

OBJECTIVE:

Highly motivated individual with the ability to learn and adapt quickly to new business environments, software applications, and responsibilities with immediate efficiency. I have the ability to work efficiently as an individual or collaborate as a productive team member. Success has been evident from:

(1) Fulfilling roles to maximize efficiency of office operations and ensure the timely completion of assignments; and (2) dedicated work ethic and the ability to work as a team member with co-workers/managers to achieve goals.

- Excellent customer service experience
- Provide general administrative support
- Strong organizational and time management skills
- Work well independently or with the team
- Reliable and dependable work ethic
- Ensure compliance with best practices
- Assist creating a positive work environment.
- Prepare, manage and administer reports
- Ability to work in a fast-paced environment
- Plan, organize, and coordinate meetings
- Handle confidential information appropriately
- Prioritize tasks and handle multiple projects
- Communicate well with all levels of professionals
- Ability to meet deadlines while maintaining high-quality standards.

Computer Skills: Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, Access), SAP; SharePoint, Deltek, Costpoint 6 and 7, Cognos 6 and 7, Fusion, Contract Document Management System (CDMS), Documentum, iDOCS, IDM, SMDD, EDRM (Enterprise Document and Record Management System - Federaldox), and eFLOW (Process Workflow Management), DWEP (NextAxiom Smart Procedures)

PROFESSIONAL EXPERIENCE

Technical Procedure Writer - Y-12 National Security Complex (CNS) Oak Ridge, TN 2025 - Present

- Initiate and/or modify procedures within the Production or Quality area to align with established regulatory/administrative requirements, determining applicable technical specifications for each procedure
- Prepare, route, and manage the change process for technical procedure drafts, collecting feedback from designated reviewers, and coordinating resolution of comments with supervisors, production staff, and other stakeholders
- Ensure day-to-day activities and procedure writing support meet customer needs and expectations within my assigned area
- Provide technical guidance and work direction in the Verification and Validation (V&V) of technical procedures against applicable requirements and structures, systems, and components to ensure procedures are formatted correctly and technically accurate
- Implement hazard controls in procedures, ensuring safety measures are clearly defined and captured, while maintaining focus on quality and performance data
- Verify and validate draft procedures to ensure they meet technical requirements and can be safely performed as written, adhering to industry safety standards and regulatory compliance
- Ensure procedures are written in sufficient detail, considering the qualifications and training level of the expected users, enabling safe and efficient execution
- Ensure procedures are properly processed through the eFLOW system and Classified system and made available in the appropriate document management system and distributed to the identified personnel
- Act as the point of contact for procedure-related issues, directing and escalating concerns to Procedure Writing Specialists or the Technical Procedures Manager, ensuring continuous learning and application of best practices across teams
- Collaborate with Production, Quality, and Engineering Technical Representatives to establish, implement, and document technical procedures, including configuration management control, technical requirements, and design basis
- Maintain and populate the Technical Procedure database, compiling procedure data for monthly metrics and reporting
- Participate in procedure process assessments, verifying compliance with established requirements, and identifying areas for procedure improvement
- Stay up-to-date on all policies and procedures
- Handle sensitive information, such as Classified procedures, along with maintaining strict confidentiality both internally and externally
- Maintain an active DOE Q Clearance and DOE HRP Certification (Human Reliability Program).

Records Specialist (Document Control) - Oak Ridge National Laboratory (US ITER) Oak Ridge, TN 2019 - 2024

- Ensure procedures, technical documents, and many other types of documents and records (internal/external) are properly processed per established procedures and made available in appropriate project electronic document management systems and distributed to identified personnel in support of project activities
- Ensure quality of electronic documents/records by reviewing scanned and other electronic files for legibility and completeness
- Provide retrieval services from various systems and maintain tracking or status of documents/records in process
- Collaborate with project staff at USIPO, Partner Laboratories and ITER in France to coordinate proper receipt and processing of project records in USIPO and ITER (France) document management systems
- Stay up to date on complex policies and procedures

- Provide support to management in the assembly of files of major meetings including retrieving, checking for updates, printing, organizing, labeling, and providing the associated electronic files, as requested. Maintained and provided Monthly report for Management
- Maintain a reference library of the major meeting inputs and related documentation
- Recommended and implemented a system for maintaining a reference library for hard copies of Codes and Standards (ASME, ASTM, ISO, etc.)
- Handle sensitive information, such as PII, proprietary/intellectual, and export control documentation, in accordance with regulations
- Update, rewrite, and review internal work instructions
- Support special projects as required by the Project, such as the preparation of special records for long-term storage, reorganization of electronic files in systems as needed, verification of records receipt and meta-data accuracy, implementation of new record management system, maintenance of special SharePoint collaborative sites, etc.
- Identify areas for streamlining document-related processes and implement improvements to enhance efficiency
- Responsible for creating, maintaining, and providing training on document management system(s) and related processes to Project staff (USIPO and Partner Laboratories)
- Completed Termination Checklist on departing members
- Performed testing on document management systems after new upgrades for implementation; Perform cleanup activities throughout the document management systems
- Responsible for creating and maintaining employee accounts throughout multiple systems; troubleshoot and resolve issues an individual may have with these accounts
- US DA DCC lead contact for the IO's (ITER Organization's - France) Drawing and Diagrams Management System.
- Mentored and trained new/existing record specialist in the DCC at US ITER
- Communicated in an effective manner both orally and in writing
- Collaborated and communicated with all levels of management on the project
- Created and maintained the Access Database for Change Request.

Contract Closeout Specialist II – Scientific Applications International Corporation, (SAIC), Oak Ridge, TN 2018 - 2019

- Oversaw and maintained the Contract Wrap-up process for Contract Closeouts in order to ensure a more timely and orderly closeout of SAIC contracts. (Daily use of Importing spreadsheet and maintaining access database)
- Interpreted and analyzed contract and subcontract documentation and invoice data to ensure closeout documentation and packages are submitted to SAIC customers in compliance with DCMA/DCAA, FAR, SAIC contractual terms and conditions, and audit requirements
- Updated existing records as modifications are executed; revised contract records as requested by the Contract Representatives
- Contributed to department deadlines and goals
- Worked with individual contract representatives to obtain additional documentation or clarification, as necessary
- Audited files to ensure accuracy and completeness, including scanning and uploading electronic documents to databases, as needed
- Prepared release of future claims, memorandum, letters, and miscellaneous forms in support of contract and subcontract closeout activities
- Coordinated with other SAIC functional departments to facilitate transition of completed contracts into contract closeout
- Coordinated with AR Closeout Specialists and Contract Setup and Maintenance team members within the Contracts Services organization to achieve cross-functional team efficiencies while completing overall contract support
- Cross-trained into Contract Setup and Maintenance; resolve CSAM tickets generated by requesters throughout the Enterprise for SAIC Contracts System updates including scanning and uploading electronic documents to databases as needed
- Interacted daily with internal/external customers, subcontractors, peers, other departments, and management.
- Encouraged, inspired, and participated in teamwork in a positive and productive manner
- Maintained cognizance of department goals and track personal statistics to achieve stated goals.

Referral and Pre-Certification Specialist - Covenant Medical Group, Oak Ridge, TN 2017-2018

- Insurance verification and verification of correct coding(CPT And ICD)
- Received and return phone calls to patients, other physicians' offices, insurance companies and other offices as appropriate
- Completed all referral requests correctly and in a timely manner; and relayed information to physicians' offices, insurance companies and other appropriate recipients
- Ensured proper documentation in charts and maintained daily logs for job completion
- Advised patients of PCP protocol regarding referral process, insurance companies, patients' responsibilities
- Assisted with other front office functions as requested, such as scanning, answering phones, check-in, and check-out
- Performed duties in a professional manner while exhibiting a courteous and cooperative demeanor to patients, coworkers, management and the public
- Adhered to established policies and procedures (including OSHA guidelines.)
- Adhered to all appropriate aspects of the corporate compliance plan
- Attended training and other meetings as appropriate
- Kept current on revisions related to coding and computer skills
- Maintained strict confidentiality both internally and externally, in-line with HIPPA standards.

Database Management and Customer Service- Elliott's Boots Corporate, Knoxville, TN 2015 - 2017

- Maintained product codes, new inventory
- Maintained filing/scanning of catalogs in convenient manner for others to access
- Imported and exported data in/out of various programs used
- Ensured all data entered in system was accurate
- Troubleshoot problems that arose within system regarding prices and product.
- Ensured contracts were accurately in the system for sales.
- Communicated with retail stores on inventory.
- Communicated professionally with vendors.
- Provided customer service for Online and retail customers with discrepancies on orders or price adjustments.
- Ensured all prices were accurate and complied with vendor policies.
- Regular collaboration with all levels of management.
- Ensured proper labeling of product at all retail locations.
- Entered orders into the system and assisted customers with questions regarding orders.
- Processed transactions for customers.
- Daily use of all Microsoft Office applications.

Administrative Assistant and Dispatch- Adams Product, (Express Employment) Rockwood, TN 2014 - 2015

- Dispatched trucks for several retail customers.
- Ensured proper scheduling and booking of truck loads.
- Verified stock and order confirmations for customers.
- Entered orders in system and created Pick Tickets/Ship Tickets
- Carried out administrative duties such as filing, typing, copying, binding, scanning, etc.
- Provided exceptional customer service with a vast product knowledge; provided general support to visitors
- Entered inventory receivers in system (raw materials).
- Entered P-card information into the banking system for the employees.
- Paid invoices for the company
- Prepared conference room and materials needed for company meetings.
- Processed Employee's timesheets and ran reports for managers.
- Organized meetings and scheduled appointments for managers and employees.
- Maintained paper and electronic filing systems for company records and phone/email messages.
- Routed and distributed incoming mail and email.
- Provided information by answering questions and requests.

EDUCATION, TRAINING, & CERTIFICATES

Bachelor of Science B. A., Management - Western Governors University 08/2021 - Present

SharePoint - Site Owner with Microsoft Forms and Flow (Modern Experience) Certificate - 2022 - New Horizons

Strategic Thinking and Innovation Certificate - 08/2022 - Western Governors University

Excellence Award for Emotional and Cultural Intelligence - 01/2022 - Western Governors University

Associates Degree - Roane State Community College, Harriman, TN - Awarded May 2021

Business Writing - 2020 - New Horizons Computer Learning Center

Microsoft Office Certificate (2010,2013) - 2015 - New Horizons Computer Learning Center

Diploma - Rockwood High School, Rockwood, TN 2007-2011

ACTIVE DOE Q CLEARANCE and HRP-Certified

Familiar with Department of Energy, Department of Defense , Department of State, Department of Homeland Security, NASA, NNSA and Department Logistics Agency Contracts, NARA