

**PROFESSIONAL PROFILE**

Highly motivated, detail oriented, professional with over eight years of administrative and supervisory experience. Current position as Data Hub Coordinator, acting as link between the Work Program and the TCA Case Manager. Demonstrates professional appearance and demeanor at all times. Patient and effective when working with a diverse and wide range of personalities, to provide outstanding customer service. Proven ability to take initiative and prioritize tasks, in a confidential, fast paced environment. Advanced written and oral communication skills. Proficient with Microsoft Office Suite, 3M system and classified security software. Promoted to Quality Assurance Inspector, overseeing 2000+ personnel, while serving onboard the USS George HW Bush, for demonstrating meticulous accuracy (zero discrepancies) as Radiological Controls Calibrations Supervisor. Held a secret security clearance while in the USN.

**EDUCATION/VOLUNTEER**

University of Maryland University College, College Park, MD

***Criminal Justice- Bachelor of Science Degree- anticipated***

Navy Nuclear Propulsion Training Unit, Charleston, SC

***Applied Nuclear Engineering- Certification awarded***

**EMPLOYMENT HISTORY****TCA Data Hub Coordinator- FIA Unit**

Howard County Department of Social Services

Present

- Liaison between Work Program Vendor and DSS Case managers to ensure coding and accountability of all TCA recipients
- Processed and reviewed cases, interviewed customers, for Temporary Cash Assistance and Food Supplement programs
- Coordinated assignments of applications, changes, and WORKS reports to the TCA Unit
- Scheduled and confirmed interviews, conciliations and appointments for clients
- Filed and maintained case records, took calls and kept detailed messages and notes
- Created, maintained and entered information into databases, and spreadsheets

**Senior Supervisor of Logistics**

USN Mid-Atlantic Regional Maintenance Center, Norfolk VA

06/09-12/10

- Commended for creating documents that oversaw the receipt, induction, processing, and issuance of test and monitoring systems, decreasing discrepancies from fifteen to zero percent.
- Set up and managed paper and electronic filing systems, recorded, updated, and maintained documents, such as maintenance logs, attendance, and correspondences
- Reviewed records and reports, pertaining to activities such as production, scheduling, processing, shipment and induction, and evaluated personnel performance
- Supervised the work of office employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting, errors and problems
- Trained and instructed employees in job duties, technical procedures, and command policies
- Interpreted and communicated work procedures and company policies to staff

**Quality Assurance Inspector (QAI)**

USN USS George HW Bush

04/08-06/09

- Wrote test and inspection reports describing results, recommendations, or needed repairs, performed audits and surveillances
- Created new documents to enhance the overall efficiency of the training program
- Verified required security clearances for personnel entering and leaving classified or restricted areas
- Recorded inspection and test data, such as weights, temperatures, grades, moisture content, and quantities inspected or graded
- Read blueprints, schematics, data, manuals and other materials to determine specifications, inspection and testing procedures, and adjustment methods
- Conducted failure analyses, document results, and recommended corrective actions

**Nuclear Laboratory Technician/ Radiological Controls**

USN USS George HW Bush

07/05-04/08

- Coordinated, planned, and conducted training programs dealing with new procedures, policies and equipment
- Evaluated peers, prepared recommendations, organized and designed curricula, instructional methods and material in the US Navy
- Transmitted information and documents to engineering personnel
- Processed and prepared memos, correspondences, and technical documents
- Examined objects, systems, facilities, and analyzed information to determine services or repairs

**Nuclear Mechanic/ QA Administrative Assistant**

USN USS Nimitz

06/03-07/05

- Interpreted engineering sketches, specifications, and drawings
- Maintained scheduling and event calendars
- Completed forms in accordance with company procedures
- Operated office equipment including fax machines, copiers, and phone systems
- Wrote test and inspection reports describing results, recommendations and needed repairs