

Profile

Highly experienced customer service specialist with an extensive background in the interpretation of customer needs and the resolution of customer complaints. Detail oriented, strong time-management, administrative, and problem-solving skills.

**Naval War College
(NWC)**
Newport, RI
2023-Present

Senior Contracts Administration Management Officer

Liaison between the College and the Naval Supply Systems Commands in CT and PA
Work with the end user to determine the appropriate contractual vehicle
Work with the end user to pull together the procurements packages
Review and revise procurement packages
Provide training to new hires

Contracting Officer Representative

Manage contracts put into place by NAVSUP
Conduct contract kick-off meetings
Meet with the College and Contractors monthly to go over the status of the contracts
Review and process invoices submitted by Contractors

**Naval Undersea
Warfare Center
(NUWC)**
Newport, RI
2012-2023

Contracting Officer (2017-2023)

Provided training to new hires on simplified acquisition processes
Provided training on Federal contracting award systems
Reviewed procurement packages for legal sufficiency
Reviewed award packages for legal sufficiency
Obtained level II Contracting Authority warrant

Contracts Negotiator (2012-2023)

Reviewed requests for the procurement of highly complex equipment and services
Prepared solicitation documents to include the incorporation of federal provisions
Analyzed proposals for conformance with the solicitations
Performed cost or price analysis
Negotiated with all contractors in the competitive range
Prepared awards to include the incorporation of federal clauses and provisions

**Facilities, Engineering,
and Acquisition Division
(FEAD)**
Newport, RI
2010-2012

Contracting Officer (2011-2012)

Reviewed and evaluated various contract documentation to ensure compliance with policies
Processed Request for Equitable Adjustments and claims on various contracts
Invoice Acceptor and Approver
Processed "close-outs" of construction contracts
Obtained level II Contracting Authority warrant

Contracts Specialist (2010-2012)

Prepared, negotiated, and awarded Indefinite Delivery/Indefinite Quantity (IDIQ) Task Orders
Set up Blank Purchase Agreements (BPA) with 8(a) construction vendors
Prepared, negotiated, and awarded BPA call orders
Prepared, negotiated, and awarded large purchase construction contracts
Processed modifications on post-award construction contracts

Small Business Specialist (2010-2012)

Trained FEAD department on various small business yearly goals and policies
Attended various Small Business recruitment events, such as Industry Days
Reviewed and approved small business forms

**Naval Acquisition
Intern Program
(NAIP)**
Newport, RI
2006-2010

Contracts Specialist (2006-2010)

Trained in the policies and procedures of the NAVFAC installation
Received certificate in Template Specification Writing
Conducted and concluded negotiations on procurements
Prepared and issued option exercises, unilateral and bilateral modifications
Prepared pre and post-negotiation clearances

Conducted market research on various supply procurements
Experienced with Foreign Military Sales contracts
Worked as a Cost Priced Analyst for six months
Trained on researching contracting issues in the Federal Acquisition Regulations policies

Fairfield Resorts
Newport, RI
2001-2006

Sales and Marketing Manager (2003-2006)

Recruited online travel companies
Setup and maintained inventory and rates online
Processed online reservations
Set up special promotions
Helped to set up and train Florida call center
Tested the prototype for the Ezyield and Ihotelier systems
Created reporting procedure to train employees on inventory management and reservations
Yearly revenue obtained through booking reservations: \$1M-\$1.5M

Rental Associate (2002-2003)

Set up hotel reservations, timeshare owner weeks and wedding reservations
Processed weekly reservations, revenue and confirmation reports
Liaison for the customer service department

Timeshare Owner Relations Specialist (2001-2002)

Set up new accounts and timeshare owner weeks for new owners
Provided services as principal contact for the Explorers Club Program
Assisted new owners in learning about the timeshare program

Customer Service Representative (2001-2001)

Assisted owners in setting up and renting out their timeshare weeks
Assisted owners in exchanging their timeshare weeks with the RCI exchange company
Assisted owners in paying their Annual Operating Assessments

Fidelity Investments
Smithfield, RI
1998-2001

Senior Service Specialist (2000-2001)

Processed and administered new non-retirement investment accounts
Transferred accounts from variable programs to new investment plans
Cultivated client relationships increasing customer satisfaction
Administered account purchase transactions
Resource for high profile investment professionals
Participated in cross training initiatives
Mentor to two associates through training process
Conducted leadership training for fifteen team members regarding weekly meetings

Service Specialist (1999- 2000)

Trained new employees in maintenance processing
Chosen over fifty team members by senior management to monitor tax related items
Participated in process improvement committees and initiatives
Received an employee of the month award for volunteer work
Prepared minutes for all weekly meetings

Service Associate (1998-1999)

Attended training classes regarding basic mutual fund principles
Established new accounts
Processed account maintenances and transfers
Administered account purchase transactions
Participated in the testing and implementation of system development projects

Other Professional Experience

**Naval War College
(NWC)**
Newport, RI
2023-Present

Workplace Resolution Facilitator (Present)
Work with civilian employees and faculty to help resolve workplace issues
Conduct interviews with employees and faculty to determine grievance issues
Conduct brainstorming session to develop resolution options

Command Resilience Team (CRT) (2023-Present)
Serves on the Command Climate Assessment Team
Assessed the health and organizational effectiveness of the command's climate
Served on the CRT Defense Organizational Climate Survey (DEOCS) team
Provided DEOCS analysis, interpretation, and implementation of focus groups

**Naval Undersea
Warfare Center
(NUWC)**
Newport, RI
2018-2023

Federal Women's Program Committee (2022-2023)
Provided advice, guidance, and recommendations to the Department of Equal Employment Opportunity Office and senior management in planning, implementing, monitoring, and evaluating the Divisions' affirmative employment program on the employment and advancement of women.
Served as a focal point for the concerns of women employees on matters affecting their employment at NUWCDIVNPT through personal contact with the DEEOO and senior management and other officials of the Division
Provided educational forums for employees and managers on women's issues

Continuous Process Improvement Lean Six Sigma Facilitator (2017-2023)
Facilitated Lean Six Sigma "Yellow Belt" training classes of 15 students
Facilitated Lean Six Sigma "Green Belt" training classes of 15 students
Facilitated the 2017 Undersea Technology Apprentice Program of 20 students
Completed Lean Six Sigma "Black Belt" training in 2019
Black Belt facilitator in the 2019 Direct Hire Lean event

High Velocity Learning (HVL) Team Leader (2019-2020)
Team lead of 30 employees working on various process improvement projects
Analyzed the organizations processes to identify problem areas
Assembled resources to investigate and solve problem areas
Shared problem solving techniques through briefings and training
Planned and organized HVL fair open to the NUWC campus showcasing HVL projects

Naval Sea Systems Command Hiring Challenge Team Leader (2018)
Team lead of six (6) individuals to work on redesigning the hiring process
Lead brainstorming sessions to come up with a new approach to the hiring process
Developed PowerPoint Presentations to present status updates to leadership

**National Association
For Government Employees
(NAGE)**
Newport, RI
2014-2023

2nd Vice President (2022-2023)
Assisted the 1st Vice President and President
Presided at meetings and performed other duties of the President while the President is unable to
Chairperson of the grievance committee
Conducted training of NAGE Stewards

Labor Negotiator (2019-2023)
Reviews and negotiates terms and conditions of the Collective Bargaining Agreement
Reviews and negotiates terms and conditions of the Personnel Demonstration Project Agreement

NAGE Steward (2014-2023)
Reviews reconsideration requests for bargaining unit members
Processes grievance requests for bargaining unit members
Works on charitable donation projects

City of Newport
Newport, RI
2022-Present

Affirmative Action Commission Member (2023-Present)
Work with the City of Newport's Human Resources office to ensure there are equitable hiring practices in place for all minorities and women
Work with the Newport Police and Fire Departments to help with hiring procedures

Civic
Newport, RI
2022-Present

Tree and Open Space Commission Member (2022-Present)

Provide workshops for the public to voice concerns on various issues affecting the City's parks, trees, and open spaces
Provide results and recommendations to City Council on public workshops

Charter Review Commission Member (2022)

Reviewed the City of Newport's Charter
Provided recommendations for revisions to the various Chapters of the Charter
Recorded, transcribed, and distributed weekly meeting minutes

Involve Newport Board Member (2022-Present)

GUTS initiative working group member
Attends Newport City Council meeting and reports back to the board what was discussed
Work towards increasing membership

Newport Democratic City Committee (NDCC) (2022-Present)

Served as NDCC Secretary 2023-2024
Serve on the Bylaws committee to review and revise the bylaws
Secretary of the Bylaws committee
Membership and Outreach committee member

National Association for the Advancement of Colored People (NAACP) (2022-Present)

NAACP Newport Chapter member
Served on the Martin Luther King Jr Day celebration committee
Liaison between the NAACP and NDCC
Mistress of Ceremonies at the 2024 MLK Birthday Celebration Luncheon

Additional Work Experience

Pier Restaurant, Newport, RI
2010-2011
Hostess

Newport Athletic Club, Middletown, RI
1997-1998
Front Desk Manager

Johnny's Atlantic Beach Club, Middletown, RI
1993-1997
Hostess
Snack Bar Manager

Newport School Department, Newport, RI
1993-1996
Special Education Paraeducator

University of Rhode Island Financial Aid Office, South Kingstown, RI
1992-1994
Customer Service Representative
Office Administrator

Wanumetonomy Golf Course, Middletown, RI
1990-1992
Events Waitress

Coffee Corner Restaurant, Newport, RI
1990-1994
Waitress

Education

Rogers High School, Newport, RI
Graduated in 1992
Lettered in Cheerleading and Track and Field

Rhode Island College, Providence, RI
Graduated in 1998
B.A. Liberal Arts & Sciences
Major: Psychology

University of Phoenix
Graduated in 2006
Masters of Business Administration
Concentration in Human Resources

Capella University
Graduated in 2016
PhD Industrial/Organizational Psychology

References available upon request