



University of Maryland University College

Jane R. Smith

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OBJECTIVE

Environmental Compliance Program Consultant – 201510

SUMMARY OF QUALIFICATIONS

- Dynamic, skilled administrative specialist with 27 years proven successes in project management; cost analysis and budget forecasting; program compliance; risk assessment; process change and document control management
- Currently pursuing Bachelor of Science degree, Environmental Management, University of Maryland University College, expected graduation August 2008
- Decisive, independent leader, and reliable team player, with the ability to plan, organize, and implement business objectives without compromising quality of work, budget or project deadlines
- Proficient in computer technologies, database administration, and web design utilizing advanced functions of assorted software (MS Office, FoxPro, Customer Relationship Mgmt, Brio, VBA, ODBC, and SQL)
- Extensive and effective writing, communication, and training skills

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

Project Management

- Co-managed the development and deployment of a business critical research and development database accessed by more than 200 end users world-wide; Design was subsequently adopted and implemented by three additional divisions at Hewlett Packard Company
- Managed all aspects of the Department of Defense's Industrial Security Program, performing internal audits, conducting mandatory personnel security briefings, maintaining classified document controls and program integrity, successfully passing all Department of Defense annual facility audits and personnel inspections
- Administered Human Resource program in compliance with Department of Labor and Department of Defense regulations, the Equal Employment Opportunity Commission and Affirmative Action Policies; which included recruiting, interviewing, personnel evaluations, compensation and benefits administration, employee training, and managing overhead/administrative expenses for this government contractor with 115 employees and offices located in five states
- Assisted senior division manager with conceptualizing and developing key performance indicator (KPI) reporting program; identified reliable source data and wrote the business process by which the data should be mined; generated first iteration KPI report templates

Analytical / Problem Solving

- Collaborated with development team and program sponsors to prioritize customers' application enhancement requests; carefully weighing cost-benefit factors, scheduling constraints, and implementation impact on business operations
- Data-mined customer service call center databases; defined parameters and executed software code that categorized customer symptoms and expected product functionality; analyzed resulting taxonomies and disseminated MS Excel graphs to business managers that identified trends, variances, and root cause analysis of potential exposure to high risk warranty costs
- Identified MS Office and Lotus Notes software inefficiency issues and implemented monthly training classes that enhanced employee knowledge, skills and confidence; that significantly increased individual and corporate productivity



Communication

- Facilitated monthly Transition Assistance Program, a 3–day workshop that assists United States service members separating or retiring from the military to successfully transition into the civilian sector by connecting them to the necessary services and resources
- Conducted systems analysis and documented business processes and use case scenarios for existing workflow web applications; reported findings to finance, sales and marketing, and customer service department managers to formulate a systems integration plan for seamless interaction of customer data
- Authored informational and analytical presentations, technical specifications, end-user help online and hardcopy documentation, and software application training documents using MS Word, MS PowerPoint, and graphics software for visual enhancements to illustrate and clarify otherwise difficult concepts
- Conducted weekly comparative analysis of external and internal product reference specifications to quality assurance test results and briefed key stakeholders and alerted them to significant discrepancies

Budget Management

- Collaborated with CEO and executive team of a start-up company to document business goals, objectives, and strategic plan; assisted with development of the \$6M operating budget, cash flow statements, and ROI analysis for start-up, and the one, three and five year phases for the business plan; formulated expense phase-in strategies for the administrative, human resources, and information technology operations
- Created and maintained financial budgets, production volume forecasts with contracted international growers; and generated production trending, statistical analysis and budget variance reports for the Senior Financial Coordinator of this cash-flow driven marketer of fresh produce
- Assisted quality department managers with budget forecasts for each life-cycle testing phase during new product development, which included estimating prototype builds, identifying personnel needs and costs to conduct QA testing, soliciting material cost proposals and securing timely receipt of testing supplies, and continuous logistical coordination
- Negotiated an enhanced health care plan resulting in a \$25,000 savings to the company

WORK HISTORY

03/07–05/08	Career Transition Trainer	Native American Services, Reston, VA
03/06–06/06	Business/Warranty Risk Analyst	Hewlett-Packard Company via Kelly Engineering Services, San Diego, CA
10/02–03/06	Administrative Consultant, self employed	USDesal, Inc., San Diego, CA
11/04–06/05	Production Data Analyst	The Oppenheimer Group, Visalia, CA
08/02–08/03	Database Administrator and Analyst	Hewlett-Packard Company via multiple contract vehicles, San Diego, CA
02/02–04/02	Software Application Developer	
01/01–11/01	Programmer/Analyst	TRI-AD Actuaries, Inc., Escondido, CA
02/00–12/00	Software Engineer	StoreRunner Network Inc., San Diego, CA
12/98–02/00	Project Manager / Application Developer	Hewlett-Packard Company via multiple contract vehicles, San Diego, CA
03/96–10/98	Information Analyst	



01/94-11/94	Human Resources Administrator and Facility Security Officer	Harris Corporation, Annapolis Junction, MD
07/89-04/93	Human Resources Administrator and Facility Security Officer	DDL Omni Engineering Corp., McLean, VA

EDUCATION

Pending B.S., Environmental Management, University of Maryland University College, **expected** August 2008

Core Coursework completed in:

ENMT 495 Global Environment Mgmt Issues (currently taking), ENMT 310 Emergency Planning Ops Mgmt (currently taking), ENMT 301 Environment Ecosystems Mgmt, ENMT 303 Environment Regulations Policy, ENMT 315 Environmental Audits Permits, ENMT 321 Environmental Health, ENMT 322 Occupational Health Safety, ENMT 340 Environmental Technology