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**Tamika D Bolton**

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**2541 Crest View Ln Chesapeake Beach, MD 20732**

**Executive Summary**

Results-oriented management analyst with strong research, analysis, reporting, and process evaluation skills. Accomplished in problem resolution administration, and financial management. Outstanding verbal and written communication, leader, mentor, interpersonal skills, and negotiator. Proficient as highly skilled administrative assistant and record manager. Proven success in providing large, system-wide managed services under performance-based contracts, determining and meeting customer’s needs, streamlining workflow processes, and meeting project deadlines. Proficient with Multi-tasking, E2 and Concur travel systems, project management, spreadsheet software, including Microsoft Word, Outlook, Excel, and Access.

**Areas Of Expertise**

**◾ Program Management ◾ Leadership and Team Building ◾ Operations Management**

**◾ Oversight and Guidance ◾ Staff Training & Supervision ◾ Policy Development Strategic & Risk Management**

**◾ Employee Relations & Problem Solving ◾ Training and Development ◾ Safety**

**Education**

* Prince George Community College, Largo, MD  ***Criminal Justice 2009-2010***
* Bachelors of Science Degree ***Investigative Forensics/ minor Criminal Justice 2016-2022***

**Career Background**

**Audit Liaison 03/2022 – Present**

* Handle high volume of daily meetings and scheduling coordination, including complex calendar management, and securing meeting rooms.
* Schedule and facilitate meetings between government, internal and external stakeholders on audit-related matters.
* Obtain and distribute relevant information or materials of final deliverables to appropriate staff.
* Facilitate meaningful interactions with people of all levels of the organization.
* Proficiency in Excel, SharePoint, PowerPoint, and Microsoft Outlook,
* Manage and update SharePoint site. Website content management.
* Identify, track, update and monitor all action items in the Audit Relations Tracking System.
* Assist with analyzing monthly audit data, such as the number of open audit recommendations.
* Prepare documents and correspondence for the Director, Deputy Assistant Secretary for Administration and Assistant Secretary for Administration review and signature.
* Prepare meeting agendas, meeting minutes, meeting packages, weekly ARPI reports, and PowerPoint presentations for the Director’s review and approval.
* Conduct literature and information searches, upon request.
* Maintain and update email distribution lists and perform other general administrative tasks.

**Business Management Analyst, Spatial Front INC 09/2021 – 03/2022**

* Coordinated open program actions; develop spreadsheets and coordinate briefings; collect, organize, and analyze program related objectives - support internal and external stakeholders
* Collected and consolidated data; conduct comparative analysis; track trends and projections; review, format, and edit deliverables – ensure documents chows clarity and accuracy
* Planned, execute and document high-level meetings; schedule prepare agendas, record notes, and capture discussion points - monitor and report project status using metrics
* Tracked budgetary and financial data; prepare weekly, monthly, quarterly, and interim reports; formulate yearly spend plan; troubleshoot timekeeper issues using CASTLE – brief data
* Processed Travel Authorizations and Vouchers using E2 Travel System Support – paid on-time

**Business Financial Management Analyst, ObjectStream LLC 08/2020- 09/2021**

* Analyzed projected budgetary and staffing imbalances; planned/ filled vacancies with new employees; provided spending strategies - identified and correct payroll, expenses, and manpower discrepancies
* Reconciled credit card purchases, expenses, and payroll; supported monthly Status of Funds, tracked manpower, salaries, and benefits; identified discrepancies - recommended solutions to division directors
* Plan and script monthly All Hands Meetings; identify/schedule internal speakers; arrange financial report training; articulate daily/ weekly reports; edit bi-weekly financial briefings and memos; eliminate information redundancy; recommend solution and implement changes - leadership brief accurate data
* Prepare estimates and justification narratives; briefed Deputy Administrator on active obligation and non-active accounts supporting quarterly Un-Liquidated Obligations; coordinated prior year clean-up
* Coordinate logistical team activities; develop meeting agendas, VTC operation, Adobe Connect set-up and operation – facilitate set-ups and updates of team KSN and ATO Year-End Closeout site
* Categorize monthly Business Plan targets; update organizational chart; schedule online group meetings and conference rooms; maintain calendar - disseminate accurate distribution list to AJG-R director
* Create travel authorizations and travel vouchers; submit receipts / vouchers – submit accurate data
* Manage the Financial Integration Tool (FiT); construct quarterly plans and the monthly spend plans

**Executive Assistant, A-1 Federal, Washington, DC 4/2019 – 08/2020**

* Gathered material and information; updated Federal statutes, legislative history, legal memorandum, regulations and directives for supervisors – stored data in accordance with guidelines, laws, and policies
* Assisted the Air Traffic Control space management team with coordinating and approving space requests.
* Assisted Space management with new infrastructure, new construction, alterations and repairs.
* Coordinated with the space management program manager on ordering new office furniture and equipment.
* Review and edit incoming and outgoing correspondences, reports, publications, and regulations; maintain tracking system for reports, orders, and memorandum - coordinated items with leadership
* Assist staff of the Secretary and executive leadership; review comments and inputs on correspondence and logistics - supports drafts for Federal and DOT regulations, policies, handbooks, and memorandums
* Executive to the Principal Assistant Inspector General for Investigations and Chief Council of OIG; manage calendar invitations, schedule meetings, and handle telephonic and written correspondence
* Calendar Management, scheduled meetings, rooms and appointments via WebEx, Microsoft Teams, Skype, VTC capability and Adobe connect prepare, format, and publish documents
* Maintained personnel database; track employee and labor Relation cases; store sensitive Human Resource files classified PDs and referrals partner with senior analyst - develop workload spreadsheets
* Managed government purchase card (GPC); maintained acquisition vehicles - followed federal government guidelines; maintained government vehicles - adhered to purchase card policies
* Gathered information, wrote, and edited project correspondences - documentation ready for signature
* Aided the Chief Counsel and PAIGI; planned logistics and product reviews supporting the media, legal, special review, and congressional staff – met arrivals times and meetings started on-time
* Greeted visitors and received telephone calls - prioritized inquiries for pending matters/ screened calls
* Scheduled appointments for the Office of Assistant Secretary for Administration; arranged travel, created travel authorization and vouchers in the E2 system – vouchers processed in accordance to policy
* Timekeeper; monitored annual and sick leave; tracked time and attendance; conducted leave audits in the Castle system - ensured data was submitted accurately and in a timely manner
* Assigned briefing materials to staff attorney; assured timely/ complete submission of briefing materials
* Performed various and sundry administrative duties; photocopying, printed, scanned, filed, maintained administrative data; ordered and maintained office supplies, phone, and computer service
* Maintained attorney vacancy control; researched/ distributed announcements on-time – vacancies filled
* Controlled travel arrangements; coordinated/ prepared itinerary - vouchers completed and paid on-time
* Reviewed correspondences for the Executive Secretariat; tracked projects; obtained concurrence/ comments before reviewed by the Deputy Assistant Secretary – documentation signature ready
* Completed T&A in the Castle system for the Deputy Assistant Secretary/ staff – correct time submitted
* Reviewed, edited, and proofread correspondences; tracked Assistant IG investigation information and meetings - ensured documents adhere to policy

**Program Analyst, Salmon Group, Inc, Washington, DC 11/2018 to 12/2018**

* Tracked allocations and expenditures; utilized financial reports and collected financial information supporting offices, analyzed account data, recommended solutions to division directors
* Analyze HR inquiries to identify trends and determine strategies to address inconsistent applications
* Compiled, analyzed and maintained financial data; prepared estimates and created justification narratives, briefed Deputy Administrator on active obligation and non-active accounts supporting quarterly Un-Liquidated Obligations, coordinate the clean-up of prior year outstanding obligations
* Managed the expenses for the billing and collection process; monitored fund levels to ensure accounts are reconciled and proper spending measures are met - all guidelines, regulations, and policies followed
* Conducted financial and trend analyses; employed financial system to analyze data and prepare financial reports, compared historical data to build Operating Plan, tracked monthly spending, briefed obligations, expenditures, and funds levels; provided justification for purchases; tracked month by month spending percentages; maintained correct fund levels - effective and efficient use of funds
* Constructed reports of pending purchase; resolved imbalances, report accurate Status of Funds
* Coordinated, narrated, and monitored reimbursable agreements; calculated funds for inter and intra agency agreements, monitored, tracked and adjusted amounts - agreements billed and funds collected
* Developed and executed financial system instructions for regional administrative officers - set-up live telephone conferences, navigated accounting report steps and reconciled expenses accurately
* Collected, filed, and safeguarded billing/ personal information - paperwork readily available for audits
* Reconciled credit card purchases - identified Status of Funds discrepancies and recommended solutions
* Compiled, analyzed, and evaluated day-to-day pending purchases and financial audits; verify payments on accounting report - ensure purchases are paid in financial system supporting Year End Close-out

**Staff Assistant, Global Executive Staffing, Washington, DC 06/2018 to 10/2018**

* Research travel plans & dates for OST staff using E2 Solutions travel software; provide monthly financial reports to reflect status of funds authorized, obligated, expended, and balance remaining
* Create project files and reference files supporting the Administrative Officer and Senior Leadership
* Coordinate internally and externally meetings, update SharePoint calendar, Polycom, and use Outlook, receive and distribute mail for internal offices of the General Counsel, distribute information on-time
* Edit, collate, and copy United States Department of Transportation Supreme Court Litigation summaries; updates Department of Transportation Litigation binders/ news, information review ready
* Manage Basic Mediation Skills Training, control ethics tracking, organize and schedule team retreats
* Prepare travel authorizations and vouchers, manage the internal travel spreadsheet, update the financial data with actual travel costs, scan documents to E2 travel system, accurate information maintained
* Label and store personnel documents for liaising offices; i.e., Human Resources and Security
* Cross reference information with internal financial controls spreadsheet form Hyperion reports
* Run IShare Reports, collate, print, and manually update internal spreadsheets with most recent data
* Prepare Purchase Requests, purchase goods and services, enter procurement data into PRISM, track the delivery from cradle to grave; research and obtain prices for goods and services, items fully accountable
* Property custodian on inventory data collection project, data properly stored and 100% accountable
* Initiate database tool resolutions, IT, Help desk, and complete follow-up using BMC Remedy software
* Research, prepare, and de-obligate outstanding funds on previous year contracts, accounts accurate
* Create internal financial reports, update and track income and expenses brief to Senior Leadership
* Assisted with Collective Bargaining Agreement negotiations for fair salary and benefit packages.

**Administrative Specialist II, Global Executive Staffing, Washington, DC 8/2017 to 04/2018**

* Assisted with development letters and responses for the Assistant Secretary of Transportation Policy, coordinate with the Transportation Policy staff, Executive Secretariat Office, and the Resource Directorate on all aspects of correspondence accurate which relates to the program and letters
* Received and edit correspondences in a timely manner, advise leadership on program initiative status
* Reviewed draft responses for the Assistant Secretary of Transportation Policy, information accurate
* Proofread letters for clarification and grammar, implement and monitor administrative functions

**Program Analyst,** **TAPE-LLC, Arlington, VA 12/2015 to 10/2016**

* Detail oriented; processed Transportation Worker Identification Credentials, thoroughly scrubbed data before granting employees access badges to workstations, ensure all personnel have clean background
* Created travel authorizations and vouchers in Concur Travel System, communicated with travelers, approvers, and certifiers, ensured accurate travel vouchers process and paid out in a timely manner
* Drafted correspondence and memorandums, ensure office comply with policy letters and regulations
* Gather, analyze, and evaluate open adjudication-related application inquiries, advise recommendation to management, ensure transactions in email inboxes are fully completed, 100% customer satisfaction
* Managed work order tickets to the Transportation Worker Identification Credential Program, assisted adjudication center with problem solving remedies and close ticket order, compliant to regulation
* Contacted internal and external transportation workers via phone and e-mail, coordinate meeting with the current disposition of their application, close inquires once transportation worker has been contacted
* Created Excel spreadsheets, charts, pivot tables, graphs, report inquiries, present data to management
* Communicated name-based criminal history records checks (CHRC) with Federal Bureau of Investigation (FBI), track responses to CHRC request, present results/ recommendations to leadership

**Administrative Assistant, TAPE-LLC, Arlington, VA 01/2015 to 12/2015**

* Maintained and safeguarded organization and staff confidential and sensitive information
* Protected the integrity on information; interact professionally with senior TSA and DHS officials
* Created/ implemented office processes; coordinated meetings ensure efficient program operations
* Responded non-technical requests; articulated sound recommendations and solutions to supervisor
* Utilized computer software to prepare correspondences, reports, and informational documents
* Proofread documents to ensure proper grammar, documents 100% accurate before leaving office
* Data Content Manager for the Transportation Security Administration TCC intranet, facilitated internal websites, provided timely technical assistance supporting program operations, fully compliant to policy
* Arranged meetings, secured meeting rooms, prepared meeting agendas, obtained and compiled background information, and notified and sent reminders to participants- 100% customer satisfaction
* Assisted with the travel authorizations, travel vouchers, expense reports in the Concur travel system
* Performed administrative and office support activities for multiple supervisors, answered telephone calls, received, and directed visitors, word processing, created spreadsheets and presentations, and filing
* Drafted and scanned Freedom of Information Act response letters, pending cases reviewed /processed

**Member Service Representative,** **DVA Federal Credit Union, Washington, DC 09/2013 to 07/2014**

* Monitored office activities; answered phone, processed mail, deposits, withdrawals, loan payments
* Analyzed transactions; cashiers' checks, money orders, and cash advances, fully accountable

**Supervisor, TD BANK, Washington, DC 5/2012 to 09/2013**

* Train new employees; assist managers/ supervisors; conduct interviews/ perform Human Capital reference checks
* Diagnosed transaction processes, remodeled procedures, accounts information 100% accurate
* Supervised tellers and platform team, facilitated opening/ closing branch, procedures followed
* Coached teams by recruiting, training, and recognizing with awards—improved job proficiency
* Drafted meeting agendas, distributed vital information/ executed follow-up for team meetings
* Authored reports/ correspondence, customized electronic file system, created paperless office
* Organized key cards/ building access to employees/ visitors, fully adhere to security procedures

**Center Manager, Ace Cash Express, Forestville, MD 01/2009 to 05/2012**

* Provided staffing, recruitment, staffing charts, strategic planning and ongoing projects information/updates to management; manage tracker – regulations and guidelines compliant
* Managed express cash store provided excellent customer service to over 100 customers daily
* Maintained a daily cash balance; cash drawer at the end of shift funds 100% accurate
* Recorded and verified funds received and from Brinks representatives; trucks departed on-time
* Administered transactions, provided all documentation to District Manager, all deadlines met
* Answered phone calls and assisted customers with their request and walk-in customers
* Utilized the Microsoft Office Suite to record all sales; transactions in compliance with policy
* Operated the debit/credit card machine for purchases, issued and wired money orders
* Maintained adequate supply of all necessary documentation to perform transactions

**Teller 2, SunTrust Bank, Forestville, MD 05/2007 to 12/2008**

* Accountable for managing and operating the ATM machine daily
* Cashing and depositing checks, handling calls regarding customer accounts, statements and providing information on sales products
* Locked up all money, safe deposit boxes, balanced drawer daily
* Collect, count and signed off on money shipment received

**Job Related Training and Special Skills**

* Proficient in Concur and E2 Travel IShare
* Microsoft Outlook, Word, Excel, and PowerPoint
* Proficient in WebEx, MS Teams, and Adobe, SharePoint, CASTLE
* Administrative Skills: Scheduling, Calendaring, Travel planning, meeting coordination, Meeting minutes,