

Resume Customer, M.A.

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US Citizen
Secret Clearance – Issued 11-2011

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RESEARCH ANALYST / ASSOCIATE

QUALIFYING EXPERIENCE OVERVIEW

As a Research Associate in Redacted Company's Division of Health Education and Social Programs since 2007, I bring expertise in organizational psychology and working with at-risk and disadvantaged populations to a range of evaluation studies. I've lead teams in researching public policy issues, program evaluation and project management, with a focus on family support and food assistance programs at USDA. Additionally, I am a Technical Assistance Coordinator for a Data Coordinating Center (DCC) for the Center for Disease Control (CDC). My experience includes designing and implementing field data collection, processing, analyzing, and report preparation with both stakeholders and client populations, supervisory management of field data collection teams, serving as a technical liaison for State and local agencies in obtaining administrative data, face to face and phone interviewer training, and data analysis and report development. I have also served in the capacity of deputy project director as well as the lead liaison for federal and state studies with high level stakeholders. I bring an expertise in logistical management to studies that require obtaining and handling sensitive administrative data from federal, state and local agencies. Considered an expert in face to face interviewing, I have both field tested instruments and collected data from low income populations on topics including food security, barriers to benefits, and program application experiences. Recently, I have had key logistical management responsibility for several dimensions of the Second National Study of Women, Infants, and Children (WIC) Participants study (for FNS), where I served as a field data collection manager, State and local agency liaison, provided technical support and assistance to program offices participating in the study, and conducted data analysis, recognized trends, prepared and presented reports.

Specifically, I have over five years of project management experience and/or research regarding the tracking, developing, monitoring and consulting on all legislation pertaining to the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), the Farmer's Market Nutrition Program (FMNP), the Senior Farmers' Market Nutrition Program (SFMNP), and most recently the Child and Adult Care Food Program (CACFP).

I possess a Secret clearance as an employee at the NASA Goddard Space Flight Center in Greenbelt, MD for over a year. I have also been trained in physical and cyber national security precautions as well as National Incident Management System (NIMS) certified.

EDUCATION

KEAN UNIVERSITY, Union, NJ – **Masters Degree, Human Behavior and Organizational Psychology, 2007**
– 3.86 GPA

THE COLLEGE OF NEW JERSEY, Ewing, NJ – **B.A. in Sociology – Minor in Psychology, 1996**

RELATED SKILLS & KNOWLEDGE

- ◆ Quantitative and Qualitative Analysis of Public Assistance Programs and Policies
- ◆ Developing Methodological Approaches
- ◆ Maintaining Statistical Data and Data Sources
- ◆ Demonstrated experience in academic R&D
- ◆ Survey Instrument Design
- ◆ Advanced Social Science Degree
- ◆ 8+ years of analytical experience
- ◆ PowerPoint / Word / Excel/SAS/SPSS
- ◆ Shaping Analytical Framework
- ◆ Report Development and Presentation
- ◆ Mixed-Mode Large Scale Data Collection

HONORS / AWARDS / PRESENTATIONS

ADVOCATE OF THE YEAR, Mercer County Youth Advocate Programs Inc., 1998

STAFF OF THE YEAR, Anchor House Inc., 1997

SELECTED TO ATTEND AMERICORPS NATIONAL SERVICE ORGANIZATION ANNUAL CONFERENCE, 1994

PRESENTER – EASTERN PSYCHOLOGICAL ASSOCIATION (EPA) NATIONAL CONFERENCE, 1996

PRESENTER – AMERICAN PSYCHOLOGICAL ASSOCIATION (APA) NATIONAL CONFERENCE, 1995

VICE PRESIDENT/TREASURER – REDACTED CHAPTER OF TOASTMASTERS INTERNATIONAL, 2009

CURRENT POSITION

Redacted Company, Calverton, MD
Research Associate

2007-Present

Provides administrative, managerial, and field support for many projects. Having operated in a deputy project director capacity, I have become instrumental in the proposal writing, study design as well as instrument design. Duties include the administrative and supervisory management of data collection teams, logistics planning, conducting research and collecting data, presenting findings for senior project staff review, contributing to the preparation of reports and basic data analysis.

For the Maryland Department of Education, I was responsible for the management of a team of data collection and data entry specialists. Working closely with hundreds of state and local educational officials, worked to ensure successful instrument design, administration, and data collection periods. Maryland schools required both active and passive consent structuring. Duties also included meeting with and contacting stakeholders, preparing sampling lists, insuring the integrity of data collection, and streamlining data collection logistics.

For Food and Nutrition Services (FNS), I served as a Research Associate on the Second National Survey of WIC Participants (NSWP/II) Project. Being the liaison between Redacted Company and many of the WIC program administrators on National, State and Local levels, a working relationship was established for the purposes of accurate data retrieval and analysis. As a result of ongoing project involvement, I have become increasingly familiar with child nutritional goals, requirements and guidelines and active consent as communicated by FNS.

PAST PROFESSIONAL EXPERIENCE

KEAN UNIVERSITY HEALTH SERVICES, Union, NJ

2001–2007

PROGRAM ASSISTANT

Managed mailings, correspondence, and inquiries regarding 13,000 student's vaccination and medical insurance records in accordance with state requirements, maintaining daily contact with doctors, nurses, insurance companies, and health clinics. Developed marketing materials that translate laws to correspondence. Worked one-on-one with students to promote vaccination/insurance compliance.

Represented department at campus admissions programs and specialty events, presenting university policy and procedures to students and families. Supervised one graduate assistant and five student workers.

- ◆ Achieved 100% health services compliance rating from NJ State audit – 2004 and 2002.
- ◆ Built stellar reputation with students, parents, and faculty for resolving student and compliance issues.
- ◆ Conducted presentations to audiences of 5–150. Spoke to administrators on changes in laws and correspondence. Spoke to students/parents on school policies and compliance regarding immunization and insurance coverage.
- ◆ Developed marketing correspondence to disseminate to population of 13,000 students.

- ◆ Greatly improved compliance rate by instituting program to address students at 60+ admissions meetings annually.

THE ANCHORAGE, Trenton, NJ

1998–2007

COUNSELOR – TRANSITIONAL LIVING PROGRAM

Provided counseling and life skills training to young adults ages 17–22. Facilitated weekly group counseling sessions.

PREVENTION EDUCATION, INC., Trenton, NJ

1997–2007

CO-FACILITATOR

Trained students in life skills, critical thinking, and conflict resolution through lectures and exercises. (Part time weekends)

- ◆ Designed, developed, and implemented 12-week program for first/second-time juvenile auto theft offenders.

THE COLLEGE OF NEW JERSEY, Ewing, NJ

2001

PROGRAM ASSISTANT – ACADEMIC AND CAREER ENHANCEMENT PROGRAM

Coordinated Student Support Services designed to assist low-income, disabled, and first generation college students at the highly competitive state college.

- ◆ Managed utilization of federal funding to efficiently aid with student retention and academic success.

CARRIER FOUNDATION, Belle Meade, NJ

1999–2001

CUSTOMER SERVICE SUPPORT SPECIALIST

Cultivated professional, client-friendly environment for high-volume, inpatient mental health and drug treatment facility. Responded to inquiries, comments, and concerns of patients and family members. Reviewed initial paperwork for admissions processing and cross-trained as crisis intervention specialist and instructor.

FAMILY GUIDANCE CENTER/CATHOLIC CHARITIES, Trenton/Edison, NJ

1998–1999

THERAPIST – FAMILY PRESERVATION SERVICES

Provided family therapy to residents of Mercer and Middlesex counties, including risk assessment, crisis counseling, and linking families to social services. Taught negotiating, coping, and budgeting skills to families.

- ◆ Developed rapport with clients and families to become most referred therapist within Catholic Charities.

ANCHOR HOUSE, INC., Trenton, NJ

1996–1998

COUNSELOR

Counseled families and facilitated two weekly youth groups, addressing issues such as career planning, life skills, coping skills, time management, and anger management skills. Conducted developmental and motivational workshops for at-risk adolescents.

- ◆ Teamed up with experienced grant writers to secure \$10,000 in federal money to fund community youth groups.

MERCER COUNTY YOUTH ADVOCATE PROGRAMS, INC., Trenton, NJ

1993–1999

ADVOCATE

Provided youth and family counseling on emotional/financial stability and academic/disciplinary concerns regarding adolescents to needy families.

- ◆ Raised reputation from “small and budding” to widely known and praised community programs.

THE COLLEGE OF NEW JERSEY, Ewing, NJ

1992–1998

RESIDENT DIRECTOR – COLLEGEBOUND PRE-COLLEGE PROGRAM, 1992–1998

Managed operations of five-week residential academic summer program with 120 high school students from “high-distress” districts in NJ. Supervised 20 residential staff members.

PROFESSOR’S ASSISTANT, 1996

Participated in scholarly research; collected and recorded survey data from ethnic identity questionnaire administered to first-year students; and proctored tests.

PROFESSIONAL ASSOCIATIONS

KAPPA ALPHA PSI FRATERNITY, INC.

NATIONAL SOCIETY OF BLACK ENGINEERS (NSBE)

MINORITY MENTORING PROGRAM – THE COLLEGE OF NEW JERSEY