

# Jane Doe

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## PROFESSIONAL SUMMARY

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*A highly organized and detail-oriented professional with 15 years' experience in quality assurance and data analysis transitioning a robust background to the field of conflict management. Particular skills in problem-solving and establishing rapport with internal and external stakeholders with a renowned ability to motivate inspire and direct others in a supportive environment.*

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## CORE SKILLS

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- Oral and Written Communication
- Critical Thinking & Analysis
- Policy Implementation
- Team Building
- Conflict Resolution
- Information Retention and Reframing

## EDUCATION

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### **University of Baltimore, Baltimore, Maryland**

*Master of Science in Negotiations and Conflict Management, May 2020*

*Relevant Coursework: The Conflict Management Profession, Understanding and Assessing Conflict, Methods of Dispute Resolution, Ethnic and Cultural Factors of Conflict*

### **University of Baltimore, Baltimore, Maryland**

*Bachelor of Arts in Community Studies and Civic Engagement, May 2017*

### **Baltimore City Community College, Baltimore, Maryland**

*Associate of Arts in Public Policy, June 2014*

## PROFESSIONAL EXPERIENCE

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**Data Analyst/Internal Auditor, Office of Compliance and Laboratories 05/2001-Current  
Baltimore, MD**

### **Organizational Skills**

- Trained (20) lab personnel in the transition of the new Element Data Software System
- Approves and monitors raw data analysis for Maryland Department of Environment (MDE) compliance requirements
- Confirms accurate completion of analysis and effectively ensures interdepartmental satisfaction and compliance with set data standards
- Maintains database information to comply with applicable laws and regulations that govern the lab facility

### Communication Skills

- Continually maintains updated Standard Operating Procedures (SOP) manuals and informs lab personnel of new changes
- Encourages creative thinking and problem-solving with internal Pollution Control department to address error corrections within the database
- Investigates and provides submitted forms to executive management team on lab facility operations for workflow process improvements

### Leadership Skills

- Reduced the lab's backlog and increased productivity by 30% within three months of being hired
- Achieves high personnel morale and retention through effective City Union of Baltimore (CUB) negotiations and step grievance processes
- Participated in Mayor Pugh's Fiscal 2018 Sustainable Infrastructure Results Outcome Team (Dec, 2016-Feb, 2017) reviewing budget proposals and recommending budget allocations for fixed city services
- Selected as "Employee of the Month" for excellent public service (2014)
- One of six finalist out of 3,000 DPW employees as "Employee of the Year" (2015)

### Administrative Analyst Intern, Office of Strategy and Performance      02/2017-05/2017 Baltimore, MD

- Attended strategy and performance team meetings to implement a new organizational structure within the Department of Public Works (DPW)
- Brainstormed solutions collaborating with DPW HR and Risk Management departments to implement a new streamlined workflow process for all DPW agencies
- Collaborated with city council officials and provided information for community building within the constituent districts
- Aided in employee recognition video shoot "DPW Proud" acknowledging employee's commitment and exemplifying the best in public service
- Completed the 'Litter Campaign' initiative approved by the director of DPW for Mayor Pugh

### PROFESSIONAL ACTIVITIES

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| • Conflict Negotiation and Conflict Management Association             | 2017-Present |
| • Criminal Justice Association   | 2017-Present |
| • The National Society of Leadership and Success, Sigma Alpha Pi       | 2016-Present |
| • Office of Transitions and Community Engagement                       | 2014-Present |
| • Board of Trustees, student trustee, Baltimore City Community College | 2012-2013    |