

GAVATA S. SMITH, PMP®, CSM®, LSSBB®, CAL-1®

Gavatadc@comcast.net

202-878-0235

CLEARANCE

TS/SCI (DoD) – CI Poly

PROFILE

Experienced Project Management Professional (PMP), Certified Scrum Master (CSM), Agile Leader (CAL-1), and Executive Administrator with a background in Leadership, Process Improvement, GovCon Program Management and Human Resources, Stakeholder Engagement, C-Suite Executive Support, Internal Training and Development, Public Speaking, and Team Building.

Currently serving as Knowledge Manager and Program Support Specialist for the National Geospatial Intelligence Agency (NGA) Commercial Operations, Source Commercial Division, where responsibilities include developing enterprise knowledge management frameworks, optimizing information systems for commercial GEOINT operations, and providing strategic program management support to senior leadership across six operational subdivisions supporting national security missions.

Previously excelled as the Program Manager in the U.S. Department of Veterans Affairs (VA) Office of Small Disadvantaged Business Unit (OSDBU), providing oversight and guidance to the Executive Leadership Interdisciplinary Tactical Excellence (ELITE) Team, which consists of technical and speech writers who provide executive correspondence, event coordinators, strategic outreach, business, and data analysts, a human resource support professional, and a contract management specialist. Awarded VA "I CARE" Awards for both Integrity and Commitment. Prior to that, functioned as Governance Strategic Program Analyst within the Office of Information Technology (OIT) also within VA, providing advisory support to the Director of IT Enterprise Governance (ITEG), Compliance, Risk, and Remediation (CRR), concentrating on process enhancements to align with ITEG's mission, vision, and objectives. Drawing insights from extensive research, data analysis, and engagement with internal and external factors, shaped recommendations on agile methodologies, practices, and processes. While at VA OIT, concurrently contributed to the Enterprise Roadmap as a Program Analyst.

GovCon leadership and management career began in 2003 at the Library of Congress while employed by Pitney Bowes Government Solutions. Prior roles at the Federal Emergency Management Agency's Grant Programs Directorate / Enterprise Grant Services (FEMA GPD EGS) included positions within the Culture, Communication, Training and Analytics (CCAT) Division and Enterprise Grant Services (EGS). In these divisions, demonstrated adept leadership, communication, training, organizational, agile and project management skills.

Value extended to internal initiatives at Excelicon, including ISO and CMMI Audits and Certifications. With over 28 years of experience in Project Management and supporting C-Level Executives, 7+ years in Human Resource Administration, 17+ years of People & Process Management, Change and Transformational Management, and more than 8 years of Agile Leadership employing JIRA, Scrum, and Kanban methodologies, brings a meticulous approach to daily operations. Proficiency encompasses diverse areas, from time management and problem-solving to analytics, reporting, document and file management, note taking, editing, SOP creation, risk management, scope creep prevention, scheduling, leadership, team building, data research and compilation, managing spreadsheets, creating and presenting presentations, training, and onboarding.

As an active member of Project Management Institute (PMI) and armed with PMP Certification, adheres to industry standards, including PMI's framework, the PMBOK, Scrum Alliance, Lean Six Sigma, FAR, and the Agile Practice Guide. Client centered approach is evident in ongoing commitment to learning and incorporating relevant skills into every organization and role embraced.

EXPERIENCE

S2 Analytical Solutions
Springfield, VA

07/2025 – Present

Role: Knowledge Manager / Program Support Specialist | National Geospatial – Intelligence Agency (NGA) Commercial Operations, Source Commercial (SC) Division

- Leading enterprise knowledge management initiatives for NGA's Commercial Operations division, supporting the Source Commercial (SC) Director and providing strategic guidance to 8 Department Heads and Senior Leaders across six subdivisions: SCC (Capabilities), SCCB (Assessments), SCCT (Engagements), SCP (Mission Operations), SCPA (Requirements), and SCPB (Solutions).
- Providing program management oversight for knowledge-intensive initiatives, ensuring deliverables align with NGA's strategic priorities and contribute to the agency's role as the premier source of geospatial intelligence for national security operations.
- Architecting comprehensive knowledge taxonomies and information systems to optimize the capture, organization, and dissemination of critical intelligence processes, procedures, and analytical capabilities across commercial GEOINT operations supporting national security missions.
- Implementing advanced knowledge management frameworks to streamline access to formal requirements documentation, Congressional oversight responses, classified imagery protocols, contractor capability assessments, and marketplace intelligence repositories, resulting in enhanced operational efficiency and decision-making velocity.
- Conducting process analysis and effectiveness assessments to identify knowledge gaps, redundancies, and optimization opportunities within commercial GEOINT workflows, delivering actionable recommendations to leadership for strategic implementation.
- Developing and maintaining centralized repositories for current marketplace capabilities, industry analytical trends, and commercial satellite imagery solutions, supporting NGA's \$500M+ commercial operations portfolio including Luno A and Luno B acquisition programs.
- Facilitating knowledge transfer initiatives and cross-functional collaboration across Source Commercial subdivisions to reduce information silos, accelerate onboarding processes, and ensure continuity of critical intelligence capabilities during organizational transitions.
- Creating Section 508 compliant documentation, training materials, and standard operating procedures for commercial GEOINT processes, ensuring accessibility and regulatory compliance while supporting the agency's mission to deliver world-class geospatial intelligence to policymakers, warfighters, and intelligence professionals.
- Leveraging Lean Six Sigma methodologies to analyze and optimize knowledge flows, implementing process improvements that reduce information retrieval time by 35% and enhance the quality of intelligence products delivered to Department of Defense and Intelligence Community customers.
- Supporting commercial acquisition strategies through market research and capability assessments, contributing to NGA's innovative procurement methods including Commercial Solutions Openings (CSO) and bailment agreements with industry partners.
- Managing the development and implementation of knowledge sharing platforms and collaborative technologies to support NGA's rapid adoption of artificial intelligence and machine learning capabilities in commercial GEOINT analysis and production.
- Coordinating with stakeholders across the National System for Geospatial Intelligence (NSG) to align knowledge management practices with enterprise-wide GEOINT standards and facilitate interoperability with Allied System for Geospatial Intelligence (ASG) partners.

Role: Program Manager | U.S. Department of Veterans Affairs Office of Small Disadvantaged Business Utilization (OSDBU)

- Led a six-member team in the Executive Leadership Interdisciplinary Tactical Excellence (ELITE) unit, increased productivity by 40% and achieved a 99% on-time delivery rate for critical support functions to OSDBU's Senior Leadership.
- Ensured timely submission of deliverables to the Executive Director (ED) and Deputy Executive Director (DED), maintaining a 100% on-time submission rate and reducing review cycle time by 30% through streamlined processes and effective communication.
- Utilized advanced data analysis techniques and tools (e.g., Excel, Tableau), including Lean Six Sigma principles, to create comprehensive reports and visualizations that provide actionable insights into program performance, informing strategic decisions by senior management.
- Oversaw the administration and resource allocation of a \$6.9M firm-fixed contract, ensuring fiscal responsibility, compliance, and optimized utilization, resulting in 15% cost savings.
- Coordinated the preparation and submission of compliance reports and strategic planning documents, including Annual Performance Plans, Congressional Justifications, and Priority Goal Action Plans, adhering to federal regulations and standards.
- Monitor Weekly Activity Reports (WAR) for the ELITE Team's support of OSDBU, achieving a 30% improvement in operational transparency and a 15% reduction in reporting errors.
- Maintained robust relationships with internal and external stakeholders, including senior executives, program managers, and small business owners, fostering effective communication and collaboration.
- Prepared and deliver weekly briefings to the Executive Director and Deputy Executive Director on strategic initiatives and program performance.
- Reviewed, edited, and approved the Deputy Secretary's weekly report from OSDBU to ensure clarity and accuracy.
- Regularly reviewed, edited, and finalized critical reports, executive briefings, and official correspondence to ensure Section 508 compliance, maintaining accessibility standards across all OSDBU documentation.
- Led research driven analysis on public policy issues affecting veteran-owned small businesses, synthesizing quantitative and qualitative data into strategic white papers and stakeholder briefings in compliance with federal evaluation standards.
- Developed briefing documents and presentations for executive forums, engaging interagency leadership and industry partners in discussions on procurement, economic development, and regulated agency oversight.
- Applied Lean Six Sigma and root cause analysis to identify procedural inefficiencies in strategic outreach processes, resulting in a 25% improvement in team response rates and measurable stakeholder engagement.
- Directed the creation of public facing content formats (e.g., white papers, executive summaries, digital slide decks) to disseminate research findings and program performance outcomes.
- Facilitated interdepartmental working groups and research planning sessions, promoting data informed decision making to improve transparency and efficiency in regulated service delivery.
- Facilitated ongoing communication between government stakeholders and RBCI, enhancing coordination and information flow.
- Provided regular updates in SharePoint to communicate with stakeholders and the team regarding external and internal case and task management.
- Met with team members regarding thorough tracking of strategic outreach initiatives before presenting them to the Executive Director, Deputy Executive Director and other Senior Executives for decision and concurrence.
- Initiated a new vetting process for all events that the Executive Director and Deputy Executive Director expressed interest in attending. Ensured that the ELITE team followed through all elements of the Strategic Outreach event process.

- Recreated resumes of top candidates selected from panel interviews, ensuring alignment with task requirements in the Performance Work Statement (PWS) and Work Breakdown Structure (WBS).
- Conducted comprehensive interviews for all roles within the contract, tailoring scenario-based questions to align with role specific activities and PWS defined tasks.
- Designed and implemented a remote training program for new employees to onboard with RBCI before adjudication and on-site placement. Training included:
 - Familiarization with program offices, strategic plans, and writing style guides.
 - Instruction on software applications and processes relevant to the Office of Small and Disadvantaged Business Utilization (OSDBU).
 - Overview of interactions with external government offices and their integration into OSDBU operations.
- Conducted regular team and one-on-one meetings to promote collaboration and address any challenges proactively.
- Evaluated individual team members' performance using key performance indicators (KPIs), resulting in a 50% increase in employee engagement and a 30% reduction in turnover rates through targeted professional growth plans.
- Managed a cross-functional team, assigning and tracking tasks across multiple disciplines, including technical writing, speech composition, SOP creation, document editing, HR support, event coordination, and contract management, ensuring a 100% compliance rate with contract requirements and a 20% improvement in task completion times.
- Logged, assessed, and monitored metrics for assigned tasks, leading to a 20% improvement in task tracking accuracy and a 25% reduction in resource allocation inefficiencies through data-driven insights.
- Ensured compliance with contract requirements to mitigate risks and prevent potential CPAR concerns.
- Conducted annual performance reviews and established professional and educational goals for team members.
- Author comprehensive reports for senior leadership, translating complex data into actionable insights for both government and RBCI leadership.
- Managed hybrid and reasonable accommodation schedules for team members, achieving a 95% attendance rate for mandatory meetings and maintaining optimal productivity.
- Implement process improvement initiatives that enhanced client support satisfaction by 35% and reduced client service response times by 40%, leveraging data analytics to identify areas for improvement.
- Served as a servant leader, providing support across all contract areas as needed to ensure success.
- Cultivated client relationships and engaged stakeholders regularly to foster open communication, ensuring transparency and exceeding client expectations.
- Supervised and approved strategic planning and performance management initiatives, including the development and implementation of strategic plans and performance management systems for OSDBU, aligning with organizational goals.
- Led performance improvement initiatives to enhance efficiency and effectiveness across OSDBU, applying process optimization techniques to streamline operations and reduce costs by 20%.
- Developed a comprehensive performance measurement system, aligning organizational goals with individual performance metrics.
- Collaborated regularly with stakeholders to provide critical support for key initiatives within the Service-Disabled Veteran-Owned Small Businesses (SDVOSB) and Veteran-Owned Small Businesses (VOSB) programs, increasing small businesses' understanding of the federal contracting market.
- Ensured compliance with the Government Performance and Results Modernization Act (GPRMA) through meticulous planning, monitoring, and reporting of program performance data.
- Adhered to the Federal Acquisition Regulation (FAR) and agency supplements in all contract management activities, maintaining 100% compliance.

- Provided monthly updated reports, including current metrics, accomplishments, risks, and burn rates, to the CEO and internal leadership at RB Consulting, Inc.

Excelicon
Washington, DC

03/2021 to 03/2023

Role: Governance Strategic Program Analyst; Enterprise Roadmap Program Analyst | U.S. Department of Veterans Affairs ITEG CRR Office of Information Technology (OIT) | Excelicon (Pathfinder Consultants, Prime)

- Spearheaded the integration of agile methodologies by providing expert guidance on principles, practices, ceremonies, and meetings, resulting in optimized project workflows.
- Evaluated historical documents and processes, strategically recommending and implementing enhancements and modifications for increased efficacy.
- Streamlined operational procedures through insightful guidance, enhancing overall staff efficiency and effectiveness.
- Crafted executive-level pre-read materials, meticulously editing and ensuring 508 Compliance to maintain the highest standards of communication.
- Orchestrated and participated in high-level meetings with SMEs, Directors, and Senior Level Executives, facilitating pivotal decision-making processes.
- Produced succinct Executive Summaries and departmental communications, effectively conveying complex information to diverse audiences.
- Demonstrated exceptional organization by maintaining and managing the Director's SharePoint file, optimizing document retrieval and information flow.
- Expertly managed Human Resource (HR) files, meticulously tracking performance reviews, transfers, accolades, and corrective actions.
- Pioneered change and transformational management strategies, contributing to seamless transitions during periods of change.
- Created 508 compliant executive briefing materials, reports, and strategic communications for the Director of IT Enterprise Governance, ensuring accessible and inclusive documentation for leadership and stakeholders.
- Orchestrated the Director of IT Enterprise Governance's task tracking system using MS Planner, enhancing task management efficiency.
- Led the comprehensive detailing of staff through meticulous paperwork and authored a comprehensive SOP and training deck on the detailing process.
- Proactively anticipated potential departmental and environmental shifts, ensuring proactive adaptation and preparedness to mitigate and control risks.
- Facilitated mission-critical meetings involving Directors, Senior Level Executives, and Governance Program Managers, fostering collaboration and informed decision-making.
- Conducted thorough analyses of strategies considering internal factors such as employee morale, communication efficacy, and operational efficiency, as well as external factors encompassing evolving Veterans' needs and process/system changes.
- Ensured the consistent implementation and monitoring of established practices, furnishing essential feedback to continually align efforts with ITEG's mission, vision, and goals.
- Generated detailed weekly and monthly reports, enhancing data-driven decision-making and achieving a 20% increase in project completion rates and a 15% improvement in progress tracking accuracy.
- Actively participated in stakeholder-engaging meetings to maintain project initiatives' alignment with defined schedules.
- Provided indispensable support to the Enterprise Roadmap Planning Division, devising a Facilitation Management Plan to enhance collaboration with the BIOS Division.
- Served as the Subject Matter Expert (SME) and Project Lead overseeing Excelicon associates within the VA's Enterprise Roadmap Division.

Role: System Trainer; Internal Administrative Support Specialist | FEMA GPD Communications, Culture, Analytics, and Training Division (CCAT)

- Conducted comprehensive end user training sessions for the FEMA Grants Outcomes (FEMA GO) System and JIRA/Maestro.
- Championed staff engagement in training and developmental activities.
- Devised and led peer-to-peer training, delivering user-friendly instructions on utilizing JIRA/Maestro, Scrum, Kanban boards, backlogs, story requirements, and workflows, ensuring accessibility and clear understanding for non-technical users.
- Conducted research to acquire relevant information, offering valuable context to the CCAT team regarding imminent initiatives.
- Authored, collaborated, and edited training manuals, standard operating procedures (SOPs), and stakeholder communication materials to ensure full compliance with Section 508 accessibility standards, enhancing usability for diverse audiences, internally and externally.
- Demonstrated adept communication skills, maintaining regular and effective correspondence with clients and stakeholders through written and verbal channels.
- Contributed to the successful execution of the quarterly FEMA GPD Product Roadmap Meeting by offering accurate transcription, administrative support, with a particular emphasis on analytics, metrics, and feature presentations.
- Pioneered change and transformational management strategies, contributing to seamless transitions during periods of change.
- Developed the Director of IT Enterprise Governance's task tracking system using MS Planner, enhancing task management efficiency.
- Led the comprehensive detailing of staff through meticulous paperwork and authored a comprehensive SOP and training deck on the detailing process.
- Anticipated potential departmental and environmental shifts proactively, ensuring preparedness to mitigate and control risks.
- Facilitated mission-critical meetings involving Directors, Senior-Level Executives, and Governance Program Managers, fostering collaboration and informed decision-making.
- Conducted thorough analyses of strategies, considering internal factors such as employee morale, communication efficacy, and operational efficiency, as well as external factors like evolving Veterans' needs and process/system changes.
- Ensured the consistent implementation and monitoring of established practices, providing essential feedback to continually align efforts with ITEG's mission, vision, and goals.
- Generated detailed weekly and monthly reports, enhancing data-driven decision-making and achieving a 20% increase in project completion rates and a 15% improvement in progress tracking accuracy.
- Participated actively in stakeholder-engaging meetings to maintain project initiatives' alignment with defined schedules.
- Provided indispensable support to the Enterprise Roadmap Planning Division by devising a Facilitation Management Plan to enhance collaboration with the BIOS Division.
- Served as the Subject Matter Expert (SME) and Project Lead overseeing Excelicon associates within the VA's Enterprise Roadmap Division.

Role: Administrative Support Specialist | JIRA (SME) | Assistant Project Manager | FEMA GPD EGS | Risk Management and Policy Divisions

- Oversaw the administration of Policy and Risk Management JIRA/Maestro Scrum and Kanban Boards, leading to a 30% increase in workflow efficiency and a 20% reduction in time spent on task management across projects.
- Stepped into leadership roles as needed, providing ad hoc support in the absence of the Delivery/Project Manager to maintain project continuity.
- Obtained PMP Certification due to extensive experience managing complex projects and programs in a federal context, leveraging agile methodologies to drive process improvements and achieve key performance outcomes.

- Led performance improvement initiatives within the FEMA Grants Programs Directorate (GPD), implementing process optimization techniques that streamlined operations, enhanced workflow efficiency by 35%, and reduced administrative costs by 25%.
- Orchestrated the entire project lifecycle of the 1109 Stakeholders Project, including scheduling, team assignments, meticulous meeting notes, and comprehensive document management within Teams.
- Conducted end to end policy and operational research for FEMA grant programs; authored analytical reports evaluating the impact of system enhancements on user accessibility and stakeholder communication.
- Devised metrics dashboards using Excel and SharePoint to evaluate system usability and documentation gaps; identified systemic inefficiencies and recommended enhancements to improve agency compliance.
- Led a documentation team to produce functional white papers, manuals, and training content for FEMA stakeholders, translating technical policy changes into accessible language for nontechnical audiences.
- Coordinated qualitative interviews and stakeholder feedback collection to inform development of user-facing documentation, ensuring alignment with federal communication standards and performance goals.
- Led the review and revision of grant documentation and policy directives, ensuring adherence to Section 508 compliance standards by incorporating accessible formatting, alternative text, and screen-reader compatibility.
- Pioneered training efforts for two divisions encompassing nine Branch Chiefs, effectively simplifying JIRA (Maestro) in practical terms to ensure compliance with the Director's directives.
- Created an SOP, a quick-start slide deck, a training video, and delivered tailored one-on-one, group, and peer-to-peer training, ensuring proficiency in understanding backlogs, epics, story requirements, and workflows.
- Assumed the role of back-up Project Delivery Manager, effectively leading a team of up to 16 individuals to ensure project success.
- Enabled effective cross-functional collaboration, improving program results and increasing stakeholder satisfaction.
- Played an integral role in the administrative support for the quarterly FEMA GPD Product Roadmap Meeting, enhancing the clarity and impact of analytics and metrics presentations, resulting in a 25% increase in stakeholder satisfaction.
- Guided staff through uncertain initiatives, providing valuable insights on effective client/stakeholder communication to better understand project requirements.
- Co-led the document editing process for the entire GPD team, ensuring 508 Compliance and conducting quality assurance checks before finalizing deliverables for stakeholders.
- Provided indispensable administrative assistance to the Federal Emergency Management Agency's Grant Programs Directorate, specifically within the Enterprise Grant Services (EGS), ensuring efficient operational support.
- Collaborated extensively with multiple departments, sharing best practices for Maestro/JIRA implementation across FEMA GPD, fostering a culture of continuous improvement.
- Captured comprehensive meeting notes as required, contributing to accurate records and streamlined communication across teams.
- Developed Standard Operating Procedures (SOPs) and other essential documents upon stakeholder requests and for initiative requirements, ensuring consistent process adherence.
- Piloted comprehensive training sessions for Branch Chiefs, Senior Executives, and end users, enhancing their understanding and effective use of Kanban Boards.

Role: Project Management and Leadership, Internal Auditing | Excelicon

- Conducted in depth analysis of organizational performance data, identifying key trends and providing strategic recommendations to executive leadership to improve outcomes.
- Assisted in establishing a Project Management Office (PMO) by developing foundational governance structures, standardizing project workflows, and implementing best practices to enhance efficiency and compliance with industry standards.

- Orchestrated comprehensive management of PMO documents, including the development of the company's Scope Management Plan to align with organizational objectives.
- Played a pivotal role in the successful renewal of the company's ISO 9001-2015 Recertification, a critical requirement for government contracting. Achieved this through meticulous training of delivery/project managers on GAP reports, providing clear directives on criteria and artifacts needed for the audit, and offering feedback on presentations and facilitating mock interviews to ensure thorough readiness for the official review.
- Supported DHS portfolio public policy initiatives through research synthesis and comparative policy analysis, producing actionable insights on interagency collaboration and system modernization.
- Drafted executive summaries, training scripts, and internal evaluation documents that informed decision making throughout EGS on IT transformation and grant lifecycle modernization.
- Spearheaded the preparation of organizational presentations by diligently collecting artifacts, reconciling GAP reports, and verifying the precision of requirements. Organized meetings and conducted comprehensive training sessions for Delivery Managers, providing in-depth insights into ISO/CMMI Certification processes, standards, artifacts, requirements, and documentation.
- Led a cross-functional team of Delivery and Program Managers in conducting a thorough gap analysis of organizational processes, identifying key areas for improvement and implementing solutions that increased operational efficiency by 25%
- Acted as a key peer mentor, offering invaluable guidance to colleagues seeking educational and professional advancement, providing consultative support on optimal career pathways, and helping shape achievable goals for individual growth and success.

Easy Dynamics
McLean, VA

06/2018 to 02/2021

Role: Operations Analyst | Executive Office Administrator

- Acquired Certified Scrum Master credential, demonstrating agile project management proficiency.
- Utilized an array of tools including SharePoint, Office 365, Deltek/Costpoint, Planner, and Atlassian (Jira/Confluence).
- Expertly created and edited documents using Microsoft Office Suite (Word, Excel, PowerPoint). Proficiently handled PDF conversion and editing using Adobe and FoxIt.
- Managed file uploads and announcements on the company's intranet via the SharePoint Portal.
- Actively facilitated and participated in various agile methodologies, including Sprints, Daily Standup, Scrum, Retrospectives, and Project Management meetings.
- Pioneered the development of the COVID19 Back-to-Work Preparedness Plan.
- Crafted the organization's Operation Manual utilizing Confluence.
- Constructed forms, managed communication, file uploads, and digital categorization through Microsoft Teams.
- Orchestrated conference room setup and scheduling.
- Seamlessly coordinated the company's transition to a new office space, integrating agile methodologies and JIRA to address pandemic-related challenges. Managed all communication, including time constraints, furniture deliveries, inventory, office and cubicle setup, etc.
- Oversaw the procurement of new office furniture and actively contributed to the design planning of the new office space within the allocated budget.
- Successfully negotiated vendor pricing for branded merchandise and office stationery.
- Facilitated the ordering of employee business cards and company stationery.
- Strategically planned, organized, and executed various events, from social gatherings and business meetings to office lunches, happy hours, and monthly birthday celebrations.
- Managed travel and out-of-state transportation arrangements for all employees, including C-Level Executives.
- Handled conference registrations and training payments for employees.
- Processed and distributed mail/packages, incorporating document scanning, receipt management, and coordination with postal services.

- Ensured ample inventory and ordered replenishments of office and kitchen supplies.
- Managed expenditures for supplies, company events, training/certifications, and travel using a company-issued Visa card.
- Established and maintained a secure repository of executive staff company credit card information.
- Coordinated customization and distribution of company-branded apparel, tracking costs effectively.
- Set up access cards/key fobs for office entry.
- Provided valuable assistance to various departments, conducting internet research and document/data collection.
- Maintained remote availability and accommodated off-hours demands as needed.
- Facilitated desk assignments and labeling for new employees and post-COVID returnees.
- Acted as a liaison with building management to address maintenance concerns
- Directed a multi-phase office relocation during the COVID-19 pandemic, ensuring seamless integration of health guidelines and compliance measures within the new space.
- Partnered with leadership to develop innovative workspace strategies, optimizing office layout and resource allocation to foster productivity in a hybrid work environment.
- Streamlined office security by collaborating with the CIO to integrate advanced access control systems, tailoring permissions to employee roles for enhanced safety and efficiency.
- Conducted Alternatives of Analysis (AOA) in Atlassian Confluence, presenting actionable insights for executive decision-making on space utilization and operational improvements.
- Introduced a cutting edge visitor management system, enhancing check-in processes and ensuring real time notifications for seamless office interactions.
- Identified and implemented process improvements in inventory management and operational workflows, reducing inefficiencies and aligning expenditures with organizational goals
- Contributed to the creation of a comprehensive Facilities Management and Office Operations Manual.
- Researched and implemented a state-of-the-art electronic visitor sign-in system to streamline operations and enhance staff notification processes.

Role: HRIS Specialist

- Stepped into the role of HR Leader during a vacancy, exercising comprehensive leadership and HRIS expertise to guide employee performance actions.
- Completed the Administrative Human Resources SHRM Certificate (LinkedIn) to enhance HR knowledge and skills.
- Conducted internal HR audits to ensure alignment with ISO/CMMI compliance standards, maintaining organizational integrity.
- Mentored the incoming Vice President of HR, providing comprehensive training on the organization's HR and HRIS processes, practices, procedures, and onboarding protocols using Deltek ATS and JIRA.
- Ensured the safeguarding of HR's Personally Identifiable Information (PII) data, maintaining confidentiality and compliance.
- Performed meticulous audits on HRIS systems and associated documents, spearheading the analysis of employee turnover rates and achieving a 15% reduction through targeted retention strategies and process improvements.
- Developed and managed reports to facilitate informed decision-making for HR leadership.
- Arranged and conducted both in-person and online new hire orientations, ensuring smooth onboarding experiences.
- Maintained a repository of formatted company resumes for streamlined government contract submissions and occasionally assisted in resume formatting for Business Development purposes.
- Implemented a standardized reporting process that reduced data entry errors by 30% and improved the accuracy of HR metrics across the organization.
- Addressed and resolved HR Service Desk Tickets promptly and effectively, enhancing HR service delivery.

- Established Knowledge Base (KB) Articles to address recurring HR inquiries and concerns, improving self-service options for employees.
- Utilized Deltek Talent Management System (TMS) and Applicant Tracking System (ATS) to manage job requisitions, resume uploads, and candidate tracking.
- Generated ad hoc reports encompassing key metrics, statistical insights, or subject matter consultations as requested by stakeholders.
- Streamlined HR processes using data analytics, enhancing the efficiency of onboarding and performance management systems, resulting in a 20% decrease in processing time.
- Orchestrated seamless employee onboarding through Employee Navigator, including the secure uploading of I9 documentation.
- Maintained meticulous spreadsheets tracking employee internal/external titles, job codes, compensation, yearly merit increases, salary bands, project manager changes, and reported inconsistencies to the VP of HR and the Accounting Department for resolution.
- Introduced and provided training on the Review Snap Performance Review System, ensuring its effective use.
- Devised a comprehensive tracking system for employee turnover metrics and termination details to support strategic decision-making.
- Regularly updated Pingboard to ensure an accurate organizational chart, reflecting current staffing and structure.
- Collaborated in compiling data, formulating, and understanding job codes for compensation analysis via Salary.com, supporting salary benchmarking efforts.
- Prepared monthly resource utilization reports, offering key insights into workforce dynamics and utilization.
- Conducted comprehensive data analysis to identify trends in employee performance and engagement, leading to data-driven policies that improved overall employee satisfaction by 10%.
- Orchestrated interview scheduling, harmonizing the schedules of the talent acquisition team and other department leads for seamless candidate evaluation.
- Pioneered the implementation and coordination of monthly office massages for staff, enhancing employee wellness and morale.
- Documented minutes during weekly Resource Management Meetings, capturing essential discussions and decisions from C-Level Executives.
- Tracked employee training and certifications (CERTS) details accurately, ensuring compliance and supporting informed decision-making.
- Managed employee expenditures related to training and certifications, optimizing budget usage.
- Led the annual employee evaluation process, establishing timelines, collating, scanning, and uploading assessment forms for comprehensive records.
- Assisted Career Managers in coordinating annual review meeting schedules, ensuring timely completion of evaluations.
- Scanned and emailed clearance documents to government agencies' COR, maintaining compliance with security requirements.
- Conducted comprehensive background checks for new hires using HireRight, ensuring compliance with U.S. Employment Eligibility requirements through timely eVerify submissions.
- Verified and completed INV 41 forms for the Defense Counterintelligence and Security Agency, maintaining strict adherence to hiring regulations and federal security standards.
- Provided versatile support to the HR Vice President, contributing to various initiatives and tasks as required to meet organizational goals.

Role: CEO & COO's Assistant

- Efficiently coordinated personal and business travel arrangements for the CEO and COO.
- Managed intricate schedules for both the CEO and COO, adeptly prioritizing tasks and proactively resolving scheduling conflicts.
- Skillfully liaised with internal and external stakeholders to facilitate meeting arrangements.
- Transcribed handwritten meeting notes from the CEO into digital formats for streamlined record-keeping.

- Accurately entered expense and time data for the CEO and COO into the Deltek Costpoint System.
- Expertly facilitated conference registrations for the CEO and COO, ensuring seamless participation in key industry events.
- Conducted diligent research on contacts, external meeting attendees, and requested data to support informed decision-making.
- Assumed responsibility for reservations, both personal and business, including meals, dinners, anniversaries, and social events. Coordinated these arrangements meticulously, considering the involvement of external attendees.
- Maintained round-the-clock availability for 24-hour calls and immediate access, ensuring responsiveness to urgent matters.
- Managed CEO and COO personal and business schedules; prioritized and resolved any conflicts.
- Communicated with internal and external parties to arrange meetings.
- Converted CEO's handwritten meeting notes into electronic formatting.
- Entered CEO and COO expenses and time into Deltek Costpoint System.
- Registered CEO and COO for conferences.
- Researched contacts, external meeting attendees, and other data upon request.
- Made reservations, both personal and business, for lunches, dinners, anniversaries, and social events; coordinated with external attendees.
- Remained available for 24-hour calls and access.

JDC Unleashed
Springfield, VA

04/2018 to 01/2019

Role: Executive Assistant to the CEO – PT/Remote

- Orchestrated seamless conference and travel logistics, meticulously prioritizing the CEO's schedule.
- Skillfully generated a diverse range of essential documents, including memorandums, manuals, Standard Operating Procedures (SOPs), and presentations, ensuring clarity and effectiveness.
- Conducted thorough research on pricing, contributing to well-informed decision-making.
- Actively participated in events and traveled as required to support the CEO's engagements.
- Assumed a multifaceted role encompassing executive, clerical, and administrative tasks, ensuring smooth operations.
- Comprehensively followed the directives of the CEO, embodying a proactive and responsive approach.
- Served as a vital conduit between employees and the CEO, effectively conveying concerns and providing leadership and guidance in various HR instances.

JLW Consulting
Falls Church, VA

03/2018 to 05/2018

Role: Cognosante Human Resource Records Assistant – Short Term Contractor

- Leveraged SharePoint, Workday, and Taleo Systems to establish a comprehensive repository housing over 30,000 resumes.
- Conducted meticulous audits of resumes and subsequently crafted an organized repository, adeptly transforming unstructured data into a structured and accessible database.

Freelance Executive/ Administrative, Legal Support
DC Metro Area

12/2015 to 01/2018

Role: Self Employed / Temp-for-Hire / 1099 Contractor

- Marketed myself as a versatile professional and collaborated with various direct hire employers and staffing firms to fulfill executive, administrative, clerical, copy center, mailroom, real estate document, and legal support needs on a short-term, long-term, or permanent basis.

**Evangelical Training Association
Wheaton, IL**

08/2014 – Dormant

Role: Class Instructor/ Facilitator / Teacher (Licensed)

- Delivered comprehensive instruction to a cohort of up to 20 adult students, teaching a 4-year, 16-course Bible Institute curriculum.

**Maryland Mobile Notary and Consulting, LLC (Formerly: King's Mobile Notary Service - Self Employed)
Prince George's County, Maryland**

01/2004 – CURRENT

Role: Mobile Notary, Owner

- Executed notarial acts within the jurisdiction of Maryland, contracting with local probate attorneys to notarize documents pertaining to wills, estates, and probate matters.
- Accurately maintained meticulous records and books of all rendered services, including accounts receivable and accounts payable.

**Keeper's Staffing; Ultimate Staffing; Career Blazers
Washington, DC**

06/2003 – 07/2008

Role: Executive / Administrative and Legal Support Temp-for-Hire

- Managed a wide range of administrative tasks, including call handling, appointment scheduling, event planning, conference organization, faxing, mail processing, and document copying.
- Facilitated travel arrangements and confirmations.
- On legal assignments, conducted research using Lexis Nexis, employed Elite Enterprise for matter management, prepared and reviewed filings and motions, conducted file redaction, and enhanced mailroom and copy center operations through process optimization.
- Demonstrated proficiency in docketing all incoming, outgoing, domestic, and foreign correspondence within an Intellectual Property/Patent Prosecution Law Firm.

**Pitney Bowes Government Solutions
Landover, MD**

08/2003 – 10/2005

Role: Copy Center / Mailroom Project Manager (Library of Congress; Institute for Defense Analysis)

- In a leadership capacity, fostered a positive work environment by cultivating a sense of morale and collaboration among staff members. Delivered comprehensive training on various tasks, consistently exhibiting a positive attitude.
- Successfully led and managed a dynamic team of 15 individuals, skillfully prioritizing tasks, delegating responsibilities, overseeing scheduling, managing payroll processing, and compiling regular weekly and monthly reports.
- Played a pivotal role in the recruitment process, conducting interviews, evaluating candidates, conducting performance reviews, providing recommendations, and executing hiring decisions.
- Achieved a remarkable inventory control enhancement of over 80%, substantially minimizing company losses. Vigilantly evaluated profit and loss (P/L) reports to identify areas for improvement. Maintained impeccable quality control standards.
- Employed diverse sales strategies to strategize for business development, contributing to the growth and advancement of the overall contract portfolio.

EDUCATION

University of Maryland Global Campus (UMGC), Adelphi, MD **(Dean's List)** Currently Enrolled
Bachelors (BS)

Major: Applied Technology

Minor: Management Information Systems

(Relevant Courses Mastered: Cybersecurity for Leaders and Managers, Introduction to Federal Contracting, Information Systems in Organizations, Software and Hardware Infrastructure Concepts, Advanced Technical Writing, Introduction to Research, Foundations of Management Information Systems, Data Visualization, Business Intelligence and Data Management, Foundations of Data Science, Introduction to Statistics, Data Literacy Foundations)

University of Maryland Global Campus, Adelphi, MD Currently Enrolled
Undergraduate Certificate Programs (2):

(1) Project Management; (2) Management Information Systems

University of Maryland Global Campus (UMGC), Adelphi, MD **(Dean's List)** 2025
Data Analytics Undergraduate Certificate

Technical Institute of America, Online 2022
Agile Certified Practitioner Course Completion

George Washington University School of Business, Washington, DC 2021
Project Management Essential Course Completion

SHRM (Society for Human Resource Management), Online 2020
Human Resource Essentials

Evangelical, Wheaton, IL, Remote 2016
Bachelors (BA) Leadership in Ministry

Kaplan College, Online 2004
Associate of Arts (AA) Paralegal Studies

CERTIFICATIONS (22 ACTIVE Industry Certifications)

- Project Management Professional (PMP) – PMI, 2022
- Certified Scrum Master (CSM) – Scrum Alliance, 2020
- Certified Lean Six Sigma Black Belt (CLSSBB) – Six Sigma, 2023
- Certified Agile Leader (CAL-1) – Scrum Alliance, 2021
- Certified Technology Manager (CTM) – Six Sigma, 2023
- Certified Failure Mode Effect Analysis Professional (FMEA) – Six Sigma, 2023
- Certified Microsoft Excel Cost Analysis and Functions (CACAF) – Six Sigma, 2023
- Certified Microsoft Excel Intermediate Professional (CMEI) – Six Sigma, 2023
- ISO/IEC 27001:2013 & ISO/IEC 20000-1:2018 Internal Auditor Training Certification, 2020
- Certified DISC Leadership Manager – Six Sigma, 2023
- Frontline Leadership Certification – Six Sigma, 2023
- Certified Agile Scrum Master – Six Sigma, 2023
- Certified Green Belt (LSSGB) – Six Sigma, 2022
- Certified Agile Scrum Professional – Six Sigma, 2023
- Certified Yellow Belt (LSSYB) – Six Sigma, 2022
- Certified White Belt (LSSWB) – Six Sigma, 2023
- Waterfall Project Management – PMI, 2022
- Certified Project Manager – Six Sigma, 2022

- Certified Project Management Essentials (CPME-P) – Six Sigma, 2023
- Business Office Management Certification I – DLLR, 2011
- Business Office Management Certification II – DLLR, 2011
- Commissioned Notary of the State of Maryland, 2022

FUNCTIONAL SKILLS

Program Management, Contract Site Operations, Agile and Project Management practices, including Training Development, ISO and CMMI Internal Audits, C-Level Executive Support, Contract Compliance, Records Management, Human Resource Administration, Professional Development, Knowledge Management, People & Process Management, Change, and Transformational Management, Lean Six Sigma, Data Analysis, Stakeholder Engagement, Communications, 508 Compliant Document Creation, Day-to-Day Operations such as Scheduling, Note Taking, Problem Solving, Leadership, Team Building, ISO/CMMI Compliance Advising, Proof Reading, Editing, Boolean Search Capabilities, Time Management, Analytics, Reporting, Managing Spreadsheets, Document Composition, File Management, Mitigating Risks, Data Research and Compilation, Weekly/Monthly Reporting, Presentations, Managing HRIS Systems and Onboarding.

TECHNICAL SKILLS

Agile: Atlassian JIRA, Confluence, VIEWS (Veterans Affairs Platform); Maestro (FEMA Platform)
 General: Microsoft Office Suite (Excel, PowerPoint, Word, Outlook, Teams, OneDrive); Office 365; SharePoint
 HR Systems: Workday, Taleo, Deltek Talent Management, Employee Navigator, ReviewSnap, HireRight, Pingboard, eVerify
 Legal: PACER, LexisNexis, Westlaw
 Accounting: Costpoint, Peachtree, Quickbooks
 Other: Elite Enterprise, Adobe, FoxIt, Medical Manager, Lotus Notes

HONORS/AWARDS

- | | |
|---|----------------|
| • University of Maryland Global Campus Dean's List | 2023 – Present |
| • U.S. Department of Veterans Affairs "I CARE" Award for Commitment | November 2024 |
| • UMGC Volunteer of the Month | August 2024 |
| • U.S. Department of Veterans Affairs "I CARE" Award for Integrity | July 2024 |

PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

- | | |
|---|------|
| • National Society of Leadership and Success – Honor Society | 2025 |
| • Upsilon Pi Epsilon
(International Honor Society for the Computing and Information Disciplines) | 2025 |
| • Alpha Sigma Lambda (Tau Chapter) – Honor Society | 2025 |
| • The National Association of Collegiate Scholars – Honor Society | 2024 |
| • NAACP | 2024 |
| • Project Management Institute (PMI) | 2022 |
| • National Notary Association | 2022 |
| • Dress for Success | 2018 |

OTHER ACCOMPLISHMENTS AND ACTIVITIES

Owner: Maryland Mobile Notary and Consulting Services Forestville, MD 2022 – Present
Maryland Mobile Notary is a subsidiary of “Gavata dot org”, which is also a licensed business in the State of Maryland.

Author/Public Speaker: GET YOURSELF TOGETHER FIRST 2018
This book has also become the catalyst to me becoming a Public Speaker. This is a licensed business in the State of Maryland.

Note: Created and published all press releases, managed budget, performed marketing, television interview and book-signing scheduling and travel.

Interview/Speaking Engagement List:

- All Things Baltimore Interview (11/13/18)
- What's The Deal Podcast Interview (11/28/18)
- AWIC TV / Podcast Interview (2/3/19)
- WHUR Digital TV Interview (05/16/19)
- The Daily Drum 96.3 WHUR FM /SiriusXM 141 Radio Interview (05/23/19)
- The Good Word Fox 5 News DC Interview (07/03/19)
- Forgiveness Friday Facebook TV Interview (08/30/19)
- Great Day Washington WUSA9 Interview (9/5/19)

Volunteer Activities:

- *Professional Development Chair & VP of Community Service*, National Society of Collegiate Scholars, University of Maryland Global Campus Chapter 2025 – Present
- *President*, Domestic Violence Ministry, GMCHC Washington, DC 2025 – Present
- Volunteer, Maryland Correctional Institution for Women Jessup, MD 2025 – Present
- Volunteer, Women's Moving Forward Annual Conference Jessup, MD 2021 – Present
- Mentor, Catholic Charities ReEntry Program Washington, DC 2019 – Present

YouTube Channel:

- Employment Tips, Trends, and Tricks - Video Host 2023 – Present
- GYTF Conversations - Podcast Host 2021 – 2023