

**OBJECTIVE** To continuously be of service to the Fire Department, and the citizens of Howard County, by furthering the Department's mission of educating, protecting, and serving the public; by hiring and retaining a more diverse workforce that is reflective of the community it serves; and by creating more efficient business processes that ultimately increase productivity in and around the Department.

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- SKILLS & ABILITIES**
- Possess strong analytical, communication (oral/written), and customer service skills
  - 9+ years as Human Resources Liaison
  - 8+ years of supervisory and fiscal management experience
  - 5 years of payroll preparation experience
  - Capable of using computer software and systems to automate and streamline processes, maintain records, produce reports, and access informational resources
  - Proficient in Microsoft's Office Suite and Google Apps
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**EXPERIENCE** **ADMINISTRATIVE COORDINATOR (ADMINISTRATIVE ANALYST II), HOWARD COUNTY FIRE & RESCUE SERVICES**

December 2020 – Present

- Serve as Human Resources Liaison
- Utilize NeoGov to facilitate hiring and recruitment
- Establish and manage systems, that work in conjunction with Position Management, to accurately track vacancies
- Complete and submit personnel action forms (PAF) to initiate all personnel actions, to include: hiring, termination, promotion, pay changes, shift re-assignments, and transfers
- Assist in the coordination and completion of promotional and testing processes
- Supervise the activities of the newly established Recruitment Team
- Coordinate recruitment events, create advertisements, and encourage opportunities for community engagement
- Manage the Department's performance management system (Tenzinga)
- Manage various databases and generate reports as needed
- Analyze, innovate, or improve upon current business processes to increase efficiency, communication, and productivity

**DIRECTOR OF ADMINISTRATIVE SERVICES (ADMINISTRATOR II), MD DEPARTMENT OF HEALTH (MDH), BOARD OF NURSING**

May 2015 – November 2020

- Served as Human Resources Liaison
- Managed all personnel transactions: recruitment, discipline, termination, classification, FMLA requests, telework agreements, and PEP evaluations
- Formulated, executed, and controlled annual \$9M operating budget, as well as supplemental budgetary requirements (quarterly projections, fiscal notes, revenue management, etc.) and close-out
- Directed the daily operations of two (2) customer service desks
- Managed a team of six (6) individuals
- Interpreted and applied State of Maryland and MDH regulations with agency operating policies, including the State Comptroller's accounting regulations, Health Occupations Article 8, and COMAR
- Analyzed expenses, revenues, and other budgetary data. Prepared budget requests, quarterly projections, and reports as necessary
- Presented quarterly fiscal management report, to Board of Directors, in order to review the financial position of the agency
- Established and managed internal control systems and processes for cash and credit receipts, in accordance with GAAP and the Accounting Procedures Manual of the state of Maryland
- Served as Agency Fiscal Officer (AFO) and Agency Procurement Card Administrator (ACPCA); approved all fiscal transactions and expenditures

**MANAGEMENT ANALYST I, BALTIMORE COUNTY GOVERNMENT, OFFICE OF INFORMATION TECHNOLOGY, FISCAL ADMINISTRATION**

April 2010 – May 2015

- Served as agency payroll preparer and liaison to Human Resources
- Managed County contracts with Ricoh, Verizon, Motorola, and Brekford
- Analyzed usage of Ricoh and Canon copiers—assigned to various County agencies—and used that data to generate invoices, using the County's financial management system (AMS)
- Maintained working relationships with County vendors and various County agencies
- Managed front office operations

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**EDUCATION**

**UNIVERSITY OF BALTIMORE, MASTER OF BUSINESS ADMINISTRATION/PUBLIC SECTOR MANAGEMENT**

January 2019 – December 2021, 3.75 GPA

**MORGAN STATE UNIVERSITY, BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION**

August 2003 – May 2008, 3.4 GPA