

PROGRAM MANAGER

STRATEGIC PLANNING & EXECUTION • CHANGE MANAGEMENT • STAFF MENTORING & DEVELOPMENT

Offering comprehensive background in driving operations and program leadership to meet organizational goals.

Program Manager and visionary leader respected for driving innovation, enhancing staff performance and optimizing resources to achieve corporate goals and objectives. Offer forward-thinking, strategic expertise to increase operational efficiency, boost staff productivity and position organizations for optimal success. Reputation for quickly earning the confidence of key stakeholders and establishing a positive, growth-minded working culture by providing ongoing coaching, mentoring and support for staff at all levels. Verifiable success in managing complex initiatives, creating value-added programs and driving successful process improvement to increase organizational visibility. Dedicated to enhancing performance by analyzing existing processes and implementing effective strategies. Conversational Spanish.

Core Competencies:

Program Planning & Oversight | Organizational Structure | Staff Development & Mentoring | Budget/Fiscal Oversight
Human Resources Leadership | Stakeholder Engagement | Community Outreach | Regulatory Compliance/Governance
Strategic Planning & Vision | Policy & Process Development | Networking | Program Management
Change Management | Partnership Development | Cross-Functional Team Leadership | Process Improvement

PROFESSIONAL EXPERIENCE

GOVERNMENT AGENCY, Washington, DC

2005 – Present

Active Senior Staff Officer

Chief of Staff/Staff Director – Defense Attaché Service (2013 – 2017)

Earned a series of promotions due to assertive leadership and strong record of value-added contributions. Directed mission-critical support initiatives for attachés, affiliated staff and family members on a global scale and within the Washington, D.C. area. Took charge of innovating and implementing strategic Human Resources solutions while also coordinating logistics for emergent situations. Provided strategic leadership of division with 1,500 personnel and 143 offices throughout 186 countries, as well as headquarters in Washington D.C.

- Developed, coached and mentored high-caliber staff consisting of 5 direct and 50+ indirect reports, guiding them through the delivery of Human Resources and administrative services across the agency.
- Established a working culture focused on growth and improvement for all team members to support their personal and professional progression.
- Facilitated staff performance evaluations and identified opportunities for corrective actions to ensure workforce optimization and peak levels of productivity and efficiency.
- Directed the execution of complex, sensitive, high-pressure and deadline-driven projects in support of military and civilian personnel requirements, fiscal controls, IT functions and strategic planning.
- Chosen to sit on interview panels and hiring boards to select qualified candidates for senior leadership roles based on expertise in operational leadership, as well as personal contributions to the agency.

Staff Director – DX (2011 – 2013)

Headed executive support services for military and civilian personnel across the organization. Leveraged forward-thinking strategies to ensure efficient and seamless operations throughout transitional period across the agency.

- Served as a key leader of an organizational restructuring initiative involving the re-assignment of hundreds of military and civilian personnel.
- Exercised astute talent management acumen in the process of placing personnel in positions promising succession, retention and increased output.

Chief – Latin American Division (2005 – 2011)

Garnered recognition as the subject matter expert of Latin American foreign policy while driving the U.S. Defense attaché elements across the Latin American geographic region, involving 200 personnel assigned to 19 different embassy-based offices spread across 30 different countries, as well as their families.

- Partnered with U.S. Ambassadors and diplomats in developing strategies for security and humanitarian crisis intervention based on U.S. national security policy information adopted by various levels of senior officials.
- Exercised assertive direction through multiple, large-scale national security events including surge operations for a Honduras political crisis, a humanitarian catastrophe in Haiti and in strengthening a defense cooperation agreement with Brazil.
- Administered training and onboarding procedures for military personnel preparing for highly confidential, international and diplomatic assignments.

GOVERNMENT AGENCY, Miami, FL

2002 – 2005

Deputy Director – J-5 Plans and Policy

Hand-selected to oversee 40 team members across Political/Military Affairs, Human Rights, Foreign Liaison Unit and Liaison Support. Proved vital to the roll out of U.S. National Security Policy across 30 nations and 11 dependencies. Employed fluency in Spanish to advance leadership effectiveness.

- Spearheaded and implemented the high-profile Human Rights Initiative resulting in the implementation of revolutionary changes and human rights adoption in the Dominican Republic, Uruguay and Bolivia.
- Garnered praise and recognition by senior military and political leaders for artfully negotiating and building institutional support for El Salvadorian buy-in and support of international peacekeeping initiatives.
- Selected to serve as the presenter of high-profile national security briefings to varied U.S. audiences.

MILITARY SERVICE

UNITED STATES AIR FORCE

Colonel/O-6 (Retired)

Titles held include: Deputy Director J-5 Plans and Policy, Chief Executive Services Division, Commander 320th Training Squadron and Recruiting Service Executive Officer.

- Seized \$23M cost savings/reduction of labor hours by re-engineering program for 9,000 Air Force members.
- Provided leadership, coordination and oversight for up to 800+ personnel, planning and monitoring their training, delivering ongoing mentoring and ensuring their overall well-being.
- Served as a valued resource for enlisted personnel, supporting them through their transition to service, as well as through their continued growth within the organization.

EDUCATION AND CERTIFICATIONS

UNIVERSITY COLLEGE – Master of Science, National Resources Strategy

COLLEGE UNIVERSITY – Master of Arts, Management

STATE UNIVERSITY – Bachelor of Arts, Psychology

Professional Development

Foster Parent Certification

TS/SCI Security Clearance

Substitute Teacher – State of New York