

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

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**202-878-0235**

## **CLEARANCE**

Moderate Risk - Public Trust

(TS – Investigation in Progress)

## **PROFILE**

Gaváta Smith is an experienced Project Management Professional (PMP), Certified Scrum Master (CSM), Agile Leader (CAL-1), and an 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, Gaváta serves as the Program Manager in the U.S. Department of Veterans Affairs (VA) Office of Small Disadvantaged Business Unit (OSDBU). In this capacity she provides 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. Gavata has been awarded the VA "I CARE Award" for Integrity since assuming this position. Prior to that, she served as the Governance Strategic Program Analyst within the Office of Information Technology (OIT) also within VA. In this role, she provided 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, Gaváta shaped her recommendations on agile methodologies, practices, and processes. While at the VA, she concurrently contributed to the Enterprise Roadmap as a Program Analyst.

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

Gaváta's value extended to internal initiatives at Excelicon, including ISO and CMMI Audits and Certifications. With over 27 years of experience supporting C-Level Executives, 6+ years in Human Resource Administration, 15+ years of People & Process Management, Change and Transformational Management, and more than 7 years of Agile Leadership employing JIRA, Scrum, and Kanban methodologies, Gaváta's meticulous approach shines through in daily operations. Her 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 her PMP Certification, Gaváta adheres to industry standards, including PMI's framework, the PMBOK, Scrum Alliance, Lean Six Sigma, and the Agile Practice Guide. Her client-centered approach is evident in her ongoing commitment to learning and incorporating relevant skills into every organization and roles she embraces.

## EXPERIENCE

**RB Consulting, Inc.**  
**Washington, DC**

**11/2023 – Present**

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

- Lead a six-member team in the Executive Leadership Interdisciplinary Tactical Excellence (ELITE) unit, increasing productivity by 40% and achieving a 99% on-time delivery rate for critical support functions to OSDBU's Senior Leadership.
- Ensure 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.
- Utilize 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.
- Oversee the administration and resource allocation of a \$6.9M firm-fixed contract, ensuring fiscal responsibility, compliance, and optimized utilization, resulting in 15% cost savings.
- Coordinate 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.
- Maintain robust relationships with internal and external stakeholders, including senior executives, program managers, and small business owners, fostering effective communication and collaboration.
- Prepare and deliver weekly briefings to the Executive Director and Deputy Executive Director on strategic initiatives and program performance.
- Review, edit, and approve the Deputy Secretary's weekly report from OSDBU to ensure clarity and accuracy.
- Facilitate ongoing communication between government stakeholders and RBCI, enhancing coordination and information flow.
- Provide regular updates in SharePoint to communicate with stakeholders and the team regarding external and internal case and task management.
- Meet 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.
- Conduct regular team and one-on-one meetings to promote collaboration and address any challenges proactively.
- Evaluate 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.
- Manage 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.
- Log, assess, and monitor 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.

- Ensure compliance with contract requirements to mitigate risks and prevent potential CPAR concerns.
- Conduct annual performance reviews and establish 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.
- Manage 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 enhance client support satisfaction by 35% and reduce client service response times by 40%, leveraging data analytics to identify areas for improvement.
- Serve as a servant leader, providing support across all contract areas as needed to ensure success.
- Cultivate client relationships and engage stakeholders regularly to foster open communication, ensuring transparency and exceeding client expectations.
- Supervise and approve strategic planning and performance management initiatives, including the development and implementation of strategic plans and performance management systems for OSDBU, aligning with organizational goals.
- Lead performance improvement initiatives to enhance efficiency and effectiveness across OSDBU, applying process optimization techniques to streamline operations and reduce costs by 20%.
- Develop a comprehensive performance measurement system, aligning organizational goals with individual performance metrics.
- Collaborate 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.
- Ensure compliance with the Government Performance and Results Modernization Act (GPRMA) through meticulous planning, monitoring, and reporting of program performance data.
- Adhere to the Federal Acquisition Regulation (FAR) and agency supplements in all contract management activities, maintaining 100% compliance.
- Provide 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.
- 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.
- Collaborated in the development, editing, and finalization of manuals, Standard Operating Procedures (SOPs), and training materials.
- 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.
- Produced comprehensive training documents for both internal and external use.
- 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.
- 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, ensuring efficient operation 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.
- 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.
- 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.
- Ensured timely and accurate employee timekeeping entries.
- Contributed to the creation of a comprehensive Facilities Management and Office Operations Manual.

#### **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.
- Managed HireRight background screenings and submitted U.S. Employment Eligibility requirements to eVerify, ensuring compliance.
- 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.
- 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**

- 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.

**JWL 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, Adelphi, MD **(Dean's List)**  
Bachelors (BS)  
Major: Applied Technology  
Minor: Management Information Systems

Currently Enrolled

University of Maryland Global Campus, Adelphi, MD  
Understudy Certificate Programs (3):  
Data Analytics; Project Management; Management Information Systems

Currently Enrolled

Technical Institute of America, Online Agile Certified Practitioner Course Completion	2022
George Washington University School of Business, Washington, DC Project Management Essential Course Completion	2021
SHRM (Society for Human Resource Management), Online Human Resource Essentials	2020
Evangelical Training Association, Wheaton, IL 4 - Year Program	2016
Kaplan College, Online Associate of Arts in Paralegal Studies	2004

### **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**

All aspects of Agile and Project Management practices, including Training Development, ISO and CMMI Internal Audits, C-Level Executive Support, Human Resource Administration, 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

- UMGC Deans's List 2023 – Present
- Induction into The National Association of Collegiate Scholars June 2024
- U.S. Department of Veterans Affairs "I CARE" Award for Integrity July 2024
- UMGC Volunteer of the Month August 2024

## PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

- Project Management Institute (PMI)
- National Notary Association
- The National Association of Collegiate Scholars
- NAACP
- Dress for Success

## 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, and book- signing travel, and scheduling.

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:** Catholic Charities ReEntry Program

Washington, DC 2019 – Present

**GYTF Conversations Podcast Host** (See GAVATA SMITH YouTube Channel) 2021 – Present