

Summary of Qualifications

- Developed AROWS (Air Reserve Orders Writing System) program for 108,000 national guard members toward compliance with the Chief Financial Officers Act resulting in the accountability of over three billion dollars of Military Personnel Appropriation fund.
- Established an efficient and cost effective consolidated command support program for 4 commanders and 800+ personnel that was validated and benchmarked during the 2010 Operational Readiness Inspection.
- Designed and implemented a continuity and training program for all command support function that standardized processes throughout the organization.
- Detail oriented and versed in the utilization of regulatory guidance and statutory law during airman and leadership counseling sessions that resulted in the reversal of adverse administrative action.
- Developed a comprehensive counseling and assistance program for active and traditional military members in preparation for retirement or separation which streamlined out-processing.
- Forward thinking manager that researched and compiled a quick reference and requirement checklist for separating and retiring airmen which improved timely benefit and entitlement allocation.
- Compassionate advocate who restored dignity to mistreated and disrespected Vietnam Veterans
- Proficient in the use of a variety of office automation programs and application.
- Secret Security Clearance T3, Level II, 20181109

Employment History

Executive Assistant, DHS-TSA, Dec 2019 – Present

- Coordinate executive communications for the Deputy Federal Security Director, to include taking calls, responding to emails and interfacing with senior TSA leaders and state and federal stake holders.
- Prepare internal and external corporate documents for TSA leadership and team members.
- Schedule meetings and appointments and manage travel itineraries
- Arrange recognition events to take place internally and outside of the workplace
- Maintain an organized filing system of paper and electronic documents
- Uphold a strict level of confidentiality
- Develop and sustain a level of professionalism among staff and stakeholders

Legal Education Student and Paralegal Intern, Kimberly Koide Iwao, LLC, Sep 2019 – Present

- Complete intake process for Estate Planning and Probate clients.
- Draft legal documents for Estate Planning and Probate clients.

Administrative Assistant, GS-07, USN, Jun 2018 – Dec 2019

- Pay and Personnel Administrator for the Naval Submarine Training Center Pacific (NAVSUBTRACENPAC)
- Administrator of services/benefits and information management, military liaison, and subject matter expert in human resource activities governing rules, regulations, and other Department of Defense guidelines.
- Command compliance and policy program manager.
- Managed classified and unclassified documents, records, files, supplies, and personnel services (training and awards), and the Navy e-Leave program.

Secretary III, Office of Veterans Services, Oct 2015 – Jun 2018

- Represented the OVS Director at meetings, briefings, and veteran outreach programs by making speeches, presentations to organizations and disseminating information
- Protocol officer for the annual Governor's Memorial Day and Veteran Day ceremonies at the Hawaii State Veterans Cemetery.
- Liaison between service providers and the veteran community.
- Authored the Director's legislative testimonies on veteran bills and measures.

AGR Air Program Manager, HQ Hawaii Air National Guard, Nov 2012 – Sep 2015

Position comparable with Federal Fulltime GS-09 position

- Managed and implemented the Active Guard Reserve (AGR) program within the State of Hawaii.
- Staunch advocate for AGR needs and rights throughout the military community.
- Primary point of contact for communications with National Guard Bureau, Personnel NGB/A1 concerning the AGR program. Compiled and submitted State AGR controlled grade requirements and execution report monthly to NGB/A1M.

- Managed and updated the unit AGR manning document and resource allocations.
- Monitored unit manning to preclude excess and/or over-grade assignments of AGR personnel and to preclude over execution of allocated RA.
- Managed the Priority Placement Program (PPP) and Reductions in Force (RIF) process.
- Monitored Medical Evaluations Boards (MEB), Line of Duty determinations (LODs), and possible Temporary Disability Retired List (TDRL) actions in conjunction with the Force Support Squadron and Medical Commander
- Managed AGR Continuation Board (ACB) process.
- Wrote periodic articles on AGR issues for publication

NCOIC, Consolidated MXG Command Support Staff, 154th Maintenance Group, Mar 2003 - Nov 2012

Position comparable with Federal Fulltime GS-06/07 position

- Oversaw the consolidation of four-unit Command Support Staff Orderly Rooms that produced a systematic and comprehensive function that provided standardization of processes within the MXG.
- Responsible for the health and productivity of the Command Support staff which supports the 154 MXG Commander, 154 Aircraft Maintenance Commander, 154 Maintenance Operations Flight Commander, 154 Maintenance Commander and over 800+ personnel.
- Executed daily Personnel and Knowledge Operations Management (KOM) operations and functions. Review and validate products and files for compliance with policies and directives. Report discrepancies and recommend corrective action. Monitor operations and actions for timeliness, propriety, and accuracy.
- Organized and compiled management data and submit reports to leadership and external agencies.

Pediatric Ward Secretary, Kaiser Permanente Hospital, Mar 1990 - Jan 2006

- Spearheaded the organizational efforts, which increased productivity and accountability of each ward secretary.
- Instrumental in creating the unit secretary continuity folder.
- Restructured and improved equipment and administrative order requirements for the unit.
- Enforced rules and policies of Kaiser Foundation Hospital.
- Performed duties as a liaison between staff and other hospital personnel during crisis situations involving the care of floor status pediatric patients and intensive care pediatric patients.
- Prepared and compiled records in nursing unit of hospital.
- Executed daily operations of pediatric admissions and discharges.

Education

MSA, Human Resource Management, Central Michigan University, with a Certificate in Leadership GPA 3.96
BA, Public Administration, University of Hawaii West Oahu, Kapolei HI, with Distinction, Class Speaker, GPA 3.96
AA, Paralegal Sciences, Kapiolani Community College, Honolulu, HI, anticipated graduation Dec 2020 GPA 4.0
AA, Liberal Arts, Windward Community College, Kaneohe HI, Summa cum Laude, GPA 4.0
AA, Human Relations, Community College of the Air Force, Maxwell AFB AL, 2010
AA, Information Management, Community College of the Air Force, Maxwell AFB AL, 2010
AA, Aerospace Maintenance Management, Community College of the Air Force, Maxwell AFB, 2010
Certificate, Air National Guard Personnel Familiarization Training, Aurora CO, 2014
Certificate, Air Force Reserve Center Mission Support Group Commander's Seminar, San Antonio TX, 1995

Affiliations

Golden Key International Honour Society
Phi Theta Kappa Honor Society
Hawaii State Veteran Women's Advisory Council Member
Veterans of Foreign War
American Legion
Enlisted Association of the Air National Guard of the United States
Volunteer Massage Therapist Military Strong Bonds
American Massage Therapy Association