide
- Advised the Regional Commissioner and Deputy Regional Commissioner of critical issues
- Handled confidential, critical, and sensitive issues on behalf of regional executives
- Organized and managed multiple high priority projects
- Created and composed documents for executives nationwide

Executive Assistant – Office of the Regional Commissioner - Chicago, IL 11/06 – 12/12

- Provided direct support to the Regional Commissioner and Deputy Regional Commissioner
- Composed regional messages on behalf of the regional executives
- Provided training (formal and informal) to regional staff at all levels
- Responded to inquiries from the public, attorneys, congressional offices and Central Office
- Organized and coordinated various events, meetings, conference calls, office visits, etc.

Management Analyst – Center for Human Resources - Chicago, IL 9/06-11/06 & 9/03-9/05

- Provided personnel management support to national and regional components
- Analyzed national workforce data for various national projects and studies
- Developed national succession management tools and strategies

Management Associate (Regional Development Program) – Various Locations 9/05-9/06

Management Analyst – Office of Disability, Adjudication & Review - San Francisco, CA 7/01-9/03

Social Insurance Specialist – Chicago North Field Office - Chicago, IL 10/1998-7/2001

Moonjinmedia Co, LTD.

Editor, Public Relations – Seoul, South Korea 9/1996 – 9/1997

- Supervised the English translation of two books created to teach English
- Examined, proofread, and edited materials including two instruction books
- Promoted products by meeting with clients and university students
- Taught English to colleagues and other native Koreans daily

JOYCE KIM

VOLUNTEER EXPERIENCE

- Executive Secretary – Korean American Women's Society of Maryland* 6/14 to Present
- Helped organized our Visions Dinner
 - Write, review and edit messages for our organization
 - Communicate with executive committee and potential members
 - Assist the President and Vice President
- Advisor – Social Security Administration, Pacific Asian American Advisory Council* 10/10 -3/13
- Advised the executive committee regarding protocol and general procedures
 - Ensured proper guidelines were followed
 - Provided contact information and acted as a liaison when necessary
- Co-Chair - Social Security Administration, Pacific Asian American Advisory Council* 5/05 -5/06
- Planned meetings, conference calls and activities for the region
 - Recruited new members
 - Communicated regularly with executives and members regarding activities
- Outreach Volunteer – Social Security Administration* 10/02 – 9/05
- Met with members of the Korean community to discuss benefit concerns
 - Provided Korean interpretation as needed
 - Recruited prospective candidates at job fairs and community events

EDUCATION

Bachelor of Arts - University of Illinois – Champaign/Urbana, IL 1996