**XXXX****XXXX**

XXXX, Temecula CA 92592

Home: XXX-XXXX-XXX - Cell: XXX-XXXX-XXX - XXXX@XXXX.XXX

**Summary**

Dedicated and focused Administrative Specialist with over 22 years of global leadership and management experience specializing in Human Resources Administration, Project Management, Employee Relations and Development, Organizational Effectiveness, and Conflict Resolution. Proven record of success in developing and leading teams to execute vision and mission with a heightened state of excellence in both domestic and international locations. Recognized and valued by senior executives as a passionate leader with excellent oral and written communication skills, who improves morale and productivity by combining the heart and ideals of a true servant leader with exceptional problem solving skills and poise under pressure.

Highlights

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| * Executive Management Support * Current Active Secret Security Clearance * Meticulous attention to detail * Results-oriented | * Dedicated team player * Professional and mature * Time management * Microsoft Office Suite proficiency |

**Experience**

**Senior Administration Manager**  
May 2011 to Current**U.S. Marine Corps** － San Diego, CA

* Supervised and managed the work of 26 employees and provided administrative support to over 7000 personnel in 32 tenant units aboard the installation.
* Administrative support provided included pay and entitlement audits, personnel record reviews, per diem entitlement processing, and travel related expense settlements with over $100M in capital assets.
* Improved personnel clerk job performance by designing and implementing staff training and development programs which were conducted through weekly training sessions and monthly evaluations which resulted in improved job proficiency, better customer relations, and five personnel being meritoriously promoted.
* Managed the daily activities of 9 employees assigned to the Identification Card Center with regards to benefits research and entitlement which resulted in the issuance of over 1300 identification cards monthly to active duty personnel and their dependents, retired military personnel, and civilian contractors.
* Lead a process improvement project of the Ident.

**Personnel Administration Manager**  
June 2010 to May 2011**U.S. Marine Corps** － Okinawa

* Directed daily administrative activities of seven personnel and one civilian employee providing administrative support to over 300 personnel and ensured strict adherence to quality standards and deadlines.
* Authored Standard Operation Handbooks for 9 functional areas that streamlined administrative processes related to military promotions, pay, records review, business travel, training, and employee development.
* Planned, managed, and executed an annual budget in excess of $250,000 for official travel, personnel training, office equipment, and supplies.
* Facilitated the processing of legal documents for 24 non-judicial punishment proceedings, 8 courts martials, and 14 administrative separation packages for personnel in violation of the Uniformed Code of Military Justice.
* Improved the processing of personal awards by developing a system for the submission, review, and approval of over 200 personal awards by the local and higher headquarters awarding authorities.
* Managed a Unit Mailroom that provided postal ser.

**Human Resources Assistant**  
December 2008 to June 2010**U.S. Marine Corps** － Okinawa

* Instructed and supervised four personnel in their roles and responsibilities within the Manpower and Operations Section of an organization that provided personnel augmentation and sourcing solutions for numerous international contingencies in Iraq, Afghanistan, Qatar, Kuwait, and Africa.
* Generated daily reports for use in manpower analyses to determine whether or not personnel capabilities of various skill sets, experience levels, and grade requirements were available for deployments and military exercises conducted in the Asian Pacific region, and advised executive level and senior staff members of future operational requirements and the company's ability to properly provide personnel for each operation.
* Validated personnel requirements through classified software and programs for international operations, and sourced personnel from a pool in excess of 15,000 people to staff over 2500 requirements without any shortfalls; yet maintained a consistent balance of personnel and equipment to effectively condu.

**Executive Administration Assistant**  
September 2005 to November 2008**U.S. Marine Corps** － Beaufort, S C

* Supervised nine personnel providing administrative and postal support to over 850 Marines and Sailors.
* Developed Strategic Administration Plans to fulfill over 30 deployments of personnel to Iraq, Afghanistan, and Africa.
* Improved business travel processes by implementing the Defense Travel System online, which reduced erroneous payments by 34% and processing time by 50%, and worked closely with Fiscal Department and ensured strict compliance was kept with $750,000 annual budget.
* Developed and implemented staff training plans and mentored leaders on Employee Relations and Development, which improved morale and organizational effectiveness.
* Identified outdated internal control procedures and implemented process improvements, which resulted in 60% increase in customer service response time by 60% and improved client relations.

**Personnel Administration Manager**  
August 2000 to September 2005**U.S. Marine Corps** － Atlanta, GA

* Directed 20 clerks in daily administrative support provided to 250 active duty and over 1200 reserve personnel at two locations with a $400,000 operations budget and $30M in capital assets.
* Introduced inter-departmental cross training initiative, which equipped all personnel with the ability to work in multiple workstations thereby increasing overall efficiency by 25%.
* Served as Public Affairs Chief and orchestrated over 300 Toys-for-Tots events generating over $5M in donations over a two years.
* Served in Afghanistan for 6 months and provided administrative and postal services support to over 200 personnel from five U.S.
* locations.
* Developed a multi-functional database to account daily for all personnel working in various locations throughout Afghanistan and Qatar, and worked cohesively with U.S.
* Army counterparts for all administrative requirements.
* Implemented departmental policies and procedures to streamline administrative duties including casualty reporting, medical evacuations, and emergency leave, w.

**Education**

2013**Central Texas College Saint Leo University**

**Bachelor's Degree** : **Business Administration**, 2003**University of Maryland**