

*Awesome Taylor*

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## **OBJECTIVE**

Results-oriented professional seeking an opportunity with an energetic forward-looking organization that allows for the application of my analysis and grant management skills in a challenging grant and project management environment to assist those in need and to increase customer satisfaction, organizational goals, and strategic objectives.

## **SUMMARY OF QUALIFICATIONS**

- ❖ More than 16 years in Victim Assistance, EEO, and/or Grants Management
- ❖ 3 years in Construction Discretionary Grant Team Leadership Role
- ❖ Graduate of the U.S. Department of Education's "Pathways to Leadership" Intensive Year-Long Leadership Development Program
- ❖ Certified in Grants Management
- ❖ Project Planning, Analysis, and Implementation Skills
- ❖ Demonstrated ability to acquire technical knowledge and skills rapidly
- ❖ Results Oriented Project Manager with Critical Thinker and Adept Negotiator Skills
- ❖ Proficient in various Information Technology applications and Web including: Windows 2003/XP/Vista/2007, email, calendar schedule tools, contacts and project management, spreadsheet, and database management

## **GENERAL**

- Clearance for Trusted Position (July 2009)
- Participate in Toastmaster's International (Accomplished Competent Communicator), Served in following Capacities: Area Governor for 2 Consecutive Years; President for Executive Board for 2 Years; and the following for 1 Year each: Vice President of Membership & Education, Treasurer, and Sgt at Arms; Currently Serving as Secretary
- Awards: 5 Annual Performance Awards, 6 SASA, 1 Group Award
- Interests: Music, Art, e-Books, History
- U.S. Citizen
- Selective Service N/A

## **PROFESSIONAL EXPERIENCE**

**U.S. Department of Education Washington, D.C.**  
**Management and Program Analyst GS-0343-12 6/09-Present**  
**Supervisor Name and Contact #**

- As a Program and Management Analyst for Grant Administration in the Impact Aid Office, and in accordance with standard and Federal guidelines and laws, as well as Departmental policy and the Grant Program, I review, research and make a determination of the eligibility of Federal properties claimed by Impact Aid Section 8003 Grant applicants.
- Research and make preliminary property eligibility determination for applications listing new, unrecognized properties by April 30 and complete property review and process at least 90 percent of assigned applications by July 31. Work is performed mainly through the use of the Impact Aid System (feeder system to the Department of Education's G5 Oracle Financials, effecting Payments/Obligations), paper property files, telephone, and internet access. I document paper and electronic files of eligible properties and perform various tasks as a member of the application handling team.

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- Provide all processing (receiving in the system, screening and logging) of new applications in an accurate, clear and precise manner. I routinely search for new submissions in e-Application daily from early January through early February; I match all documents 'compiling' the complete Grant application and initiate daily follow-up phone calls to applicants for missing application components; I screen for completeness, clarity, ensure all signatures and immediately follow-up with applicant to correct problems.
- Maintain, safeguard, and share with team members Federal property information resources, including the IAS property database, electronic records, paper records, research tools, and procedures. I update the property database accurately within a timely manner in accordance with procedures and organizational metrics; keep orderly records that can be promptly retrieved by other team members; share procedures, tips and resources for property research with other team members at least biweekly.
- Communicate with colleagues and customers clearly, courteously, promptly, and accurately. I provide clear and accurate explanations of technical Federal property issues to applicants and others, drafts clear, accurate, and grammatical documents, such as formal correspondence, memos, standard operating procedures and official analysis and determination of the applicant's eligibility.
- Provide excellent customer service to Impact Aid Program Grant applicants, school officials and Impact Aid Program staff members and managers.
- Summarize complex technical information and provide to applicants and telephone and e-mail responses to applicants' questions about Federal property eligibility are accurate, clear, and include appropriate guidance about property documentation requirements.
- Recognized for taking lead in team problem resolution, often resulting in the development and implementation of independent solutions to unusual problems using innovative means.
- Conduct research and analysis on complex problems including Native American land boundary and military property issues often involving the research of trusts, deeds, nation-wide tribal issues and collaboration with military property real estate officers for resolution.
- Developed an Access database prototype used by team members for tracking application problems and issues.
- Periodically brief management, Office of Inspector General (OIG) and staff members on special issues such as overpayment forgiveness requests, tax and/or real estate issues on federally associated lands (affects eligibility of grant applicants) and program status.
- Accountable for all student Personally Identifiable Information (PPI) entrusted to me in source checks and other investigations ensuring security and protection of the information.
- As the Impact Aid Construction Discretionary Grant Team Leader, track and monitor all team assignments and tasks and keeps Group Leader informed of the bi-weekly status. Ensure team preparation, Federal Register Notices, Work Plans, Purchase Orders for Readers, Reader Package creation and Reader Orientation is accomplished in a timely manner.

**U.S. Department of Education Washington, D.C.**  
**Management and Program Analyst GS-0343-11 2/08-5/09**  
**Supervisor and Contact #**

- Served as Program and Management Analyst for Grants in the Impact Aid Program (IAP) under Title VIII of the Elementary and Secondary Education Act (ESEA) which provides financial assistance to local educational agencies (LEA) whose local revenues or enrollments are adversely affected by federal activities. These activities include the federal acquisition of real property which then becomes tax-exempt, or the presence in the LEA of children who reside on tax-exempt federal property and children who have a parent employed on tax-exempt federal property. Federal property includes all national parks, lands, military bases, tribal lands held in trust, public housing, etc.

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- Grants support programs that provide assistance to these local educational agencies who are in need of funding (operational/construction, etc.), and related support services. I utilized various resources including several government entities and the internet for research and analyzed federal property listed on local school districts application to determine its eligibility. I gathered the most accurate information utilizing various sources and knowledge of the Impact Aid laws and regulations, compared the commonalities in the results and made an analysis to decide the most accurate and concise solution. Decision making often required clarification with the customer or to request more information on a particular situation. In requesting more information from the district, I often gave direction on where to get the information, whom to contact and the information to obtain.
- Based on my research, I made recommendations on problem resolution. My recommendations included details on the problem and complete directions on how to solve it. I briefed management orally and verbally in memos and briefings.
- I had responsibility to review, research, and analyze more than 200 applicants by July 31<sup>st</sup> each year.
- Performed analysis with minimal oversight by supervision to determine whether properties are owned by the federal government.
- Had responsibility for policy, programmatic development, oversight, implementation and assessment of grants related to the Impact Aid Program.
- I had responsibility for entering data related to these properties into the Impact Aid database. I have excellent communication and analytical skills.
- Developed and maintained relationships with stakeholders (nation-wide school districts, Native American Tribal Administrators, Military base Property Officers, Bureau of Indian Affairs, Department of Housing and Urban Development) in various levels of Federal, state, and local governments, criminal justice communities (including OGC and OIG), local real estate officers and tax assessors to communicate and disseminate information about grant programs and activities.

**U.S. Department of Education Washington, D.C.**  
**Management and Program Analyst GS-0343-9 2/07-2/08**  
**Supervisor and Contact #**

- As a Program and Management Analyst I performed analysis to determine whether property is owned by the federal government.
- These activities include the federal acquisition of real property which then becomes tax-exempt, or the presence in the LEA of children who reside on tax-exempt federal property and children who have a parent employed on tax-exempt federal property. Federal property includes all national parks, lands, military bases, tribal lands held in trust, public housing, etc.
- Researched and analyzed federal property listed on the school districts' application to determine its eligibility by learning how to applying the Impact Aid Statute which falls under the Elementary and Secondary Education Act. Using a step by step approach with moderate oversight by supervision for each unique situation, I was able to identify specific reasons why a particular property was not eligible.
- Had responsibility for entering data related to these properties into the Impact Aid database. I have excellent communication and analytical skills.
- Based on my research, I made recommendations on problem resolution. My recommendations included details on the problem and complete directions on how to solve it. I briefed management orally and verbally in memos and briefings.
- Had responsibility to review, research, and analyze more than 200 applicants by July 31<sup>st</sup> each year.

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**U.S. Department of Agriculture/ APHIS/ CRED/ ADR Washington, D.C.  
Equal Employment Opportunity Specialist, GS-0260-9 6/01-2/07  
Supervisor and Contact #**

- Served as initial point of contact in the Federal EEO complaint process for any present or former APHIS or Office of Inspector General (OIG) employee or applicant, who believes they have experienced discrimination.
- Communicated with upper management, attorneys (OGC), representatives, complainants, and contractors to arrange mediation sessions, provided advice on the EEO process, and offer information regarding the case.
- Made all arrangements for outside counseling services, including preparation and payment of purchase orders.
- Prepared and mailed initial complaint package to complainants.
- Assigned cases to counselor or mediator and established case folder for counselor with initial complaint documents.
- Briefed managers, supervisors, and representatives on the EEO complaint process.
- Briefed counselor and senior staff on merits of each case.
- Reviewed, evaluated, oversaw, and provided technical assistance on the development of grants, memorandum of agreement/understanding involving EEO programs.
- Created and maintained databases for case tracking, designing and developing reports, and graphs and charts.
- Prepared counselors' reports and summary briefs of material for inclusion in case files.
- Prepared Weekly Activity Report, Weekly Counselor's Case Status Report, Monthly Counselor's Case Status Report and Year End Reports.
- Stayed abreast of changes that impacted program including new legislation, administration priorities, and organizational policies and initiatives.

**U.S. Department of Agriculture/ OGC/ IACP Washington, D.C.  
Secretary GS-0318-8 1/99-6/01  
Supervisor and Contact #**

- Proofread/edited all correspondence to be signed by immediate supervisor and by the Associate General Counsel.
- Managed the acquisition and disposal of property by coordinating all appropriate paperwork.
- Made all travel arrangements, including ordering tickets, reserving hotel and car, and arranging for other local transportation.
- Accurately prepared time and attendance for all employees under the Assistant General Counsel in the STAR system.
- Filed updates to the Federal Travel Regulations, Time and Attendance Regulations, Correspondence Manual, Departmental Regulations, and Payroll and Personnel Manuals.
- Advised the division of changes to procedures regarding travel, time and attendance, training, correspondence, and procurement of supplies.
- Answered phones and referred callers to the proper person in the division or outside the office.
- Prepared reports on work measurement for the division and track the travel expenses incurred monthly for the Budget Office.
- Obtained Post Baccalaureate Certification in the Legal Assistant Program - 5/2000

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**U.S. Department of Agriculture/ OGC/ CRD Washington, D.C**  
**Secretary GS-0318-8 6/98-1/99**  
**Supervisor and Contact #**

- Had responsibility for entering data related to these properties into the Impact Aid database. Utilized excellent communication and analytical skills.
- Proofread/edited all correspondence to be signed by immediate supervisor and by the Associate General Counsel.
- Managed the acquisition and disposal of property by coordinating all appropriate paperwork.
- Made all travel arrangements, including ordering tickets, reserving hotel and car, and arranging for local transportation.
- Prepared travel authorizations, advances, and vouchers for Associate General Counsel and the division.
- Accurately prepared time and attendance for all employees under the Associate General Counsel in the STAR system.
- Filed updates to the Federal Travel Regulations, Time and Attendance Regulations, Correspondence Manual, Departmental Regulations, and Payroll and Personnel Manuals.
- Kept the Division informed of changes to procedures regarding travel, time and attendance, training, correspondence, and procurement of supplies.
- Kept the supervisor's calendar up-to-date.
- Answered phones and referred callers to the proper person in the Division or outside the office.
- Prepared reports on work measurement for the Division and track the travel expenses incurred monthly for the Budget Office.

**U.S. Department of Agriculture/ HRDD Washington, D.C.**  
**Office Manager, GS-0303-7 2/94-6/98**  
**Supervisor and Contact #**

Note: Worked in the Office of the Director on detail for two years.

- Provided support to the Deputy Director of Human Resources Management (OHRM). Coordinated calendar, handled phone calls, and followed up on commitments.
- Provided support to the Director of OHRM secretary.
- Coordinated Human Resources Leadership Council Meeting. Recorded and distributed minutes from the meeting.
- Served as point of contact for special projects for OHRM including computer projects involving over \$125,000, Combined Federal Campaign (collected \$8,000 in donations) and the Savings Bond Drive. Also coordinated study of OHRM's phones.
- Served as Time and Attendance coordinator for Office of the Director for OHRM. Also reviewed all division directors' time and attendance sheets for accuracy before submitting to Deputy Director for signature.
- Served as Travel Coordinator for Office of the Director. Submitted estimated amounts needed for travel expenditures for the year for the Director to budget analyst. Used authority to access all travel coordinators travel documents in OHRM for trouble shooting. Also reviewed all travel authorizations and vouchers to make sure travel guidelines were followed and for approval by budget analyst before submitting to Deputy Director for signature.
- Coordinated meetings for the Management Council.

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- Tracked expenditures for Office of the Director. Consulted with OHRM's budget analyst regarding available funds. Managed the use of Visa Credit Card with credit line up to \$5,000 per month and was the central card holder for the agency.
- Reviewed all reimbursement claims, training requests, personnel actions and procurement requests for the agency for accurate use of guidelines and calculations and for approval by OHRM's budget analyst. Reviewed purpose of request to determine most feasible action.
- Managed the property for Office of the Director.
- Coordinated the renovation of Office of the Director and other offices in OHRM; responsible for total renovation budget (renovation and purchase of furniture) of \$70,000.
- Prepared budget estimate for supplies for Office of the Director to budget analyst. Maintained record of supplies needed and made purchases on a monthly basis.

**U.S. Department of Agriculture/ HRDD Washington, D.C.**  
**Office Manager, GS-0303-7 2/94-6/98**  
**Supervisor and Contact #**

Note: Permanent position, but worked in the Office of the Director on detail for two years.

- Coordinated and organized the annual budget. Tracked expenditures and compiled budget reports.
- Acted as liaison between the Division and the Office of the Director of Human Resources Management (OHRM) to ensure policies on current issues and programs were carried out in a timely manner.
- Served as liaison between the Department and the Federal Executive Institute in Charlottesville, Virginia. Obtained ORMH Director's signature for \$300,000 contract to purchase a number of spaces.
- On a daily basis I worked with the various USDA agencies in the purchasing, selling and exchanging of spaces between USDA and/or Office of Personnel Management and other Federal agencies.
- Managed non-expendable property, arranged for maintenance and repair, and analyzed frequency of ordering, costs and recommended action to dispose or replace equipment.
- Provided technical responses to questions from within the office and outside the office regarding programs in the division.
- Proofread all correspondence to be signed by immediate supervisor and by Director of OHRM.
- Managed the acquisition and disposal of property by coordinating all appropriate paperwork.
- Accepted and analyzed procurement needs/requests by supervisor prior to attending meetings and preparing reports.
- Notified/informed staff members of changes in policies and procedures and followed up to make sure all questions were answered.
- Analyzed use of automated equipment and made recommendations for new and/or more efficient use and application for existing system.
- Served as primary liaison with the Office of the Director of OHRM and Divisions within OHRM on information resource management questions such as hardware and software acquisition, training and program implementation.

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## EDUCATION

Washington University: Legal Assistant Program, Post Baccalaureate Certification - 5/2000  
Washington, DC U.S. 27.60 Semester Hours

Texas Southern University: Business Administration, Degree: BS 5/1990  
Houston, Texas U.S. 160 Semester Hours GPA: 2.01 out of 4.0

### Various On-the-Job (OJT) Management and Customer Service training

- Grants Management Certification, April 2015
- Pathways to Leadership Graduate, January 2014
- Basic EEO Counseling, EEO Update for Counselors, and Microsoft Access, October 2001
- Introduction to Human Resource Management, April 2004
- Accept and Dismissal of a Formal Complaint, May 2004
- Basic Staffing and Placement, August 2004
- Data Collection and Analysis, March 2005
- Data Essentials of Analysis, February 2006
- Data Collection Techniques, February 2006
- Participant in Monthly Mediation Training

## REFERENCES

*Tyra Banks US Department of Education*  
Senior Management and Program Analyst  
Phone Number: 000-000-0000  
Email Address: Tyra.Banks@ed.gov  
Reference Type: Professional

Angela Landsbury US Department of Education  
Manager, Non-Public Education  
Phone Number: 000-000-0000  
Reference Type: Professional

Other references will be provided upon request.

## ADDITIONAL INFORMATION

- Created a work production system which enables me to service the complainant more efficiently.
- Maintained a Satisfactory to Superior performance rating throughout my entire Federal career.
- In November 2000 received cash award and recognition in the furtherance of the operation and efficiency of the International Affairs and Commodity Programs Division by providing assistance in relocating the Division to new office space while maintaining office efficiency.
- In October 1999 I received cash award in recognition of exceptional performance in providing support services to the International Affairs and Commodity Programs Division.
- Represented OHRM on the planning committee for the 1995 Martin Luther King Jr. Celebration Day. Contributed significantly to this "highly successful" event by coordinating, planning, coaching and assisting in the ceremonial activities.
- Evaluated written biographies of possible speakers for the 1995 National Training Officers Conference. Received congratulatory comments on the high caliber of those presenting, from many of the 300 government and private sector training professionals attending the conference.



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- Received award for my part in the Departmental Administration (DA) Initiative #8 (June 1994 – December 1995). Developed survey and interview tools to assess current DA environment, wrote Technical Assessment Report and briefed OHRM on project details. Resultant proposals were successfully implemented.
  - In October 1993 received cash award for exceptional service and professionalism in serving as Office Manager for OHRM's Human Resources Development Division, and the Senior Executive Candidate Development Program.
  - In December 1993 received Time-Off Award for meeting recruitment goals for the Combined Federal Campaign drive for OHRM.
  - In September 1996 received cash/time off award for dedicated service in assisting with the implementation and coordination of the Secretary's Honor Award Program and ceremony.
  - Received time-off award for coordinating OHRM's 1996 Combined Federal Campaign Program.
  - Received two cash awards for providing dedicated service to the Office of the Director of OHRM from April 1996 to September 1997.