

### **Randolph Independent School District (RFISD) Seeks Board of Trustee Member**

RFISD is soliciting resumes for an upcoming opening on the Board of Trustees. Eligibility for the position requires the incumbent to be living or employed at JBSA-Randolph. Trustees must take an official oath of office and serve without compensation. For more information or for those interested should submit a resume to the School Liaison Office (angela.green.8@us.af.mil).

The following candidates' resumes were reviewed and ranked for each position:

1. Luna, Mr. Patrick
2. Francois, Mr. Bertell
3. Strange, Mr. Marvin

Board Positions were announced via e-mail to all First Sergeants on Randolph AFB. There was also solicitation of this position through other organizations' events as well as word of mouth. The advertisement seemed to be adequate based on the inquiries via e-mails and phone calls.



**DEPARTMENT OF THE AIR FORCE  
502D AIR BASE WING  
JOINT BASE SAN ANTONIO**



8 April 19

MEMORANDUM FOR MR. MIKE MORATH  
COMMISSIONER, TEXAS EDUCATION AGENCY  
1701 NORTH CONGRESS AVENUE  
AUSTIN, TX 78701

FROM: 502 SFG/CC  
1 Washington Circle, Suite 2  
JBSA-Randolph, TX 78150-4560

SUBJECT: Reappointment of Mr. Patrick Luna to the Randolph Field Independent School District (RFISD) Board of Trustees

1. I respectfully request the reappointment of Mr. Patrick Luna to the RFISD Board of Trustees. Attached is his resume, as required by Texas Administrative Code Section 61.2a(1), along with a signed statement expressing his willingness to accept the appointment and serve in full adherence to the established state standards for school board members.
2. The remaining nominees, in order of preference are, Mr. Bertell Francois and Mr. Marvin Strange.
3. All nominees are qualified under the general school laws of Texas and either live or work on JBSA-Randolph. Each nominee is well qualified and the appointment of any one of them would be in full compliance with the provisions of the Texas Education Code 11.352. Every avenue was used to reach the widest possible applicant pool. The membership composition of the board of trustees is in compliance with the provisions of Texas Code 11.28.
4. I recognize the power of the Board of Trustees to govern and manage the operations of the RFISD and recognize that my role as the commanding officer of JBSA-Randolph is limited only to the duty defined by statute in the process for appointing the Board of Trustees.
5. Thank you and your staff for your support of our school district. If you have any questions, please contact my POC, Ms. Angela Green at (210) 652-3081.

CARTER.JEFFREY F. Digitally signed by  
CARTER.JEFFREY.F.1062602992  
Y.F.1062602992 Date: 2019.04.08 18:52:47  
-05'00'

JEFFREY F. CARTER, Colonel, USAF  
Commander, 502d Security Forces Group

4 Attachments:

1. RFISD Board Solicitation Letter
2. Mr. Patrick Luna's Application
3. Mr. Bertell Francois's Application
4. Mr. Marvin Strange's Application



## Joint Base San Antonio Statement of Eligibility

Applicant Full Name: Patrick T. Luna

Residential Address: 100 H St East, Suite 5

JBSA Randolph TX 78150

Physical Address of Employer:

100 H St East, Suite 5

JBSA Randolph TX 78150

Board of Trustees Location Applying For: Randolph Field ISD

I hereby make a formal application for the above indicated Board of Trustees. In doing so, I confirm that:

- I am qualified under the general school laws of Texas and live or am employed on JBSA.
- I attest the contents of my resume.
- I am a qualified voter.
- I willingly accept the appointment to the Board of Trustees and will serve in this capacity with full adherence to the state established standards on the duties and responsibilities of school board members.

LUNA.PATRICK.T.112 Digitally signed by  
6064566 LUNA.PATRICK.T.1126064566  
Date: 2019.03.22 10:30:47 -05'00'

22 March 2019

Signature of Applicant

Date

Patrick T. Luna

Printed Name of Applicant

***Digital Signatures are authorized. If using a wet signature, please sign, date and print legibly.  
Form must be completed prior to setting up your interview with the selection board.***

**PATRICK T. LUNA**  
3303 Ashley Way, Marion TX 78124  
210.652.7040 (Work) • (210) 268-2036 (Cell) • [patricktluna@gmail.com](mailto:patricktluna@gmail.com)

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## **International Affairs Program Manager**

### **31 years successful experience providing fiscal, strategic, and operational leadership**

Dynamic, results-oriented leader with a strong track record of successful performance in unique and demanding positions utilizing keen analysis, insight and team approach to drive improvements and implementation of best practices to meet establish goals and objectives. Additional areas of expertise include:

- Strategy, Vision & Mission Planning
- Public Relations & Media Affairs
- Contract Negotiations & Strategic Alliances
- Finance, Budgeting & Cost Management
- Policy & Procedure Development
- Government Regulations & Relations

### **RELATIVE EXPERIENCE (TEC 11.352)**

#### **Decision Making Ability**

- HQ AETC/IA AFSAT, JBSA Randolph (2010-Present). Manage international agreements by interfacing with and advising key officials in the State Department, Defense Security Cooperation Agency, Air Force Secretariat, Major Commands, Joint Staffs and Embassy Security Cooperation Offices requiring professional knowledge of the formulation and direction of foreign affairs that support US national security objectives.

Unfettered decision making authority; advised His Royal Highness Prince Faisal bin Hussein, Deputy Supreme Commander of the Jordan Armed Forces, of training efforts supporting CASA-235 gunship purchased through Direct Commercial Sales; trusted consult and advisement not to use security assistance went against the norm, but resulted in four full crews and 25 technicians trained/qualified and significant cost savings to the Jordanian government.

Enterprise based decisions; created first ever C-145 aircrew and technician training courses; coordinated with AETC and AFSOC functional area experts to receive Command approval; first partner national enrolled with two additional partner nations added for FY17; right decision for both USAF and partner nations; increased USAF training and mission capability.

Appointed Deputy Security Assistance Program Manager for Training; team lead for technical, aircrew and English language training for over 5K Royal Saudi Air Force students in and or awaiting training in the largest Foreign Military Sales case in USAF History valued at \$2.1B; not afraid to make decisions in a political-military sensitive program, chose to return over 25 students to Saudi Arabia for failure to progress; result, grades/attendance up; clearly in charge.

- HQ AETC/A4M, JBSA Randolph (2006-2007). Delivered flawless logistics, installation and mission support to shape the learning environment by developing policy/procedures for

facilities, force protection, aircraft support and modernization of over 2,800 aircraft valued at over \$7B.

### **Objectivity**

- HQ AETC/IA AFSAT, JBSA Randolph (2009-Present). Managed international agreements for training services/congressionally appropriated grants by interfacing with/advising key officials in the State Department, Defense Security Cooperation, Air Force Secretariat (SAF/IA), Major Commands, Unified Commands, Joint Staffs, Security Assistance Program Manager (SAPM), AFMC System Acquisition Team, System Program Office (SPO) and Security Cooperation Office (SCO) on training issues requiring an objective and professional knowledge of the formulation and direction of foreign affairs that support US national security objectives. Develop Request for Information/Proposals (RFI/RFP), Performance Work Statement development, Independent Government Estimate (IGE), comprehensive Technical Evaluation (Tech-Eval), source selection evaluation, sole-source justification and other procurement documents/functions as needed to support the acquisition process.

Increased foreign partners' training by 31% using creative training methodologies; recouped cancelled/unused training slots by other partner nations at USAF/Contractor schools— no seat went unfilled, increased in-country training programs at a reduce cost by “piggy-backing” on training teams already in country/region and embedded training into equipment purchase contracts making training part of the equipment delivery – almost zero cost to partner nation.

- Combined Allied Powers Transition Forces, Senior Adviser, Kabul Air Base Afghanistan (2007-2009). Senior Advisor to Afghan Army Air Corps, Maintenance Group Commander on leadership roles/responsibilities, maintenance management, process improvement and leadership development. Developed aircraft, equipment and manpower requirements to build and sustain operations. Briefed USAF leadership and senior level decision makers on mission programs/process that required professional knowledge of the formulation/direction of foreign affairs of the USG and cultural and political dynamics of the Afghan civil and military government structure.

### **Critical Thinking**

- HQ AETC/IA AFSAT, JBSA Randolph (2011-Present). Developed and implemented strategic training plans bolstering both national and foreign national capabilities/strengths while strengthening US presence and influence in theater operations and policy. Able to direct foreign nation's focus from present day to strategic outlook ensuring continued success.

Rebuilt Lebanese Air Force stifled by pilot/aircraft shortages; developed short/long term training plans via both USAF/Contractor pilot training programs, lobbied for critical USAF pilot slots, key to \$3M aircraft purchase grant to Lebanon and identified critical need to AF Headquarters for advance pilot and sensor operator training resulting in first ever USAF Special Operations Team mobile training team to Lebanon – result, saved critical aircraft program while increasing counter-terrorism capability for partner nation.

Headquarters AF hand picked for Yemen Air Force transition planning; Yemen civil war halted all training within the US; 128 students at risk in Navy, Army, Air Force and Contractor

training programs; extremely sensitive program require effective, efficient and methodical mitigation planning; all students accounted for, tracked and returned the Yemen and or processed through Department of Homeland Security; recognized at by USAF HQ leadership.

- Camber Corporation, San Antonio TX (2010-2011). Demonstrated knowledge and technical skill in the application of policies, methods and techniques to analyze and evaluate the effectiveness of training programs and to formulate and recommend courses of actions to provide necessary training within the planned program for the training venues to meet mission requirements.

#### **Fiscal Competency**

- HQ AETC/IA AFSAT, JBSA Randolph (2011-Present). Manage multiple FMS programs developing and implementing over \$100M in programs to support the acquisition of complex major weapon systems executed under the auspice of the US Department of State.

Tackled Bahrain financial reconciliation; \$500K over obligated/commitment; 9 month accounting effort/persistence resulted in all accounts being 100% reconciled and prepped for closure with \$125K identified as excess funds; Bahrain Defense Minister hailed as “the one”.

Recognized expert in Foreign Military Sales (FMS); appointed to lead the largest FMS case in USAF history value at over \$2.1B for the Royal Saudi Air Force; first act was to audit the program correcting over 1.5K line entries resulting in \$4K financial errors identified and fixed within the first 6 months on the job – message sent and received, fiscal responsibility a must.

Inherited two lagging English language training contract efforts for both overseas and stateside; assembled and led subject matter expert team that terminated one contract effort, combined and standardized two existing contract with remaining new contracting effort; contracts awarded ahead of schedule, no gap in training and \$75M below expected cost.

- Camber Corporation, San Antonio TX (2010-2011). Provided fiscal, strategic and operational leadership to reduce cost and improve operating results by revamping internal procedures and controls, reorganized/reallocated resources and implemented best practices and performance monitoring systems in support of continuous improvement.

#### **Public School Education**

- Randolph Field ISD, Board of Trustees (2012-Present). Team actions enabled District to face challenges head on while ensuring the right resources, personnel and funds were available to meet set objectives. Tackled challenges upfront; revamped District transfer policy, introduced middle school athletics/booster club, advanced technology in the classroom, constructed and upgraded facilities, increased teacher/staff to meet increased enrollment; result, District ranked #1 in San Antonio area and Top 100 in Texas twice.

Obtained over 110 hours of Trustee continued education and training and in 2012 selected from over 2,500 applicants for the Texas Association School Board Leadership Development Program.

Encouraged and worked with Board and Superintendent to develop long range strategic plans; specifically focused on increased enrollment to drive increased funding; result, aloud for increase in school programs and staff.

Recognizing a visionary leader is a must to meeting/implementing strategic plans; vocal supporter of the Superintendent; aligns with Board's strategic view; impact thus far, new high school opened on time, new cafeteria/gym/auditorium construction ahead of schedule, and football field renovation done; impact, student moral/grades/attendance exceed State standards.

Increase student patriotism/moral; key supporter/initiator of such new programs as the JROTC, middle school athletics, middle school pep squad and numerous other extracurricular programs.

- Geilenkirchen NATO AB Germany, Board of Trustees, Vice President (2002-2004). Advocated for growth and financial support; Department of Defense Schools (DoDS) replaced aging heating system, new playground equipment donated/repared by sponsors, increased cultural emersion field trips and school activities.
- Geilenkirchen NATO AB Germany, Parent Teacher Student Organization, Vice President (2001-2002). Supported school through various fund raisers and events; raised over \$3,000 during fund drive to fund annual Spring Festival; hosted base wide "American Day" event exposing base nationals to US carnival theme, all base organizations raised funds.
- Educator, Hallettsville ISD, Hallettsville TX (1994). Substitute teacher for math and history.
- Educator, Las Vegas ISD, Las Vegas NV (1993). Student teacher for math and electronics.
- Educator, University of Nevada, Las Vegas NV (1992). Teaching Assistant for political sciences

#### **Community Involvement**

- Webster University – San Antonio Alumni Association
- Knights of Columbus, Council #2828
- Eucharistic Minister and Lecture, Base Chapel
- Randolph Field ISD, Board of Trustees (2012-Present)
- Geilenkirchen NATO AB Germany, Board of Trustees, Vice President (2002-2004)
- Geilenkirchen NATO AB Germany, Parent Teacher Student Organization, Vice President (2001-2002)



## Joint Base San Antonio Statement of Eligibility

Applicant Full Name: Bertell Francois

Residential Address: 200 Dove Run

Cibolo

Texas

78108

Physical Address of Employer:

200 Dove Run

Cibolo

Texas

78108

Board of Trustees Location Applying For: Randolph AFB, TX.

I hereby make a formal application for the above indicated Board of Trustees. In doing so, I confirm that:

- I am qualified under the general school laws of Texas and live or am employed on JBSA.
- I attest the contents of my resume.
- I am a qualified voter.
- I willingly accept the appointment to the Board of Trustees and will serve in this capacity with full adherence to the state established standards on the duties and responsibilities of school board members.

**Bertell Francois** Digitally signed by Bertell Francois  
Date: 2019.03.13 08:48:25 -05'00'

Signature of Applicant

**Bertell Francois**

Printed Name of Applicant

**13 March 2019**

Date

***Digital Signatures are authorized. If using a wet signature, please sign, date and print legibly. Form must be completed prior to setting up your interview with the selection board.***



**Summary-** Detail oriented administrative assistant with strong customer service skills, who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Excellent communication skills (oral and written) focused and highly organized with proven strengths in leading people and employee relations.

**Experience**

**Advising Team Support Specialist**

**January 2017 – August 2017**

**Alamo Colleges, Northeast Lakeview College**

- Provided high quality administrative and clerical support to students in the college connection, advising and enrollment process in collaboration with staff and faculty
- Generated reports to support department initiatives and needs; scanned, indexed, filed students' records
- Proficient in all data input requirements and report generation in Alamo Colleges Banner system
- Contacted students to schedule/follow up on advising activities, specifically academic probation/dismissal issues
- Critical component in New Student Orientation process; prepared group advising cards, assigned rooms and advisors for approximately 120 new students on a weekly basis
- Managed advising schedule for 12 advisors--ensured adequate coverage was available to meet students' needs
- Disseminated registration/payment information, reviewed status/holds/outstanding balances for course registration
- Provided student-centered service and engaged in continuous quality enhancements
- Supervised four work study students on a daily basis

**Admin Services Specialist**

**March 2015 – January 2017**

**Alamo Colleges, St. Philip's College**

- Coordinated office procedures and implemented quality processes in a student-centered environment supporting college entry, progression and completion of educational goals
- Performed office/administrative duties such as receiving/responding to correspondence, greeting visitors, responding to telephone calls and in-person requests from students, faculty, and external agencies
- Answered questions regarding college admissions, course availability/registration, tuition/fees and various general information inquiries
- Communicated with students through email, phone and face-to-face, to assess and address their needs
- Delivered documents such as Military Verification Forms, Deferment requests, and Tuition Assistance Forms to appropriate agencies for processing, ensuring students' educational progress was uninterrupted
- Briefed students on use of ACES, college application process, and Alamo Enroll checklist procedures
- Evening Operations Monitor; maintained assigned classrooms and equipment, coordinated with faculty and students to ensure classroom climate was conducive to learning
- Ensured classroom policies and regulations were adhered to in accordance with school guidelines and procedures

**Volunteer-Military & Family Readiness Center**

**October 2013 – March 2015**

**Joint Base San Antonio-Randolph**

- Performed assorted clerical/administrative duties to include answering phone calls, taking messages, making appointments, and providing vital information to active duty military, dependents, and retirees regarding transition assistance, financial aid, and several other family readiness issues
- Greeted customers/assessed their needs and directed them to proper staff members for prompt service
- Consistently met goals by utilizing my multitasking abilities and prioritizing tasks based on deadlines, and level of importance yielding successful project completions
- Implemented and administered Military and Family Readiness Center core programs of, transition, relocation, family, and other work/life services and activities provided to military members, retirees, Department of Defense (DoD) civilian members, and their families
- Assisted in assessment and referral of families in need with continuing work/life services that included, financial, education and personal family counseling and intervention
- Instrumental in the development of marketing and public relations campaigns and media to ensure target populations were informed of services and activities
- Ensured availability of technology-based resources to maximize customer access to a full spectrum of resources to meet life-cycle needs

- Developed relocation packages for issuance to Airmen and their families projected for permanent change of station to JBSA-Randolph; offered valuable information necessary for smooth transition

**Community Service Coordinator**

**October 2011 - June 2012**

**Office of Youth Alternatives, Cheyenne, WY**

- Facilitated self-growth/life skills group sessions to at-risk youths to assist them in preparation for future life goals
- Completed documents to assess juveniles' progress; teamed with courts to gauge program's success
- Counseled youths on personal accountability, worth to self and worth to community
- Organized team-building exercises and introduced skills for vocational success

**U.S. Air Force**

**Security Forces Manager**

**June 2008 - August 2011**

**Columbus, MS/Kunsan, Republic of Korea/Goodfellow, TX**

- Prepared routine and advanced correspondence and reports for the protection of base populace by maximizing force protection activities, including installation security, antiterrorism, and law enforcement operations
- Provided support services to individuals and/or families during deployments, mobilizations, local and national emergencies/disasters and evacuations
- Directed personnel resource activities, interpreted/enforced policies and applicable directives
- Developed plans for personnel utilization, facilities, supplies and equipment procurement/maintenance
- Used experience and judgment to provide a strategic vision on force protection requirements during peacetime and contingency operations

**First Sergeant**

**June 1997 - May 2008**

**Brooks AFB, TX/ F.E. Warren AFB, WY**

- Managed clerical and administrative support activities for 550 person enlisted force
- Performed clerical and administrative duties to include promotion/demotion actions, adverse actions, leaves/TDYS; knowledgeable of office programs such as Word, Power Point, Excel, Access and Outlook
- Maintained contacts/relationships with professional associations, base agencies and others to enhance and deliver comprehensive support services that included, financial, education and personal family counseling and intervention
- Gathered data, compiled statistics and prepared reports concerning community needs for the development of new support services generated by Installation Community Action Information Board
- Performed assessments and referrals of individuals and families in need of continuing work/life services to the Military and Family Readiness Center
- Assisted military members in processing documents for transition to civilian status due to end of active duty commitment or medical separation
- Communicated regularly with medical treatment facilities, legal office representatives and transition authorities regarding eligibility and benefits of active duty members
- Scheduled appointments for members with base agencies in accordance with Air Force Instructions and pertinent directives to ensure smooth and timely transition from military to civilian status
- Counseled members on personal, financial and professional matters, assisted in adapting to military environment and adjusting to organization and duty assignments

**Education**

- Bachelor of Science, Human Resource Mgmt. (Summa Cum Laude), Columbia Southern University
- Associates Degree in Human Resource Mgmt., Community College of the Air Force
- Associates Degree in Criminal Justice, Community College of the Air Force

**Relevant Skills and Training**

- Council for Adult and Experiential Learning- Level 1
- Principles of Customer Service Training
- Microsoft Suite Skills including Outlook, Word, Excel, Access, Publisher, PowerPoint



## Joint Base San Antonio Statement of Eligibility

Applicant Full Name: Marvin S. Strange

Residential Address: 1451 5th Street West H64

JBSA Randolph Texas 78150

Physical Address of Employer:


1451 5th Street West H64

JBSA Randolph Texas 78150

Board of Trustees Location Applying For: Randolph ISD

I hereby make a formal application for the above indicated Board of Trustees. In doing so, I confirm that:

- I am qualified under the general school laws of Texas and live or am employed on JBSA.
- I attest the contents of my resume.
- I am a qualified voter.
- I willingly accept the appointment to the Board of Trustees and will serve in this capacity with full adherence to the state established standards on the duties and responsibilities of school board members.

  
Signature of Applicant

**Marvin S. Strange**

Printed Name of Applicant

**27 February 2019**

Date

***Digital Signatures are authorized. If using a wet signature, please sign, date and print legibly. Form must be completed prior to setting up your interview with the selection board.***

**MARVIN S. STRANGE**  
13115 Forum Rd. Universal City, TX 78148  
Home (210)566-9456 - Cell (210)452-2482  
marvin\_strange@sbcglobal.net

**SUMMARY:** Military veteran and degreed professional experienced with a variety of social services programs ranging from Readiness to Career Counseling. Additionally, knowledgeable and experienced with Relocation and Transition Assistance with a strong background in providing administrative, personnel and computer support with excellence in customer service .

## **EXPERIENCE**

- 2009 - Present **Social Services Assistant/Inspector General Office Automation,**  
*12th Flying Training Wing, Randolph Air Force Base (AFB), Texas*
- Trained in Readiness procedures...manned the Personnel Deployment Line to provide information and referral services to deploying members...
  - Instrumental in helping facilitate monthly Waiting Families Dinners to include assessing families needs and providing key information and referral services
  - Provides military members of all branches and their families with the skills and job search tools to secure employment
  - Key staff member in providing customers up-to-date listings of numerous job search websites...customers departed very well informed
  - Assists customers of all ranks and services along with family members in navigating job search websites...provided vital feedback on applications and resumes
  - Provides names and locations of organizations to assist separating and retiring military members on the process for filing VA medical claims
  - Informs and provides key information to personnel and their family members regarding unemployment compensation...outstanding feedback...customers were able to receive much needed funds during transition
  - Assist active duty, family members and government civilians with pertinent and timely information for relocating to other assignments
  - Ensure customers relocating to Randolph AFB/San Antonio were given necessary information on the local area...made newcomers feel welcome
  - Provides relocation assistance to newly assigned members and their families with much needed household items to ease transition
  - Assist Relocations Specialist with creating a more accurate sign-in log for the bi-weekly Newcomers Orientation...up-to-date and more accurate accountability of attendees
  - Greets customers, assesses their needs and refers to appropriate agency
  - Monitors all incoming requests for Airman and Family Readiness Center workshops and inputs information in the AAFIRST system
  - Receives all incoming phone calls, takes messages and resolves complaints when necessary
  - Assists staff members in preparing official letters, and email correspondence for distribution throughout the installation
  - Provides marketing support for the Airman and Family Readiness Center ensuring monthly calendars, newsletters, flyers and posters are accurate and distributed base-wide...base population informed of key information and events

2007 - 2008

**Administrative & Information Technology Support Technician, Headquarters Air Education and Training Command Randolph AFB, Texas**

- Provided administrative, data entry, and clerical support to the Air Force Security Assistance Training Squadron, Training Operations Division.
- Prepared more than 200 International Travel Orders (ITO), authorization, amendment and rescission messages monthly using standard templates, ensuring proper grammar, spelling, punctuation, and formatting for review and routing.
- Created, updated, and performed quality checks on all student ITOs and ITO training approval messages for 20 Country Program Managers.
- Input data, generated reports, verified training quotas, rescheduled student training and managed student training list updates in worldwide student personnel database.
- Efforts ensured international student trainees had timely and accurate documentation to attend assigned training courses. Often exceeding program and unit time-line requirements.
- Electronically filed all ITO messages and related correspondence in unit sharedrive in compliance with government standards.
- Provided Information Technology support for desktop/laptop computers, laserjet printers and scanners for over 100 personnel.
- Troubleshoot network connectivity issues, e-mail access and various problems with Microsoft Office Suite.
- Removed and installed hardware and software. Provided users with proper tools and training to complete daily/weekly files back-up.
- Reset user passwords, created new user network and e-mail accounts. Updated existing user network and e-mail account information.
- Submitted Remedy Tickets to have computers added to and removed from the base domain.
- Ensured unit personnel were briefed on approved/disapproved software.
- Coordinated with Base Software License Manager and Base Information Security Office for government updated and approved software before purchasing.

2006 - 2007

**Video Teleconference (VTC) & Teleconference Facilitator/Monitor**

- As VTC Facilitator and Monitor, managed the scheduling and monitoring of more than 70 VTCs for Graduate Medical Education and Training worldwide per month; and technical troubleshooting regarding Video Teleconferences and Teleconferences required through Wilford Hall Medical Center and the Directorate of Operations Proffitt Conference Room.
- Troubleshoot connections between point-to-point and multi-point VTC's and Teleconferences on Tandberg and Polycom model VTC equipment. Designed Flow Charts to train all end users on Polycom 8000 Video Conferencing/Teleconference equipment.
- Assisted in establishing higher headquarters usage policies for VTC/Teleconference rooms and equipment.

- 2004 - 2006     **Certified Workgroup Manager / Client Support Administrator**
- Planned and implemented installation of computer hardware and software for 26 computer systems
  - Extensive knowledge of many software applications to support a broad-based communications agenda involving multi-programs i.e. military leave program, performance reporting, correspondence, staff summary documents etc.
  - As a Certified Workgroup Manager/Client Support Administrator, created required NT Groups for all authorized users (Records Custodians and Chiefs of Office of Records).
  - Served as the Terminal Areas Security Officer, tasked with managing computer security for all assigned computer systems.
- 2003 - 2004     **Chief, Division Information Management, *Human Resource C2 System Program Office, Electronic Systems Center, Randolph, AFB, TX.***
- Managed information systems to support a 180+ personnel division, tasked with processing personnel actions that included awards, evaluations, manpower realignment actions, etc.
  - Directed extensive quality control programs that ensured accuracy of personnel updates and processing procedures for materials channeled and distributed both internally and externally.
  - Performed extensive updates using the Personnel Concept III (PC-III) personnel computer database. Additionally managed web pages for the division's intranet.
- 1999 - 2002     **Chief, Information Management Training Wing, *NATO AWACS E-3A Component (EUR) Geilenkirchen Air Base, Germany***
- Administered budgets and administrative actions for items that included electronic and written correspondence, NATO Travel Orders, and International Evaluation Reports. Effectively managed the NATO classified document distribution registry.
  - Recipient of numerous commendations for the innovative design and implementation of new and improved information processing strategies.

**EDUCATION**     **BS in Management and Human Resources, Park University, August 2010**

**AAS Degree in Information Management, Community College of the Air Force. May 2006.**

**MIS Training: Security +, 2006**

Network + in maintaining a Windows Server 2003 Environment, 2005

Implementing, Managing, and Maintaining Windows Server 2003

Network Infrastructure: Network Services, 2005.

Implementing & Supporting MS Windows XP Professional, 2006

Implementing Windows Server 2003 Network Infrastructure: Network Hosts, 2005

**Information Management Training: Client Support Administrator, 2005**

Functional Area Records Management (FARM) Training, 2005

Freedom of Information Act Monitor / Privacy Act Monitor Training, 2004