

Tanya D. Cooks

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Experience

02/2023 - Present Internal Revenue Service: Information Technology (Applications

Development) Program Analyst

Provide contractual, program and business support as a Certified Contracting Officer's Representative (FAC-COR I)

Expert analyst developing guidance on program planning, execution and evaluation

Lead team analyst overseeing team members, project leaders and project support personnel

Develop long-range program plans, goals, objectives and milestones

Identify and develop avenues to resolve and/or address issues directly effecting the accomplishment of principal program goals and objectives

Research and investigate new business and management practices for application to operating programs

Monitor Health Assessments for all CAS Branch's projects (CARSR; CDDB; AQETL; FMIS; PDC; R&R; CASTS; RRACS; UA & FPLP)

Lead for Configuration Change Bard (CCB) and Unified Work Requests (UWRs)

12/2022- 3/2023 Internal Revenue Service: Research, Applied Analytics & Statistics (Data Management Division) Management and Program Analyst-COR (DETAIL)

Provide contractual, program and business support as a Certified Contracting Officer's Representative (FAC-COR I)

Research and develop Statements of Work (SOW), Service Level Agreements (SLA), Statements of Objective (SOO), Memorandums of Understanding (MOU), Memorandums of Agreement (MOA)

Research and develop Requests for Proposal (RFP), Requests for Question (RFQ) and Requests for Information (RFI)

Contract management of professional services contracts of Federally Financed Research and Development Corporation (FFRDC) task orders up to \$10,000,000

Develop acquisition plan documents, secure 508 approval, build, route and monitor shopping carts for awards

Manage all contractor onboarding

Prepare Independent Government Cost Estimates (IGCE) for task orders

Knowledge of the IRS Integrated Financial System-Procurement for Public Sector (IFS-PPS) system and the Invoice Processing Platform (IPP) financial system

Manage communication with Procurement to assure new acquisitions adhere to deadlines and provide acquisition status

Perform all aspects of procurement receipt and acceptance

Provide guidance with vehicle selection for new task orders/contracts

Review proposed actions for consideration of sources such as excess from other agencies, contracts available for use from other agencies

8/2022-12/2022 Internal Revenue Service: Office of Equity, Diversity & Inclusion (Office of the Chief of Staff) Management and Program Analyst (DETAIL)

Researched, analyzed and gathered data to create reports for weekly review and baseline management. Conducted in-depth analyses of program data, requirements, and impact; identified problem areas and determined a resolution

Evaluated existing and proposed programs/processes to determine their earned value and efficiency. Monitored and documented program procedural

effectiveness in contract to agency mission goals. Identified vendor/contractor technological and cybersecurity risks
 Provided contractual, program and business support to the business unit, Equity Diversity & Inclusion unit of the Internal Revenue Service (IRS) as a Certified Contracting Officer's Representative (FAC-COR I)
 Researched and developed Statements of Work (SOW), Service Level Agreements (SLA), Memorandums of Understanding (MOU), Memorandums of Agreement (MOA)
 Researched and developed Requests for Proposal (RFP), Requests for Question (RFQ) and Requests for Information (RFI)
 Developed strategic plans, goals, and objectives for long-range implementation and administration of program and/or administrative activity
 Monitored contract performance and assisted in staff onboarding using HR Connect, monitored business unit performance via telephone conversations, correspondence, progress reports & analysis of metrics
 Developed an out-service training Standard Operating Procedure (SOP) for Equity, Diversity and Inclusion
 Generated monthly 6850/12450 performance analysis, prepared summaries on performance status using HRConnect
 Tracked and analyzed details/temporary promotions for Equity, Diversity & Inclusion
 Processed all Equity, Diversity & Inclusion Service Wide Opportunities
 Processed all Equity, Diversity & Inclusion PAR actions using HRConnect
 Researched, analyzed and gathered data to create reports for review using HRRC (IRS HR Reporting Center)

1/2020 – 2/2023 Internal Revenue Service: Office of Equity, Diversity & Inclusion (Office of the Chief of Staff) Staff Assistant

Staff advisor and liaison between the Chief of Staff and EDI senior management
 Manage the calendar for the Chief of Staff
 Manage internal administrative assignments
 Monitor activities to ensure timeliness, consistency, and completeness
 Review responses, reports, and memoranda to develop consolidated responses on behalf of the division
 Provide contractual, program and business support to the business unit, Equity Diversity & Inclusion unit of the Internal Revenue Service (IRS) as a Certified Contracting Officer's Representative (FAC-COR I)
 Perform special studies and research projects/assignments, which require confidentiality and application of expertise
 Assess the need for and establish and/or adapt administrative procedures and practices used in various situations that have required deviation from standard administrative procedures
 SharePoint Administrator for Equity, Diversity & Inclusion
 Process travel orders using Concur Travel
 Track taxpayer, Congressional and internal correspondence expediting necessary action and final settlement of the issues via e-Trak
 Administrator for the Office of Equity Diversity and Inclusion SharePoint site
 Maintain and monitor EDI training and training plans via STETS
 Track performance plans and create PAR actions for Office of the Chief of Staff via HR Connect
 Knowledge of hiring/staffing/budget and ePerformance
 Conduct all procurement on behalf of the Office of the Chief of Staff following all IFS purchasing guidelines
 Maintain time and attendance using SETR
 EDI Point of contact for the Paycheck8 implementation
 IRM author and editor as needed using Arbortext 7.1
 Purchase card holder/use Procurement for Public Sector (PPS) to enter shopping carts
 Provide contractual, program and business support to the business unit, Equity Diversity & Inclusion unit of the Internal Revenue Service (IRS) as a Certified Contractor Officer Representative (FAC-COR I)

Recommend improvements after researching and analyzing applicable data
Plan and coordinate programs, projects, and processes which impact functional customers in the areas of human resources, facilities, financial management and security

Advise management on regulations, administrative procedures, and policies relating to all human resources programs, facilities matter, travel regulations, etc.

Conduct research of personnel regulations, administrative procedures and policies, and other written guidance relating to a large variety of administrative issues that impact the organization to ensure compliance

1/2015 – 4/2019 Smithsonian National Museum of African American of American History & Culture (Office of the Director) Supervisory Staff Assistant

Served as the confidential assistant and primary advisor to the Executive Assistant to the Director with responsibility for working directly with the Executive Assistant to facilitate, review and coordinate all matters requiring the attention of the Director

Contacted offices within the Directorate to remind key officials of crucial deadlines, informed them of agenda items, time and place meetings or requested information or answers to specific questions

Provided organizational support for planning, analyzing, coordinating, evaluating and directing the development of priorities, performance metrics, resource allocations, work force management and/or performance for organizational objectives to support operational requirements

Provided technical support to the Director, Deputy Director and Senior Advisor during the development of projects or programs, included the development of goals, performance measures and priorities and assisted in ensuring the organization's ability to respond to major changes in business models and new technologies that affected the accomplishment of the mission

Obtained information from difficult sources and organize materials, drew attention to the most important points

Performed office automation duties which included the preparation of ad hoc and recurring reports, forms and correspondence and presentation materials for the Director, Deputy Director and Senior Advisor to the Director

Established computerized suspense system to log and track all correspondence, facsimiles and reports

Compiled, organized and tracked program data in support of the organization's program operations

Researched and/or analyzed program issues and based on conditions and factors that related to the subject program and related programs and determined what information were reports and expenditure data

Analyzed and evaluated diverse issues that may have required input from other specialists and/or organizations

Researched and/or analyzed unstable or complex program issues and, based on conditions and factors that related to the subject program and related programs, determined what information was required

Compiled, assembled and classified statistics from source materials, computed statistical data and verified the authenticity of source material

Researched compliance and regulatory issues and analyzed problems to identify significant factors, gathered pertinent data, recognized solutions, planned and organized work and conveyed information

Composed written correspondence to requested or clarified information, explained actions taken, reported on progress and responded to inquiries or requests for information

Contacted potential members, potential visitors, claimants and interested individuals to elicit information (i.e., explained actions taken, reported on progress; responded to inquiries or requests for information, etc.)

Coordinated with colleagues in writing to resolve differences or mistakes for the benefit of the organization

Compiled statistics for budget formulation and execution

Accessed an automated financial system to review financial activity on unit operating accounts
 Maintained a computerized accounting system, prepared purchase orders, ensured invoices were received and processed for payment, identified appropriate accounts, assigned proper accounting codes to transactions, monitored fund availability and generated reports
 Researched, interpreted and applied a variety of rules and regulations for the organization's processes
 Developed and directed internal administrative procedures for the NMAAHC with no direction
 Reviewed all correspondence for the Director's signature, ensured grammatical correctness and directed revisions based on in-depth understanding of the Director's viewpoints
 Managed the Director, Deputy Director and Senior Advisor to the Director's calendars using MS Outlook, established priorities in order to arrange meetings contacted participants and assembled correspondence, records and reports
 Prepared domestic, international, invitational travel and petty cash for the Director, Deputy Director and Senior Advisor to the Director using GovTrip and Concur travel systems
 Served as primary support person for the Director in the absence of the Executive Assistant to the Director
 Prepared agendas and coordinated monthly NMAAHC staff meetings
 Point person for EPMS (Employee Performance Management System) within the Office of the Director, prepared all performance plans for the Director's direct reports, my direct reports and the Executive Assistant's direct reports
 Coordinated the workflow and all assignments within the Director's Office
 Effectively managed and supervised the Management Support Assistants assured timely and accurate completion of all assignments
 Managed recruitment, hiring processes of Management Support Assistants within the Office of the Director
 Oversaw all personnel matters for the Management Support Assistants within the Office of the Director
 Served as advisor on NMAAHC and SI policies and procedures including personnel matters and time attendance to the Director, Deputy Director and Senior Advisor to the Director
 Interacted with Board Members, donors, and high-level visitors on behalf of the Director

7/2013 – 1/2015 Smithsonian National Zoological Park (Office of the Director) Special Assistant

Managed the Office of the Director, maintained awareness of all activities and assured smooth office administration, including coverage, correspondence, filing systems and other administrative tasks
 Prepared, edited and drafted correspondence and other communications for the Director. Created computerized presentations, report writing and proofreading
 Conducted research, collected and analyzed data to prepare reports and documents at the Director's request
 Monitored, screened, responded to and distribute incoming communications (calls, email and mail requests)
 Proposed, revised and share Office of the Director operating practices and implemented improvements
 Protected operations by keeping information confidential and exercising discretion
 Maintained Director's calendar, scheduled appointments and conferences
 Arranged and coordinated meetings and events
 Coordinated VIP visits to the Office of the Director
 Interacted with Board Members (FONZ & ZAB), donors, visitors and other high level visitors on behalf of the Director
 Prepared and confirmed travel arrangements, authorizations, vouchers for the Director and other special guests

Reconciled Director's monthly travel card statement to ensure all expenditures had been adequately captured; completed and processed Petty Cash reimbursements for the Director
 Assured that all employees reporting to the Director had performance plans in place and performance appraisals were scheduled
 Liaised with internal staff at all levels
 Initiated and coordinated the Assistant Director meetings and All-Staff meetings, prepared agendas for both meetings in conjunction with the Assistant Director of Finance and Administration
 Prepared Director's presentations and talking points for all Staff meetings
 Prepared time and attendance for the Director
 Effectively supervised the Management Support Assistant within the Office of the Director and supervised all personnel matters related to the Management Support Assistant within the Office of the Director

9/2011-7/2013 US Government Accountability Office (Healthcare Division) Engagement Operations Assistant (EOA)

Maintained the Mission Assignment and Tracking System (MATS), Job Information System (JIS) and Engagement Reporting System (ERS); (collect and enter data, update and maintain the systems, produce reports and advise team staff on systems' requirements and processes)
 Provided assistance to staff by gathering background information, formatted, prepared and distributed surveys and prepared graphics and other materials for reports
 Reviewed, proofread and prepared correspondence, reports and other materials prepared for signature of or review by supervisor
 Prepared and provided information for agendas for Engagement Assignment Meetings (EAM) and Engagement Review Meetings (ERM) and collected information from staff to ensure that it complies with internal team and GAO policy
 Scheduled meetings and constructed commitments based on knowledge of supervisor's priorities and program operations
 Maintained internal automated systems to meet specific team needs including determined data to be included, sources of data, type of file to be maintained (either hard copy or electronic file stored in an automated system, e.g. MATS), enter and analyze data and produce reports
 Served as records manager as needed, responsible for control of Engagement Management and Product Files (EMPF) and work paper files, assembled and organized information in accordance with team and GAO policy, advised staff on retention and disposal policy
 Provided office coverage and maintained transportation for nine Senior Executives
 Prepared travel orders and vouchers for seven Senior Executives using GovTrip
 Entered data and processed personnel actions using HR Connect
 Served as administrative assistant to seven Senior Executives. This included reviewed and evaluated incoming correspondence and action documents for dissemination; composed and formalized correspondence (letters, memoranda, spreadsheets, briefs) ensured proper format, grammar and spelling; maintained subject matter files for Senior Executives
 Maintained and managed seven Senior Executive's calendars (scheduled appointments, meetings and conferences) using MS Office 2007
 Prepared advance and final report packages for management review

11/2010-9/2011 TRAK Consulting, Reznick Group, Temporary Word Processor

Produced client financial statements, proposals, desktop publishing and special projects using MS Word/Excel, PowerPoint and Adobe Professional
 Formatted financial statements, proposals using proficient knowledge of proper business English, spelling, grammar and punctuation
 Communicated ability to meet client deadlines
 Maintained formatting consistency and writing standards for processing financial statements

Investigated user problems, needs, identify source and determine possible solutions for software challenges concerning the production of assigned projects
Created direct mail merge files for personalized letters, labels, envelopes and new word processing forms/templates based on departmental needs or requests for new forms requested by clients

4/2005-7/2010 US Holocaust Memorial Museum (Office of the Chief of Staff) Executive Assistant

Executive Assistant to the Chief of Staff, Chairman of the Board and the Museum Director
Proofread and drafted all communications for the Chief of Staff
Compiled projected figures and created monthly budget reports for the museum using Excel and Access
Developed and maintained museum's organizational chart using MS Visio
Reviewed and formatted policies and procedures for online booklet
Processed Federal payroll using FPPS (Federal Personnel Payroll System)
Processed Donated payroll using ETAMS (Employee Time & Attendance Management System)
Presented museum issues, budget status and special projects before Council's monthly meetings and Executive Committee Meetings using MS Powerpoint
Developed administrative procedures and systems for the Office of the Chief of Staff
Event planning: organized museum's annual holiday party
Served as the Executive Office and Council's liaison to the White House and State Department on Council appointee affairs
Served as Executive Office's beta tester and liaison to the IT Department
Developed and maintained personnel action database using MS SharePoint
Provided budgeting back-up support for the Administrative Officer to the Chief of Staff and Administrative Officer to the Director of Museum Operations & Administration
Prepared and finalized domestic/ international travel and vouchers using the E2 and EGov systems which included acquiring security clearances
Tracked assigned departmental budgets using PeopleSoft 9.0 by entering new vendors into the AIMS & PeopleSoft Systems

11/2002-3/2005 Washington Hospital Center (Risk Management Department) Senior Administrative Assistant

Created presentations and organizational charts complete with sound and visual effects, charts and graphs using MS PowerPoint
Maintained accounting and legal files
Maintained complex database system by entering information and producing reports
Managed administrative responsibilities to include preparing correspondence to defense attorneys, legal assistants and plaintiffs using MS Word
Processed payroll
Created spreadsheets, charts and graphs using MS Excel

2/2002-11/2002 Washington Hospital Center Foundation (Office of the Vice President) Executive Secretary

Performed administrative duties such as preparing correspondence through dictation and composed written material, including memos and letters using MS Word and WordPerfect
Created presentations for Foundation Executive Committee and Foundation Board meetings using MS PowerPoint
Maintained prospect and donor information using Raiser's Edge
Managed the collection and disbursement of statistical information for the purpose of evaluation, control and planning
Approved, verified and oversaw income and expenditures of department including vouchers, purchase orders, payroll and salaries
Assisted in the preparation and monitoring of budgets (capital, expense, staffing and revenue) for department cost centers

- 8/2000-2/2002 Washington Hospital Center (Office of the President)**
Administrative Assistant
 Prepared President's scientific manuscripts, articles, abstracts, papers and presentations using MS Word, Excel, Binder and PowerPoint
 Maintained President's and hospital Board of Director's master calendar
 Provided back-up support to the Executive Assistant to the President by maintaining the President's calendar and scheduling meetings
 Provided administrative support to the Administrative Resident
- 11/1995-8/2000 Microsoft Corporation (Federal Division) Administrative Assistant**
 Performed all personnel activities for temporaries including employee selection, performance appraisals, compensation, training and development using proprietary employee accounting tool, maintained headcount information and updating organizational charts using PowerPoint
 Handled all accounts receivables & payables including purchase orders and capital equipment, ensuring all charges were charged against appropriate profit centers, cost centers
 Managed fixed asset inventory by handling in excess of 2,000 entries for the Federal District using MS Access
 Handled ProCard transactions and monthly statement reconciliation
- 8/1989-9/1995 Dalley & Wilkes, Inc., Administrative Assistant**
 Managed office budget and yearly budgeting process
 Handled all accounts payables and receivables
 Managed secretarial and clerical staff
 Processed office payroll

Education

Paul Laurence Dunbar Senior High School, Diploma
 UMGC, BBA Business Management; Minor: Human Resources Management
 (May 2025)

Technical Skills

Adobe Professional, Arbortext 7.1, Microsoft Office 365, Microsoft Office 2007 Suite, Microsoft Outlook 2007, Microsoft SharePoint 2010, Microsoft Visio 2003, USHMM 2007 Event Calendar, Team Approach Fundraising & Marketing Software 2003, ETAMS Donated Payroll System, FPPS Federal Payroll System, SETR, HR Connect, USA Staffing, WebTA, eCopy, eTravel, Concur Travel System, GovTrip 4.0, ITM, STETS, PeopleSoft 9.0, AIMS System, Microsoft Word 2000 & 02, Microsoft Excel 2000 & 02, Microsoft PowerPoint 2000 & 02, Microsoft Access 2000 & 02, Microsoft Outlook 2000 & 02, Microsoft Works, Microsoft FrontPage, Microsoft Binder 2000 & 02, Windows 2000 Server & Professional, Internet Explorer, MSN Explorer, Windows Me, Windows XP, Lotus 1-2-3, Lotus Notes 4.5, Corel WordPerfect 6.1, Netscape Communicator 4.5, SharePoint, Mission Assignment and Tracking System (MATS), Job Information System (JIS), Engagement Reporting System (ERS), Engagement Management and Product Files (EMPF), New Engagement Data System (NED), MAXSYS, Invision, CMAPS, InSight, MIDAS, ORS, ECHO, 65wpm

Affiliations

The National Society of Collegiate Scholars (NSCS)
 The National Society of Leadership and Success (NSLS)
 Blacks in Government (BIG)
 Society for Human Resource Management (SHRM)

Awards

Microsoft Corporation Outstanding Achievement Award, 1998
United States Holocaust Memorial Museum Program Achievement Award,
8/2009
GAO, Health Care Team Individual Time-Off Award, 4/2012
GAO, Health Care Team Individual Time-Off Award, 8/2012
GAO, Health Care Team Individual Time-Off Award, 2/2013
GAO, Health Care Team Special Act Award, 6/2013
Internal Revenue Service, EDI Special Act Award, 9/2020
Internal Revenue Service, EDI Time-Off Award 11/2021
Internal Revenue Service, EDI Performance Award, 11/2021 & 11/2022
Internal Revenue Service, EDI Manager's Award, 7/2022 & 8/2022
Internal Revenue Service, EDI Performance Ward, 11/2022