

NANCY JONES

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Announcement # | Vacancy ID | Program Analyst | GS-0343-09/13

PROFESSIONAL SUMMARY

Accomplished PROGRAM ANALYST with a strong record of overseeing and improving international and nationwide programs for Exhale Associates, Association of Georgia Legislators and Big Consulting. Use expertise gained while achieving highest honors earning a Bachelor of Arts in Political Science with a concentration in American and International Politics, with study and work abroad in the United Kingdom.

Noted for strong ability to increase organizational efficiency and reach by conducting broad research and analysis into program issues and initiatives to explore alternatives and concepts, including the recommendation of a resolution strategy. Oversee and monitor pan approvals.

Recognized for ability in formal and informal management planning, policy, and decision-making sessions regarding legislative changes, technological improvements, and changes in government policies and procedures involving important organizational issues. Consult with program managers and provide advice and guidance on the various aspects of strategic and performance planning, analysis and implementation. Develop and write reports, guidance and other technical documentation.

PROFESSIONAL EXPERIENCE

Manager / Government Business Analyst, Business Development May 2009 - Present

Exhale Associates, 1234 Mountain Road, Atlanta, GA 30303

40 hours/week, Salary: \$44,000/year, Supervisor: John Supervisor, 404-555-1212, Contact Me First

Identify and qualify government business opportunities for a select base of customers for a leading government contracts consultancy with deep industry experience working with commercial and government customers. Support Lead Analysts to manage a diverse portfolio of clients for business development and capture management.

ANALYSIS / RESEARCH / REPORTING: Provide clients direction in the federal space by conducting research and providing them needed data and other information. Search for, review and qualify federal and state government sales opportunities. Monitor modifications and amendments by tracking targeted opportunities. Identify natural pairings by analyzing client capabilities against government opportunities. Provide market research related to client capabilities and market focus by using multiple online tools.

Synthesize and prepare identified opportunities for Lead Analyst and client review. Research and analyze market trends and government spending data found on the website <http://usaspending.gov>. Develop and present reports on market trends to meet client requirements by using Microsoft Office programs, including Microsoft Word. Monitor online and present relevant industry news to clients.

COMMUNICATIONS / BUILDING COALITIONS: Organize meetings and conference calls with and among clients, government officials and strategic business partners. Assist clients to build and maintain business relationships with business partners and government agencies. Keep in contact with clients through weekly conference calls, providing them business advice for the government and participating in webinars, conferences and meetings on their behalf.

Consult daily with program managers for each of 7 clients assigned to portfolio to communicate market development, industry developments and contract opportunities, so the client can make proper follow-up on all opportunities to win contracts. Provide clients key information to win contracts and build strategic relationships with the best partners in the marketplace.

BUSINESS ACUMEN: Find and present government grant and contract opportunities to clients. Discuss business opportunities with key government agency individuals, identified via an Internet-based leadership portal. Identify business partners and government agencies for clients to target for selling services to the government.

Facilitate Business Development by contributing to the website and developing a new sales script to be used by the sales team to promote the services the association provides to clients. Develop a business plan for each client based on market research and forecasted opportunities to sell their services to the government.

Follow Federal government contracting regulations and acquisition procedures to determine applicable opportunities for clients. Ensure clients meet all qualifications for the Call for Proposals and clients comply with proposal guidelines and procedures.

ACCOUNTING and FINANCIAL MANAGEMENT: Ensure each client pays invoices on-time to remain current in financial obligations to the firm by managing client accounts.

GENERAL LEADERSHIP

- **Took over responsibility with a co-lead for the entire department** after the head left for another position.
 - **Briefed senior management on department plans** to make operations more effective.
 - **Implemented plan to move forward and support clients**, including speaking with each new client, presenting market research related to their services and developing a plan to integrate their services into new agencies.
 - **Secured 3 new clients in just 3 weeks** after taking over management of department.
 - **Developed plans to implement best practices strategy** for software reselling portion of business based on success.
 - **Promoted 3/2011 to management position**, based on success in taking over as a co-lead.

LEADING CHANGE / STRATEGIC PLANNING

- **Transformed department with little direction and no clear definition on how to assist clients** by developing and implementing a plan to create into an organized operation with a marketing plan and procedures to create business plans for each client.

RESULTS DRIVEN / BUSINESS ACUMEN

- **Prevented 2 clients with contracts worth \$4 million annually from terminating their contracts with the firm** by finding out reasons for their issues with their contracts and resolving them.

BUILDING COALITIONS / BUSINESS ACUMEN

- **Enabled client to start business with sub-agencies in the Department of Homeland Security (DHS)**, including meeting with prime contractors and forming business partnerships for future contract awards by lining up meetings for the client with 90% of all agency small business representatives, the client's first-ever contact with the office.
- **Generated opportunity for client to support 250 American Recovery and Reinvestment Act funded Custodian contract awards** available from the Public Buildings Service by researching act and providing them with contact information for all contract awards.

Senior Program Officer

July 2007 - May 2009

Association of Georgia Legislators, 124 Legislator Way, Atlanta, GA 30303

40-50+ hours/week, Salary: \$40,000/year, Supervisor: Peter Legislator, 202-222-0972, May Contact

Maintained and grew the Georgia Legislator to Campus program, the flagship program for the Association, a 45-year old program touching more than 10,000 students annually by recruiting universities, colleges and community colleges and former Legislators to participate in the program each fall and spring. Managed program budget and finances.

RESULTS DRIVEN: Ensured proper qualification for former Legislators participation based on their committee assignments while in the Georgia Congress, their geographic location, and their length of service in the Georgia Congress, and their span of time out of Congress by tracking classes and geographic locations visited and topics of discussion while on campus. Built relationships with professors, students, former Legislators and university officials.

MARKETING: Promoted program by developing a logo for the program and a marketing brochure in various languages for the international program and managing and updating Twitter and Facebook pages.

BUSINESS ACUMEN: Researched sources for, applied for and obtained program funding. Identified sources for and secured funding from grants and organizations by researching information and writing proposals and reports for awarded grants. Maintained records for grants, including Central Contractor Registration, Online Representations and Certifications Application.

Surveyed impact of programs on audiences. Assessed program performance each semester by developing surveys for professors to pass on to students using SurveyMonkey.com and sent paper copies of surveys to former Legislators and the professors. Established a Facebook page for the program to measure the effect of the program by providing a discussion forum for students following their on-campus experience.

Oversaw and monitored approval of plans for school visits by ensuring sufficient time for each visit to spend with students with a proper mixture of classes. Ensured variety with 4 separate classes daily with 4 meetings daily with campus groups. Approved schedules prior to each visit.

BUILDING COALITIONS: Maintained excellent ongoing relationships with schools participating regularly in the program. Sought out new schools to participate in the program. Located target audiences by evaluating and finding groups previously not reached out to.

Grew and maintained College to Georgia Campus programs by identifying target audiences, sources of funds, impact of programs on audiences and building strong relationships with constituencies, including former and current Legislators, colleagues, business partners, international partners, professors and students. Demonstrated expertise in working with partners within different cultures. Found new opportunities for funding in grants, personal contributions, and business contributions. Exercised good judgment with sound analysis of situations to effectively build coalitions.

Built relationships with Diplomats and Ambassadors, foreign and American elected officials and their staff, Non-Governmental Organization (NGO) staff, the public, students, professors, business representatives, former Legislators and international governments, citizens of foreign countries and election officials.

WRITTEN COMMUNICATIONS: Wrote procedural guidance for program, including financial recordation procedure and training points for the intern program.

LEADING PEOPLE: Hired and managed up to 4 interns per semester. Assigned work based on staff skills and organizational priorities. Evaluated performance, providing feedback for improvement. Trained, mentored, awarded and disciplined staff.

LEADING CHANGE

- **Turned around program losing 5 campus visits per semester prior to taking over program** by evaluating program problems through reaching out to professors and determining need to revamp program.
 - **Determined need** to compare the past experience of former Legislators to the classes offered each visit.
 - **Ensured expansion into new states** not visited in the past by developing new marketing materials, developing a list of state and private university contacts from programs offering political science programs in targeted states, sent information and recruited program chairpersons to follow up on mailings.
 - **Secured visits with 3 additional states and reached 5000 additional students** per year.

INTERNATIONAL PROGRAM MANAGEMENT

- **Created an international program in Canada** by visiting country, cooperating with former Members of the Canadian Parliament and sending an American and Canadian to a Canadian university to speak about similarities and differences between the two governments.
- **Expanded existing United Kingdom Congress to Campus program into universities outside London**, including Oxford by participating in the inaugural program at Oxford and traveling to 3 other schools.
 - **Evaluated, reported on and presented findings on the program to the Executive Board and program chairpersons** by analyzing surveys on program effectiveness, preparing program progress reports, evaluating program financial health and developing a financial growth plan.
- **Secured and managed USAID Legislative Strengthening and Building programs in developing countries abroad program** by collaborating with House Democracy Assistance Program Congressional staff to identify countries of interest, former Members of interest, topics of discussion based on current events and legislative counterparts to meet with.
 - **Ensured program effectiveness and completion** by developing briefing materials, applying for visas, providing cultural insights and identifying cultural interests.
 - **Facilitated trips for former Legislators** to Kenya, Haiti, China, Iraq, and Georgia.
 - **Interacted and ensured proper protocols** with US State Department, USAID, and other Development program staff in the respective countries.

DOMESTIC PROGRAM MANAGEMENT

- **Managed the Georgia Legislative Fellows program** after securing a grant as a subcontractor with the Department of State Bureau of Educational and Cultural Affairs.
 - **Identified and recruited former Legislators** to mentor 7 individuals from Oman and Bahrain and current Legislators to provide a fellowship to these individuals.
 - **Organized opening and closing receptions and meetings** with former Legislators, including lunches, dinners and family gatherings over a 3 week period for program participants.
- **Enhanced high school student knowledge** by developing and managing a \$10,000 Congress to Campus webcast series program, including the budget. **Oversaw entire broadcast program** from inception to final taping.

- **Created program after conducting broad research and analysis into program issues to explore alternatives and concepts.** Discovered the College to Georgia Campus program did not reach target high school student audience.
- **Created vision to create a webcasting program** to overcome hurdle of students who could not attend program when they were not tied to a campus.
- **Identified potential partner** with the Institute of Politics and Government at the University of Georgia.
- **Selected and piloted program** in 3 classrooms in Georgia based on their previous participation in a program at the Institute.
- **Created 3 webcasts, How Georgia Congress Works, How Laws are Made, and How Do You Participate** based in input from teachers at a full-day meeting in Atlanta.
- **Modified program** based on surveying participants in initial program, developing and piloting 6 Webcasts statewide, with a live, in-studio high school student audience in Atlanta, GA.
- **Included students nationwide** by identifying a student organization, National Archives, to invite students throughout the US.
- **Expanded program nationally**, touching more than 10,000 students nationwide.
- **Brought Georgia Congress to participating students** by partnering with and managing the People to People Ambassadors program with 20 to 30 events held annually.
 - **Recruited former Georgia Legislators** for speaking engagements, provided background information for each speaking engagement, and developed a survey of effectiveness for each engagement.
- **Changed the perceptions of how college students understand how Congress really works** by securing \$45,000 grant for the Georgia Congress to Campus program, growing program from four-year schools to two-years schools, developing a marketing brochure and increasing reach from 45 to 115 counties in Georgia.

BUSINESS ACUMEN

- **Developed 5-year strategic plan for a new approach to funding for the organization with reinvention of programming** in reaction to the difficult economic condition as a key member of a 5-person team.
 - **Created program to write grant proposals** based on new strategic plan.
 - **Increased dues \$100/year** to make up shortfalls.
 - **Provided liaison to the Executive Director and Executive Board** on strategic plan implementation.
- **Increased program revenues** by searching out innovative sources for contributions and expanding the program base from 6 to 10 programs running throughout the year.
- **Determined programs reached 2,000 to 3,000 students per semester and students improved their understanding of how Georgia Congress worked** after attending the program by surveying students after they attended the program.
- **Drove improvement of telephone and computer technology for organization** after responding to system crash by researching companies to assist in deploying new computer server and telephone systems and developing a new website for the organization.

GENERAL LEADERSHIP

- **Promoted to position** based on superior leadership.

International Program Officer

October 2006 - July 2007

Association of Georgia Legislators, 124 Legislator Way, Atlanta, GA 30303

40+ hours/week, Salary: \$33,000/year, Supervisor: John Georgia, 404-555-1212, May Contact

Managed 3 international Georgia Congressional study groups by planning and implementing more than 50 events, with a budget of \$5,000 each (a total budget of \$250,000) with members of the Georgia Congress, members of the international business community and Georgia Congressional staff and identifying discussion topics and keynote speakers for each event.

TRAVEL ADMINISTRATION: Planned travel, reserved airline tickets, reserved hotel space and conference space.

BUILDING COALITIONS / COMMUNICATION: Developed and maintained relationships with embassy staff, foreign diplomats, foreign government staff and foreign government elected officials from Germany, Turkey and Japan.

Identified and initiated relations with new international business partners. Wrote parts of the International Election Monitors Institute Training Manual. Wrote grant contracts and reports.

BUSINESS ACUMEN

- **Secured \$250,000 in grants for the study groups** by identifying, writing proposals for, and writing program reports for appropriate grants.

- **Planned and managed 2 successful seminars in Memphis and Salt Lake City** by preparing budgets and agendas; ensuring effective topics via evaluation; selecting Members of Georgia Congress and international political officials to participate the events; preparing invitations and managing RSVPs; and preparing briefing materials for each discussion topic.
 - **Arranged visits and meetings to meaningful sites**, including meeting with the local civil liberties union at the Martin Luther King (MLK) museum.
- **Ensured successful \$25,000 election observation program for foreign legislator Members in Georgia at the height of the 2008 Presidential election** by planning and managing program logistics.
 - **Identified election locations and campaigns most important** to understand the election climate.
 - **Discussed then current election issues.**
 - **Arranged for group to get into an event where President Obama spoke.**
 - **Enabled foreign officials better understand impact of the 2008 election on states and local communities.**
 - **Honored founder of group** by organizing and planning a 25th anniversary event.

BUILDING COALITIONS

- **Developed relationships with 4 new business partners and expanded program overseas** by identifying and initiating relations.

Environmental Policy Researcher/Junior Analyst

July 2005 - April 2006

Small Consulting, 1234 Consulting Lane, Cambridge, MA 02139

40+ hours/week, Salary: \$30,000/year, Supervisor: Susan Consulting, 617-555-1212, May Contact

Researched environmental policy information on proposed Environmental Protection Agency (EPA) rules and to provide support for Department of Defense (DoD) clients.

RESEARCH / ANALYSIS / REPORTING: Researched and gather data from emails, mail and other communications. Gathered and organized data into briefs and analyses by using Microsoft Word, Access and Excel for analysis, report preparation and distribution. Created memorandums on schedule and progress. Provided suggestions through technical reports and analytical studies to reduce the possibility of a negative impact on program objectives due to proposed policy changes.

Managed production and distribution of Annual Report to Congress, including writing and incorporating narrative edits.

BUILDING COALITIONS: Maintained open communication and positive relationship with individual military bases,

RESEARCH / ANALYSIS / REPORTING

- **Researched and monitored proposed EPA rule becoming law** by creating and compiling spreadsheets which categorized more than 3,000 documents and created project presentation reference documents.
- **Assisted people with health issues obtain compensation** by gathering data, researching, analyzing and preparing briefs and analyses from emails, mail and other communications through using Word and Excel for analysis and documentation for a DoD Camp Lejeune water study program.
- **Helped a DoD client determine the proper disposal of old stored arms on military bases nationwide** by performing policy analysis on the validity and release of a new rule on solid waste disposal.
- **Enabled publication of a Base and Closure Act (BRAC) program annual report to Congress** by gathering, editing and producing data fields into the publication format used in the book.
- **Facilitated DoD production of a report on their nationwide cleanup efforts** by analyzing and summarizing environmental policy creation to clean up military bases.

Intern

January 2004 - May 2004

United Kingdom Parliament, the House of Commons, London, SW1A 0AA, England

40+ hours/week, Salary: N/A, Supervisor: Sam Foreigner, +44 5555551212, May Contact

RESEARCH / ANALYSIS / REPORTING: Supplemented Member's speeches by locating and compiling details on articles relevant to local constituents, including articles on coal mining regulations, labor union disputes and substance abuse through monitoring local and national press. Ensured Member's awareness of issues by attending committee meetings and preparing briefs. Contributed to annual report by compiling summaries of Member's speeches.

Prepared press releases for the Member to release to local constituency by researching and writing accurate and clearly written information.

BUILDING COALITIONS: Advocated for Member by canvassing door-to-door for the local Welsh political campaign. Researched and responded to individual constituent correspondence.

GENERAL ACCOMPLISHMENTS

- **Gained appreciation for another culture** and an international government at work.

ANALYSIS / REPORTING / BUILDING COALITIONS

- **Prepared a press release on election events** by attending the Member's local election campaign in the Member's district.
- **Wrote a press release** after attending the Prime Minister's press conference.
- **Influenced constituents' determination on how to vote in the election positively** by creating effective reports and press releases.

RESULTS DRIVEN

- **Enabled the Member to form legislation which once enacted, created a community assistance center for constituency substance abusers with rehabilitation programs** by analyzing the development of justice policy for drug and other substance abuse cases and developing reports, background and briefing materials through using Microsoft Office applications.

Intern

January 2003 - May 2003

United States Congress, House of Representatives, Washington, DC 20515
40+ hours/week, Salary: N/A, Supervisor: James Intern, 202-555-1212, May Contact

ANALYSIS and REPORTS: Attended and wrote reports on Financial Services, Foreign Affairs, Veterans Affairs and Budget Committee hearings. Edited committee transcripts, letters and legislative debate discussion topics for the Congressman.

COMMUNICATIONS and BUILDING COALITIONS: Wrote letters to constituents. Responded to requests for meetings, flags and tours from constituents. Conducted tours for constituents within the U.S. Capitol complex.

OFFICE ADMINISTRATION: Answered phones, directed calls to the proper staff people and fielded calls from the press. Sorted mail.

GENERAL LEADERSHIP

- **Invited to remain on staff after Internship ended** based on superior performance.
- **Selected to fill role as Staff Assistant** after Staff Assistant left office.
- **Lauded for consistently demonstrating sound analytical abilities** and reliable in carrying out many important activities.
- **Sought after to help with Spanish translation assistance** for Spanish speaking constituency.

ANALYSIS and REPORTS

- **Supported the constituency** by writing a summary of the President's budget release on the Brownfield's program.
- **Developed key report for local constituency** by determining the impact of legislation on local communities through research.

EDUCATION

- **Bachelor of Arts in Political Science (Concentration in American and International Politics)**, Big University, Atlanta, GA 30308, 8/2004, 3.5/4.0 GPA, 140 Semester Hours
 - **Honors:** Cum Laude; Nominee, Student Achievement Awards
 - **Relevant Coursework:** US Congress, Introduction to Government, Speechwriting, Media and Politics, Environment and Development, Politics of Asia, Environmental Policy, Introduction to the European Union, International Law, Justice and Policy, World History, US History, Quantitative Politics, Macroeconomics
 - **Key Leadership Activity:** President, International Club
- **Associate Degree in General Studies**, Small Community College, Woodmere, NY 11598, 5/2002, 3.65/4.0 GPA, 60 Semester Hours
 - **Honors:** Magna Cum Laude; President Honor Society; Dean's List
 - **Relevant Coursework:** US Politics, A History of the World, US History before and after the Civil War, Sociology, Psychology

JOB-RELATED TRAINING

- **Art of Finding Grant Money**, 2/2011, 1 day
- **Art of Writing Grant Proposals**, 2/2011, 1 day
- **Become a Professional Grant Writing Consultant**, 1/2011, 1 day

JOB-RELATED HONORS | AWARDS

- **Top Performer**, Exhale Associates, 5/2010
- **Excellent Performance**, Association of Georgia Legislators, 6/2007

CERTIFICATIONS

- **Grant Writer Certification**, Grant Writing Organization, 1/2010

JOB RELATED SKILLS

- **Computer:** Microsoft Office (Word, Excel, PowerPoint, Access, Publisher, Outlook), Microsoft Windows, Internet Search, Website Development (HTML, Omni Web Logix), Adobe (Reader, PDF Creator, Photoshop), QuickBooks, Lexis Nexus, Facebook, Twitter, Flickr, You Tube
- **Languages:** Intermediate Spanish (Oral, Written), Introductory French

ADDITIONAL INFORMATION

- **Member**, Association of Grant Writers, 10/2009 - Present