

# Resume Customer, MA

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## PROFESSIONAL OBJECTIVE

[Official Job Title], Vacancy [Vacancy Number], Announcement [Announcement Number]

## SUMMARY

- 5+ years of managing public and private programs; 8+ years of analytical expertise
- Master's Degree in Human Behavior and Organizational Psychology
- Expertise in researching and analyzing policy issues, programs, and individual projects
- Active Secret Clearance (sponsored by NASA Goddard Space Flight Center)

## PERSONAL INFORMATION

**Country of Citizenship:** United States of America; Registered for Selective Service

**Job Type:** Permanent, Full-Time

## WORK EXPERIENCE

### **Research Associate**

Redacted Company, Calverton, MD

Supervisor: Dr. Jane Doe (888-888-8888); Contact Me First

**2007-Present**

**40 Hours Per Week**

**Pay: \$65,000/yr**

Manage and provide administrative support for multiple projects, frequently in a deputy project manager capacity. Relied upon to craft winning proposals, design studies, and create new instruments/methods for measuring and evaluating results in addition to performing a full load of administrative duties.

- Personally research, collect and organize data for large projects
- Manage data collection teams to ensure appropriateness of data collected
- Perform quantitative and qualitative analysis on collected data
- Combine research and analysis findings into reports and forward to senior project staff for review
- Meet with stakeholders to coordinate efforts and exchange feedback on research methods/findings
- Develop new methods and instruments to improve research capability while increasing accuracy
- Served as project lead for 2007 Maryland Adolescent Survey. Designed, implemented, collected data, and analyzed data from all Maryland counties. Created detailed report for publication through the State Department of Education and the State Department of Health and Mental Hygiene.
- Created the winning proposal for and carried out 2010 National Study of WIC participants. Oversaw data collection efforts; analyzed data and reported findings to FNS and USDA.

### **Program Assistant**

Kean University Health Services, Union, NJ

Supervisor: Jane Doe (888-888-8888); OK To Contact

**2001-2007**

**40 Hours Per Week**

**Pay: \$56,000/yr**

Ensured student safety and institutional compliance through administrative support of program to acquire, maintain, and optimize student vaccination and health insurance information. Supervised one graduate assistant and five student workers to serve a population of 13,000 students.

- Coordinated with doctors, nurses, clinic administrators and insurers to obtain needed information
- Created marketing materials that clearly communicated laws via correspondence
- Counseled individual students to promote vaccination and insurance compliance
- Represented the department at campus events and presented university policy to students/families
- Presented to audiences of up to 150 attendees RE: legal changes, policy changes and responsibilities
- Provided clear direction and communication in assigning tasks to subordinates
- Created/edited a variety of documents and correspondence in Microsoft Word and Microsoft Excel
- Communicated through extensive use of email, telephone and fax
- Ensured files/records were maintained in accordance with laws, regulations and school guidelines
- Achieved 100% compliance rating for multiple state audits

**Program Assistant**, The College of New Jersey 2001  
**Customer Service Support Specialist**, Carrier Foundation 1999-2001

### COUNSELING EXPERIENCE

**Counselor**, The Anchorage Transitional Living Program 1998-2007  
**Co-Facilitator**, Prevention Education, Inc. 1997-2007  
**Therapist**, Family Guidance Center 1998-1999  
**Counselor**, Anchor House 1996-1998  
**Advocate**, Mercer County Youth Advocate Programs 1993-1999

### EDUCATION

**Master of Arts in Human Behavior and Organizational Psychology**, Kean University 2007  
**Bachelor of Arts in Sociology**, The College of New Jersey 1996

### PROFESSIONAL ASSOCIATIONS

**Past Vice President & Treasurer**, Redacted Company Chapter of Toastmasters International  
**Member**, Kappa Alpha Psi Fraternity  
**Member**, National Society of Black Engineers  
**Mentor**, College of New Jersey Minority Mentoring Program

### HONORS, AWARDS & PRESENTATIONS

**Advocate of the Year Award Winner**, Mercer County Youth Advocate Programs 1998  
**Staff Member of the Year Award Winner**, Anchor House 1997  
**Presenter**, Eastern Psychological Association National Conference 1996  
**Presenter**, American Psychological Association National Conference 1995

### SKILLS AND ABILITIES

Staff Supervision and Training, Quantitative and Qualitative Analysis, Developing Methodological Approaches, Maintaining Statistical Data and Data Sources, Mixed-Mode Large Scale Data Collection, Academic Research, Proposal Development, Survey Instrument Design, Shaping Analytical Framework, Reports & Presentations, Public Speaking, Microsoft Office (Word, Excel, PowerPoint), SAS, SPSS