

LEE SMITH

123 Any Street • LA, CA 90023
(301) 555-5555 • email@hotmail.com

EXECUTIVE ADMINISTRATOR/HUMAN RESOURCES SPECIALIST

Outstanding executive administrator with an extensive track record of providing administrative leadership of large teams. Dedicated human resources specialist with a gift for training team members to achieve success. Excels at identifying and implementing process improvements to achieve cost savings. Has proven skills in strategic planning, human resource allocation, payroll, data analysis and network administration.

Human Resources • Policy Planning and Implementation • Strategic Planning • Administration • Customer Service
Team Leadership • Client Relations • Staff Development • Workflow Planning • Quality Assurance
Purchasing/Inventory • Data Analysis and Verification • Research and Reporting • Budget Management
Payment Processing • Financial Management • System Development • Risk Management • Six Sigma

PROFESSIONAL EXPERIENCE

DEPUTY UNDER SECRETARY OF THE AIR FORCE, International Affairs, Pentagon, Washington

Administrative Executive Assistant III, 07/2010-present

Provide executive administrative services to support the goals and mission of the US Air Force, delivering excellence in task and workflow management to underpin activities including politico-military affairs, security assistance programs, technology and information disclosure, education and training, cooperative research and development, and attaché affairs. Arrange and administer travel for dignitaries, high ranking military officials and executives. Manage supply ordering and provision of maintenance services.

Key Achievements

- Oversee the administration of actions relating to international programs
- Coordinate, assign, supervise and process Command, International and Operational orders and correspondence using task management and workflow management tools.
- Liaise with 25 departments to ensure accurate and timely management and processing of correspondence for Secretary of the Air Force (SECAF), Chief of Staff of the Air Force (CSAF) the Under Secretary of the Air Force (USECAF), Vice Chief of the Air Force (VCSAF) and Assistant Vice Chief of Staff of the Air Force (AVCSAF).

PERSONNEL SUPPORT DETACHMENT, Bethesda, MD

Human Resource Technician (Military), 2010

Working as Command Limited Duty Coordinator (LIMDU), Command Network Applications Manager (NAM) and Transition Online Processing System (TOPS), directly managed all human resources administration for 172 LIMDU and Medical Hold personnel, while handling personnel data for six other departments. Maintained accurate records and documentation for Navy members and coordinated all document submission and processing tasks.

Key Achievements

- Established eligibility for and administered all assignments, enlistments, re-enlistments, promotions, awards, performance evaluations, routine boards, separations for Navy personnel.
- Identified and eliminated inconsistencies in data to streamline personnel management process.
- Leveraged excellent research skills to verify data used for problem solving, reporting and correspondence.

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AFHPSP, NAVY MEDICINE MANPOWER, MPT&E CMD, Bethesda, MD

Supervisor Human Resource Specialist (Directorate Leading Petty Officer), 2007-2009

Oversaw and led Navy Health Professions Scholarship Program, Systems Division, achieving expert status in less than one month. Prepared guidelines and set goals to maintain program continuity. Acquired expertise in all aspects of military payroll processing, and managed payments to Navy officers at 326 colleges in the US and Puerto Rico.

Key Achievements

- Spearheaded processing of 393 backlogged pay trouble tickets, resulting in payments of \$350k+ to 225 officers; also reduced trouble ticket backlog to all time low of less than 50.
- Initiated and implemented policies and procedures for financial management, including authoring documentation and providing process diagrams for management of more than 6,000 account records.
- Recovered \$1.5M for programs usable accounts through efficient research and processing of 30 Navy recoup packages.
- Created, implemented and coordinated Navy standard integrated personnel system (NISPS); oversaw migration from previous system with no administrative or pay delays.

EXPEDITIONARY MEDICAL FACILITY, Kuwait (Deployed OIF/OEF)

Medical Regulating Officer (Acting Division Chief), 2008-2009

Established and delivered excellence in human resources management, strategic planning, leadership and communication, successfully coordinating a six-person team in 24 hour operations. Identified and monitored availability of personnel and locations to match patient needs. Managed divisional surgeons section and medical regulating office.

Key Achievements

- Administered 600+ medical evacuations, cross-border transports and ship-to-shore missions, fostering timely and relevant communication to ensure success and orchestrating patient and personnel movements.
- Oversaw and collated data on the United States Transportation Command Regulating and Command and Control Evacuation System.

NAVAL DENTAL CENTER, First Dental Battalion, Camp Pendleton, CA

Dental Clinic Manager (Leading Petty Officer), 2003-2007

Administered two major clinics with 28 dental staff (including 20 naval dentists) serving 18,000 Marines and Sailors and handling 1,900 patient visits and 2,200 procedures monthly. Initiated new clinical practices, quality assurance and process control programs.

Key Achievements

- Improved operations and staff morale via thorough evaluation of both statistical data and clinical procedures, resulting in the provision of staff training in innovative techniques.
- Managed and improved patient record management system (DENCAS), preparing operational manuals and delivering staff training on the system. Ensured compliance with all legislative and regulatory policies, including HIPAA and OSHA.
- Achieved improvements in patient care satisfaction rating, registering 98% Operational Dental Readiness and 50% Dental Health Index status.

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FIRST MEDICAL BATTALION, Camp Fallujah, Iraq (Deployed OIF/OEF)

Dental Clinic Manager (Assistant Executive Chief), 2006

As Surgical Scribe, worked with Triage Chief and Triage Officer on mass casualties, ensuring effective handling of casualty flow and patient tracking. Leveraged above-average organizational skills to deliver excellence despite regular equipment failures and supply shortages.

Key Achievements

- Managed patient flow in trauma room, ward room and operating rooms to achieve 98% survival rate for casualties.
- Directed the relocation of \$326,000 worth of dental equipment to new facility, efficiently handling all logistical issues relating to the construction and fitting out of the new clinic.

NATIONAL NAVAL DENTAL POST GRAD. CENTER, Bethesda, MD (Endodontics/Periodontics Dept.) 2000-2003

Dental Clinic Manager (Leading Petty Officer)

Supply Contracting Officer

Network Administrator

Held a variety of administrative roles, promoted regularly to positions of increasing responsibility. Excelled in resource allocation, server configuration, inventory control, financial management, contract negotiation and budgeting. Took leadership role in Endodontics and Periodontics, handling supply, training and patient contact.

Key Achievements

- Saved \$101M+ by identifying and implementing improvements in resource allocation.
- Led a team of 13 to facilitate management of two departments.

EDUCATION

Bachelor of Science in Health Care Management (enrolled). Southern Illinois University, Carbondale, IL

PROFESSIONAL DEVELOPMENT

Operational Risk Management • Time-Critical Risk Management • Healthcare Provider Basic Life Support Card
Six Sigma Introduction • Primary Leadership Development Program • DOD Government Purchase Card Training
Dental Assistant (Medical Service) – Apprenticeship • Field Medical Service Technician “C” School
Administrative Technician “C” School • First Line Leadership Development Program
Dental Tracking, Dental Technician “A” School

MILITARY SERVICE

Active Duty: Sept 89 to Sept 09, Navy, Honorable E-6
Security Clearance, SECRET

AWARDS

Navy Unit Commendation Medal • Meritorious Unit Commendation Medal • 5 Navy Good Conduct Medals
Plus 18 other awards for military/combat achievements