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**Objective:** To join an organization to make use of my experience in information systems and human resources.

**Qualifications Summary:** Over 20 years of program management, human resources, and operations manager experience in challenging and highly competitive environments. Proven ability to evaluate and identify program processes and implement changes to increase efficiency and productivity.

Experience in the operation, maintenance and deployment of information systems and peripherals. Performed data analysis of human resources information for Headquarters Department of the Army. Wrote programs to analyze data and distribute time saving reports to users in the field. Maintained excellent rapport with field users through professional courtesy and timely solutions. Ability to interpret and apply laws, rules, and regulations.

## **Professional Experience**

US Army

**Operations / Program Analyst** 2005 to Present

- Planned, developed, and maintained long-range hardware and software configuration requirements. Budgeted for the configuration requirements by cost estimating the resources necessary to sustain desired workflow.
- Examined current operations, data and compilation methods for Department of the Army and reduced a three-day data analysis process down to 15 minutes. The revamped process eliminated the chance for human error.
- Monitored office workstations, printers and document scanners for equipment failures and provided timely solutions to sustain office workflow.
- Performed upgrades and repairs on office computers and document scanners that eliminated the need and delay of service calls.
- Configured office workstations, printers and document scanners; provided remote management support for digital scanners.
- Project lead for the Army in the development of the Department of Defense (DoD) Transfer of Education Benefits for Service Representatives (TEB-SR) application.
- Perform duties as the Site Security Manager for over 1000 DMDC user accounts. Supported accounts for multiple organizations to include Army G-1, Senior Leader Development, Human Resources Command and the entire Career Counselor force.
- Work with the Theater Network Operations and Security Center (TNOSC) to benchmark degraded network performance to troubleshoot related program failures.
- Utilized and trained over 200 field users on multiple Army enterprise systems.
- Created database for all Army Commands to track Post 9/11 TEB actions; established functions to permit subordinate commands to monitor the program down

to the lowest level without relying on Headquarters Department of the Army.

- Organized and executed annual training seminars that consisted of attendees from the United States and overseas; enhanced workforce knowledge on new Human Resource Management (HRM) strategies.
- Successfully evaluated, assessed and resolved policy inquiries for a human resource team consisting of over 950 service personnel.
- Prepared correspondence in response to congressional inquiries, inquiries from senior Army leaders, Soldiers, and Family members.
- Developed database to capture depository data for HQDA Recruiting Policy Branch; Established interface (GUI) for leadership that enabled timely review of stored data.
- Performed as resource manager for organizational funds. Executed budget of over \$450,000 yearly. Used database and spreadsheets to maintain effective inventory control.

US Army

**Career Counselor**

1995 to 2005

- Identified customer needs and provided solutions that required interpretation of Army Policy.
- Responsible for acquiring assignments and training for employees.
- Trained 65 workers to use and maintain database programs.
- Analyzed, reviewed and rewrote Microsoft Access databases in order to increase operating efficiency and adapt to new policy requirements.
- Worked HR policy within Police, Explosive Disposal and Military Intelligence units.

US Army

**Section Chief**

1989 to 1995

- Performed in a high stress environment where there was zero tolerance for error as the Chief of Fire Direction.
- Prepared progress reports to evaluate employees and provided measures of rehabilitation when required.
- Successfully served as the Senior Computer Operator and lead member of a Special Weapons Team in a volatile environment that required absolute data accuracy.

**Education**

Troy State University

Troy, AL

**Bachelor of Applied Science in Resource and Technology Management / Business Administration, in progress** / 2010

- Maintained 4.0 grade point average.

University of Phoenix

Phoenix, Arizona

**Associates of Arts in General Studies**

2006

- Completed degree with 4.0 grade point average.

United States Army Soldier Support Institute

Fort Jackson, South Carolina

**Diploma, Career Counselor – HR Manager**

1998

NRI School of Electronics

Washington, DC

**Diploma, Computer Operation, Diagnostics and Repair**

1998

**References:** Available upon request or at the following link: <http://dclucas.com/rp.pdf>