

(b)(6)
**Career Objectives**

Seeking Executive Leadership opportunity with a focus on strategic and operational management, continuous improvement, organizational excellence, and successful management of major projects and initiatives.

Summary of Qualifications

Executive Leadership, Organizational Management, Supervision, Data Management, Strategic Planning, Healthcare Management, Mental Health, Social Services, Community Outreach, Customer Service, Policy and Analysis, Strong Writing and Oral skills, Contract & Grant Management, Government Relations,

Work History**Texas General Land Office, Veterans Land Board, Austin, Texas****Deputy Director, Texas Veterans Cemeteries Program (Aug 01, 2013 -Nov. 30, 2021)**

Performed highly advanced (senior-level) policy administration, strategic oversight, and managerial functions of four Texas State Veterans cemeteries; administered and managed four cemetery contracts with contracted operator; monitored and measured operator's performance and execution of deliverable's to ensure compliance with contractual obligations; provided strategic direction and guidance; identified and monitored key performance metrics to ensure full compliance with the Veterans Administration (VA) and National Cemetery Association (NCA) grant award agreements; implemented and monitored program policies and procedures; reviewed operational expenditures, budgets and negotiated annual operating budgets; directed activities of contracted operator personnel during VA compliance reviews with the goal of obtaining the coveted "National Shrine" status; responded to inquiries from next of kin, legislative staff, governmental agencies, community organizations, and media outlets; collaborated with VA and NCA, Veteran Service Organizations, community advocates, and Veterans Land Board staff to increase awareness of Veteran burial benefits; coordinated annual major event activities; worked with contractors and collaborated with the agency Project Manager on cemetery construction projects; applied for cemetery improvement and expansion grants in accordance with long term design and expansion plans; sought opportunities to engage the support of military associations, community leaders, and veteran families; conducted media interviews, attended veterans benefits fairs, and collaborated with Texas General Land Office and VLB staff on outreach efforts to enhance awareness of benefits to Texas Veterans; served as approval official for eligibility determinations; monitored adherence to military protocol, customs, and courtesies; managed state's capital equipment inventory.

Texas General Land Office, Veterans Land Board, Austin, Texas**Management Analyst, Veterans Homes and Cemeteries Jan 17, 2012 - Aug 31, 2013**

Performed complex administrative and policy analysis work for the Texas State Veterans Homes and Cemeteries program; conducted organizational studies, evaluations, and root cause analysis; conducted work simplification studies and created data management tools for measuring Texas State Veterans Homes and

Cemeteries program performance; collected and analyzed data in focus areas such as pharmacy management, clinical care, and customer satisfaction through design and use of a Data Dashboard; collaborated with Veterans Homes Administrators to improve quality of care, resident well-being and operational performance; advised Administrators on procedural and functional gaps and recommended process redesigns where necessary; reviewed and interpreted historical, current and projected data to advise Executive leadership on recommended improvements to program area staffing, policy administration, and compliance; prepared and provided Executive leadership with comprehensive technical reports and performance studies using program operational data; advised Executive leadership on recommendations for improving performance and quality of care in the Texas State Veteran Homes and Cemeteries programs; assigned priorities and identified key point indicators through mapping and facilitation of a sound program area strategic plan; reviewed and implemented innovative business and management practices for application to agency programs by evaluating best-practices in other state programs, trade publications and industry presentations; spearheaded initiative to improve Veteran residents well-being by performing facility environmental assessments and training operator staff on the culture of military service; created the "Understanding the Veteran Resident" training video to enhance staff understanding and appreciation of our nations heroes

Texas Department of Agriculture, Austin, Texas
Curriculum Development Specialist (Jul 01, 2010 -Jan 16, 2012)

Presented information using a variety of instructional techniques to facilitate scheduled events in support of Federal Grant funded food assistance programs; planned, designed and developed methods and techniques for employee training and staff development; assessed and analyzed training needs and programs for target audiences and F&N staff; assisted in developing long and short range training goals; formulated and developing plans, procedures and programs to meet specific training needs; designed, developed and prepared curricula course outlines; formulated learning objectives and responsible for development of instructional methods, training aids, manuals and other materials; adapts instructional materials for training and technical assistance of local Food and Nutrition program operations according to United States Department of Agriculture grant award requirements as assigned; researched, evaluated and reviewed training programs and materials and make recommendations on purchases of new material or modification to existing materials; assisted in the development of policies and procedures for federal grant funded child school nutrition programs, adult day care, and after school programs; assisted with budget preparation for training programs and monitored expenses of assigned on-going training projects; compiled and evaluated data and prepared and/or reviewed reports for approval; advised Executive staff on training gaps; ensured the effective use of modern training methods and techniques; promoted the use of training services; participated in and assisted with meetings, planning workshops and F&N training conferences.

US Air Force, Mental Health & Aerospace Ground Equipment
(May 5, 1988 - Dec 01, 2009)

Managed Air Force Mental Health clinic; provided administrative and supervisory support to 22 professionals delivering Psychiatric, Psychological and Social Work Services to 5,000 beneficiaries; trained as a mental health technician; triaged acute and routine behavioral health clients; assessed suspected family violence victims and offenders, managed hostile situations; provided conflict resolution; conducted and administered fiscal operations, including accounting, planning budgets, authorizing expenditures, establishing rates for services, and coordinating financial reporting; directed, supervised and evaluated work activities of medical, nursing, technical, clerical, service, maintenance, and clinical support personnel; maintained communication between governing boards, medical staff, and department heads by attending board meetings and coordinating interdepartmental functioning; reviewed and analyzed facility activities

and data to medical service utilization; planned, implemented and administered programs and services within the unit, including personnel administration, training, and coordination of medical and administrative staff; directed and managed medical vendor and outsourcing relationships; bolstered organizational marketing, advertising, and community outreach to population of 5,000; planned, allocated, distributed funds and monitored expenditures with zero cost overruns; performed flawless lectures, briefings and presentations to Executive leadership and military community audiences; served as customer service representative; resolved complaints and corrected quality of care deficiencies; performed employee annual performance reviews; provided mentoring and career guidance as needed; oversaw medical regulatory compliance in accordance with Joint Commission on Accreditation of Health Care Organizations Managed Air Force Mental Health clinic; provided administrative and supervisory support to 22 professionals delivering Psychiatric, Psychological and Social Work Services to 11,000 beneficiaries. Led 26-member maintenance team providing aerospace ground equipment support to combat fighter aircraft operations; managed \$1.5 million equipment inventory, supply chain operations and inspection scheduling functions; supervised six personnel including supply specialist, inspection scheduler, and budgeting officer. Provided outstanding customer support through immediate resolution of inquiries and analysis of trends. Key to an Excellent rating for the 2001 Air Force Maintenance Standards and Evaluation inspection; performed equipment, maintenance, safety, personnel, and administrative quality assurance inspections; identified and corrected quality deficiencies in personnel training, supply and management operations; successfully interpreted, updated and edited policies and standards in accordance with Air Force directives; scheduled preventative, periodic and unscheduled inspections for \$2.5 million aerospace equipment inventory; provided employee productivity and equipment maintenance activity reports to senior leadership; maintained equipment inspection reports, maintenance activity records and warranty information.

Education

- MBA in International Business and Marketing (Touro College), 2005
- BS in Psychology (Univ. of Maryland), 2003
- Graduate Certificate in International Marketing (Univ. of Maryland), 2006
- AA in Aerospace Ground Equipment Technology (Community College of the Air Force), 1999
- AA in Mental Health Services (Community College of the Air Force), 2004
- Governors Executive Development Course, Class 33 (LBJ School of Public Affairs, Univ. of Texas)