

HENRY B. FORD

UNITED STATES CITIZEN

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*STRATEGIC PLANNING / CHANGE MANAGEMENT / ORGANIZATIONAL DEVELOPMENT
BUSINESS OPERATIONS / PROCESS IMPROVEMENT / BUSINESS INTELLIGENCE SOLUTIONS
TRAINING & DEVELOPMENT / PROGRAM & PROJECT MANAGEMENT / TEAM BUILDING*

Results-driven leader offering 20+ years of progressive management and leadership experience. Track record of improving the quality of business and administrative management services, increasing operational efficiency, and expanding programs. Proven expert in managing multimillion-dollar budgets, creating and operationalizing innovative solutions, and managing cross-functional teams that collaborate as a focused unit to achieve organizational goals. Drives compliance with applicable policies, procedures, and regulations. Extensive administrative background and entrusted with providing strategic advice to executives on complex management operations.

TECHNICAL COMPETENCIES

*BUDGET & FINANCIAL MANAGEMENT / PROCUREMENT & ACQUISITIONS / HUMAN CAPITAL
MANAGEMENT / FACILITIES / RECORDS MANAGEMENT / PERSONNEL SECURITY / PROPERTY
SPACE / TRAVEL / FOIA*

PROFESSIONAL EXPERIENCE

Division Chief, Administration Division (*Supervisory Management and Program Analyst, GS-0343-V*)
09/2020- Present; National Oceanic and Atmospheric Administration, Silver Spring, MD; 40+ hours/week

I provide expert-level consultation to the NOS Deputy Assistant Administrator (DAA) on resource allocation strategies that support program initiatives and strategic facilities planning for 172 facilities (five regions) nationwide; I serve on the NOAA Senior Facilities Council (senior executives), champion NOS interests on executive steering committees, and oversee facilities capital investment planning across eight scientific program offices. I serve as a principal adviser and consultant to the Chief Financial Officer (CFO)/Chief Administrative Officer (CAO) and deputy CFO/CAO on a broad range of organizational policies, operational issues, programs, and projects.

I develop and execute the vision and strategy used to administer nine organizational-wide administrative programs. These programs include: space management/planning, Freedom of Information Act (FOIA), records management, property management, vehicle fleet, travel, acquisitions, safety & occupational health, and personnel security. I lead staff and influence their commitment to the operating principles, values, and strategic goals of the National Oceanic and Atmospheric Administration (NOAA), National Ocean Service (NOS), and the Management and Budget Office (MBO). I execute a full range of leadership functions overseeing federal (GS-7 to GS-14 equivalents) and contract employees. I assign work, establish schedules and deadlines, approve leave requests, monitor and evaluate performance, and perform pay-setting activities related to candidate selection in consideration of skills, qualifications, and mission requirements. I provide leadership across the bureau, and develop and implement innovative processes and policy resources. I regularly assess and report on the performance of internal systems, including the implementation of procedures and operational management activities that support the organization's operations.

Key Accomplishments:

- Chair of 17-member NOAA-wide cross-functional work committee commissioned by the Deputy Under Secretary for Operations; lead strategic planning/work sessions to create process documents impacting 200+ property management officials; facilitate policy development and implementation, resulting in a new Administrative Order that increased information-sharing and integrated best

practices. Improved stakeholder communications and property management oversight for 110K line items while reducing overall adverse audit findings by 65%.

- Oversaw coordination of multi-phased facility renovation project that impacts 600+ employees; collaborated across the bureau and in coordination with the Office of the Chief Administrative Officer to operationalize strategies, remediate milestone target delays, and strengthen operational risk management.
- Head of the NOS Facilities Committee consisting of 12 technical subject-matter experts; directed facilities capital investment planning and execution activities, resulting in a 50% increase in approved facility project submissions.
- Implemented enterprise-wide records and information management modernization initiatives impacting 1200+ staff members. Led efforts to overhaul the FOIA process; sponsored NOS-wide training by the Office of General Counsel that led to a 77% reduction of backlog.
- Conceptualized and championed the framework for a first-generation business information system for headquarters; operationalized the solution seven months post design outset, and facilitated data-based decision-making, minimized liability, and increased transparency and customer service excellence via integrated management controls.
- Directed activities to establish and maintain oversight of NOS property and inventory management functions. Oversee the identification of operational alternatives, development of property-related procedures, and analysis and evaluation of asset management activities. Directed and socialized the implementation and monthly monitoring of performance metrics with impact to 100K+ assets.
- Promote the organization's diversity, equity, inclusion, and accessibility (DEIA) goals. Chaired or served as a member of 10 interview panels. As a Selecting Official, I championed and utilized Direct Hire procedures (e.g., Schedule-A, Pathways, Recent Graduates, etc.) to promote DEIA in candidate recruitment and selection.

Branch Chief, Management Services Branch (*Supervisory Management and Program Analyst, GS-0343-15*) **04/2018 – 09/2020**; Food and Drug Administration, Silver Spring, MD; 40+ hours/week

I served as principal advisor to the Office of Science (OS) Director and nine senior leaders. I liaised with the leadership team on processes, direct routine operations, and innovative best practices in a research/regulatory setting of 420+ employees. Established goals, objectives, strategies, plans and directed the work of subordinates. I advised supervisors and managers on federal personnel practices (e.g., recruitment, reassignments, position classification, and employee relations); administered office-wide budget formulation and execution activities, including analyzing and presenting complex financial data. I oversaw the annual budget formulation and execution activities for a \$276M budget, including a \$134M scientific research portfolio.

Key Accomplishments:

- Served as the office director's representative to the Center for Tobacco Products (CTP) financial tracking workgroup. Headed a sub-group that authored process documents and outlined invoice review and receiving procedures. A finalized policy and standard operating procedure (SOP) detailed the roles and responsibilities of all stakeholders; a subsequent audit led to the de-obligation of roughly \$9.6M.
- Directed business intelligence initiatives that transformed organizational challenges into enterprise-wide project deliverables. Translated leadership vision into two information technology solutions that modernized administrative tasks and increased performance monitoring capabilities.
- Developed and implemented a series of short- and long-term plans to address existing and emerging operational challenges, including an organizational redesign and expansion to form a Management Services Branch. The restructure created a diverse workforce of 30 employees whose efforts

optimized operational efficiency and improved the quality of administrative management and customer service by 47%.

- Led strategic human capital planning initiatives. For example, I collaborated across nine divisions to educate 40+ hiring officials on personnel hiring practices; created an Enhanced Talent Acquisition team to provide direct functional support to supervisors and managers. As a result, OS gained 60+ new employees within six months while navigating multi-layered federal hiring processes and procedures encompassing a variety of recruitment mechanisms.
- Directed and oversaw the creation of an employee exit survey to capture attrition data for the office. The electronic survey captured anonymous responses; briefed OS executive leadership to identify patterns and trends that negatively impact employee job satisfaction and the organization's diversity, equity, and inclusion objectives.
- Spearheaded construction of SharePoint repository for HR policies and job aids; integrated access to internal resources. Established position description (PD) library to house 170+ PDs. Oversaw creation of electronic New Employee Onboarding and Resource Guide to assimilate new employees into the organization.
- Exercised transformational leadership with federal employees ranging from grades GS-9 to GS-14. Provided constructive written and verbal feedback; conducted performance evaluations with subordinate staff identifying action-oriented objectives that increased employee commitment and engagement.
- Partnered with Center liaisons to coordinate and facilitate an off-campus office-wide relocation impacting 320+ employees; directed formulation of space management policies & procedures; instructed staff on effective day-to-day space operations, which helped project future space allocation requirements.

Section Chief, Administrative Services Branch (*Administrative Officer, GS-0341-14*) **11/2014–04/2018**;
National Institutes of Health, Bethesda, MD; 40+ hours/week

I exercised independent judgment and leadership at the National Institute on Child Health and Human Development (NICHD), accomplishing overall program goals related to business management and contract administration. I conducted needs assessment and directed the preparation and implementation of supplemental administrative policy guidance, including 20+ SOPs, and created a digital repository. In addition, I managed a team of seven government employee administrators, integral in incorporating human capital strategies that increased skill mix and efficiency.

Key Accomplishments:

- Launched a new automated customer satisfaction survey to be issued semi-annually to establish benchmarks and measure satisfaction. The survey garnered significant results and facilitated metric-driven decision-making. As a result, the Administrative Services Branch maintained a 92% overall customer satisfaction rating through workload increases and a 20% staffing reduction.
- Directed the implementation of standardized procedures that streamlined communication and consolidated data collection. As a result, multiple administrative programs were >90% compliant with established performance metrics, as noted by agency-level audits.
- Designed a team model providing mentorship, training, and support; effectively balanced workload across the team, authored complementary professional development plan as a guideline for Administrative Officers to coach internal and external staff. In addition, professional development plan (PDP) was employed as a road map for upward mobility, advancement, and succession planning.
- Oversaw travel management and established managerial controls that increased program compliance. Guided subordinate staff interpreting complex travel policies & procedures. Problem-solved issues and reviewed & approved dissemination of travel communication. Evaluated & analyzed travel-

related metrics to determine program performance, including completion of travel authorizations & vouchers against key performance indicators (KPI).

- Applied acquisition knowledge and exercised oversight to derive data strategies focused on standards, processes, and tools; directed simplified acquisitions and oversaw the administration of \$10M contract and >\$100K quarterly micro-purchases.
- Directed budget team and provided senior-level oversight to manage > 20 Interagency Agency Agreements (IAAs). In addition, I instructed subordinate staff on effective IAA administration & surveillance, including strict invoicing controls & procedures. Efforts led to de-obligation and reutilization of \$6M.

Senior Administrative Officer, Office of Administrative Management (*Administrative Officer, GS-0341-14*) **04/2011– 11/2014**; National Institutes of Health, Bethesda, MD; 40+ hours/week

I served on the Clinical Center Nursing Department's executive team as a key advisor on business, administrative, and management issues. Oversaw resource management and administrative operations, including purchasing, time & attendance, space allocation, property, employee onboarding & off-boarding, performance management, and travel. I developed plans and objectives to support organizational transformation initiatives and coordinated the implementation. I provided direct supervision and leadership to GS-13 staff who prepared, justified, and administered a \$72M operational budget. I managed planned/unplanned financial changes, partnering with the Chief Nurse Officer (CNO) and Budget Office to negotiate funding requirements. This supported an organizational redesign to sustain optimal clinical patient care standards for a department that serviced 200 inpatient beds and 82-day hospital stations.

Key Accomplishments:

- Facilitated change management initiative and partnered with CNO as a technical expert to direct transformational tasks associated with departmental realignment impacting 1000 federal employees. As a result, we overhauled management functions, employed a new structure, and redesigned workflow to improve service delivery, increase patient care quality, and boost patient satisfaction.
- Provided management-consulting services on workforce planning, workload analysis and structuring, and the use of human capital data and analytics to seven nurse executives and 30 Nurse Managers. Advised CNO on HR regulatory policy & human capital strategy for a multi-sector workforce including nursing, scientific, and administrative staff; provided counsel regarding resource allocation across 30+ clinical/patient care areas; coordinated with HR to transition nursing staff from Title 42 to Title 5 HR hiring authority.
- Applied qualitative and quantitative data analysis procedures to identify performance metrics and KPIs. Standardized departmental and program evaluations to clarify expectations and drive desired outcomes. Led the design, analysis, preparation, and presentation of various reports and data tables for cadenced and ad hoc delivery to high-level internal and external audiences.
- Partnered across functions and levels to write and implement 10+ policies to modernize operations, including detailing personnel functions and formalizing key stakeholder roles and responsibilities.
- Developed and implemented plans to address operational gaps in patient support, including realignment and headcount increases. As a result, restructure increased efficiency, improved quality of management services, and enhanced delivery of clinical care services within a patient care environment.

EDUCATION

DOCTOR OF
PHILOSOPHY
Howard University
Washington, D.C. |12/2020
Major: Organization and
Management

MASTER OF SCIENCE IN
ADMINISTRATION
Central Michigan University
Mt Pleasant, MI | 12/2010
Major: Health Services
Administration

BACHELOR
OF SCIENCE
Southern Illinois University
Carbondale, IL | 12/2008
Major: Health Care Management

TRAINING & PROFESSIONAL DEVELOPMENT

National Institutes of Health, Senior Leadership
Program- January, 2012
Myers Briggs Type Indicator Assessment-
February, 2012; May, 2018
360 Degree Feedback Assessment- March, 2012
Teambuilding /Trust Building- May, 2018
Emotional Intelligence- June, 2018
Executive Coaching- April, 2020; January, 2021
Crucial Conversations- November, 2020

Coaching Skills for Leaders- December, 2020
DiSC Assessment- June, 2021
Virtual and Remote Team Building – July, 2021
Documenting Performance and Addressing Poor
Performance- July, 2021
Change Management- July, 2021
Diversity, Equity, and Inclusion- August, 2021
Strategic Management- April, 2022

HONORS & AWARDS

Clinical Center Director’s Award- 2012
NICHD Institute Director’s Award- 2016

CTP Director’s Group Award- 2019
Cash Award- 2020; 2021; 2022

