

## **Stephen C. Benjamin**

701 Pearman Avenue, Radcliff, KY 40160 | scbenjamin357@yahoo.com | 270-312-9453

### **PROFESSIONAL SUMMARY**

---

Experienced Human Resource Specialist with over 20 years proving outstanding support to senior executives, soldiers, family members, retirees, DoD Civilians, and Contractors with an active Secret Clearance. Adapts to changing situations and environments while able to act on initiative and identifying opportunities. Proficient in research, data analysis, problem solving, oral communication, and written communication. Innovative presenter with experience leading webinars and facilitating in person workshops. Skilled in executive-level administrative support and customer relations. Ability to use automated systems like (eMILPO, AHRs Database, PERNET, TOPMIS II, eTOPMIS, EDAS, iPERMS, TRANSPROC, DARTS, ATRRS, AORS, DFAS, JPAS, and Microsoft Office to include Windows, Excel, Power Point, and Access).

### **SKILLS SUMMARY**

---

#### **DMDC Call Center Representative (CSR)**

**InspirTech, LLC -Contract**

**Fort Knox, KY**

**01/2017- 01/2018 (40 Hours per Week)**

- ❖ Use telephones to reach out to customers and verify account information
- ❖ Greet customers warmly and ascertain problem or reason for calling
- ❖ Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment
- ❖ Recommend potential services to management by collecting customer information and analyzing customer needs
- ❖ Contribute to team effort by accomplishing related results as needed
- ❖ Manage large amounts of incoming calls

#### **Verifying Official (VO)**

**Tatitlek, LLC**

**Fort Knox, KY**

**7/2014 – 12/2016 (40 Hours per Week)**

- ❖ Performed Defense Enrollment Eligibility Reporting System (DEERS) administration and issued Common Access Cards (CAC) from the RAPIDS system; while verifying all supporting documents to protect the customers identity to prevent fraud
- ❖ Determined the issuance of service-connected medical and other benefit eligibility for receiving identification cards for members of the Uniformed Service and eligible family members
- ❖ Identified and resolved discrepancies with the issuance of the CAC working closely with Defense Manpower Data Center (DMDC) to troubleshoot issues with the Defense Enrollment Eligibility Reporting System (DEERS)

#### **Facility Security Officer (FSO)/Computer System Analyst**

**Alutiiq, LLC – Contract**

**Fort Knox, KY**

**3/2008 – 7/2014 (40 Hours per Week)**

- ❖ Monitored inputs of information into systems by analyses and provides statistical data.
- ❖ Technical advisor to the management and met all contractual obligations to ensure the effective implementation of security requirements and procedures within this facility for classified projects

- ❖ Responsible for a Secret Cleared facility and manage personal clearances of individuals, prepared DSS audits, and directed security measures for implementing requirements compliant with Federal regulations for handling classified information.
- ❖ Established account requests for eMILPO, PERNET, TOPMIS, eTOPMIS, ATRRS, EDAS, DARTS, iPERMS, SMS, AOR, DFAS, CITRIX, and JPAS Access.
- ❖ Submitted Remedy Tickets to various helpdesks to include HRC, NGB, ATRRS, and iPERMS.
- ❖ Reset and requested computer systems passwords for CITRIX, TOPMIS, iPERMS, ATRRS, TRANSPROC, DARTS, EDAS and eMILPO to ensure communication flow through computer networks.
- ❖ Evaluated the organization's technology use and needs and recommend improvements, such as Information System Security Awareness.
- ❖ Responsible for reporting any changes to physical security concerning classified information, and any possible espionage, sabotage, or supervised activities at this facility to the NSA/DSA.
- ❖ Conducted training on Cyber Crimes and Network Security.
- ❖ Served as the JPAS account manager for the Military Personnel Division, which includes creating user accounts, initiating investigation request, finger print cards, monitor PR request, monitor cleared employees, and reporting adverse actions.
- ❖ Established and maintained a working relationship with DSS and conduct all preparations for DSS investigations, and annual visits.
- ❖ Briefed new employee, conduct exit interviews and debriefings, investigate and report security violations, incident reports, and coordination of periodic reinvestigation's and preparation of DD254 forms for subcontractors, preparing and conducting refresher training, self-inspections and DSS audits.
- ❖ Handled sensitive security information and security related communications appropriately

**Team Chief, Personnel Record Branch**  
**Alutiiq, LLC – Contract**  
**Fort Knox, KY**  
**12/2007 – 3/2008 (40 Hours per Week)**

- ❖ Utilized databases to account for, prepare, analyze, monitor and verify documents crucial to the Soldiers career.
- ❖ Independently processed actions involving unusual, complex, procedural or substantive issues.
- ❖ Provided training and guidance to on-site Alternate Program Manager and Site Lead(s).
- ❖ Conducted Soldier Readiness Processing (SRP/RSRP), processing incoming and out-going assignments.
- ❖ Prepared, Edited, Copied and Distributed Orders and Amendments for the Army Good Conduct Medal (AGCM).
- ❖ Conducted Soldier In-Processing IAW applicable regulations and established local installation procedures.
- ❖ Reviewed, audited and updated the Military Personnel File (MPF) Enlisted Record Brief (ERB) and Officer Record Brief (ORB).
- ❖ Verified Dropped from Roll (DFR) packets and coordinate with appropriate agencies to include the U.S. Army Deserter Information Point (USADIP).
- ❖ Updated soldier readiness status using the army's Deployment and Reconstitution Tracking Software (DARTS).
- ❖ Updated Record of Emergency Data (DD Form 93) and Service Member Group Life Insurance Beneficiary Designation Form (SGLV Form 8286), and Family SGLV.
- ❖ Processed Good Conduct Medal suspense rosters, individual requests, and denials by unit commander IAW eMILPO Function Guidance.
- ❖ Submitted, managed, and controlled personnel access requests for eMILPO, AHRS DataStore, TOPMIS, EDAS, PERNET, CITRIX, MS51, AORS, iPERMS, DFAS, and ATRRS.
- ❖ Process Trouble Tickets through HRC Helpdesk for system errors, ERB updates and/or corrections.

### **Team Chief, Computer System Analyst II (CSA II)**

**Alutiiq, LLC**

**Fort Knox, KY**

**7/2005 – 12/2007 (40 Hours per Week)**

- ❖ Reviewed project requests describing database user needs.
- ❖ Human Resource Command User Registration System Officer (HURS). Updating, modifying, or deleting accounts with security access to the Disparate Information Technology (IT) systems administered by AHRC.
- ❖ Submitted, managed, and controlled personnel access requests for eMILPO, AHRS DataStore, TOPMIS, EDAS, PERNET, CITRIX, MS51, AORS, iPERMS, DFAS, and ATRRS.
- ❖ Created, maintained and updated various tables, forms and queries in using various Microsoft programs (Excel, Word, Power Point, etc.)
- ❖ Provided monthly workload data and management reports to Work Center Supervisors
- ❖ Provided technical support and training to users on Total Officer Personnel Management Information System (TOPMIS), Electronic Military Personnel Office (eMILPO), and the Enlisted Distribution Assignment System (EDAS).
- ❖ Executed internal control systems.
- ❖ Reviewed branch assessments for operations IAW Performance Work Statements (PWS).
- ❖ Compiled and analyzed data that identifies trends, deficiencies, and accomplishments which would affect organizational policies and procedures.
- ❖ Reviewed Performance Assessment and conduct employee evaluations as required and updating training schedules.

### **Team Chief Personnel Automation Branch**

**Alutiiq, LLC – Contract**

**Fort Knox, KY**

**07/2003 – 7/2005 (40 Hours per Week)**

- ❖ Evaluated pending assignments by Human Resource Command considering strength of units.
- ❖ Lead instructor to installation administrative personnel on Electronic Military Personnel Office (eMILPO), and AHRS Enterprise Datastore.
- ❖ Coordinated actions with other command elements and agencies and follows up on implementation
- ❖ Monitored and update soldier's status using eMILPO, TOPMIS II, eTOPMIS, PERNET, Pass-R, ATRRS, iPERMS, Data Store, and EDAS.
- ❖ Maintained contact and make staff visits to provide assistance and compliance with polices and regulation.
- ❖ Responsible for the tracking accountability of all Mobilized soldiers from Fort Knox.
- ❖ Lead for the Demobilization Team to ensure all soldiers are out processed correctly.
- ❖ Presented conclusions and recommendations with charts, tables or other presentation material.
- ❖ Served as HR liaison, and trainer involving civilian and military personnel

### **Army Human Resource Management Supervisor 42A**

**US ARMY**

**10/1990 – 4/2000**

- ❖ Helps Soldiers develop their Army careers
- ❖ Provided promotion and future training information while also providing personnel support and assistance with regards to transfers, travel orders, and salary details.

- ❖ Handles annual evaluation details from the processing, coordination of requests, as well as responding to inquiries of evaluations when one party does not agree with performance grades received.
- ❖ Processes classification or reclassification actions.
- ❖ Prepares orders and request for orders.
- ❖ Prepares and maintains officer and enlisted personnel records.
- ❖ Prepares and reviews personnel casualty documents. Monitors suspense actions. Initiated, monitored, processes personnel evaluations.
- ❖ Transfers records to new home of record or new duty station.
- ❖ Processes personnel for separation and retirement.
- ❖ Processes and executes Personnel Service Center SIDPERS level procedures and actions.
- ❖ Processes applications for OCS, warrant officer flight training, or other training.
- ❖ Processes recommendations for awards and decorations.
- ❖ Process leave and ensure pay was accurate and in good standing.

### **EDUCATION**

---

- ❖ Bachelor of Arts, McKendree University | Radcliff, KY
- ❖ Data Entry w/Word Processing, Albert Merrill Technical College | New York, NY

### **PROFESSIONAL REFERENCES**

---

- ❖ Ms. Phyllis P. Jackson | Project Manager | 270-300-5342
- ❖ Ms, Carlanda Fields | Family Support Specialist | 270-300-6309

### **ACCOMPLISHMENTS/RECOGNITION**

---

- ❖ Recognized and appointed as the installation Defense Integrated Military Human Resources System (DIHMRS) Trainer for self-training and briefing installation leaders on the functions of the system.
- ❖ Tau Sigma Society