

ADMINISTRATION MANAGER

An Operations Manager and U.S. Air Force Veteran leveraging 20+ years of experience managing programs, leading teams, and overseeing projects to meet organizational goals and metrics. Adept at leading diverse teams of 150+ personnel in a dynamic, fast-paced environment. Possesses a comprehensive background in resource management, process improvement, budget oversight, and building effective teams. Highly organized in managing high-profile projects and coordinating complex workflow and logistics. Oversees human resource functions and training programs while managing safety, quality assurance, and policy compliance. Holds an active Secret security clearance and fluency in Romanian.

Signature Strengths

Administrative Management
Change Management
Training & Development

Business Management
Strategic Planning
Team Building

Emotional Intelligence
Budgeting Acumen
Organizational Development

Technical Snapshot:

Software: Microsoft Suite (Word, Excel, PowerPoint, SharePoint, Vizio), Oracle

Operating Systems: Mac/Microsoft Windows

PROFESSIONAL EXPERIENCE

Medical Support Assistant | U.S. Department of Veterans Affairs, Tucson, AZ 2022 to 2023

Managed 40 geriatric and Geri psych patients daily at a community living recovery care center. Performed administrative/clerical duties.

- Collected and documented patients' primary health information, including height, weight, and vital signs, for physicians to review during examinations.
- Identified gaps, missing elements, and errors in electronic medical records; collaborated with the medical staff to correct and edit vital information and established high accuracy to protect patients.
- Planned, organized, and prepared patient charts and documentation to admit, track, and discharge patients throughout the hospital, ensuring patient safety and accountability.
- Created a training plan for new medical support assistants, identified shortfalls, and crafted a centralized training plan to assist 25 employees and supervisors.
- Protected customers' privacy by discovering and reporting HIPAA violations; constructed cover sheets and briefed the medical staff to safeguard sensitive patient information.
- Recognized for customer service excellence by the medical staff.

Operations Director, Operations Manager, Operations Supervisor | U.S. Air Force, Various Locations 2000 to 2022

Operations Director

Led teams of 150+ diverse employees supporting seven clinical, 10 support, and three specialty departments. Oversaw primary and specialty care, diagnostic services, and prescription benefits, supporting 56K beneficiaries.

- Collaborated with leadership to build an environment of collective responsibility and accountability.
- Enforced adherence to key performance objectives to meet business and customer expectations.
- Developed and oversaw the execution of a \$27M budget supporting 17 critical programs and 820 DoD/Air Force standards; secured 3-year Joint Commission accreditation.

MANDY FLANAGAN

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PROJECT MANAGER ▪ BUSINESS ADMINISTRATOR ▪ OPERATIONS STRATEGIST

Skilled administrative professional with in-depth experience in project management, customer service, and operational support across diverse fields. Certified project manager with proven problem-solving and organizational skills that ensure the achievement of project objectives. Motivational team contributor and effective communicator who swiftly builds rapport and trust. *Key strengths include:*

Project Management	Administrative Operations	Business Intelligence
Cross-Functional Collaboration	Key Performance Indicators (KPIs)/Metrics	Strategic Planning & Execution
Relationship Management	Complex Issue Resolution	Stakeholder Engagement

PROFESSIONAL EXPERIENCE

INSURANCE SPECIALIST (INDEPENDENT) | Primerica | Henderson, NV 11/2020 – Present

- **Support customers with sales and post-sales activities** to drive business development. Promote and sell insurance products, utilizing exceptional interpersonal skills, product knowledge, and organizational skills to close the sale.
- **Prospect and secure new business**, leveraging the knowledge of products to determine the best fit for customer needs, recommend solutions, and close sales. Provide introductory and follow-up support to ensure customer satisfaction.
- **Analyze, evaluate, and report on key metrics**, including sales activities, results, and escalations.

ASSISTANT PROJECT MANAGER | Aire Beverly Hills | Las Vegas, NV 09/2019 – 04/2020

- **Guided completion of projects** through entire lifecycle, coordinating project logistics including scheduling, budgeting, resource procurement, and staffing. Oversaw project teams to ensure adherence to budget and timeline constraints.
- **Maintained quality control** by monitoring project progress, troubleshooting and providing solutions to support project movement. Prepared performance reports and routinely communicated updates to key decision-makers.
- **Highly visible role as trusted liaison** between clients and project teams to ensure utmost level of customer experience.

TAX SPECIALIST | H&R Block | Las Vegas, NV 09/2018 – 04/2019

- **Assisted clients from all walks of life** with taxation issues and analyzed fiscal credits and liabilities, thoroughly interviewing clients to obtain all data required to complete and file returns in a timely and accurate manner.
- **Reconciled and produced tax forms and supporting documents** for individuals and business owners, ensuring accuracy, completion, and adherence to all regulatory compliance guidelines upon submission.
- **Delivered exceptional customer service** by researching and addressing individual's concerns on tax liabilities and reconciliation issues, serving as trusted advisor and providing client ease of mind.

ADMINISTRATIVE ASSISTANT | Short Stop Insurance | Las Vegas, NV 12/2014 – 06/2017

- **Supported interdepartmental staff** in facilitating daily administrative operations, managing records, engaging clients, communicating with teams, providing information, processing transactions, and resolving inquiries.
- **Created and managed account records**, ensuring suitability of policy coverage and assisting in submitting first reports of claims; communicated with involved staff and provided claim status updates to clients to achieve settlement.
- **Ensured accuracy, completion, and compliance**, processing notices from finance and insurance companies and updating online account management systems.

PATIENT ADMINISTRATION SPECIALIST/DENTAL ASSISTANT | U.S. Air Force | Various Locations | 2009 – 2013

- **Supported administrative and clinical operations** while assisting physician staff in delivering top levels of patient care. Collaborated with cross-functional teams in initiating, assessing, managing, and implementing patient care plans.
- **Upheld optimal standards of patient care** aligning with USAF quality standards. Prevented and correctly responded to emergencies; documented all activities, incidents, and actions taken and completed required reports.
- **Delivered skilled clinical care**, assisted in complex procedures, and performed clerical duties. Monitored and reported medication inventory. Maintained organization and sanitation of work environments.

EDUCATION

Bachelor of Science, Business | University of Phoenix | 2020

Project Management Certification | University of Phoenix | 2020

Mandy Flanagan

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CYBERSECURITY/CYBER ENGINEERING AND ANALYTICS

Highly accomplished professional with over 20 years of cyber and engineering experience. Demonstrated success in implementing technical solutions and improving business functionality. An experienced strategic planner skilled at establishing incentives and balancing multiple competing priorities. Experienced in managing resources, developing proposals, and delivering briefing plans to senior leadership within fast-paced, demanding environments with changing needs. Possesses a comprehensive background in systems and network maintenance, vulnerability assessments, maintaining and implementing complex infrastructures, and technical solutions. Grounded history in network system installation, configuration, and administration. Highly skilled in operational excellence, staff management, and mobilizing diverse teams to achieve desired results. Holds an active Secret security clearance.

CORE COMPETENCIES

Security Procedures & Operations	Policy Implementation	Technical Acumen & Support
Time Management	Computer-Aided Design	Quality Assurance
Customer Service	Team Leadership	Troubleshooting & Diagnostics

PROFESSIONAL EXPERIENCE

Cyber Operations Technician | Air National Guard | Horsham, PA | 2021 to Present

Leads a team of experts to manage, configure, troubleshoot, and repair U.S. Air Force communications and information systems, including radios, servers, workstations, switches, and routers.

- Plans, implements, monitors, and upgrades security measures to protect the organization's data, systems, and networks.
- Designs, installs, and supports Air Force cyber systems to ensure proper operations and remain secure from outside intrusion.
- Protects the organization's data and infrastructure by enabling the appropriate security controls.
- Tests and identifies network and system vulnerabilities; responds to all system or network security breaches.
- Plans, schedules, and implements maintenance for voice and data systems.

Select Accomplishments

- **Did you have any QUANTIFIABLE accomplishments, e.g., saved X thousands of dollars last FY, or put in a process that raised productivity by X%, or earned a high rating on an inspection, or received special recognition, e.g., an award for a completed project, or rated in the top X% of your peer group on an evaluation? Add those here if so.**

Senior Design Associate | L3Harris | Bristol, PA | 2021 to Present

Provided mechanical and electrical design of Telemetry and RF Products in support of the warfighter. Designed military and aerospace printed circuits using Mentor PADS and DX Designer.

- Designed, inspected, tested, and updated electronic systems, components, equipment, and software.
- Designed precision fixtures, housings, and components using SolidWorks and AutoCAD.
- Liaised with engineers and clients to ensure the completion of quality projects to specifications.
- An expert in implementing high-speed PCB design, controlled impedance, and differential pair routing.
- Developed effective maintenance, testing, and quality control procedures.
- Observed existing processes and made recommendations for improvement.

Select Accomplishments

- Developed documentation and drawings to facilitate electronic and mechanical hardware fabrication and assembly.
- **Did you have any other QUANTIFIABLE accomplishments? Add those here if so.**

Electrical Engineer | Navmar Applied Sciences | Warminster, PA | 2017 to 2021

Engineered and designed wiring harnesses for unmanned aircraft systems, developed pilot video capabilities, and integrated new avionics and electronics subsystems into different aircraft platforms.

- Conferred with customers, engineers, and other professionals to discuss engineering products or projects.
- Ensured that installation and operations met standards and customer requirements by preparing electrical systems specifications and technical drawings.