

THIRTY-SEHVAN C. FORTY-SEVEN

- PURSER – ANNOUNCEMENT # 15-701-01MP – - KNOWLEDGE SKILLS & ABILITIES-

1.) KNOWLEDGE OF AND THE ABILITY TO MANAGE THE DISBURSEMENT OF GOVERNMENT FUNDS AND PREPARE RELATED TO FINANCIAL REPORTS AND RETURNS.

Daily, I provide critical material and procurement support while using technical logistics and strategic management knowledge to continuously improve logistics outcomes. This service requires the knowledge and ability to capture and communicate key financial data as part of creating an auditable accountability in government fund management. I am entrusted to exemplify ethical, practical leadership in all levels of financial oversight and reporting as delineated by MSC guidelines and systems utilization. As a successful, profitable business owner for the past seven years, I am proficient in all aspects of business administration and fiscal oversight – from funds disbursement to accounting audits.

MANAGE GOVERNMENT FUNDS DISBURSEMENT:

- As Comptroller, I kept and safeguarded the public fund, deposit, and transfer of public funds working as a disbursing agent to safeguard public monies. I issued U.S. treasury checks and oversaw the distribution, disposition, procurement, cancellation, and disbursement of foreign funds. I routinely filed officer accountability reports utilizing Daily Agent Accountability DD Form 2665. In response to my performance, the Defense Finance and Accounting Service (DFAS) Director extended me Approving Authority status. I reviewed each submitted request, guaranteeing total compliance with good cash management practices, standards, and procedures. I am intimately familiar with security and resource programs' minimum requirements for currency storage and negotiable instruments. Upon placement, I initiated a comprehensive fiscal fund review through which I identified two critical areas of improvement in the voucher collections processing. Resolving these issues, I was able to reduce discrepancy findings by 14%.
- While I excel in MSC application, the core strength of my Business Administration and Fiscal Management experience is reflected in commercial leadership as the founder of Thirty-Sehvan Forty-Seven, LLC (Company No. 3602982). I have owned and operated this company since December of 2007. I own several rental and real estate investment properties. Four of the five total properties headed by my company are fourplex units. After extensive market and IRS research, I opted to invest in these multifamily homes and have been able to increase rent revenue by three times compared to single unit/home rentals. Furthermore, my units are identical, allowing me to purchase maintenance items (i.e. air conditioner filters) in bulk. This strategic investment was born from a risk-reduction mindset; by spreading vacancy risk across all units, I am able to easily maintain revenue and vacancies with limited hassle or revenue loss threat. In regards to disbursing activities, my role in overseeing property management requires the collection and disbursement of rental fees.
- My training and experience working in fuel labs reinforces my practical ability to maintain strict quality levels. I analyze received and transferred DFM and JP5 Fuel samples during Refueling and UNREP evolutions. I use the Contained Fuel Detector (CFD) to test for water/sediments in JP5 sample and use flash points integrity testing, incorporating API Gravity numbers into the Fuel Matrix to protect quality reporting. Once Sounding figures and fuel lab quality findings are obtained, I authenticate fuel quantity receipt quantity (within 5% threshold) by reviewing Gauging Sheets and Transfer Documents. Following fuel evaluation, I post issue and receipt using the created DD Form 1149 or DD Form 1348 for End Use - Working Capital Fund (WCF) in the CLF Program to determine the correct signal code and fund code supplementary address for these materials. This posting activity signals fuels Delivery, thereby finalizing the event according to stipulated requirements.

- I also process the funding document (DD Form 1155) for commercial barge refueling charges in non-Navy ports in alignment with MSC Standards, taking careful precautions to apply the proper appropriation subhead and cost code. I screen all service charges, highlight questionable costs, and designate codes to costs, generating DD Form 1155 documents delineating the required appropriations information for final Purser approval. If and when physical on-hand inventory quantity reported differs from the “book” on-hand quantity and estimated losses exceed the (1%) allowable tolerance, I conduct surveys utilizing DD Form 200 (Report of Survey) to describe the circumstances surrounding the loss of fuel, as well as prepare and submit dent survey reports to the Naval Petroleum Office and appropriate MSC and Fleet Commanders to maintain a clear, cohesive, and consistent record or trail of fuel accountability.

PREPARE RELATED FINANCIAL REPORTS/RETURNS:

- As the owner of Thirty-Sehvan Forty-Seven, LLC, my background in business administration and supply chain management has more than prepared me for running my own business, even while employed with MSC. I have architected a home-based automation system to simplify resource management and operational activities. I use pro forma financial statements to articulate a fair, accurate depiction of cash movements based on financial projections and implement budgetary analysis to forward financing and property purchase decisions. I also employ QuickBooks to record, track, manage, and report company revenues and expenses. I am able to create and review a variety of financial reports, including: Trial balances, balance and cash Flow statements, expense reports, income statements, as well as for detailing journal ledgers, checks/deposits, etc. Furthermore, I work closely with my CPA and Tax Attorney in filing yearly taxes in compliance with IRS and GAAP standards. I have excelled in this capacity for the past seven years, expanding my commercial and residential property portfolio in leveraging financial management and business administration principles to backbone desirable, long-term, sustainable revenue generation and asset valuation.
- I am proficient in conducting the Fiscal Year Closeouts in Ship Clip 4, including proper and accurate initializing of Ship's OPTAR budget. This task requires detailed comprehension of how to import of monetary apportionments to fund codes, establish and modify fund codes, transfer funds between authorized fund codes, and print all financial reports. Key financial reports include: Budget Summary, Transmittal Report, Departmental Report, and Purchase Card Transactions. I updated the ship's Master on the configuration support of new material for the ship's repair parts. I kept him apprised of procurements for recommended parts list using Excel spreadsheets and other procurement updates, monthly supply accounting, and Government Purchase Card certifications using Excel spreadsheets and End of the Month Reports. I maintain credit card worksheets listing each authorized GPC purchase held to individual vendor purchase thresholds to protect against unauthorized split purchases. Purchase logs are maintained according to monthly financial limits and reconciled with Citibank DoN statements in preparation for submitting Certified Financial Statements to Agency Program Coordinators.
- Monthly, I prepare and submit the Combat Logistics Fleet Replenishment Report. The report details cumulative fuel transaction data, tallying aggregate dry cargo and fuel cargo totals for cargo received and/or delivered per every cargo evolution at sea and in port. This report is appropriately communicated to MSC Headquarters and divisional support and commands. I adhere to the Chain of Command when reporting on completed tasks and providing required updates. Aboard the *USS Emory S. Land*, I carefully managed ship resources according to (OPTAR) budget. I reported budget status changes, recommended fund allocations, and documented cost saving strategies to assist in navigating authorized budget perimeters. All financial reports were submitted before deadline. I made 7 procedural change requests, 4 of which were permanently adopted. I ensured that all OPTAR funds were spent in compliance with Type Commander (TYCOM) directives and that all DLR materials were properly documented and delivered.

2.) ABILITY TO INTERPRET AND APPLY RULES, REGULATIONS, STANDARD OPERATING PROCEDURES PERTAINING TO FISCAL, PERSONNEL, TRAVEL, AND/OR GENERAL ADMINISTRATIVE PROCEDURES.

Standardization is invaluable to high-quality, cost-optimized leadership. In all aspects of operations, success rests on efficaciously translating rules, regulations, procedures, and protocols into consistent, dependable

action. In marrying logistics education and practical MSC experience, I possess a profound understanding of how performance excellence mandates total compliance.

FISCAL PROCEDURES:

- As HAZMAT/HICSWIN Coordinator on the *USS Emory S. Land*, I completed the FY2012 HAZMAT Fiscal Report, demonstrating a re-issuing savings of \$8,321 in completing 67 of 124 requests through “On Hand” materials. I processed and inputted 377 HAZMAT receipts into the HICSWIN system, resulting in a total of \$58,159 saved in not HAZWASTING material and gained an additional savings of \$1,052 due to JEMMS reuse leveraging. 77 items were offloaded to JEMMS Re-Use Center, carrying an estimated savings of \$40,856. The total on hand inventory for all NIINS equals 432, resulting in a total inventory cost for all NIINS of \$21,003. These figures are evidence of experience and working knowledge in the operations, movement, and accounting of supply, finance, and accounting critical objectives. Adherence to and monitoring of accounting procedures led to an 11% decrease in discrepancies and improved reporting time of 12 hours. All HAZMAT material and equipment configuration information is current and made available for planning, decision-making, and change management. In overseeing a Hazardous Material Storeroom with Naval and MSC materials valued at \$15M, I conducted the issue and receipt of 243 line items of HAZMAT stock and administer periodic wall-to-wall inventories of some 33 storerooms comprised of 19,407 line items. Additionally, I participated in major loading and receipt processing of over 13,000 line items of NWCF materials and in complete alignment with stipulated MSC and Navy protocols and standards.
- Working with the Junior Supply Officer, I assisted in finalizing the End of the Year Fiscal Closeouts for the ship's OPTAR. I was responsible for verifying data accuracy in all Financial Reports, including Fund Codes and respective apportionment of grants per fund code. Prior to the Closeout, I helped reconcile all outstanding requisitions, port service charges, recurring document requisitions with shore-side financial agencies, and financial disputes and discrepancies resolution. I partnered with the JSO who was responsible for a monthly Budget OPTAR Report (BOR) of \$2,156,000, helping with the migration of 200 line items of AT1 COSAL material pulling from NWCF to MSC end use to free up funding in the Type 1 material category. I gained experience in monthly transmittal receipt and expenditure, monthly MTR/DLR CARCASS tracking, supply surveillance, and the timely processing of quarterly MOV cycles. Primary instruction centered on the proper initiation, documentation, and reconciliation of bank statements. This shadowing improved my financial management capabilities and has been integrated into my current position. As a CLF Custodian, I routinely employ technological intelligence and logistics training to streamline supply financial management and accounting procedures through automation and transactional analysis.
- As a Yeomen Storekeeper on the *USNS William McLean*, I processed and monitored the ship's Operating Target (OPTAR) budget funds worth FY2011 \$9,216,749.00, completing end of the month and end of the year reports detailing account expenditures, changes, and figures. In this position, I was able to integrate a continuous quality improvement fiscal program that utilized a system of checklists and signoffs to ensure total financial health. I coordinated the accurate and timely completion of all performance and administration supply department functions. Daily operations included SHIPCLIP Database Management, communications, material support, inventory supervision, quality assurance, records accountability, customer support, report creation and analysis – promoting the understanding that proper procurement, receipt, maintenance, storage, and disbursement of all items were integral to ensuring ship safety and operability. In leading a Quality Assurance initiative, I was responsible for 7,000 COSAL material items valued in excess of \$6.5M, ensuring the proper stowage, labeling, and inventory management of over 30,000 pound consumables and supplies – a total of 556 at \$19,458. These fiscally driven efforts saved the ship 15% in requisition costs.

PERSONNEL PROCEDURES:

- Recently, I assisted CIVMARS assisting in direct deposits, allotments, federal & state tax withholding, mailing addresses changes and account setup/access. During the 2014 Federal Employee Benefits Open Season, I volunteered to provide FEHB guidance and support to crewmembers enrolling/updating Medical, Dental, and Vision coverage as part of my self-motivated training plan for Purser promotion. Also, in Purser preparation, I

processed 10+ Relief Request and STS (Ship-to-Ship) Transfer Request Forms, 2 Relief Request/STS Cancellations, and 2 Relief Request/STS Changes. I received the completed requests, then prepared and submitted a Crew Change Report (CCR) for approval. Once the CIVMAR Assignment Notification and the CIVMAR Relief and Training Notice were received, I delivered the notice and Request for Leave or Approved Absence (OPM Form 71) to the appropriate personnel. The CIVMAR promptly returned the signed documents within the two-working day timeframe, thus allowing for shipboard turnover and check-out as outlined. As a purser trainee, my role also mandated that I track outstanding relief requests.

- I am currently studying and training in grievance and disciplinary measures as designated by the COMSC policies and regulations. I have a clear understanding of employer, association, and employee rights, as well as the agreed upon mutual rights/obligations shared in the employment relationship. I have processed 2 disciplinary actions, determining time limits based on CMPI 750 terms and am informed in the grievance and arbitration procedures used depending on situational criteria. The CMPI 610 details work rules whereas subsistence and quarters are guided by CMPI 593 obligations. I routinely outline *USNS Amelia Earhart* ship orders and check for understanding with my subordinates in aiming to prevent disciplinary actions and promote ethical actions. In training, I was given five case scenarios and asked to choose a disciplinary course and complete associated documentation. This exercise gave me insight and practice in disciplinary leadership. I completed three Disciplinary Form C(2) (MSC 12750-16) and Form A(2) Reprimand (MSC 12750/17). This training also introduced me to Form B(1), Form B(2), and Form C(1) uses and protocols. In finishing this assignment, I referenced the Douglas Factors to determine the best course of action. The goal is to balance the penalty, individual case, and aggravating factors to create a fair, constructive disciplinary solution that is open to questioning and comment. Guided by the Douglas Factor Evaluation Checklist, I learned to systematically evaluate the adverse event.
- Purser training has spanned routine and special personnel management considerations, including the CIVMAR Address and Emergency POC (Point of Contact) Validation Project (MSFSC Form 5300/1). Personnel addresses are linked to mission-critical automation system supports in Human Resources systems (DCPDS, HRMS, and NFAAS) and Financial Management Systems (UCPS, DTS, and WINIATS). I also have exposure to CIVMAR habitability allowances/exemptions, training requests/payment protocols, lodging reservations, position/pay rate changes (re-rating), time off compensation. I have processed FEGLI Designation of Beneficiary (SF 2823), Payroll deductions for labor organizations (SF 1187), FEHB Employee Health Benefits Form (SF 2809), FEGLI Life Insurance Election (SF 2817), and FERS Designation of Beneficiary (SF 3102). I processed 10+ address and POC changes, verified 30+ crew profiles, and initiated four training requests.
- Personnel management is a crucial element of operational performance and productivity. In my MSC career, I strive to elevate HR training and management to maximize output quality and minimize expenses. To date, the *USNS Amelia Earhart* Cargo Fuels accounting training video I created has been used to train about 12 crewmembers, reflecting MSC objectives to increase FIAR knowledge, skills, and abilities and maximize fuel accounting efficiency while also reducing labor and resource requirements. Training is based on applying NAVSUP Fuel Management & Accounting Afloat Instructions 4026. The video details gauging/sounding procedures to augment standard training using a more visual tool and captured demonstration of the processes.
- While serving as Safety Coordinator, I drafted Standard Operating Procedures, assimilating traffic flow and crowd control patterns to ensure the safety of all building assets, users and patrons, effectively managing the safety of nearly 15,000 participants and \$4.8 million dollars in equipment. The total survey of accidents for all administered events was 9 minor incidents – a 37% improvement. This project required me to coordinate with various military and civilian departments to ensure all participants had a clear, comprehensive grasp of the standards, expectations, and chain of command. When assigned to the position of KBR Contracting Technical Representative position, I reviewed the Payroll Department and System for an estimated 14,000 Iraq-based U.S. citizens and Foreign Nationals. Each of my six recommendations was adopted in full, demonstrating a comprehensive understanding of corporate value creation and the administrative function of total resource optimization and personnel support.

TRAVEL PROCEDURES:

- My OJT has comprehensively covered utilization of the Department Head Afloat Management System (DHAMS) resulting in a solid, personal working knowledge of this system evidenced by my training in payroll, crew movement (Check-In/Out) Sea Service Letters, Travel Requests, report generation, and auditing functions. In terms of Defense Travel System (DTS), I am trained in preparing and processing travel claims/vouchers (DD Form 1351) and in processing travel orders (DD Form 1610). I also have experience in processing Ship Funded Leave (SFL) requests and restrictions (i.e., baggage allowances, transportation, service/tour requirements, etc.). As part of my process improvement objectives, I modified Compensation Time Off for Travel Request by creating a duplicate fillable form, thus making it easier to annotate and complete saving valuable time while assisting in the preparation of numerous Travel Orders and Travel Claims for outgoing and incoming personnel. I also utilized the Department of Defense Electronic Foreign Clearance Guide to research Credential, Identification, and General Clearance Entry Requirements for TAD/TDY Crew members. My contribution was deemed “invaluable” in preparation of customs immigration forms for Port entry of Guam.
- During my duty as Comptroller for the Navy Expeditionary Supply Group – Joint Task Force 48, I organized the travel itineraries, lodging, meal plan, and schedules of a four-member team of government officials assessing the relief efforts. I was responsible for processing and transmitting all travel order and reimbursement actions associate with this effort. I served as the point of contact during their weeklong stay, coordinating mission critical objectives and movements in support of NGO involvement in humanitarian aid efforts. I also created a brief multimedia presentation on the Travelers Check Program, aimed at reducing the misuse of these funds due to misinformation and misunderstanding. I periodically updated the team on our progress in this area. Additionally, I personally identified, reported, and documented three traveler check provider-shipping errors. Finally, in reducing the percentage of sales automatic resupply trigger point, I was effectively able to substantially improve accountability, resulting in a flawless audit.
- DTS is safeguarded through access controls (permission levels) that aim to improve internal control and prevent unauthorized access. I am practiced in establishing budget targets, monitoring compliance with split disbursement policy, and in and following procedures used for determining constructed costs, year-end processing, and debt management. The DTS voucher must include lodging expense receipts, reimbursable expense receipts (\$75.00+), appropriate approvals, signed DD Form 1351-2/SF 1164, and other mandated items. DTS financing employs a specific line of accounting (LOA) format, allowing for straightforward, transparent recording and tracking of travel funds (requests, available funds, approval). I am most familiar with the following, primary travel-related pay transactions and reporting processes: Enlisted Basic Allowance for Subsistence (BAS), Outside the Continental United States (OCONUS) Travel, Family Separation Allowance (FSA), Military Leave, and Special Duty Conditions.

GENERAL ADMINISTRATIVE PROCEDURES:

I am proficient in accessing the web-based Sea Service Application Program, including updating crew lists, billet descriptions, and service information, logging crewmember on/off ship, and printing Sea Service Letters. As part of my Purser OJT, I maintained Ships Log information, annotating underway, shipyard, in port and ship's arrival and departure times. Additional training topics and demonstrated competency focused on: Updating Crew Change Reports (CCRs) (EOD, LPI, Rate & Assignment Changes); Preparing Draw Pay Lists by (inputting draw amount entries); Verifying T&A (Exporting: CAEXPORRT files – Importing: CALEISINM files); and Processing Daily Close Out and Financial Close Out Procedures within DHAMS, which is central to the Purser's general administrative scope of duties, responsibilities, and affect.

- General administrative experience is additionally substantiated by my company's profitability performance and client feedback. Since launching this endeavor in 2007, I have evolved my company to run with minimal input effort while delivering high-end client-responsiveness, even while working with MSC and serving in overseas deployment. I created a database network to empower general and administrative tasks and expense reporting. This system works in tandem with carefully selected partners and vendors to facilitate service requests, tracking service request initialization, completion, and payments. Furthermore, my expenses are paid through automatic,

scheduled payments. These account credits and debits are linked to my QuickBooks accounting platform, providing me with up-to-date financial information, as well as alerting me to potential issues (i.e. late rental fees) prior to surfacing problems.

- As a Yeoman Storekeeper, I am trained in procedural compliance and safety in taking INNAGES/ULLAGES, water cuts, and fuel sample testing. I can verify that all transactions are posted in the MSFSC and Transaction Item Report (TIR) during fueling operations. Automated fuel management systems and oversight is critical in this regard. I understand the integral importance of fuel accountability and reconciliation, maintaining the records and submission of CLF (Combat Logistics Force) date collection report as required by COMNAVSURFPAC (Commander Naval Surface Force, U.S. Pacific Fleet). I am also familiar with CARGO (NAVSUP P-4998) Supply Sources and requisition procedures. Experience includes on-station T-AFS and practiced in message preparation and sending to CTF 63 for HAZMAT waste offload in accordance with DRMO stipulations. I have competently and economically offloaded and processed the entire Hazardous Material list using HICSWIN and the Shipboard Hazardous Material List (SHML), including Hazardous Material Turn-In to Shore (HMIS). I have also conducted the End of the Year Fiscal Closeouts for cargo fuel and SAC load management within the MFCS-RA program. Additionally, I have supervised the completion of all HULL, AO Deckload, and cargo fuel inventories. I ensured inventory adjustments, issues, and sales were duly posted and updated any applicable fund codes prior to the Closeout and in complete compliance with MSC procedural standards.
- I have received and continue to receive hands-on training in COSAL/Ship CLIP (Ship Configuration Logistics Information Program) platforms and routinely assist the Junior Supply and Supply Officer in processing Allowance Change Requests (ACRS) and feedback reports. I am well versed in researching Allowance Equipage List (AEL) and Allowable Parts List (APL) SHIPCLIP Programs. I routinely coordinate physical materials on-load/off-load. I closely follow all Ship Clip Configuration and Logistics Baseline Updates. I screen for changes in allowance and verify Special Item Management (SIM) to foster timely COSAL items procurement based on ship replenishment needs, consumption trends, and identified targets. When making modifications, substitution, or deletions, I refer to National Stock Numbers, double-checking to ensure material item numbers are properly reflected in actual storeroom locations. I am able to use database systems to research aging procurement packages, to identify part orders, track payments, validate item receipts, and use data for configuration status accounting. In procuring materials, I regularly identify backlogged items, generate contract inputs, and use logistics data processing for streamlined management of contracted materials.
- I successfully completed the Food Service Management course with a final score of 96. In completing this coursework and in shipboard application, I have demonstrated knowledge and abilities in evaluating General Mess Records (NAVSUP Form 338), processing ration controls, analyzing Record of Receipts and Expenditures, proficiency in processing all food service documents, and conducting a final closeout with financial returns IAW COMINST 4000.2 and the NAVSUP P-486. I conduct spot inventories using NS Form 605 (Inventory symmetry forms) as part of upholding SMS policy and regulations standards. I trained with the *USS Emory S. Land*, Chief Steward in the ship's Food Service Program, supervising provision load outs and the DD 1155 payment for goods. I also monitored food service procedures, food menu creation, provisions scheduling, and sanitation protocols. I helped to reduce food wastes by 22% by using portion control and just-in-time delivery philosophies in changing on-the-line stocking procedures. I primed the food service prep team in prep, cook, and stocking timing. The preliminary focus centered on reducing wastes in meats and fresh vegetables, as these groups yield the greatest losses and inventory worth. We devised a first in, first out (FIFO) rotation schedule that aligned with menu planning activities to maximize food usage. I strictly complied with all procedures outlined in MSC/NAVY directives, STANDARD OF FOOD SERVICE (NAVSUP 4061.11G). Through increased personnel accountability (checklists, signoffs, temperature charts, etc.), standardization has been achieved and inventory counts are consistently 98% accurate. I have also participated in and independently conducted numerous subsistence inventories and the submission of the monthly Food Service Accounting Records to MSFSC N41. Also, by manipulating task scheduling, I was able to reduce redundancy and increase efficiency, effectively decreasing item-handling counts from 9 to 3 times.
- In service on the *USS Emory S. Land*, I effectively coordinated the offload of over 80 pallets at greater than 34,000 pounds of HAZMAT materials, working internationally with a host of foreign nationals and contract

centers to facilitate this achievement. My direct project supervision ensured 100% compliance with all international HAZMAT processes and practices, working in numerous stakeholder countries, including the Philippines, Guam, Malaysia, Thailand, and Singapore. I also launched an initiative aimed at training 50 selectees in conducting inventories and loss prevention directives. This program required extensive planning to achieve authorization and to facilitate program implementation. I taught appointed officers in the use of mobile electronic tracking devices and instructed the appointees in generating comprehensive Government Property Lost or Damaged (GPLDs) reports, inventory adjustments, and data synchronization tasks. In direct result, the unit reduced response time to .8 days, nearly three-fifths less than the response time starting point with no negative impact on inventory counts.

- Also, my duty as Contracting Officer in Al Asad, Iraq mandated training and standardization leadership. My goal was to communicate and ensure Government Contracted Agencies' compliance with the government-authored "Iraq Logistical Augmentation Program's Standard Operating Procedures" manual. During this 5-month period, 7 personally suggested changes were unanimously adopted and integrated into the core system of operational guidelines. I conducted various training seminars on the topics of supply chain management, distribution channel partnership, coding, Equal Employment Opportunity (EEO) policies and perimeters, Fiscal Excellence, and Automated Accounting Accountability. The initiated training program resulted in an 18% increase in trainee attendance and a 9-point increase in the average trainee score amongst a 100% pass rate. I also led discussions regarding Performance Based Logistics (PBL) in meeting readiness and efficiency needs. The final forum concluded that my data supported the move and eventual optimization through a physical network of warehouses, distribution centers, stocking points, and transport flows.

3.) KNOWLEDGE OF AND THE ABILITY TO WORK WITH VARIOUS COMPUTER SOFTWARE APPLICATIONS AND PROGRAMS.

Contemporary supply chain management is constructed on supply automation. I am highly adept in the use, training, and administration of these technological tools and have used my education and career experiences to hone my expertise in this globally critical area. The future wealth and health of MSC is rooted in aligning automation with organizational mission and objective to promote synergy, productivity, and profitability.

KNOWLEDGE OF COMPUTER SOFTWARE APPLICATIONS AND PROGRAMS:

- I possess a comprehensive knowledge of the supply/logistics function. I have a stellar grasp of automated and strategic automation and optimization programs. Daily, I apply this in-depth knowledge in completing materials handling, storage, and distribution activities. I am well versed in Minimum Ship's Store Procedures (NAVSUP-485), MILISTRIP/MILSTRAP Requisitions (NAVSUP 409), Haystack, and ShipClip, and the Shipboard Inventory Management System (SIMS). I have deliberately sought out cross-training opportunities to enhance my value and mobility. My training scores attest to my knowledge and performance excellence in supply automated program utilization: Ship Configuration Logistic Program (100), Supply Configuration Management (98), Combat Logistics Force Module (97) and Electronic Retrograde Management System (98) Food Service Management System (96):. I continue to receive training and train others in these systems to make sure I remain flexible and up-to-date in my skills and advancement. In sum, I possess a solid working knowledge in the application and use of automated logistics and supply management systems, including: Department Head Afloat Management System (DHAMS), the Electronic Retrograde Management System (eRMS), the Shipboard Automated Maintenance (SAMM), the Service Management System (SMS), the Streamlined Alternative Logistics Transaction System (SALTS), the Integrated Supply Information System (ISIS), One Touch, Navy Logistics Library (NLL), DOD EMALL, FORMS, and Global Supply Standards (GSA) Advantage.
- Most recently aboard the *USNS Amelia Earhart*, I conducted onboard training for three supply chain personnel. I completed a total of 7 evaluations after training and testing members on the use of MFCS for proper issuance of fuel, processing system backups, ensuring backups after every transaction, sending out the TIR, completing monthly updates, and setting up log in passwords and administration rights for program use. I regularly evaluate and document the work of my team, using random workspace inspections as a preventive measure in issue identification and correction. I also use these opportunities to provide positive feedback to my team. I have

trained personnel under my supervision in using supply management software, including training in Ship Clip, R-Supply, ISIS, One Touch, Web Salts, eRMS, and Haystack. Personnel, system, process, and workflow evaluations are imperative to empowering total supply surplus within the supply chain and logistics management function.

- I have trained with the U.S. Navy OIC (Officer in Charge), Assistant OIC, and Cargo Mate in planning, documenting, reporting, and transporting SAC (Special Accounting Class) 207 materials initial load out. These external requisitions use NSF (Naval Support Facility) funds and reimbursement through OPTAR budgets. Through correct citation of the activity's unit identification code (UIC) and the TYCOM's fund code on the issue document, these funds are automated. For DTO receipts, the SUADPS-RT (Shipboard Uniform Automated Data Processing System – Real Time) program is used to process the receipt into the SAC 207 fund, thus generating a charge to the end user's OPTAR fund. This system understanding is essential to understanding how funds move through automated appropriation and accounting.
- As Logistics Specialist/HAZMAT Coordinator, I trained two Assistant Storekeepers in the proper execution of the HAZMAT/HICSWIN and HMIRS database programs and capacities. I have trained my team in eRMS Modules, including: Standard Module, CLF Module, DLR Processing, Advanced Traceability and Control Program (ATAC), Transportation Account Codes (TACs), and Enhanced Repair and Return (EHRR) Module. My extensive appreciation and use of automated capabilities is capitalized on utilizing automated systems in the preparation of port service billings for timely submission in Oracle FINAPPS and SEAS reports, including the End of the Month OPTAR budget report and the MTR/DLR reports.

ABILITY TO WORK WITH COMPUTER SOFTWARE APPLICATIONS AND PROGRAMS:

- I routinely employ eRMS procedures, delivering proper DLR documentation; this system tracks asset transit through its life cycle, generating a TIR when Proof of Shipment (POS) is posted by the turn-in activity, initiating Stock in Transit (SIT), Advanced Traceability and Control (ATAC), and Proof of Delivery (POD) labeling. I routinely use web Shipping Discrepancy Reporting (SDR) to follow up on SIT transactions without proper POD entries. I am proficient in receipt processing, receiving, manifests, reportage of any Missing or Extra BC2, creating offload manifests, ship manifest input, and updating of proof of shipment. I can successfully use eRMS for Cradle-to-the-Grave DLR retrograde tracking. The JSO has trained me to manage End Use DLR Offload via Carcass Turn-Ins Submenu (Processed Automated Shipping Documents, Manual DD1348, Process applicable shipping reversals/cancellations).
- Currently aboard the *USNS Amelia Earhart*, using Ships Store – Exchange Location stock data history, we are working on a system to better automate ordering based on real-time data capture, as well as to leverage surveys, trends, and expenditures to make optimal use of ship store offering based on actual and projected customer demands. I am well equipped in monitoring the exchange location and ensuring proper documentation accuracy and completion. I am able to monitor and correct inventories, returns, stock rotations, and daily cash register sales receipts verification. I opted to train and study for the MSC XLO Operations course on my own time, taking steps to familiarize myself with the materials and to Ship Store Operations in preparations. I trained closely with the XLO Operator on proper Exchange Location Programs functions and management as outlined by COMSCINST. In reward for this investment, I successfully completed the XLO exam with a 94% score. My training and experience also entails hands-on instruction from the Ship Store Operator and Supply Officer on the proper procedures of operating and maintaining a ship's store. Through this education, I am familiar with the preparation of MSC Exchange Location Daily Sales Form (NES 600), Exchange Location Check Remittance Report Form (NES 603), Location Price Adjustment Voucher Form (NES 604), MSC Exchange Location End of Voyage Accountability Report (NES 607), MSC Exchange Location Earnings Statement (NES 608), and Military Sealift Command Exchange Listing (NES 605).
- As a CLF Custodian, I routinely employ ShipClip, COSAL, and Material Financial Control System (MFCS) (BP-28) in my HULL and AO cargo management activities. I inspect deliveries on the pier, using pallet coding, labeling, and documentation to validate materials receipt and to designate proper storage. Daily material support demands incredulous attention to detail. I exhibit this quality in unloading, checking, and examining both government and commercial items received, including carefully verifying accompanying documentation,

invoicing, and inspections, understanding that supply automation acts in service to quality and safety control functions. I am responsible for training and evaluating my team on use of these programs and compliance with procedures, including designing team and individual-specific training to improve learning knowledge and retention. I have mastered various software application and program features and have been repeatedly asked to head training programs as evidence of this claim. I continue to train designated Navy and MSC personnel in creating, reviewing, and approving requisitions, and navigating the system for research and viewing purposes.

- I am skilled in the proper procedures for prepping Hatch sheets, palletizing materials, and appropriate color-coding, identification, and organization used in material breakouts and Cargo load-outs. I excel in generating evidence-based cost reducing strategies, such as prioritizing high dollar value DLR carcasses to maximize return exchange due to prompt processing. I am proficient in using the ERMS to track DLR turn-ins, as well as for managing ATAC drop-off points, creating Offload Manifests, Shipping Manifests, and inputting key data for DLR accountability. Also, I am highly adept at using the Supply Inventory Stock System known as SHIPCLIP to exponentially improve operability. In MSC service, I conducted intricate checks and tracking by revamping the supply system for a 25-person division, authoring an average of 75-80 transactions daily. I also training 5-10 Assistant Yeoman Storekeepers in using Ship Clip to enhance supply management activities and results. Under my expert guidance, the unit moved assets valuing over 150 million dollars within a 2-month time frame; computer and technical proficiency was critical to this venture.
- Additionally, my responsibilities mandate the use of the Hazardous Material Information Resource System (HMRIS), which details these materials, serving as an extensive, comprehensive reference database. This system is vital in the search and retrieval of product record documents and handling procedures, including the above-mentioned MSDS and the Shipboard Hazardous Material List (SHML). The Hazardous Inventory Control System (HICSWIN) is another central tool that is useful in supporting the consolidation of HAZMAT in the Reutilization and Inventory Management Program. In response to a HMIRS/HAZMAT database system crash, I responded with a quick-coordination effort that involved the supervision of a four-man team, including these trained personnel, and the team worked to replicated the database without any interruption to customer service support. Additionally, we took this opportunity to conduct in-depth, real-time analysis of customer demand, requests, and issue movements.

4.) KNOWLEDGE OF AND THE ABILITY TO MANAGE MAIL OPERATIONS AND MAINTAIN FILES.

Data provides the foundation for architecting strategic management decisions. In my daily operations, supervision, and training, I employ proper mail and file management and maintenance methods to ensure proper reporting and recording of communications, transactions, and information. Standardization is one part of the data optimization puzzle; in my operations planning and improvement activities, I consistently look for ways to streamline the organization and deployment of this mission-critical function and resource

MAIL OPERATIONS MANAGEMENT:

- As a Postal Registry Custodian for the: Fleet Industrial Supply Center (FISC) - Regional Navy Mail Center, I was accountable for the receipt and distribution of over 10,000 government and commercial parcels per month. The items ranged from registered Mail, classified documents to other official mail packages, each requiring initial identification and processing in order to ensure streamlined delivery according to its specific coding. As a self-motivated performer, I personally processed over 36,000 pieces of accountable mail and over 250,000 pounds of ordinary mail to some 700 mobile units, 65 afloat units, and five major overseas Commands. Additionally, I was responsible for \$25,000 of inventory stamp stock in preparation of Daily Postal Forms. The result of my leadership and implementation of standards and procedures resulted in 100% accountability, meaning that each document was delivered in exact alignment with intended recipient, security level, and deadline despite request changes and other daily impediments. These documents were integral to the continued support of daily operations, serving as the backbone of communication and reliability for the region. Previously, at the Norfolk Regional Mail Center, I accurately implemented Lean and Six-Sigma White Belt Structures into Fleet Postal Operations, achieving a marginal increase in production utility, saving the Department of the Navy

\$9,000 annum and 1.5 daily hours in labor resource hour expenditures. I devised a mail management and file maintenance system that allows for quick search and reference of interdepartmental and departmental communications. I logged received correspondences, briefing the contents as needed for the team, and then filed the hardcopies. The system also highlights dates, translating key points and deadlines into an automated reminder system. I receive detailed reminders as coded, allowing me to completely control my storeroom in response to all data and targets. I had the ability to include or exclude my team as decided. In my studies and in my service, I have come to appreciate the advantages of customization in directing organizational outcomes

- While I am experienced in the actual management of mail operations and file maintenance, my education and experience expands the conceptual understanding of document oversight in that it mirrors the basic functions and forms of inventory control philosophies and practices. Each item or document is unique in its origin, content, classification, and destination; this coding details the regulatory requirements under which the agent is commanded. Similarly, the tactics of management necessitate streamlined efficiency, timely delivery, and flawless accuracy; any exceptions are noted as systemic errors that must be corrected. In working with human resources, it is often necessary to increase both training and accountability simultaneously; furthermore, response must be immediate to facilitate greater learning. For instance, in the Norfolk Regional Mail Center, I introduced a tracking and training program that isolated errors, assisting me in identifying weaker links within the Naval parcel system. The first step consisted of an aggressive feedback campaign, drawing on both employee, sender, and recipient groups to share their experiences, grievances, and ideas. In creating this learning culture, I was able to transcend resistance by sidestepping blame and instead encouraging active cooperation. During this period, the department recorded 1,429 survey replies and solicited opinions; of these, 1,172 were categorized as negative (82%), 229 as ideas (16%), and the remaining 28 as positive (2%). Upon collaboration and change implementation, the second survey round revealed 52% positive, 36% ideas, and 12% negative. Additionally, member participation increased significantly; of the 23 isolated ideas for improvement, 16 of these were implemented within 6 months of first survey completion. It is this continual quality improvement approach grounded in teamwork that promises to deliver the greatest insight and approach to operational improvement
- As part of my Customer Relationship Management strategy in my personal consultation firm. I employ a mail and correspondence program that integrates file management and digital paper trail capabilities. I designed this system to alert my personnel as to when physical and electronic mail has been received, as well as notifying them of contact points within specified communication return timeframes of no greater than 1.7 business days. Telecommunications are also logged in this system. The most recent audit tracked over 250 communications per month with a 76% response rate: each of the correspondences was appropriately documents and answered. An additional 6-Month of average of 88 messages per month were company generated, resulting in a 33% increase in contract signings within this period. Organized and automated communication management strategies continue to prove invaluable to the company's success.

FILE MAINTENANCE:

- File maintenance drives CLF daily activities and responsibilities. Fuels management is based on thorough documentation and data entry using supply automated programs to generate reports and foster analysis. It is imperative to accurately measure fuel ullages and sounding levels as a matter of ship safety and security, as well as providing outstanding logistics support. Using MFCS's centralized accounting, billing, and inventory tracking mechanisms, including Excel-driven fuel transfer programs, I am able to successfully process fuel transactions and offer key recommendations to improve ship procedures and requisitioning oversight. From July 29 of 2014 to November 22, 2014, I exemplified optimal material support management in mobilizing 1K line items of HULL-FILL and 9M material items valued at \$1.5M+, as well as 1M gallons of fuel provisions (DFM/JP5) valued at \$3,730,827. I also supervised a large scale (CLF-CONOPS) load management operation consisting of loading 6,000+ pallets and guiding the off-loading of 500+ pallets containing 9M, 1Q, FILL, HULL, MAIL, and Fleet Freight materials in various international ports, including Bahrain, Jebel Ali, Fujairah, Abu Dhabi and Djibouti. All materials movement is documented, stored, and disseminated according to MSC standards and expectations.
- As part of my regular duties as a CLF-Cargo Custodian, I build stock records for additions to inventory database, conduct routine procurement via MILSTRIP for transmittal to Defense Automated Addressing Systems using Streamline Automated Transmission System or PMO message format submittals. I also track out going carcasses

for DLR materials using e-RMS, checking e-RMS reports each morning. If we received any DLR material from the fleet during an UNREP, as out going DLR shipment, it is necessary to input the information into e-RMS, so all ship teams are able to accurately track DLR shipments. I am responsible for reporting Fuel and SAC Load material sales to the Fuels MFCS-CRT Program Support Team Fuel Manager and to Defense Energy Supply Center (DESC), including detailing and submitting all Foreign Fuel messages. Additionally, I compile and submit a monthly Combat Fleet replenishment report. These cumulative reports require extensive and accurate file maintenance.

- I have also requisitioned inventory stock sending requests to MSC Exchange Location Headquarters. My central aim has been to safeguard funds by keeping accurate accounting records and utilizing stipulated forms and processes. I have also assisted in filling out survey Form (DD-200), the Financial Liability Investigation of Property Loss, and the expenditures loss without survey, which is called (NAVSUP 1334). Additionally, I have provided assistance in requisitioning merchandise. Recently, my task was to assign the correct series of requisition numbers (9700-9900). I also received instruction in the proper processing of material receipts. I am currently working to design a system for aligning requisitioning based on forecasted purchase trends. Space constraints limit ship stores and the goal is to better gauge basic necessities so as to increase the ship's ability to supply additional items. This proposed improvement is based on extracting data from key files and using these inputs to generate historical trend data and year-over-year item demand shifts to enhance data utilization value. Proper file maintenance is the first step and I am in the process of preparing records for simplified analysis.
- In service as a Technical Representative, I conducted over 20 Quality Assurance Assessments, directly impacting facilities by an 8% increase in readiness and efficiency standards for morale services provided to over 135,000 military personnel per month connected with the Al Asad Air Base in Iraq. I devised a file and mail management system of automated notices and verification communication with contracted suppliers, helping to reduce the margin of error by 11%. The available software applications had not been previously utilized to this degree and this improved system has since been entirely adopted at this Kuwait facility. I was also accountable for proper service compliance and the financial integrity of over 7,000 pieces (valued at greater than \$3.5 million) of equipment, assets of the Morale Welfare Recreation Department. I was part of a team benefited by procurement authority of \$100,000 on material and/or service contracts. I was placed in charge of the Supply Chain Management sourcing; proper task completion required regular stakeholder communications and exceptional file maintenance capabilities.
- Overall, I possess an exceptional working knowledge of Microsoft Office, Adobe 9, CRM/ERP software, and other vital Automated Database programs. I use and customize these systems in serving my clientele and coordinating communications in managing my personal business. I am able to architect database solutions to simplify data capture and use. The impact of this skill set has and continues to increase my value in both my personal and professional pursuits. My renters receive automated updates, reports, and responses to their inquiries and requests as part of my commitment to customer service excellence. I also maintain detailed rental histories on both commercial and residential renters, as well as use analytical tools for market-based comparison.

5.) KNOWLEDGE, USE, TRAINING AND ADMINISTRATION OF DEPARTMENT HEAD ADMINISTRATION MANAGEMENT SYSTEM (DHAMS).

My academic training and professional career is based in continually evolving knowledge, skills, abilities, and competencies in architecting strategic management decisions. Labor is critical to shipboard cost controls. In daily operations, supervision, and training, I employ DHAMS labor automation tools to ensure proper coding, recording, and reporting of labor-related resources to foster effective analysis, planning, and decision-making.

KNOWLEDGE OF DHAMS:

- In preparation for pursuing Purser promotion, I have logged 15+ training hours in DHAMS alone. My recent Purser training has substantially increased my DHAMS knowledge, skills, and abilities. I am trained in Purser related policies (i.e, LES files, Timesheets, etc.), future payroll efforts (i.e., combining databases, DFAS, etc.), and in system reviews (i.e. Earning/Duty Codes, Quality Management, etc.).

- Extensive DHAMS training includes working knowledge managing personnel pay and leave. I am able to input, check, and evaluate work hours, codes, overtime hours, and budgets, all of which is key to effectively planning for upcoming staffing needs. I can complete the following tasks: Check, save, print, and transfer LES (Leave and Earnings Statement) information (using BASE Online platform, E-Drive, and DHMAS, as needed); limit inquiries according pay period and coastal data; add/annotate individual specific pay periods, and find/locate crew LES. I also am familiar with a wealth of CMPI 610 DHAMS code categories and uses, including Shore leave (C8-RDH), Annual leave (C7-RDA), Sick leave (D8-LSK), Training leave (B5-RIT/TAD) and Over due relied (A5-IRA). These codes are routinely used in DHAMS navigation and are necessary for documenting weekend, holiday, and regular leave events.

USE OF DHAMS:

- In Purser training aboard the *USNS Amelia Earhart*, I identified, documented, and reported 4 payroll-reporting errors and corrected these discrepancies using input and posting verification procedures. I can check and create LESs, print an employee muster report (EMR), and use the MyPay system as needed. My routine work and training duties require managing financial accounting for supply personnel overtime. I input payment data by associated work code and draw on appropriate overtime funds (OTN 6141 Overtime for General, OTN 6143 M & R, etc.) for the timely submission of payroll closeouts. I have also prepared and processed multiple payrolls, accounting periods, and financial returns. I am similarly experienced in documenting and performing a range of DHAMS functions (i.e., Audited Over Time, Sent CAEXPORT, processed CALESINM.dat, administered Draws, etc.).
- In using DHAMS and Adobe 9, I am able to record overtime assignments. Using these labor management systems is critical to labor costs management. I can input labor data, select the appropriate funding accounts, and record description transactions according to individual and/or batch processing parameters. Similarly, using DHAMS, I know how to access Viewing Event Logs and Project Subsystem to review available funds to use in special maintenance or repair projects.

TRAINING OF DHAMS:

- In multiple MSC supply positions, my duties included managing financial accounting and tracking overtime hours for supply personnel. I have trained MSC personnel in using DHAMS to record overtime assignments. This training consists of employing the Labor Subsystem. Within this subsystem, I was instructed on how to input correct labor data using stipulated work codes, select the appropriate funding accounts (i.e., OTN 6141 Overtime for General, OON 6143 M & R, etc.), and to record descriptions transactions via individual and/or batch posting processes. Various pay codes are used during this task and training covered accessing pay codes within DHAMS and using this information to accurately charge the individual taking leave. Additionally, training outlined how to view event logs and analyze reports for accuracy and analysis.
- Furthermore, I have trained in basic DHAMS functions and uses, including: maintaining personnel records, pay, leave information, billet assignments, collateral duty assignments for each billet (e.g., rescue duties, lifeboat assignment, firefighting station, etc.), budgeted dollar from Maintenance and Repair (M&R) projects, time and attendance labor hours, and providing related reports.

ADMINISTRATION OF DHAMS:

- Purser cash disbursement involves bi-weekly crewmember cash requests (Draws) to be docked from paychecks. Currently, a paper-based system is used: Hand-written receipts are filled-out, collected, calculated, and later entered into DHAMS. This finalization process takes between 1.5-2 hours to complete. I am designing a DRAW (Award, Regular, Special or Subsistence) Input database and Form to allow for immediate DRAW documentation and organization prior to entry into DHAMS. The requests can be individually and securely viewed and submitted using the ship's LAN/Share drive. Bi-weekly, submissions would be exported to Excel of Access, enabling automated alphabetization and calculation of draw requests. This addition would significantly reduce time, resources, and error while creating a digital artifact and audit trail for cash disbursement activities.

- I am proficient in navigating MSC systems and have worked with a variety of forms, such as DD 2665 (Daily Agent Accountability Summary), DD Form 1131 (Cash Collection Voucher), DD 1081 (Statement of Agent Officer's Account), DD Form 2658 (Returned and Undeliverable Check/Bond Record), DD 2659 (Voucher Control Log), DD 1610 (Request and Authorization for Travel of DOD Personnel), to name a few. I am also well versed in the CMPI 610, and pay/duty codes.
- Working with the Purser in DHAMS training, I have completed the payroll closeout process, including running, reviewing, and reprinting labor reports (Timesheets) after verifying all personnel actions (i.e., EOD, LPI, Re-Rate, IRA). After setting the new pay period, the CAEXPORT.TXT must be generated and the Labor DB file created and transmitted to MSFSC with backup properly stored by the Sunday 7:00 am EST deadline for processing. I have assisted in adjusting labor assignment and in creating a CleanUpDb42.EXE checklist to ensure database accuracy, recommending "clean up" (1) After setting the new roll; (2) After re-rating new crewmembers (on first day of pay period); (3) After M&R project closing; and (4) Before sending the database to the MSC-GALs. The DHAMS payroll process and payroll closeout process is central to labor payments, as well as interacting with Disbursing and Accounting subsystems and functions; as such accuracy is paramount. DHAMS training and practice also includes: Cash and Check Analysis, Reports/Accounting (i.e., Balance Sheet, Controls Check, etc.), Labor Posting/Reviews, and System/Purge processes.

6.) KNOWLEDGE, USE, TRAINING AND ADMINISTRATION OF OVER THE COUNTER CHANNEL APPLICATION (OTCNET).

The Over the Counter Channel Application (OTCnet) system combines Paper Check Conversion Over the Counter (PCC OTC) and Treasury General Account Deposit Network (TGAnet) functionality, creating online and offline features to maximize global fiscal management, control, and security. My training has prepared me to be a successful OTCnet user.

KNOWLEDGE OF OTCNET:

- I am trained in the practical and simulated use OTCnet. Having completed all 19 modules in the OTCnet training curriculum, my foundational knowledge and skills set allows me to interact with the system, as well as to facilitate streamlined electronic processing and reporting of cash flows and transaction activity. I am aware that OTCNET is comprised of three essential elements: (1) Administration, (2) Check Capture, Check Processing, and Reporting, and (3) Deposit Processing and Reporting. These components are intertwined. Through highly automated interoperability, the involved processes provide a comprehensive, accessible database of financial actions. As a logistics and information systems professional, the modernization of the nation's check payment system is crucial in aligning lawful fiscal oversight with transparent, standardized reporting mechanisms to support the optimal use of national funds.
- I have logged an estimated 20+ hours completing OTCnet simulation, separate from the OTCnet modules training requirements. My OTCnet knowledge is further backboned by previous OTCnet use, as mentioned. In total, I am confident in using OTCnet. As with the majority of automated systems, once the user has a basic familiarity and fluency in the IT language and application functions, navigating these systems is close to second nature. In my personal opinion, OTCnet is exceptionally simplified in presentation, intuitively designed to ease user demand and enhance organizational benefit.
- My OTCnet training first commenced as part of my military service in Iraq, Qatar, and Kuwait. For example, while in Kuwait, I was accountable for the proper service adherence and economic integrity for over 7,000 assets of Morale Welfare Recreation and Government Furnished Equipment valued at over \$3.5M+. During this period, I was exposed to OTCnet and guided through system use. My daily duties required deposits, reconciliation, and adjustments in operating the video teleconferencing platform and network used by 18,000 personnel monthly. I employed OTCnet in a limited means to detail cash flows within my department.
- In logistics and supply management, there are two keys to understanding these networks: 1) Everything is part of a larger system; and 2) The system is driven by processes. Therefore, the aim is to improve the underlying processes, which in turn, powers the system as a whole. OTCnet acts similarly. For instance, in this application,

the end user is part of a complex system of task and function capabilities, with each agency role providing unique performance capacities. This specificity is highly advantageous in terms of customizable system access and user impact. My basic training has flexed my strength in using OTCnet to perform routine OTCnet navigation. I can log in to OTCnet in both online and offline contexts. I can manage my account (i.e. password, profile, etc.) and grasp the security layers (i.e. in offline access). I am familiar with and abide by the GSS Rules of Behavior in all aspects of OTCnet use. Using my OTCnet User ID, I have completed training. I can create deposits, search deposits, search adjustments, and create returned item adjustments as part of the deposit processing function. Also, I am able to manage verification, conduct CIRA queries, perform batch management, scan checks, and view transmission histories.

TRAINING OF OTCNET:

- Personally, I have helped three members aboard the *USNS Amelia Earhart* to locate, navigate, and complete the OTCnet web-based training system. This user-friendly platform is highly accessible and provides optimal utility; however, my direct assistance clarified the information and guided the simulations. In training, I found that the simulations could better enforce OTCnet learning transfer by requiring the trainee to complete the task without immediate feedback. For instance, the users I worked with were successful in the online OTCnet simulation environment but were unable to easily finish the task (i.e. Create a User Identity) without additional aid. Also, the simulation expects correct data entry. When prompted, the trainees followed the instructions and minor errors went unnoticed due to automated simulation responses and assumptions. In working to improve my own OTCnet competency, I worked one-on-one with these members, using Job Aids, Show Me simulations, Let Me Try simulations, and User Guides as the basis for testing and challenging trainees in more confidently and independently using the OTCnet system.
- For each OTCnet training session, I completed the module again in preparation, including identifying the key role of the module in daily MSC operations and in relation to the organization's overall performance and productivity. For instance, in training for the Module 6 topic, "Configuring Check Capturing Online: Terminal Configuration," the module details how to modify a terminal's configuration and how to view a terminal's configuration. I decided to start the training by reviewing how check capturing enhances the digital tracking of financial transactions, creating a system for ensuring an auditable, accountable, electronic record of source materials. We then discussed the need to individually apply configuration settings for each OTC terminal to protect data and maximize operability. I explained configuration as a common language that allowed for communication within the location. From there, we discussed systems, working from OTC Endpoints to Application Configuration to System Configuration as crucial to streamlined customization. Each OTCnet step and module was used in crafting a total systems perspective of archiving.

ADMINISTRATION OF OTCNET:

- In my OJT duties and recent OTCnet training, administrative functionality is imperative in managing the organization, system configuration, users, system processes, and audits. Administration is characterized by user role. In managing users, I can create, edit, and modify user accounts. I am also able to delete, modify, and view OTC endpoints and endpoint data. As an example, in modifying OTC endpoint information, the first step is to click into the Administration tab where "Manage Organizations" can be selected. From the menu, "Organization Hierarchy" can be chosen, giving the user the ability to modify, delete, view, or search. Within the modify tab, OTC endpoints are listed in expandable formats. Once the appropriate end point is highlighted, the user can make necessary changes (i.e. adding a Financial Institution to the Financial Institution Relationships drop-down list. The user-friendly nature of OTCnet is has a high utility, especially for personnel who are educated, familiarized, and experienced in automated IT systems. I am also adept in report generation, including viewing and downloading deposit and check processing reports in conjunction with performing a query of historical reports as needed.

- Additionally, in configuring check capture online, I comprehend how to configure the terminal, search the audit log, and download/install firmware. I am also able to download and employ the OTCnet offline check capture software, configure the check capture terminal, and search the Audit Log offline. In order to recover a batch, I click through the Administration tab, locating Utilities and selecting the Batch Utilities subheading and finally clicking through to the Batch Recovery function. In Batch Recovery, the primary terminal and contingency terminal require the same storage compatibility to work properly. Also, terminal User ID and batch user creator name must be the same. In order for the batch to be recovered, the Agency Location Code (ALC) and the Terminal ID must match as well. In online check capture, the Check Processing tab fosters Check Scanning. Once data is entered, the user must verify the OTC endpoint and ALC+2, then selecting the preferred Processing Method and Item Type. The scan can then be initiated and completed using the scanner to capture and store the digital check image for reference/verification purposes. An Individual Record Number (IRN) is generated and linked to the check data (image, amount, social security number, etc.).
- Working as a Special Event and Safety Coordinator in Qatar, I executed over 23 assigned Morale Welfare Recreation and United Service Organization special events and concerts. I regularly used OTCnet to submit U.S. currency cash deposits. My role as a Deposit Preparer mandated that I carefully track cash received in operating these events. Upon completion, I would access the Deposit Processing function in the online OTCnet system and Create a Deposit using the U.S. currency option. Occasionally, I deposited foreign currency. The three-step deposit creation process requires the user to first define deposit preparation information, including deposit amount, voucher date, fiscal year, and financial institution information. Currency is itemized according to type and delineated in specific paper and coin amounts. Deposit variance must equal \$0.00 to proceed. The automated tool's second stage determines subtotals by accounting code or TAS. Finally, the user is prompted to review the deposit data prior to saving it for approval. Errors can be corrected. In this light, OTCnet offers a high level of accountability, flexibility, and support to the user. The user has ample opportunities to clearly and accurately articulate deposit information while also being alerted to possible mistakes.
- In summary, I speak systems; I know the constructs, platforms, processes, and rationale that fuels automation objectives, connections, and strategies. OTCnet is one of many spheres where automation emboldens real-time, quality-controlled accountability. Whether dealing with cash or inventory, the underlying methods and mechanisms are core to automated services. Whether tracking MSC or personal company financial transactions, the purpose of documentation is far more expansive than merely keeping accurate books. The reports generated using these tools provide managers insight into the financial health and behaviors of the organization. Those people who are able to understand these systems beyond simply using inputs and outputs offer an advantage to the MSC team as they help grow the advantages of automation at unit and organizational levels. I fit within this category and have taken extensive steps in education, training, and business to distinguish my IT competencies from the rest. For some, OTCnet tracks money; for me, OTCnet is part of an integrated financial leadership role.