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Pearson VUE, Test Center Administrator, Plantation, FL 12/1/2026 to Date

Responsible for providing secure exam delivery for diverse clients. Execute unique client dictates for insuring candidates have necessary support & provide superior customer service. Ensure compliance with all testing procedures/timelines and strictly adhere to company policies using careful judgment. Check in testing candidates, verify identification, and explain the exam process. Proctor / invigilate candidates while testing. Troubleshoot with internal departments to fix technical issues in the computerized delivery system.

Information Technology & Marketing Consultant, www.Moemoney.com Computer Services, Coral Springs, FL, 7/3/2016 to Date Providing affordable, scalable consulting to small business and individuals blending information technology with marketing methodologies to enhance their profitability; Identify, quantify, and ascertain corporate & individual client goals. Analyze current corporate operating system & propose customized, pragmatic solutions/improvements. Establish timelines, mileposts, metrics demonstrating improvements to the client, corroborate by objective measurements, maximize revenues & minimize expenditures. Refine client objectives, recommend marketing strategies, calculate ROI and suggest modifications to marketing tactics. Implement system enhancements, test the system modifications and analyze the corporate/individual client operating environment insuring successful systemic modifications have promoted the desired outcome. Develop multimedia-marketing campaigns within the client budget plan. Assess all venues (internet, email, direct mail, telemarketing, print ads etc.) for the most cost-effective diversified marketing vehicles. Conduct cost/benefit projections; make recommendations to clients on their marketing investments to sustain campaigns. Design/create databases; design/create Internet websites; develop/produce Internet marketing plans and infuse appropriate information technology (IT) applications into the organization. Frequently developed direct mail and telemarketing campaigns; using unique databases and merge mail formulas for various clients; Provide IT customer support to managers, employees and partners.

Program & Management Analyst, U.S. Southern Command (SOUTHCOM) Doral, FL, 11/10/14 to 7/2/16, Portfolio Manager Headquarters (HQ) Cross-Cutting (CC), Portfolio Management & Strategic Analysis Division, Resources and Assessments Directorate (J8). Managed allocated resources for Command, providing data & recommendations to senior leaders enabling informed decisions through programmatic analysis and enforcement of program management principles within the requirements and resources management cycle. Served as the senior program analyst providing strategic resource management of the HQCC portfolio. Conducted studies & evaluations of critical resource problems affecting the Command & developed cost factors for use in justifying, defending & allocating resources. Duties involved complex cross functional analysis influencing SOUTHCOM, JCS, OSD and DA resource decisions. Advised the 4-star Commander & senior staff on resource planning & programming policies & procedures to optimize utilization of resources achieving HQ requirements. Managed a portfolio of programs that provide capabilities required to support validated requirements; Developed plans with cost, schedule, and performance parameters to provide capabilities to meet validated requirements; Established validated program baselines; Programmed for and defended funding to execute plans (POM, Issue Nominations, IPLs); Advocated for resources to address capability/capacity gaps thru IPL, PBR and Service venues. Oversaw program management (according to plan that meets requirements) on day-to-day basis. Oversaw & performed day-to-day program management functions; Performed risk management; Oversaw and/or arranged

contracting for capabilities; Ensured legal/sound financial and contractual management & tracked schedule to meet accomplishments; Analyzed performance and prepared critical reports for internal and external customers; Prepared responses to RFIs on programs to internal and external customers; Continuously assessed portfolio and made and/or recommended funding increases or decreases, within & across programs to more efficiently or more effectively meet operational requirements.; Identified issues to the integration manager or functional stakeholder.

Program and Management Analyst, U.S. Southern Command (SOUTHCOM) Doral, FL 12/7/00 to 11/9/14, Quality of Life (QoL) Command Program Analyst; was responsible for analyzing, maintaining or advocating for improvements in QoL or standard of living of personnel & families; Provided the Command (CMD) leadership analysis, advice, coordination, planning, guidance, implementation options, evaluation and problem solving for issues affecting allowances, entitlements & benefits, infrastructure, quality of programs, policies, services, and operations in SE Florida, Caribbean, Central & South America. Issues included: compensation, pay, base operations, real estate, leasing, BRAC, community engagement, education, dependent schools, housing, medical, family support programs, recreation and budget analysis. Provided detailed recommendations, conducted lectures, meetings, briefings, educational sessions for the 4 star Commander (CDR), 3 star Deputy CDR, 2 star Chief of Staff, Office of the Governor state of Florida, State of FL legislature, DoD senior leaders, Congressional staffers, higher HQ, fed agencies, state, county and local officials, plus community organizations to deliver support to personnel and families to maintain or improve their QoL. **Significant Accomplishments:** New HQ; Bridge Construction; Consolidation of external office spaces; Relocation SOCSO. Briefed/persuaded DoD, DA, GSA, ACOE, ACSIM, senior leaders, Cong Staffers, FL governor's office & state reps to approve/fund location/construction new CMD HQ; Bridge HQ to Federal Reserve Bank (FRB); close satellite offices, relocate 258 personnel & lease FRB space; move SOCSO Puerto Rico to Homestead, FL. BRAC CMD lead for data gathering/response to Joint Staff & OSD; Provided BRAC comprehensive data & recommendations to SECDEF resulting in HQ remaining in Miami; Proposed/wrote legislative changes to DoD to eliminate 8% threshold CONUS COLA; Participated in DoD BAH data collection & increased pay. Developed/ manage Newcomers Arrival Tool (NAT) automated system assigning sponsors & providing destination specific info for Mil & Civ personnel inbound to locations in AoR or HQ. Developed/manage online QoL AoR issue automated reporting system, which is a comprehensive process for QoL solicitation, submission & resolution; online system captures & records issues from personnel & families; facilitates the resolution of these issues by categorizing the issue, creating a database & affixing an office of primary responsibility for reply. Leadership provided summaries on issues submitted & reconciliation progress. Conducted detailed, extensive analysis, composed info papers & developed recommendations to DoD determining overseas assignment suitability to Host Nations on their acceptance of Same Sex Spouses of military/civilians. Represent Command on Board of Directors, Federal Executive Board (FEB); selected joint initiatives to strengthen interagency cooperation & apply combined resources by 122 Fed agencies w 35,000 employees in Palm Beach, Broward, Dade & Monroe counties. Led FEB initiatives: locality pay for Monroe & Palm Beach, affordable housing committee, Combined Federal Campaign through the Local Federal Coordinating Committee.

Skills: MS Excel, Word, PowerPoint, Access, MS 365, MS office

Education:

M.A. Master of Arts degree, History, New York University Graduate School of Arts and Sciences

Graduated with honors 3.56 QPA

B.S. Bachelor of Science degree, United States Merchant Marine Academy (USMMA), Kings Point, New York; **commission U.S. Navy Reserve & U.S. Coast Guard 3rd Mates License;** grad. 43rd in class