

KIMBERLY N. CLUM

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Social Security No.: XXX-XX-9736

Citizenship: U.S.

Veterans Preference: None

Current Federal Status: GS-0399-11

Program Analyst, 03/2011 to Present

QUALIFICATIONS IN BRIEF

- Outstanding interpersonal & communication skills; Enthusiasm & positive attitude
- Clearable; Able to obtain & maintain employment security clearance at any level needed
- Collaborative style; Superior stakeholder & customer service relationship management skills
- Strength of character; Intuitive problem solver; Self-directed work ethic; Team oriented & flexible
- Natural leader capable of seeing big picture / systems perspective & supporting process change needed
- Excellent in a fast-paced, challenging environment; Able to flow with changing priorities & business drivers
- Strong organization, data management & analytical skills; experience with quantitative and qualitative analysis
- International experience including fellowships / leadership exchange opportunities in France, Hungary & Cyprus
- Able to exercise sound judgment under pressure; Quick learner; Able to learn new tools & adapt to process changes
- Federal acquisition / contracting experience including leading multi-million dollar Task Order Competitions on IDIQ
- Skill developing regular organizational performance metrics & reporting, including executive dashboards & statistics

FORMAL EDUCATION & INTERNATIONAL LEADERSHIP EXPERIENCE

- 2013: **Master of Arts (MA), International Commerce and Policy**, George Mason University (GMU), VA

Graduate degree completed in December 2013 from GMU School of Public Policy; the International Commerce & Policy (ICP) program explores political, social, economic & cultural trends and provides a foundation for success in challenging global governance and business environments. Significant coursework includes: International trade policy & practices; emerging markets & development/growth; international & regional economic & political integration; global business, international contract negotiation & entrepreneurship; environmental factors, sustainability & energy studies. Final electives completed in Fall 2013 are International Entrepreneurship and Foreign Intelligence in a Free Society.

- 2013: **Give1Project, Global Leadership Fellows Program**, Paris, France

Selected as a 2013 Fellow for the Give1Project Global Leadership Program, which provides young U.S. professionals the opportunity to build global networks / cultural bridges, develop professional and interpersonal skills, and exchange ideas on community initiatives and problem-solving that affect people on regional, national, and international levels . My Fellowship included facilitated discussions with French business leaders, political and elected parliamentary officials, French Senators, and peer French young professionals to broaden understanding of French & European Union cultural, government, and political experience, opportunities and constraints in a global trade economy. The program-sponsored travel to France included structured meetings in the capitol plus intercultural exchange with French families in suburban areas to witness how public policies impact the lives of ordinary French citizens.

- 2010: **Bachelor of Arts (BA), International Economics & Business**, Mary Baldwin College, Staunton, VA

Graduated with BA in International Economics & Business; my Senior Thesis was one of three dozen selected for presentation at the 2010 Capstone Festival. Additional academic honors & achievements included:

- Summer, 2009: Economics Internship in Dabas, Hungary during Hungary's emersion into the European Union (EU) amidst a national financial crisis. My internship exposed me to several small and large businesses in Budapest, the Capitol, as well as Dabas, an economic hub outside the Capitol. At the time, Hungary was experiencing a severe economic crisis with charged political and business factors influencing not just membership in the EU, but Hungary's hopes for also joining the Economic & Monetary Union (EMU) of the EU. I rotated to four different companies during my internship to understand various Hungarian industry segments; I was able to observe many requirements and restrictions facing Hungarian businesses, as well as how becoming a member of the EU would benefit them.
- Summer, 2008: International conflict mitigation & inter-cultural communications study in island nation of Cyprus, including exposure to intra-cultural conflict and ethnic/locale differences amongst citizenry

EMPLOYMENT HISTORY

U.S. OFFICE OF PERSONNEL MANAGEMENT (OPM)	03/2011 TO PRESENT
HUMAN RESOURCES (HR) SOLUTIONS	40 HOURS/WEEK
TRAINING MANAGEMENT & ASSISTANCE SOLUTIONS (TMAS)	WASHINGTON DC, 20415

PROGRAM ANALYST, GS-0399-11 (PATHWAYS STUDENT PERFORMING GS-0343-11/12 WORK)

Originally hired as GS-0399-07 SCEP (Student Career Experience Program) trainee while enrolled in Master's degree program to perform Program Coordinator work processing requisitions and invoices for payment in HR Solutions (HRS), a revolving-fund, fee-based services portion of OPM. HRS sells Human Capital and Training-Learning (HC/T-L) services to DOD and non-DOD Federal government agency clients under a 5-year Indefinite Delivery-Indefinite Quantity (IDIQ) contract vehicle. Approximately 50 large and small businesses pre-competed to be eligible service providers on the performance-based contract vehicle which provides over \$500M/year in annual sales/revenue to OPM. In my first year supporting this program, I learned OPM's Financial Management System (FMS), CBIS (Consolidated Business Information System) and legacy ProTrac, OPM's project management system to process purchase requisitions and vendor/contractor invoices post-award. My invoicing/Federal Management Regulatory (FMR) experience includes processing Inter-Agency Agreement (IAA) funding transactions, invoice & billing practices in compliance with federal Prompt Payment Act (PPA) laws, and charge-backs/de-obligations.

In 2012, I was selected to train in a client-facing role managing and leading OPM customers through Task Order Competition (TOC) pre-award processes. In this role, I help OPM attract and maintain government agency customers by providing efficient and professional TOC support, including helping clients write Statements of Work/Statements of Objectives (SOW/SOOs), Quality Assurance Surveillance Plans (QASP) documents, Independent Government Cost Estimates (IGCE), and Market Research (MR) reports. My Task Order Competition (TOC) team is part of HRS Contract Oversight & Training Development Branch, which accepts Inter-Agency Agreement (IAA) funds via Department of Treasury Form 7600, Parts A & B. I work with clients to process IAA funding, including MIPR and MIPR acceptance documents for DOD clients, in order to transfer funds to OPM's Revolving Fund for contract obligation and award. I have been trained in Federal Appropriations Law and basic FAR / federal acquisition and contracting practices, including Performance Based Services Acquisition (PBA).

I also provide clients training on Source Selection best practices and writing Technical Evaluation criteria for award decisions. I am the primary interface/liaison between OPM's Contracting team (with 1102 warranted Contracting Officers/Contracting Specialists who formalize award in accordance with Federal Acquisition Regulations or FAR) and the acquiring Federal government client agency. I explain OPM's management fee structure, which is based on a 2.5-12% fee depending on contract award value (<\$250k to >\$20M), and support client and vendor/bidder communications throughout the TOC award process to include debrief letters to unsuccessful offerors. I also facilitate the client and vendor kickoff, post-award, and support a successful transition to the assigned OPM Program/Project Management (PM) resource who supports the contract Period of Performance (POP). Accomplishments:

- Recognized by several DOD & civilian Federal agency clients for outstanding customer service
- Support weekly metrics reporting for TOC team statistics including Task Order award process cycle time
- COR (Contracting Officer's Representative, Level II) certification October/2013
- Asked to train/coach/mentor (as a SCEP student trainee & non-permanent Federal employee) other permanent Federal employees in TOC team processes who have three times my tenure of Federal service

- Completed 56 hours of training in new Oracle Enhanced Projects Suite (EPS) module, deployed in May 2013 to fully integrate OPM's Financial Management System (FMS) with CBIS and replace legacy ProTrac tool

GT CONTRACTING CORPORATION
40 HOURS/WEEK
WASHINGTON, DC

05/2010 TO 03/2011 &
05/2009 TO 08/2009

ADMINISTRATIVE ASSISTANT

(NON-FEDERAL)

Performed administrative support and office management functions for large construction management firm employing over 100 contractor/construction professionals in Washington, DC. Firm is frequent bidder on Federal and DC government design-build & maintenance projects, so familiarity with Federal Health & Safety/OSHA regulations and laws was required. I edited corporate employee Policy & Procedure documents to ensure compliance with Federal and DC laws in both corporate and field/worksites locations, organized accurate filing systems, and maintained confidential employee personnel records. I also performed office client-facing duties including front office management, incoming telephone calls, and client greeting/escort to meetings with firm's President and top managers. I used my knowledge of Excel to maintain Accounts Payable (AP) records, and used other Microsoft Office suite software skills (Word, PowerPoint) to develop client-facing presentations/briefings and office correspondence.

BEBE, FAIR OAKS MALL
FAIRFAX, VA

05/2007 TO 08/2007

RETAIL SALES

(NON-FEDERAL)

College summer position performing retail sales management functions including customer management, customer sales/financial transaction processing, store/changing room appearance checks & theft/fraud prevention, and personal shopping services. In this position, I respected customer Privacy/PII information while ensuring secure credit card financial transactions using computerized retail cash & credit payment systems, with accurate daily financial sales accounting.

BAKER'S, FAIR OAKS MALL
FAIRFAX, VA

05/2006 TO 08/2006

RETAIL SALES & FLOOR SUPERVISOR

(NON-FEDERAL)

Pre-college summer position performing retail sales; promoted to Floor Supervisor after completing first month of training. I managed employees and oversaw store functions including inventory/stockroom management, supply chain logistics/weekly inventory ordering & returns, and customer management/sales training for new employees. I provided and supervised customer sales/financial transaction processing, theft/fraud prevention, and employee customer service quality. In this position, I trained employees to respect customer Privacy/PII information while ensuring secure credit card financial transactions using computerized retail cash & credit payment systems, with accurate daily financial sales accounting.

FUNCTIONAL & TECHNICAL SKILLS

- Proficient Microsoft Office user including Office 2010 & 97-2007 versions of Word, Excel & PowerPoint
- Email & Calendar Skills with Blackberry, Outlook, IE, Chrome & Firefox; WinZip; Adobe Professional
- Vendor / Strategic Partner management & contract administration skills including federal government contracting, pre-award / acquisition planning, and procurement action oversight
- Knowledge of federal contracting laws & regulations including PPA, FAR & OFPP guidance; able to implement internal control systems to ensure regulatory / audit findings compliance while driving business / mission results
- Experience with various tools & software including Oracle OBIEE/EPS/FMS; Federal government procurement & HR systems including CBIS, ProTrac, PRISM, E2, CPARS, and SharePoint.