

**Employment Gap.** Program Manager. Hybrid. Former project officer seeks to return to professional project work after 5-year unemployment gap and recent teaching experience. Focused on employment with government contractors. (Education showing updated skills positioned before outdated 10-year old technical relevant experience. Unemployment gap explanation buried at end of resume.) Requirements: significant senior experience as Project Manager.<sup>1</sup> demonstrated success in coordinating with government contracting personnel.<sup>2</sup> negotiating and managing expectations with senior government executives.<sup>3</sup> managing task order operations on time and on budget.<sup>4</sup> hiring and managing staff.<sup>5</sup> and program administration.<sup>6</sup>

## JACKSON FELS

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### Summary of Qualifications

Integrity-driven, versatile **Project Manager** 17 years of increasingly responsible experience in the government sector; 6 years of project management experience.<sup>1</sup> Cross-functional expertise supporting core business functions, including Technical Research, Contract Development/Procurements, Customer Relations, Project Planning/Coordination, Budget Analysis, and Technology Utilization. Strong analytical, organizational, and administrative skills. Positive, adaptable, and motivated.

### Areas of Expertise

- **Organization:** Logical and highly-organized. Excel in prioritizing and completing tasks and meeting budget goals and deadlines without compromising quality or productivity.<sup>4</sup> Extensive project management, budget management, scheduling, and procurement experience.
- **Expert Technical Skills:** Ability to define systems requirements, coordinate hardware/software purchases, and adapt commercial-off-the-shelf software (COTS). Programming background.
- **Oral/Written Communications:** Experience interfacing with people of diverse backgrounds, including coordinating tasks with government and contracting personnel.<sup>2</sup> Skilled in writing and editing.
- **Client/Customer Service:** Excellent negotiation and customer interface skills. Direct liaison to senior management,<sup>3</sup> external clients, vendors, and consultants.

### Selected Education & Certifications

**Master of Education**, University of Georgia, Athens, Ga., [date]  
**A+ and Network+ Certifications** [date]  
**B.S., Computer Science**, Georgia Institute of Technology, Atlanta, Ga., Honors graduate [date]  
**B.A., Organizational Communications/Journalism**, Minor: Government, [date]

### Relevant Professional Experience

#### Technical Intelligence Project Officer [dates]

Defense Intelligence Agency (DIA)

Directed information technology program<sup>6</sup> to upgrade information security and improve intelligence data management and dissemination. Developed requirements, budgets, and schedules. Coordinated all project phases from development through implementation. Liaison to internal and external clients, vendors, contract officers, consultants, military and national intelligence organizations.

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- **Contracts/Logistics:** Oversaw procurements of large computer systems. Wrote Request for Proposals and Statements of Work. Defined and documented technical requirements. Reviewed funding.
- **Personnel/EEO Support:** Resolved personnel matters. Held successful conflict resolution meetings with military and civilian staff. Selected by supervisor to serve on Personnel Hiring Panels. Oversaw interview and hiring of professional and administrative personnel.<sup>5</sup> Trained and managed staff of 10.
- Researched and analyzed Counter Intelligence Research Branch operations to determine computer systems requirements to support intelligence data collection, analysis, retrieval, and dissemination.
- Interviewed senior intelligence staff to gather source data. Planned and executed in-depth study of DIA intelligence work stations. Managed deadlines and briefed branch chiefs on project progress, status, and timelines.

#### Selected Accomplishments:

- Successfully executed all team projects on schedule and within budget.
- Planned and implemented organizational studies to evaluate workflow, system requirements, and collection needs. Summarized and presented detailed analyses to DoD officials.
- Successfully planned and accomplished the total hardware and software automation of the Human Intelligence and Counter Intelligence Offices.

#### Computer Systems Project Officer [dates]

**Computer Programmer** [dates]

Department of Defense (DoD), U.S. Army

**Computer Systems Project Officer** [dates]: Oversaw the contractual, logistical and financial processes for large-scale office automation projects. Planned and executed analysis of the INSCOM center's operations. Provided technical advice and support to cross-functional teams. Independently planned and conducted in-depth research and analysis of ADP system design, interrelationships, operating mode, software, and equipment configuration. Promoted from Computer Programmer.

### Other Experience & Additional Information

#### Substitute Teacher

[date to Present]

Atlanta City Public Schools, Atlanta, Ga.

Roving substitute for Title 10 schools in Atlanta, Ga. Teach reading, implement lesson plans, and manage classrooms for first to fifth grade students with learning and physical disabilities and behavioral problems.

#### Full-Time Student [dates]

While still caring for now school-aged child, completed Master's degree in Education. Also, volunteered as reading instructor and coach.

#### Caretaker [dates]

Resigned full-time position to adopt and care for toddler and care for dying elder relative, allowing spouse to retain full-time position. Also, resolved stress-related illness.