
OBJECTIVE

Highly trained and experienced professional with over 20 years of military service interested in utilizing extensive experience and education in planning, coordinating, and managing complex international projects and programs to secure a management position.

PROFESSIONAL SUMMARY

Led, managed, and coordinated the analysis, planning, production, and dissemination of various job positions in varying capacities. Applied knowledge of strategic, operational, and tactical-level operations to influence activities across multiple theaters in support of United States Central Command (USCENTCOM), United States Army Central Command (USARCENT), and Coalition Joint Task Force-Operation Inherent Resolve (CJTF-OIR) objectives. Selected by senior military officers for high profile, challenging positions and recognized for outstanding accomplishments. Reputed for unyielding integrity, judgment, exceptionally strong work ethic, insightful problem solving, and decision making to achieve desired results with diverse personnel from varied ethnic, cultural, educational and experience backgrounds. Demonstrated the ability to swiftly build “can do” teams that thrive in demanding operational environments. Superior communicator who readily distills the most complex materials into easily understood, compelling presentations.

- Innovative Problem Solver
- Process Improvement
- Team Building/Leadership
- International Planning
- Excellent People Skills
- Mentoring/Training
- Briefing Senior Executives
- Risk Management
- Operational Plans Experience

EDUCATION / CERTIFICATION

- **Active Top Secret/SCI Clearance**
- Masters in Management and Leadership, Webster University, August 2016, **GPA 4.0**
- Bachelors in Liberal Arts, International Terrorism, Excelsior College, September 2010, GPA 3.88
- Advance proficiency at Microsoft Suite products
- Project Management Professional (PMP) Course
- Multi-Tactical Data link Advance Joint Interoperability Course (MAJIC)
- Advance Battle Damage Assessment (BDA-CENTCOM Cert)
- Advance Collateral Damage Estimate (CDE-CENTCOM Cert)
- Security Plus (Course only); A+ (Course only)
- Knowledge/Information Manager (KIM)
- Joint Firepower Course (JFC); Captains Career Course (CCC)
- Tactical Information Operations Course
- Recruiting and Sales Course
- Field Ordering Officer; Operational Security Officer Course

PROFESSIONAL EXPERIENCE OVERVIEW

CompuCom Systems Service Delivery Manager

February 2018 – July 2018

Responsible for Office Depot Tech Services as the internal Single Point of Contact for all In-Home and In-Office Information Technology services provided by the Business Unit to build and maintain a positive relationship with over 1400 stores nationwide. Assigned as the Subject Matter Expert on all services and tools to support all Office Depot and Office Max stores.

- Promoted over all 28 peers in less than 4 months by a Senior Vice President of the company to lead Tech Services by Office Depot.
- Generated over \$150K of sales in over 3 months without any marketing, while increasing volume by 83% incrementally over 4 months and selling over 1000 services.

- Achieved 98% First Time Fix rate and maintaining less than 1.5-hour Average Labor Time per Task for all services provided in the nation.
- Standardized 33 processes for over 700 techs nationwide, while accomplishing over 95% certification rate for those techs.

CompuCom Systems

August 2017 - February 2018

Field Service Manager

Managed 25 Field Service Technicians, Analysts and Specialists for North Carolina and Virginia, with over a 1000 zip codes, resource capacity management, project timetables, systems training, problem resolution, and proposals. Financially responsible for Information Technology operations within the state of NC and VA. Refined performance through training of professional resources, personnel development, Continual Service Improve (CSI) audits, and procedure improvement in order to drive increased efficiencies and reduce client cost.

- Obtained KPIs for the first time, within 1 month of leadership, that had not been achieved in over 18 months.
- Increased certification and training of techs by 40% in less than 6 months.
- Provided leadership to 6 Team Leads and Individual contributors ensuring that Fortune 500 customers were serviced while exceeding targeted goals.
- Led a high performing team that provides direct assistance to end users on IT systems that support the IRS mission.
- Supported many Microsoft products, commercial software and proprietary IRS programs.
- Led a team to diagnose and repair all hardware/software issues or problems on desktops, laptops, printers and peripheral equipment.
- Utilized a ticketing system to log, track and document incidents to ensure customer problems are resolved to customer satisfaction.

UNITED STATES ARMY

MAY 1996 – AUGUST 2017

Fires Exercise Planner (Multi-National Exercise Planner)

December 2015 – August 2017

United States Army Central Command, Shaw AFB, SC

- Led as a Fires Planner and Exercise designer in G34 Fires, U.S. Army Central Command.
- Disseminated warning and threat analysis and brief executive and senior management on actionable intelligence contingencies on a daily basis.
- Possesses knowledge of Department of Defense 5000 series Acquisition process.
- Assisted in simulation, training and instrumentation (PEO STRI) to develop, acquire, provide, and sustain simulation, training, testing and modeling solutions to optimize USARCENT readiness.
- Led and supported the development of multi-year IT strategic plans, conducted Business Performance Reviews, evaluated policy needs and develop policies to govern IT activities. Developed, managed and executed IT budgets. Participate in the IT capital planning process and assist in managing IT investment portfolios.
- Assisted the International Relations and Engagement Office as the lead agent responsible for the Command and Control Interoperability Boards (CCIBs) assigned to the USARCENT G34 Fires Directorate. Enhanced information sharing across combatant commands. Created a new approach to the program that provides greater flexibility across a dynamic environment. Standardized how CCIBs are managed in a manner that incorporates the unique requirements and challenges that each combatant command must address.
- Planned, managed and coordinated the implementation of projects and identify customer's information system requirements.
- Developed and coordinated the project progress and monitor the creation and status of all related Security certifications and Request for Information Services (RIS) documents.
- Developed appropriate system testing strategies, plans or scenarios.
- Designed analytical studies of systemic and project related issues and activities to assess the efficiency and/or effectiveness of project implementation.
- Directly assisted the Chief of Exercises, and Regionally Aligned Forces (RAF) and advised the USARCENT's G34 Director with operational and strategic level directives, objectives, and goals.

- Successfully managed the multi-million dollars 2nd International Artillery Symposium in Abu Dhabi, UAE, while receiving commendations from General Officers.
- Developed and utilized appropriate data collection techniques, research, analyze, interpret and apply rules, regulations, and procedures. Planned and executed complex multi-faceted projects. Recognized and analyzed problems, to conduct research, summarize results, and to make appropriate recommendations.
- Possesses knowledge of mission, organization, and work processes of programs throughout the PEO and relationship of the administrative support activities. Stratified resources against approved programs; to plan, present, and execute budgets; to analyze budget impacts on programs; and to forecast long-term funding requirements. Executed projects and/or studies within established financial and time constraints.
- Ability to interface with Senior Executive Service and General Officers. Managed the participation in operation planning teams and writing the fires annex in support of USARCENT Campaign Objectives.
- Conducted collateral damage incident research and report as necessary.
- Compiled visual depictions of target intelligence (ie. target briefs, storyboards, graphics for working groups and boards, etc) to aid senior decision-makers
- Managed exercise design in various CENTCOM and USARCENT Exercise Planning Conferences in support of 13 Theater Security Cooperation Exercises (TSC).
- Assessed the participation of specific RAF select Military Information Support Operations (MISO), Information Operations (IO), Lethal Targeting (Fires), Electronic Warfare (EW), and Cyber specialties ISO USARCENT TSC Exercises.
- Represented as the lead for Field Artillery (FA) Command and Control (C2) Systems Integrator and Interface Control Officer (ICO) for USARCENT.
- Directed all Knowledge and Information Management for the G34 Directorate.
- Provided technical expertise as the knowledge and information management subject matter expert. Led and orchestrated the design and development of the G34 portal, which incorporated the five military specialties (MISO, IO, EW, CMO, and FA) resident in the G34 Directorate.
- Judiciously led the development and coordination of the Mission Event Synchronization List (MESL), scripting and training objectives for the G34 Directorate as the lead exercise planner for Lucky Warrior, an Army Service Component Command (ASCC) level exercise. Awarded an impact Army Achievement Medal for outstanding performance during the exercise.
- Demonstrated aptitude for exercise design by skillfully articulating the inclusion of Fires into Regional Cooperation-16, which is a United Nations focused CENTCOM exercise. Enhanced the training experience for the five Partner Nations in attendance.
- Hand selected to be the G34 representative for USARCENT at all CENTCOM Command and Control Interoperability Boards.
- Successfully executed various exercise designs for both ASCC and CENTCOM level exercises.
- Project managed the 2nd International Artillery Symposium in Abu Dhabi, UAE. Enhanced understanding of Integrated Artillery, Expeditionary Operations, and Air Ground Operation. Built camaraderie and esprit de corps amongst 12 partner nations, while providing the building block to promote Theatre Security in the Middle East. Influenced audience to have a better understanding of themes discussed during the symposium while gaining greater insight and skills to shape/influence future operations and established relationships that enabled collaboration and enhanced cooperation amongst 83 international representatives. Successful actions resulted in receiving a Coin from the USARCENT Deputy Commanding General.

Coalition Joint Integration Officer

September 2014 - December 2015

Coalition Joint Task Force – Operation Inherent Resolve (CJTF-OIR), USARCENT, Camp Arifjan, Kuwait

- Evaluated client initiatives to ensure compliance with IT and corporate policies and procedures.
- Develop and monitor IT spending and performance measures; and interpret metrics for the evaluation of IT program effectiveness and efficiency. Identified and addressed IT workforce planning and management issues such as recruitment, retention and training.
- Provided simulation, training and testing solutions to optimize the J3 readiness. Led the training aids, devices, simulators, simulations, instrumentation, targets and threat simulators for various training and testing scenarios.

- Conducted reviews and assessments of IT programs and projects
- Identified requirements for infrastructure configuration or change management.
- Developed and interpreted IT policies, procedures and strategies governing the planning and delivery of IT services.
- Advised other specialists on technical issues, diagnostic methods and potential solutions to programs.
- Led as a Fires Integration Officer of the Joint Fires Division (JFD) at Camp Arifjan, Kuwait, Combined Joint Task Force, Operation Inherent Resolve.
- Produced complex multi-source intelligence products derived from intelligence data collection, analysis, evaluation, and interpretation.
- Created intelligence presentations in order to brief five senior-level government agency officials as threats emerged.
- Researched and analyzed data to make recommendations to government personnel about potential threats and persons of interest.
- Managed the development of targeting guidance, objectives, and priorities for the Commander CJTF-OIR.
- Integrated all CJ34 Non-US Coalition Members into the CJTF and provided systems access on BICES, CPN-X, TNE, SIPR-Rel and NIPR. Provided training and integrated 10 Non-US Coalition partners to the CJ34 and assisted in procuring various accounts for systems used to synchronize Lethal and Non-Lethal Targeting efforts.
- Coordinated, deconflicted, and validated the development of Non-Lethal and Lethal target recommendations to the operational and tactical targeting objectives by assessing threat capabilities and developing operational targeting strategies to achieve objectives.
- Supported Joint Targeting, while providing qualified target intelligence analysis to the director of G34 USARCEN
- Utilized all-source intelligence to develop Target System Analysis (TSA), targets, and compile and maintain target lists. Assisted with the development of targeting strategies and supported the target vetting and validation process.
- Exploited and analyzed imagery for targeting and produce imagery-based target graphics.
- Conduct all-source analysis for Battle Damage Assessment (BDA), assisted with Combat Assessment (CA), precise point mensuration (PPM, i.e. produce Joint Desired Points of Impact (JDPI)
- Additional responsibilities included Foreign Disclosure Representative of the JFD, overseeing the information management and knowledge management of the larger Joint Fires Element, and facilitating the Joint Targeting Working Groups and Expanded Joint Targeting Coordination Boards.
- Administered dissemination of intelligence products to inter-agency analysts, including National Security Agency (NSA) and Central Intelligence Agency (CIA).
- Exhibited keen mental agility and judgment in creating an entirely new cell in support of CJTF-OIR. Displayed intellect when placed in charge of designing and implementing a new Joint Fires Portal to support ongoing operations.
- Designed and implemented a Knowledge and Information Management (KIM) system that included multiple classifications and platforms, while transforming the unit's KIM into a fully functional system that contributed greatly to the success of the entire Fires Directorate War Fighting Function.
- Coordinated and organized the Joint Targeting Working Group (JTWG) and the Joint Targeting Coordination Board (JTCCB - Expanded) for CJTF-OIR.

Company Commander

June 2013 - August 2014

Headquarters, Headquarters Battery 2-20 FA Battalion, Ft. Hood, TX.

- Commander of Headquarters and Headquarters Battery (HHB) in a M2701A1 Multiple Launch Rocket System (MLRS) Battalion.
- Managed the training, leadership, discipline, morale, and safety of 116 Soldiers and their Families.
- Proficient in General Fund Enterprise Business System (GFEBS), Standard Operation and Maintenance Army Research and Development System (SOMARDS) Programs
- Answerable for the accountability, operational readiness and safe employment of the Battery's systems and equipment valued at over \$22 million.
- Coordinated and synchronized the daily activities and future operations of the Battery's 10 unique staff sections.

- Led as the Tactical Operations Center (TOC) site manager while commanding and controlling all battery elements, facilitating the Battalion Commander's ability to execute Mission Command.
- Identify information gaps and potential threats by evaluating relevance and accuracy of gathered information using various analytical methodologies and intelligence database systems
- Updated extensive intelligence databases, systems, and mechanisms for sharing relevant intelligence information to support ongoing and planned projects
- Built, coordinated, and executed systems, making them be on track to bring out the best in the most diverse organizations in its Brigade. Received six commendable ratings in the brigade Organizational Inspection Program, and set conditions for future growth.
- Acted as a Team builder and brought together the diverse staff sections that made up the company; was capable of accomplishing all tasks as a team of teams with Soldiers and Leaders striving to improve their sections while also improving the overall functionality of the Headquarters.
- Focused systems and fully engaged in the successes of the unit. Synchronized resources and mission command systems in concert with the battalion's field grade officers ensuring the timely and accurate delivery of fires in support of the 1st Cavalry Division.
- Enabled the battalion to fulfill the most demanding challenges and prepare to support future FORSCOM contingency operations.
- Supported 3 maneuver battalion Calibration Field Exercises (CALFEX), and a brigade Fire Support Coordination Element (FSCE) with a total of 48 live-fire MLRS missions. The Battery then supported 52d ID with doctrinally employed GS fires throughout force on force operations, shaping the division fight, and placing devastating firepower on the OPFOR. Served as lead planner for numerous field-training exercises, which incorporated tactical scenarios, role 1 players, and OPFOR.
- As Commander (Project Manager) of over 132 Soldiers, acted as portfolio manager for the many projects involved in deploying a unit and equipment over \$22 million, to the National Training Center (NTC, Ft Irwin, CA) nearly 1400 miles from FT Hood, TX. Accomplishment of the mission at the National Training Center and completion of the various support functions of an HHB indicate ability to deliver results. Organized and deployed the unit in support of a Decisive Action NTC rotation in which the unit delivered timely and accurate fires in support of the 1st Cavalry Division, and oversaw projects on logistics, convoy operations, combat, communications, risk management, etc. Critical roles included reviewing the various project risks and working with various project leads to mitigate, remove, transfer, or accept the risks with no injuries or loss of equipment. Continuous striving for excellence and taking adaptive approach to operations. Aggressively trained unit to operate in both combine arms maneuver and wide area security operations during NTC Rotation resulting in superb results.

Observer Controller/Trainer and Battalion Logistics Officer

September 2011 - May 2013

3-393 FA Battalion, Division West, 1st Army, Ft. Hood, TX.

- Led as A and B Team Leader, BN S-4 and BMO in a multi-component Training Support Battalion obligated for combat training of mobilized Army National Guard, Army Reserve, Air Force, and Navy units deploying in support of Overseas Contingency Operations.
- Led as the Battalion Logistics Officer (S4), who managed the primary hand receipt for the battalion, and the readiness, maintenance, and accountability of over \$2.3 million of rolling stock, to include 28 HMMWV's, 3 GSAs and all related components and equipment.
- Successfully budgeted \$5,000 monthly for the welfare of 36 Soldiers, while executing various training plans and milestones required for the overall mission success of the unit.
- Conducted marksmanship training and qualification on small arms and crew served weapons, close quarters combat training, MET, HEAT, and MRAP driver's training.
- Trained dynamically in an operational environment. Versatile and adaptable leader as Battalion Motor Officer, Battalion Executive Officer, and primary Range Officer in Charge.
- Maintained 100% accountability at all times and maintained a close working relationship with counterparts at brigade.
- Focused on mission accomplishment and realistic training for deploying expeditionary forces. Governed the team to safely execute the firing of over 250,000 rounds without a single safety incident.
- Established the battalion's initial relationship with VFW 9192 and established as the primary POC throughout, ensuring necessary support was provided for the VFW members and the VA patients hosted monthly.

- Executed a wide variety of missions and assignments to the highest level in the most positive, energetic, and effective manner possible. Conscientious leadership style earned the respect of seniors and subordinates alike.

Platoon Leader

July 2009 - August 2011

Bravo Battery, 3-82 FA, 1st Cavalry Division, Kirkuk, Iraq, and Ft. Hood, TX.

- Directed and organized the training, tactical employment, and logistics of a 24 man Mine Resistant Ambush Protected (MRAP) vehicle equipped motorized artillery platoon in the Kirkuk City, Iraq Area of Operations.
- Managed the deployment readiness of four Mine Resistant Ambush Protected (MRAP) vehicles, five M1151 HMMWV s, four M109A6 Howitzers, and four M998 Tracked Ammunition Carriers, and all Platoon equipment in excess of 20 million.
- Processed and distributed over \$1 million in micro-grant contributions to the small businesses and conducted over 15 humanitarian aid missions directly improving the quality of life for the people of Kirkuk.
- Deployed with no notice worldwide and executed combat and noncombat missions in support of any contingency.
- Informed the Battery Commander of the tactical situation as well as the logistics status of the platoon.
- Assessed and secured critical human sources as requested by battle space owners, leading to dissemination of information through various intelligence channels vital to strategic and tactical operations.
- Integrated Special Operations into the intelligence cycle by overseeing prioritization of collection requirements and development of multi-intelligence plans.
- Gained human intelligence analysis, map and chart preparation, and computer system skills.
- Trained on how to conduct HUMINT debriefings, screenings, and interrogations.
- Collaborated with two Kirkuk Iraqi Police Companies and its Area of Operations in Eastern Kirkuk, Iraq.
- Taught, coached, and mentored over 300 Iraqi Police and 2 Iraqi Police Brigade Commanders directly contributing to the defeat of violent extremists and the removal of several high-level criminals off the streets of Kirkuk
- Outstanding performance for initiatives in Kirkuk, Iraq, which became the standard across the Brigade, specifically the newly formulated Environmental Policing effort, which revolutionized the way police of Kirkuk patrolled and managed the environmental issues of the city.
- Recognized by the 25th Infantry Division Commanding General for creative and unique initiatives that changed the face of Multi-National Division – North (MND-N) and improved the policing efforts and reputations of the Iraqi Police.

Fire Support Officer / Project Financial Officer

November 2008 – June 2009

Echo Company, 1-5 Cavalry, 1st Cavalry Division, Baghdad, Iraq

- Leader of a company Fire Support Team forward deployed in support of Operation Iraqi Freedom.
- Managed the discipline, training, safety, morale, combat readiness, quality of life, and retention of the COIST team of two NCOs, three Soldiers, and their families.
- Planned, integrated, and advised the commander on all aspects of intelligence and fire support relating to the company scheme of maneuver.
- Led as the Company Intelligence Support Team (COIST) Cell, providing the company with intelligence, lethal, and non-lethal targeting support.
- Presided as the primary liaison between the company and its partnered Iraqi Army battalion.
- Planned and coordinated for all civil military operations and public affairs operations in Sha'ab, Baghdad, an area of approximately 300,000 residents living in 12 municipalities across 15 square kilometers.
- Understood Iraqi culture and Counter Insurgency (COIN) operations at the company level and below.
- Developed a campaign that effectively decreased IED activity while simultaneously expanding the source network. As the lead Iraqi Security Forces (ISF) coordinator, successfully worked with senior Iraqi officials, while planning and flawlessly executing combined missions, such as the release of over 30 coalition detainees or the payment of over 2,500 Sons Of Iraq (SOI) members. With a superb grasp

of COIN principles, tirelessly fostered a relationship including over 30 military and civilian leaders enabling a mutual trust between the Iraqi leadership in the Operational Environment (OE).

- Acted as the company's project officer while recommending and supervising the completion of three school renovations, five micro grant applications, public park improvements, as well as other non-lethal projects worth in excess of one million dollars. As project lead for community development, ensured the leaders of over 300,000 residents received assistance so they could use their influence to collaborate and mission success. Studied the style of the leaders, embraced their culture, negotiated, and ultimately obtained their approval.
- Supported the company with effective non-lethal operations and lethal fires in a very complex Baghdad district.
- Excelled at threat analysis and targeting, resulting in a significant reduction in IED activity in the unit's sector as well as overall criminal activity.

Brigade Chief Surveyor / Assistance Operations Manager

May 2007 - October 2008

18th Field Artillery Brigade, Ft. Bragg, NC

- Led as the Chief Surveyor for a rapid deployment Airborne Fires Brigade consisting of one 155mm M777A2 Battalion, one 155mm M198 Battalion, one HIMARS Field Artillery Battalion and one Brigade Support Battalion.
- Collected, analyzed, and distributed operational information, while recommending and supervising the distribution and synchronization of all resources to the Commander.
- Oversaw the coordination and execution of all operations related functions to include airborne operations, taskings, ammunition management, deployment and reintegration, and casualty assistance.
- Managed the training and welfare of several NCOs and Soldiers.
- Trained over 800 NCOs within the Brigade on Operational Security for annual certification, during which zero OPSEC violations were cited.
- Conduct research and evaluation of raw and fused information to support Counter Improvised Explosive Devices (C-IED) mission objectives.
- Created detailed visual intelligence products and reports for briefing at the national level to answer established intelligence requirements.
- Operated critical mission-essential digital receiver technology and equipment, ensuring 100% functionality.
- Produced detailed spreadsheets, analyzed intelligence reports, and participated in briefs to support day-to-day intelligence operations.
- Successfully completed over 1000 taskings, which were directed from the XVIII Airborne Corps without any issues.
- Assigned as Brigade Ammunition NCO, was manager for the accountability of ammunition worth over \$4 million.

Platoon Sergeant / Combat Logistic Patrol Leader

November 2005 – April 2007

Bravo Battery 1-377 FA, Baghdad, Iraq, and Ft. Bragg, NC

- Coordinated production of more than 2,000 tactical decision aids, including slope tints, shaded relief maps, vegetation, hydrological analysis, lines of sight, image maps, and perspective views.
- Drew, scribed, digitized, and scanned cultural, topographic, hydrographic, and other features on overlay and scribing surfaces as well as digital formats.
- Coordinated efforts between eight units through utilization of imagery product library to enhance imagery capabilities and production times while ensuring no duplication of effort
- Simulated military decision making and intelligence process to facilitate and defeat counter-insurgency, IED production, and emplacement operations by militant groups, including Al-Qaeda and Taliban
- Ensured deploying units were provided tailored and vetted products to improve situational awareness.
- Led as a Platoon Sergeant in an armored gun-truck company that provided security to units assigned to Multi-National Coalition Forces-Iraq; planned, organized and supervised two security squads. Supervised the planning and execution of Combat Logistical Patrols (CLPs) for 34 Soldiers during OIF 05-07.
- Manager of a firing platoon in the Army's only Air Assault M198 Field Artillery Battalion with the mission of worldwide deployment as part of the XVIII Airborne Corps Artillery.

- Directed the timely and accurate fires in support of XVIII Airborne Corps maneuvers; ensured the platoon was proficient in Air Assault Operations.
- Enforced the health, welfare, morale, discipline, training, and combat readiness of 34 Soldiers.
- Managed the maintenance, readiness and accountability of eight M-1114s, three M-1117 (ASV), an M-1151, M-1078, M-1083, three howitzers, a fire direction center, and all associated equipment worth more than \$9M.
- Planned, directed, and coordinated the transportation operations within an organization or the activities of private sector organizations that provided transportation services.
- Supervised and executed Convoy Logistics Patrols consisting of as many as 28 vehicles and 60 personnel.
- Ensured the platoon successfully completed over 200 Convoy Logistics Patrols without loss of equipment or personnel.
- Supervised three squads during the Theater Security Escort Mission, ensuring the successful completion of 76 missions in 33 days.
- Managed platoon's completion of 250 combat missions and over 25,000 miles, highest total for both categories in the battalion.
- Selected to supervise the training of a 50 Soldier platoon from the Maine National Guard on conducting Convoy Logistics Patrols.
- Trained the battery's replacing unit, consisting of 150 Soldiers, on CLP operations during their pre-deployment training in Kuwait.
- Duties and responsibilities included formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.

Recruiter

September 2001 - October 2005

Richmond Hills Recruiting Station, Queens, New York City.

- Consistently ranked as the top 3 recruiters for three consecutive years, in the largest recruiting battalion in the country.
- Led as the Army's image for a civilian community of over 50,000 people; interfaced with local businessmen high school and college officials explaining Army programs and selling the Army through personal conduct and professionalism; required to talk to about 75-100 people per week to accomplish enlisting quality men and women.
- Mentored two new recruiters to achieve the recruiting mission from the date of assignment, while continuously earning distinct credit by being awarded the Battalion's Band of Excellence for FY03, FY04, and FY05.
- Exceptional competence and skill resulted in earning the Recruiter of the year award for the Battalion in FY03 out of 206 recruiters.
- Recognized by Sergeant Major of the Army (SMA) for recruiting excellence.
- Managed extensive administrative requirements and maintained work records; duty hours normally included working weeknights and most weekends.
- Highlights were Quality Market Penetration; Assistant Station Commander; Future Soldier Program; New Recruiter Training, and Mission Box Accomplishment.
- Earned the coveted Recruiter Ring that very few achieve in such a short tenure.
- Totally committed to mission accomplishment sacrificing numerous hours of personal time to take care of soldiers and their families.
- Demonstrated mastery of recruiting skills; earned the Gold Recruiters badge within only 13 months of assignment.
- Selected over four peers to command a large station; led station to accomplish mission box success.
- Demonstrated unparalleled leadership skills; shipped 100% of newly enlisted soldiers to basic training; through positive leadership influenced 50% of new enlistees to provide referrals and gain their promotion to E2.

Lead Manager at the Joint Interrogation Facility

December 2001 – April 2002

Alpha Company, Task Force 202nd Military Intelligence Battalion, Kandahar, Afghanistan

- As a Project Manager for a classified JIF of high-value detainees at Kandahar Air Field in Afghanistan, communicated effectively (in several languages) to ensure that processes and rules were followed, key performance indicators were reviewed and stakeholders from multiple nations understood the quality standards for suspect treatment. Maintained high quality standards and effectively communicating the standards, the facility maintained high rates of actionable intelligence while decreasing complaints and processing cycle time.
- Performed summaries, extracts, full and verbatim transcripts, and translations of audio and written materials, ensuring preservation of nuances and subtleties of original text.
- Translated, transcribed, and analyzed work of foreign media and foreign language audio files in Hindi.
- Operated recording equipment and scanned data in order to assist with monitoring candidates

Various Developmental Assignments

May 1996 – September 2001

Various Locations

- Position Azimuth Determining System Team Chief
- Unit Armorer
- Team Leader

NOTABLES

- Bronze Star Medal
- Defense Meritorious Service Medal
- Joint Service Commendation Medal
- Fluent in Hindi
- Collaborating with several countries worldwide
- Member of South Carolina Midlands Professional Management Institute
- Member of Delta Mu Delta, International Honor Society
- Two Combat Tours to Iraq and One Combat Tour to Afghanistan
- Multiple Overseas Tours