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## Project Management ~ Training Skills ~ Enhanced Interpersonal Communications

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Technically focused, highly successful with **15+ years' rich experience** in working and delivering as part of the technical environment, seizing control of critical problem areas and delivering on organizational commitments; major experience across all facets of supporting the Federal Aviation Administration (FAA). Proven technical, interpersonal communications, and training skills. Competent in performing a deputy (in training) role and assisting with budget / cost analysis, cost estimates, writing performance work statements, earned value and assessment / reporting; managing resources. Exposure to the accountabilities of a Task Order Manager (TOM). Prudently analyzing complex engineering / design specifications of FAA equipments to assign preliminary maintenance workload requirements prior to major deployment in the National Air Space (NAS). A keen technical professional with expertise in analyzing problems encountered in business and resolving them in assistance of automated systems as also achieving desired objectives and organizational growth. Hands on expertise in developing multiple macros in MS Excel, this helps to standardize report formats making it easier to perform daily work activities and save time. Proficient in managing widely-divergent, simultaneously occurring projects within agreed time lines. Drafted user manuals and other technical documents to train users / clients. A dynamic team player who can successfully integrate technical and interpersonal skills in pursuit of bottom-line goals and objective. Meticulous approach with super planning, work management & deliverance skills. Excellent man-management, time management, and leadership skills.

### PROFESSIONAL VALUE OFFERED

Project Management	Systems Analysis	Quality Control	Process Improvement
Cross-functional Collaboration	Training	Customer Service	Documentation
Report Preparation	Database Management	Diagnosis and Rectification	Task Monitoring System
Technical & Admin Support	Report Writing	Technical Resolutions	Communications Skills

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### PERFORMANCE MILESTONES

- Instrumental in providing engineering support to complete **nine** in-depth workload assessments (WAS) for nine unique facility / equipment entities within the NAS.
- Engaged in staffing standard workload assessment actions during the reporting period resulted in potential cost avoidance to the FAA in recurring maintenance staffing costs. The establishment of new staffing standards for elements of the following facility type resulted in staffing requirement reductions that have the potential to provide the FAA an **annual cost avoidance of \$4,481,051** per CSR.
- Cautiously prepared updates and recommendations for changes to multiple **FSEP Entity Description (FED)** sheets.
- Prudently prepared **NAS Equipment Inventory Reports** for NAS equipment entities, using current information from the Facility, Service, and Equipment Profile (FSEP) database. Each report provides up-to-date inventory and commissioning status of relevant entities and validates analyst recommendations on accompanying FED reviews.
- Judiciously prepared **FSEP Entity Description (FED)** downloads in .pdf or MS Word format to support Workforce Planning internal and customer review processes. Each FED provides the current approved equipment classifications in the NAS, which are associated with workload staffing requirements.
- Proactively supported multiple **Ad Hoc Events and complete 221 work products.**

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### CAREER PROGRESSION

#### Senior Systems Engineer, [REDACTED]

- Analyzing complex engineering / design specifications of FAA equipment to assign preliminary maintenance workload requirements prior to major deployment in the National Air Space (NAS).
- Responsible for reporting monthly decommissioning status of facility and equipment across the NAS.
- Analyzing problems encountered in business and resolve with help of automated systems.
- Working collaboratively with other Information Systems Engineering team members.
- Attending meetings and telephone conferences and assisting in the development and coordination of Task Orders, Task Order revisions and Task Order administrative changes.
- Keenly assisting in the financial management of active Task Orders.
- Supporting task order program status reviews for Division management and preparing status reports.

**Database Manager,** [REDACTED]

- Prepared documents of systems and maintained records of specifications.
- Diagnosed problems in system and resolved it effectively.
- Developed high level briefing packages incorporating software graphics and spreadsheet analysis.
- Developed and maintained database information system for the Federal Aviation Administration (FAA) which maintains over 80,000 facilities and equipment types.
- Designed, tested and integrated database application screens and report forms into existing system modules.
- Responded to ad hoc inquiries from regional clients by providing database reports using data manipulation statements in SQL.
- Maintained task monitoring system containing 85 plus work items requiring management attention and/or direction.
- Provided technical and administrative support at client meetings and workshops.

**Office Automation Specialist,** [REDACTED]

- Designed and maintained database application system for 35 end-users in the Office of Planning and Extramural Programs.
- Prepared database reports, spreadsheets, and presentations for Senior Analysts utilizing FoxPro, Lotus, and Harvard Graphics.
- Provided program instructors with technical support during Applied Statistics Training Seminars.
- Conducted individual training on FoxPro, Saber Menus, Word Perfect, and other related Windows 3.x applications.
- Installed system software and trained end-users.
- Performed troubleshooting on software and hardware failures.

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**EDUCATION**

- [REDACTED]
- B.S Information Systems Management from University of Maryland, University College, College Park, MD, 1997

**IT PROFICIENCY**

- Operating and Database Systems: Windows, MS Access, SQL, Visual Basic, FoxPro
- Microsoft Project; Microsoft Office Suite (Excel, Word, Power Point), Outlook, NetMeeting

**TRAININGS**

- 30 hours in Project Management Concepts and Principles
- 1 year of informal training with Task Order Manager (TOM)

**PROFESSIONAL AFFILIATIONS AND HONORS**

- [REDACTED]
- Toastmasters International Competent Communicator (CC) Award – 2008
  - Toastmasters International Competent Leader (CL) Award - 2008
  - Logistics Specialty Award (International Society of Logistics (SOLE)) – October 2007
  - NISC-II Spot Award – February 2007
  - Toastmasters International – Member since 2006
  - NISC-II Spot Award – April 2006
  - Project Management International (PMI) – Member since 2005
  - Lockheed Martin Leadership Association (LMLA) – Member since 2004
  - NISC-II Spot Award – December 2001
  - Recognition for Commitment to Mission Success: Lockheed Martin LodeSTAR Publication – Vol. V, No. 1, Fall 2001
  - FAA National Honorary Award for Excellence (Against All Odds – Non Tech) – 2001
  - Lockheed Martin Mission Success (Special Recognition Award) – September 2000
  - NISC-II Spot Award – April 2000
  - Lockheed Martin / NISC Award - March 1997