

Jeff Smith

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BUSINESS ANALYST / OPERATIONS SPECIALIST

Leadership ♦ Data Analysis ♦ Database Design ♦ Master Microsoft Excel ♦ Dashboard Design

Basic Business Warehouse Reporting ♦ Basic Oracle ♦ SCRUM

Professional projects and achievements include:

- Responsible for the physical security, organization, and deployment of the Nuclear Launch Codes under the President of the United States of America (POTUS) for a period of 3 years.
 - Served as a Subject Matter Expert that evaluated the Information Management Architecture of the company and advised solutions to the prioritization, preparing, and implementing of Business Intelligence improvements to include Data Warehousing, conceptual Data models, and Software Solutions.
 - MBA with focus in Cybersecurity Management, Excelsior College (GPA 3.83 2016)
 - Bachelor of Professional Studies in Business & Management, Excelsior College (Cum Laude 2015)
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PROFESSIONAL EXPERIENCE

ECFMG (Educational Commission for Foreign Medical Graduates)

June 2005 – Present

ECFMG is a world leader in promoting quality health education — serving members of the medical education and regulatory communities, health care consumers, and those researching issues in medical education and health workforce planning. ECFMG proctors the USMLE Step 2 CS Exam.

Senior Standardized Patient Operations Specialist, Atlanta, GA (July 2008-Present)

- Product Owner/Designer of an ORACLE Database designed for data mining and analytic reporting to assist with the Quality Control needs of the ever changing USMLE Step 2 Clinical Skills Medical Exam.
- In the absence of current resources, designed MS Excel spreadsheets, programs, and tools to provide data to assist in the understanding, management, and planning of Exam Resources and Trainer workloads to assist Center Management in the daily administering of the USMLE Step 2 Clinical Skills Exam.
- Performed impact assessment studies at both the Center level and Company level to provide data to assist in the decision-making process, while identifying and offering solutions to situations that were found during the study.
- Monitored company resources and made suggestions to the deployment and redeployment of these resources to most efficiently accomplish the mission of the company during yearly seasonal changes and the changes associated with company growth.

Standardized Patient Trainer, Atlanta, GA (June 2005-July 2008)

- Designed, implemented, and maintained a collective system to understand, manage, and plan changes to the Standardized Patient Case Pool on a Center level, which was later incorporated company wide.
- Due to his understanding of Exam requirements, has been called upon numerous times to help with data mining and case planning from the Case Development Director, to help develop cases that would maximize the efficiency of the operational logistics of the exam.
- Trained new and existing Standardized Patients to participate in the Step 2 Clinical Skills Exam for USMLE and provided Quality Control through performance monitoring and administering feedback.

U.S. Army**June 1992 – June 2005**

The U.S. Army's purpose is to preserve the peace and security of the United States by providing defense and support for national policies and objectives.

Technical Instructor/Writer (September 1999-June 2005)

- With his knowledge of Computers, Electronics, and Fabrication was able to design, manage, and complete a project at no cost to the organization, a project that the Pentagon estimated would cost \$40,000 to complete, which resulted in being awarded the AFCEA President's Award for 2004.
- Designed, implemented, and managed a database to assist the 73rd Ordnance Training Battalion in the operational management of its staggered classes as they cascade through the different modules that make up the 35E Training Course for the U.S. Army.
- While assigned as an Army Technical Instructor for 6 years, trained, mentored, and supervised over 3000 personnel, including foreign nationals, while designing and modernizing course curriculum as a Technical Writer

Communications Security Custodian (June 1996-September 1999)

- Received the Army Achievement Medal for designing and implementing an Access Database for the 2nd largest Communications Security (COMSEC) Account in the Army, with over 7,000 line items. This database replaced a legacy paper-based catalog system and required 100% data accuracy prior to implementation due to the importance of the classified Washington, D.C. based communication circuits that the COMSEC account serviced. Set rules and policies for the Database Administration and trained users of all levels, to include a replacement Database Administrator.

Assistant Communications Security Custodian (June 1995-June 1996)

- Responsible for the maintenance and operation of over \$1.5 million of equipment supporting up to one hundred worldwide communications systems, while being the Controlling Authority for more than 6,000 Classified Communication Channels as the second in command at a Communications Center with 29 soldiers under my leadership, to include other management personnel.

COMPUTER SKILLS

Advanced MS Office Skills to include Master Level Excel, Program Logic Fundamentals, and some experience with Programming Languages: C++, Java, SQL, HTML, CSS, BASIC, and Batch Scripting

AWARDS

Meritorious Service Medal
Army Achievement Medal (5 awards)
Army Good Conduct Medal (4 awards)
National Defense Service Medal
War on Terrorism Service Medal
Korean Defense Service Medal
AFCEA President's Award (Augusta-Fort Gordon Chapter 2004)