

ANGEL M. THOMPSON

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Social Security Number: xxx-xx-xxxx • Citizenship: U.S.

Veterans Preference: 5 Points

Secret Security Clearance

Support Services Specialist

Job Announcement Number: NCAF 12-26

- ▶ Diligent, self-motivated professional with over 18 years of loyal service to the Air National Guard in North Carolina and New York, currently serving as a Knowledge Operations Manager, MSgt.
- ▶ Dedicated to providing outstanding technical and administrative support within diverse environments.
- ▶ Distinguished track record in performing complex office duties, utilizing word processing skills to reformat lengthy correspondence/reports, create and maintain spreadsheets and databases.
- ▶ Advanced ability to multi-task, seeking different approaches and methods to meet specific assignment requirements.
- ▶ Experienced in food service and medical support.

CORE COMPETENCIES

Administrative Support Services | Mail Operating Systems | File Maintenance
Drafting Correspondence, Forms & Reports | Records Management | Scheduling
Confidentiality of Files & Records | Timekeeping | Strong Typing Skills | Training
Spreadsheet & Database Management | Supervisory Skills | Travel Planning

PROFESSIONAL EXPERIENCE

AIR NATIONAL GUARD

Knowledge Operations Manager; MSgt

Traditional Guardsmen

263rd Combat Communications Squadron (CBCS)

39563 Warrior Way

New London, NC

Supervisor: Ms. Sandra Baker 704-498-2008, May Contact: Yes

07/2011 – Present

Annual Salary: \$58,890.00

Hours: 1 weekend/month &

15 days training/year

Provide general administrative support and technical advice on section functions, serving as the first point of contact for 225 base personnel and supervising officials on records management, CitiBank travel card and Freedom of Information Act. Guide and process new enlistments, re-enlistments and separation actions. Oversee training and supervision of two subordinates.

Maintain lodging database, orderly room and conference room scheduling. Prepare and type correspondence, forms, letters, message and documents (classified and unclassified). Review and edit all correspondence to ensure proper format, spelling, punctuation and grammar.

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Training

- Conducted training on government travel card and tracked associated activity to ensure compliance with yearly training requirement for 50-100 unit personnel.
- Selected to deliver new hire orientation training on recording leave, time keeping and FOIA.
- Designated as subject matter expert and key trainer on file records management; conducted annual Staff Assisted visit to ensure records were current.
 - Wrote report findings detailing whether unit met training requirements or required additional training.
- Recognized for improving subordinate performance and efficiency by delivering training on job duties, program requirements and compliance.

Service Support

- Identified potential fraudulent activities on CitiBank travel card and notified Sergeant/Commandor; followed up with superiors on status of all inquiries.
- Entrusted by Commander to oversee Management Internal Control Tracking program database in preparation for Unit Compliance Inspection.
- Tracked publications on spreadsheet; sent out emails to leadership regarding publication/form due for review of current publication. Created revised forms, ensuring correct format and routed to each section organization wide.

Special Programs

- Recognized as subject matter expert on travel systems, travel vouchers and training (group one on one); send regular emails on new regulations.
- Implemented procedures that significantly improved lodging program; sent out mass emails regarding lodging cut off dates, new lodging procedures, rates and participating locations to meet changing program requirements.
- Communicated with superiors regarding delinquent payments; made recommendations to revoke individuals lodging priveleges revoked.
- Developed Excel spreadsheet for travel card, tracking individual training and dates. Implemented prior authorization requirement to ensure guidelines/requirements were met prior to ordering government travel card.
- Collaborate with medical squadron to ensure all medical requirements are maintained and up to date; generate detailed report to disseminate information to individual and supervisor regarding appointment time and location.

Freedom of Privacy Act

- Appointed to serve as unit monitor for Freedom of Information Act (FOIA); attended intensive training, in turn delivered associated training for all unit personnel on document handling and privacy.
- Developed PowerPoint enabling daily tracking of required training to ensure compliance during inspections.
- Disseminate regular updates on FOIA changes via email and implemented postings in each office providing personal point of contact information.

Key Accomplishments

- Championed successful effort that updated backlogged records spanning over a decade; completed initiative within two months of appointment.

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- Played integral role in successful overseas deployment of 50 personnel in 2011; processed orders, travel vouchers, lodging, time cards and pay documents.
 - Proved instrumental in preventing payment delays despite changes in start dates; improved process by setting up pay prior to actual deployment.
- Championed effort to ensure zero balance on outstanding travel vouchers prior to new fiscal year; disseminated information to section supervisors and executed follow up.
- Recognized by commanding officer with award for assisting 145th Family Readiness Unit with administrative duties and tracking all phone calls accordingly.

Airman & Family Readiness Assistant; MSgt

Temporary AGR Tour

11/2011 – 06/2012

North Carolina Air National Guard

Ending Annual Salary: \$55,000

4930 Minuteman Way

Hours Per Week: 40

Charlotte, NC 28208

Supervisor: Mr. Henderson 704-398-4949, May Contact: Yes

Served as assistant to the 145th Airlift Wing, Airman & Family Readiness Coordinator. Provided administrative support with Readiness Programs including maintaining a database of 310 service members and 115 deployed personnel. Managed event and base supply purchases and associated budgets. Assembled program materials and disseminated internal and external communications.

- Proved successful in coordinating nine events over seven months with 599 service members and family members in attendance.
- Served as readiness point of contact, providing a variety of services and programs to assist active duty military, their family members, retirees and DoD civilians in achieving success and adapting to the military way of life.

Management and Program Assistant; GS-7

Air Guard Technician

10/2008 – 05/2011

New York Air National Guard

Ending Annual Salary: \$51,000

9910 Blewett Ave

Hours Per Week: 40

Niagara Falls, NY 14304

Supervisor: James Kwiatkowski 716-353-3276, May Contact: Contact me first

Administered and determined effectiveness of support programs including readiness, lodging, survivor assistance and office automation; initiated and recommended action for improving and implementing program policies and procedures. Served as the Services Safety representative; attended meetings and ensured associated standards were met within services. Resolved contract discrepancies, partnering with accounting program manager to integrate and reconcile orders.

- Played instrumental role in procurement of subsistence for UTA weekend, which included meeting with vendor, placing order, and reviewing menu and food order.
- Improved food service inventory management through procuring new program that tracked inventory in storeroom.
- Recognized for executing online training program that effectively trained Honor Guard in FLO and SAP without requiring group forum.
- Exercised sound judgment and employed innovative approaches that creatively resolved problems in absence of specific guidance.

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Administrative Assistant; GS-7

New York Air National Guard
9910 Blewett Ave
Niagara Falls, NY 14304

10/2000 – 8/2008

Ending Annual Salary: \$50,000

Hours Per Week: 40

Supervisor: James Kwiatkowski 716-353-3276, May Contact: Yes

Provided technical and administrative support to 300 personnel, two commanders and one executive officer, serving as first line of communication. Controlled scheduling, conference meetings, visitor support, travel and accommodations. Drafted reports for Air Commander's approval and submission.

- Played integral role in managing the Internal Management Control Program (IMCP); established suspense system, drafted annual wing plan and provided accurate information on program changes and status of IMCP submission by managers.
- Developed analysis tools using data report findings; identified trends and advised leaders on systematic strengths and weaknesses. Provided associated coaching to managers on IMCP.
- Maintained optimal operational function by making sound recommendations to resolve ongoing problems; developed inspection schedules and reviewed reports to identify problems areas.

EDUCATION

CASE COMMUNITY COLLEGE, ELON COLLEGE, NC
Associate in Arts ~ Liberal Arts/Social Science, 01/2011

COMMUNITY COLLEGE OF THE AIR FORCE, Maxwell-Gunter AFB, AL
Associate in Applied Science ~ Information Management Specialty, 06/2008

TRAINING

- Mortuary Affairs Management, 07/2016
- Food Management, 07/2015
- Emergency Management for FEMA National Response Framework, 07/2013
- FEMA National Incident Management Systems, 07/2012
- Initial Actual Incident, 07/2010
- Introduction to Incident Command Systems, 07/2010
- Prime Ribs Management, 03/2010
- Fatality Search & Recovery Team, 06/2010
- North Carolina National Guard Common Drug Task Force Training, 08/2009

AWARDS

Global War on Terrorism Service Medal (Campaign Badge)
Formal Recognition from Commander for Assisting the 145th Family Readiness Unit