

MATHEW ORTIZ
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US Citizen

Social Security Number: xxx-xx-xxxx

Veteran's Preference: 10 point/30% compensable, U.S. Army, 01/01/2001 to 01/01/2004

Highest Previous Grade: N/A

JOB ANNOUNCEMENT: MANAGEMENT AND PROGRAM ANALYST - GS-0343
ANNOUNCEMENT NUMBER: xxxxxxxx

PROFILE

Highly innovative and results-oriented professional with a variety of academic, military and civilian administrative and program experience. Demonstrated research, analytical and problem solving skills. Organized, detail oriented and thorough, with proven ability to manage and track projects and meet deadlines. Excellent communications skills, including proficiency at preparing correspondence and reports, and superior ability to communicate with individuals at all levels and varying backgrounds. Proven interpersonal skills with diverse customers; dedicated to providing outstanding customer service and follow through. Skilled trainer, mentor and coach; able to take charge and direct personnel in stressful situations while maintaining composure. Polished professional presentation. Effective at working within a team or independently.

EDUCATION

Bachelor's of Art Degree, California State University, Sacramento, CA, 118 semester hours, Major: History, Minor: Education, GPA, 3.26, in progress, scheduled to complete 06/2008

RELEVANT COURSEWORK: Critical Thinking and Writing; Reading, Writing and Research; Public Speaking; American Government and Politics; Educational Psychology, Philosophy and Social Foundations; Sociology/Education; Guidance and Counseling; U.S. History; Ancient History; Medieval History: Planned and conducted studies relating to critical and pertinent historical and current issues. Researched and collected data, analyzed and evaluated information, determined effect of historical actions on current problems and issues in our society. Communicated and collaborated with teams to assign areas of responsibility for completion of research projects. Determined appropriate approach and technique for investigation and fact-finding; analyzed findings, and organized and compiled data. Developed and delivered compelling presentations,

reporting findings and making recommendations for improvements to selected current programs and issues, such as “Educating Disabled Children.”

2006, Associate’s of Art Degree, Consumnes River College, Sacramento, CA 95624, 88 quarter hours, Major: Liberal Arts – Social/Behavior, GPA, 3.83

1990, Sacramento High School, Sacramento, CA 95632, High School Diploma

PROFESSIONAL HISTORY

01/2006 to 01/2007, WORK STUDY PROGRAM, Veterans Affairs, University of California, Davis, South Hall, Room 107, Davis, CA 95616, 20 hours per week, \$7.50 per hour, Mary Torres, 530-752-0903, Contact: yes

PERFORMED A WIDE VARIETY OF ADMINISTRATIVE SERVICES ESSENTIAL TO THE DAILY OPERATIONS of the Veterans Affairs office at the University of California, Davis. Assisted with the coordination of functions to ensure smooth and efficient operation of veteran education programs. Greeted visitors; answered, screened and routed telephone calls; disseminated client information, answering questions and resolving problems; completed forms and processed applications for educational assistance. Reviewed and analyzed applications and supporting documentation for veteran’s educational assistance; used knowledge of numerous and varied programs to assure complete and appropriate application; ensured all activities and documentation complied with agency policies, regulations and guidelines. Effectively served staff needs for information and program support.

USED AUTOMATED SYSTEMS, DATABASES AND COMPUTER APPLICATIONS to effectively and efficiently perform administrative and program duties. Used Excel, FileMaker Pro and agency-specific systems to enter, update and track the progress of educational assistance applications, and produce program reports for management review. Developed various supporting documentation using Microsoft Word. Used electronic mail system to prepare, distribute and respond to critical program correspondence.

DISPLAYED STRONG COMMUNICATION AND CUSTOMER SERVICE SKILLS by providing quick and effective responses to client and employee inquiries, problems and requests. Addressed organizational issues with all levels of personnel and exchanged information about agency functions and programs within and outside the organization. Counseled and advised clients regarding eligibility and the application process for federal education benefits and assistance. Provided consistent information according to established policies and procedures. Skillfully prioritized work to multitask, accommodate urgent requests and meet all deadlines. Consistently communicated and treated all personnel in a courteous, tactful and respectful manner.

ACCOMPLISHMENTS: Gained extensive knowledge regarding various educational benefit and assistance programs for veterans and their dependents, and federal rules and guidelines for applying for these benefits; applied knowledge to assisting clients, and completing and processing application packages.

05/2001 to 08/2004, MEDICAL SPECIALIST, E-4, 39 hours per week, Salary: \$20,000 per year, U.S. Army, Vicenza, Italy (multiple deployments, including Hungary, Kosovo, Germany, Operation Iraqi Freedom), Captain Ajay Thomas; ajay@us.army.mil; Contact: yes

PLANNED, ADMINISTERED, MONITORED AND MAINTAINED HEALTH CARE AND MEDICAL TREATMENT PROGRAMS AND ACTIVITIES for deployed facility and battlefield troops. Supervised and led two other medics in the triage, interview, examination, evaluation, diagnosis and documentation of patients in preparation of visit by Battalion Physician in AID clinic. When deployed to battlefield, administered emergency and maintenance care for injuries and wounds. Identified resources needed, in terms of medical personnel, supplies and equipment, to support individual treatment and overall medical operations. Planned and implemented program to practice readiness exercises, conducting “trauma lanes” consisting of simulated injuries/wounds that would be seen on battlefield. Monitored and evaluated programs to ensure accomplishment of goals and mission, and compliance to Army policies and regulations.

CONDUCTED RESEARCH AND ANALYSIS OF HEALTH AND MEDICAL CARE PROGRAMS. Continuously reviewed, analyzed and evaluated healthcare and medical treatment functions and activities; collected, reviewed, analyzed and evaluated data to determine if more efficient or cost effective methods/practices could be used, or if enhanced medical techniques could be applied for more effective treatment. Identified problem areas and issues; recommended solutions to problems and improvements to overall operations.

RESEARCHED, DETERMINED AND ENSURED ALL PROGRAM OPERATIONS WERE IN COMPLIANCE with Army regulations, procedures, sound medical management practices and effective use of staff. Analyzed and interpreted new or proposed legislation or regulations to determine impact on health care and medical treatment program operations and management. Advised peers and subordinates regarding changes in policies or procedures.

Analyzed, evaluated and advised leadership on the effective and efficient organization, methods and procedures for **CREATING AND MAINTAINING MEDICAL RECORDS, COMMUNICATIONS, FILES, FORMS AND DOCUMENTATION.** Evaluated information requirements and ensured appropriate procedures for the maintenance of patient charts, personnel medical records and supporting documentation. Led medical team to review daily patient charts and notes and assure organized and accurate filing; also evaluated records of soon-to-be-deployed soldiers to make sure immunizations were

current and soldiers were physically fit for deployment. Updated personnel medical files with completion dates of training in combat life saver course.

EXHIBITED EFFECTIVE ORAL AND WRITTEN COMMUNICATION SKILLS in the performance of duties. Communicated and collaborated with medical personnel to plan and administer medical care and treatment, occasionally making difficult decisions in stressful situations. Used great tact and sensitivity when interacting with patients to discuss, determine and meet their physical and mental health care needs. Developed and presented training in Combat Life Saver course, which included CPR, First Aid and emergency response, to instruct soldiers in the necessary medical skills that would enable them to treat fellow soldiers on the battlefield; evaluated and determined requirements; gathered information from previous instructors; designed and delivered curriculum; evaluated individual class performance. Updated and maintained patient charts and medical records. Prepared program reports. Used automated computer systems and applications to create, maintain and store program documents.

ACCOMPLISHMENTS: Responsible for up to 120 individual's medical treatment and well being on a daily basis. Able to function at top performance through 24 hour shifts. Completed Expert Field Medical Course: one of 40 that passed first time through, out of 500 medics. Designed, develop and trained Combat Life Saver classes; efforts resulted in successfully passing 40 students who accomplished appropriate mission in battle.

MEMBERSHIPS

VFW, 2003 to present
Society of the 173rd, 2004 to present

AWARDS, HONORS, RECOGNITION

Army Commendation Medal, 2004
Army Achievement Medals (2), 2004, 2003
Overseas Service Ribbon, 2004
Operation Iraqi Freedom, Expeditionary, 2003 - 2004
Purple Heart, 2003
War On Terrorism Medal, 2003
National Defense Ribbon, 2001

Special Decorations:

Airborne Qualified, 2003
Combat Medical Badge, 2003
Combat Parachutist, 2003
Expert Field Medical Badge, 2002

MILITARY EDUCATION

2002, Expert Field Medical Course, U.S. Army, Germany, 2 weeks (one of 40 that passed first time through, out of 500 medics)

2001, 91 B Medical Specialist Training, U.S. Army, Fort Sam Houston, San Antonio, TX, 10 weeks

2000, Airborne Paratrooper School, U.S. Army, Ft. Benning, Georgia

CERTIFICATIONS

Emergency Medical Technician, CPR, First Aid, 2001

TRAINING

Sexual Harassment, 2004

Drug and Alcohol Counseling, 2003

Leadership Skills, 2003

Diversity and Communications, 2003

MILITARY SERVICE

U.S. Army, 01/01/2001 to 01/02/2004, Honorable Discharge

SPECIAL SKILLS

Computer: MS Word, PowerPoint, and FileMaker Pro; Firefox, gmail; yahoo.