

SHERRY BANKS

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PROFESSIONAL PROFILE

As a highly motivated professional, I am a detail oriented leader with over eight years of administrative and supervisory experience. I am eager to cultivate a leading edge in Social and Behavioral Services, Case Management, Policy and Data Analytical Theory for a challenging organization to ensure the highest standards of integrity and competence. Accustomed to working with a diverse audience and wide range of personalities, providing outstanding customer service and exceptional problem solving abilities. A proven track record of strong negotiation and management skills, I showcase aptitudes of initiative and prioritize tasks, taking care while in a confidential, fast paced environment. Precise and Decisive decision maker with a keen client needs assessment aptitude. Proficient with Microsoft Office Suite, 3M system (Maintenance, Management, and Materials), and classified security software. Promoted to Quality Assurance Inspector while successfully overseeing a team of 2000+ personnel during service onboard the USS George HW Bush. Demonstrated meticulous accuracy, showing zero discrepancies as the Radiological Controls Calibrations Supervisor. Maintained a Secret Security Clearance while in the United States Naval Service.

EDUCATION & CERTIFICATION

Bachelor of Science Degree, Criminal Justice (Pursuant), University of Maryland University College, College Park, MD- Present

Applied Nuclear Engineering Certification, Navy Nuclear Propulsion Training Unit, (Awarded) 09/2002-06/2004

EMPLOYMENT HISTORY

FIA DATA HUB COORDINATOR/ TCA AIDE

Howard County Department of Social Services

01/2011- Present

- Controls Scheduling and confirmed interviews, conciliations and appointments for various client population; Monitors Trending activity in active cases for accuracy and additional case actions which effect eligibility;
- Performs updates and interim changes on active cases during the determination of existing and new eligibility for various program e.g., Temporary Cash Assistance, Medical Assistance, Supplemental Nutritional Assistance and the Purchase of Care.
- Delegates daily unit workloads while prioritizing projects to maintain agency compliance regulation;
- Lead workers while coordinating assignments of applications, changes, and WORKS reports to the TCA Program Eligibility Unit to meet state regulated guidelines for Temporary Cash Assistance eligibility processing via Maryland Annotated Regulation 07.03.16.05; verified client credentials through various agency and federal data bases.
- Orchestrates Filing projects while actively maintained case records; Maintains high levels of Agency and State Level compliance; addresses call inquires while transcribing detailed messages and notes to case managers throughout the Division.
- Liaison between Work Program Vendor and Social Services Case managers to ensure accurate coding and accountability for all program recipients.
- Pioneered and successfully Implemented new standards and operating procedures for tracking program compliance, irregularities and trending activity; Launched new database modules to Consolidate demographic case information.
- Reviewed and Processed while practicing state, federal and agency program, eligibility standard; interviewed customers for various levels of state and federal program assistance.

SENIOR SUPERVISOR OF LOGISTICS

USN Mid-Atlantic Regional Maintenance Center, Norfolk VA

06/2009-12/2010

- Supervised the work of office employees to ensure adherence to quality standards, deadlines, and procedural guidelines; prescribed corrective action plan for errors, irregularities and/or urgent issues; Delegates the day-to-day activities of team.
- Planned and evaluated personnel performance while provide ding effective Senior Level Team Leadership.
- Provide a communication network between direct reports and middle and upper management.
- Received High-Level U.S. Military Commended for the creation of strategic plans, tools, procedures, documents and standard of operation that Boosted overall all program compliance; Increased overall accuracy levels by up to 80%; effectively decreasing discrepancies from fifteen to zero percent.
- Oversaw the receipt, induction, processing, and issuance of applied tests and monitoring systems to the existing programs.
- Expedited, organized and managed manual and electronic data filing systems to accurately record, updated, and maintained client documents such as classified documents, analyst logs, attendance, and various sensitive government correspondences.
- Performed accuracy audits; Monitored production output; Reviewed records and reports which pertained to production activities, scheduling, processing, daily shipments and induction.
- Designed and implemented new Training module and instructed employees in job duties, technical procedures, and command policies; Maintained vast policy and procedural knowledge base on the Senior Level of Leadership; Interpreted and communicated work procedures and company policies to staff; Utilize knowledge and experience, to provide training to team members on SOPs, SAP transactional reporting, inventory control and process controls.
- Ensures that product quality, production efficiencies and overall productivity meet or exceeds established standards and is directly accountable for expenditures exceeding budgeted levels.

QUALITY ASSURANCE INSPECTOR (QAI)

USN USS George HW Bush

04/2008-06/2009

- Instituted test and inspection reports; documents results and analyzed data for current, potential or forecasted irregularities and/or errors.
- Successfully performed authorization checks and imposed clearance sanctions for 2000+ personnel; recommended removal of disciplinary sanctions for non-compliance.
- Implemented Corrective Action Plans and preventative measures for oversight; recommended needed repairs while performing programs audits. Analyzed surveillances data to assess and determine Potential Area Risk Factors.
- Verified required security clearances for personnel entering and leaving classified or restricted areas
- Formulated new database and assessment tools to documents and enhance the overall affectedness and efficiency of the training program.
- Recorded inspection and quarterly test data, such as weight, temperature, grades, content, and quantity of transported cargo and shipping material.
- Analyzed, monitored and maintained classified documents and area blueprints, schematics, data, manuals and other materials to determine specifications, inspection guidelines, testing procedures, and adjustment methods.
- Conducted failure analyses, document results, and recommended corrective actions.

NUCLEAR LABORATORY TECHNICIAN/ ADMINISTRATIVE ASSISTANT

USN USS George HW Bush

07/2005-04/2008

- Inspected, Coordinated, planned, and conducted training programs in accordance with United States Naval guidelines.
- Examined systems, facilities, and analyzed information to determine potential area risk, compliance with the mission parameters and directives of the United States Navy, service guidelines and/or repairs.
- Briefed and updated personnel on new and existing procedures for the handling, dealings, and processing of new procedures, policies and equipment.
- Processed and prepared memos, correspondences, and technical documents
- Evaluated peers, prepared recommendations monitoring improvement; Composed and organized curricula for training on Standard Operating Procedures; Designed new instructional methods and material in the United State Navy USS George HW Bush.
- Meticulous handling of time sensitive and classified documents, blueprints and others data; Transmitted information and documents to Engineering Personnel to monitor ships functional status and other maintenance updates.

NUCLEAR MECHANIC/ QA ADMINISTRATIVE ASSISTANT

USN USS Nimitz

06/2003-07/2005

- Interpreted engineering schematics, specifications, and outlines while communicating interpretations to Senior Level Officers.
- 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
- Assisted in the completion of exemption forms and the retrieval and research of recorded documents.
- Organized appointments as directed by team and managerial members while receiving and scheduling new visitors.
- Organized and maintained files of records and correspondence of both a routine and confidential nature.
- Received a variety of documents, computer entry, document filing, and posted changes to permanent record books balancing the resulting data report figures. Monitored trends in quarterly data reports for research updated.
- Interprets routine administrative policies and decisions as necessary for reporting; provides information to the public with regard to these polices.