

Dana Okafor

Management and Program Analyst

Washington, DC · dana.okafor@example.com · (555) 555-0167 · U.S. citizen · Current federal employee (career)

SUMMARY

Management and program analyst with 11 years of experience in program evaluation, workload and staffing analysis, performance measurement and writing for senior leaders, including 5 years at GS-12 leading district-wide evaluations. Seeking a GS-0343-13 Management and Program Analyst position.

WORK EXPERIENCE

Management and Program Analyst

08/2021 – Present

U.S. Department of Veterans Affairs, Veterans Benefits Administration, Washington, DC

GS-0343-12 · 40 hours per week

- Lead evaluations of disability compensation claims processing across a 14-office district: define the evaluation questions and performance measures, direct a team of 4 analysts and present findings to the district director and headquarters staff.
- Designed a workload-based staffing model from 3 years of claims data; leadership used it to move 38 positions between offices, and average days to complete a claim fell from 141 to 104 within 18 months.
- Analyzed the effect of new eligibility legislation on district workload and resources; my forecast of a 22% rise in claims set the FY2024 hiring and overtime plan, and actual receipts came within 3% of it.
- Wrote 23 decision papers, briefings and evaluation reports for senior executives since 2023; 9 of the 11 recommendations in my 2024 quality review were adopted.
- Led a process improvement review of claims intake with staff from 5 offices that removed 3 hand-offs and cut rework from 18% to 9% of cases.
- Built and maintain the district performance dashboard in Tableau and SQL from 4 data sources, used weekly by 60 managers to track timeliness and accuracy goals.
- Drafted the goals, milestones and measures in the district's 5-year operating plan, and run the quarterly reviews against them.

Program Analyst

06/2018 – 07/2021

U.S. Department of Labor, Employment and Training Administration, Philadelphia, PA

GS-0343-11 · 40 hours per week

- Monitored performance of workforce grant programs in 6 states worth \$210 million a year against federal reporting requirements, and flagged states at risk of missing outcome goals.
- Conducted 24 on-site and remote program reviews; findings led 4 states to correct reporting errors in their outcome data.
- Built a risk model that ranked grantees for review, focusing staff time on the 15% with the most past findings.
- Wrote quarterly performance reports and briefings for the regional administrator.
- Analyzed revised federal performance reporting rules for their effect on state grantees, then wrote the regional guidance and led 6 webinars for state staff.

Operations Analyst

07/2013 – 08/2016

Calloway Health Partners, Baltimore, MD

40 hours per week

- Analyzed scheduling and staffing data for 9 outpatient clinics; recommended schedule changes that cut the average wait for a new appointment from 19 to 11 days.
- Mapped the specialist referral process with staff from 3 departments and removed a duplicate approval, cutting median referral time from 6 days to 2.
- Wrote the monthly operations report for the executive team and trained clinic managers to use it.

EDUCATION

Master of Public Policy 05/2018
George Mason University · GPA 3.7/4.0

- Capstone: evaluated the outcomes of a county job-training program for its oversight board

Bachelor of Arts, Economics 05/2013
University of Maryland, College Park · GPA 3.5/4.0

CERTIFICATIONS AND TRAINING

Project Management Professional (PMP), Project Management Institute 04/2022

Tableau Desktop Specialist, Tableau 11/2021

SKILLS

Analysis: Program evaluation, Performance measurement, Workload and staffing models, Forecasting, Cost-benefit analysis, Survey design, Process improvement

Tools: SQL, Tableau, Excel (advanced), R, SharePoint

ADDITIONAL INFORMATION

- Background investigation: Public Trust, favorably adjudicated 2021
- Languages: Spanish (professional working proficiency)
- Member, American Evaluation Association