

MICHELLE GRAY

Torrance, California 11111 | 123.456.7890 | resumewriter@email.com

Human Resources Specialist

Department of State, Bureau of Administration

Job Series: GS-0201

Citizenship: USA

□ QUALIFICATIONS PROFILE

Results-oriented and versatile professional with extensive experience in human resources management, strategic planning, and administrative services within government environments. Proven ability to lead teams, manage programs, and develop effective policies that support mission objectives and enhance operational performance. Skilled in providing oversight, analysis, and recommendations for facility resource management, while driving cost-effective solutions to improve efficiency and achieve positive outcomes. Recognized for strong communication and problem-solving skills, and adept at building collaborative relationships across agencies, communities, and all organizational levels.

□ PROFESSIONAL EXPERIENCE

NASA, Greenbelt, MD

Supervisor HR Specialist, GS-201-15 | Hours per week: 40

01/2024–Present

- Develop and implement strategic HR plans, policies, and programs aligned with the organization's evolving mission and priorities.
- Define and support strategic HR objectives, contributing to the development of the organization's workforce master plan.
- Advise senior leadership on organizational effectiveness, performance metrics, resource allocation, and areas for improvement.
- Provide expert technical counsel on complex HR program areas and emerging workforce issues.
- Lead and inspire a team of HR Specialists, driving strategic vision, change management, and innovative approaches to HR service delivery and external collaboration.
- Leverage broad HR expertise to analyze and resolve complex issues, improve service delivery, and enhance HR products and solutions.
- Execute full supervisory responsibilities, including work assignments, performance evaluation, disciplinary actions, and employee development.
- Promote a culture of engagement, diversity, equity, inclusion, innovation, and excellence across all levels of the organization.
- Uphold and champion principles of fairness, integrity, and non-discrimination in all decision-making, aligned with NASA's DEIA and safety values.

Department of Transportation, Office of Inspector General, Washington, DC

Deputy HR Director, GS-15 | Hours per week: 40

01/2020–Present

- Serve as the principal advisor to the Assistant Inspector General for Administration on complex personnel matters, including change management, reorganizations, and functional realignments.
- Provide expert analysis on the procedural and substantive implications of sensitive, precedent-setting, or controversial decisions.
- Lead and manage a team of human resources specialists, overseeing daily operations and strategic initiatives.
- Advise new and seasoned managers agency-wide, partnering with senior leadership to drive process improvements and HR best practices.
- Conduct in-depth research and develop agency-wide HR policies to ensure compliance with OPM and federal regulations.
- Recommend official OIG positions on emerging or revised government-wide policies and direct the creation of formal personnel directives in response to legal or regulatory changes.
- Act as the agency's HR subject matter expert, advising on staffing, classification, employee relations, performance management, benefits, awards, policy development, compliance, automated systems, and security.
- Oversee the OIG's pay and benefits programs, ensuring accurate compensation for GS, SES, and law enforcement personnel.
- Function as DEU Program Manager and lead the personnel security, suitability, and adjudications program for the OIG

Department of Transportation, Office of Inspector General, Washington, DC 20590

Supervisory Human Resource Specialist, GS-14 | Hours per week: 40

11/2016–Present

Acting HR Director, GS-15 | Hours per week: 40

05/2020-11/2020

- Supervised HR Specialists and Assistants, managing workload planning, prioritization, and delivery of services including staffing, recruitment, classification, compensation, and advisory support.
- Provided strategic program guidance across the full spectrum of HR services, including Pathways, employee benefits, pay, employee relations, retention, development, performance management, and policy.
- Oversaw program accountability through audits and peer reviews to ensure compliance with Merit System Principles and prevent Prohibited Personnel Practices.

MICHELLE GRAY

Torrance, California 11111 | 123.456.7890 | resumewriter@email.com

- Led workforce and succession planning, enhancing competency models and leadership development strategies.
- Advised HR staff on complex personnel matters, ensuring informed decisions that aligned with policy and regulatory requirements.
- Ensured consistent quality in HR outputs by improving internal and external processes for greater efficiency and service delivery.
- Developed and revised policies, procedures, and organizational frameworks to remove barriers, promote collaboration, and support mission execution.
- Streamlined HR policies and practices to optimize performance and operational outcomes.
- Directed long-term strategic initiatives and HR projects to strengthen staffing and classification capabilities in alignment with future organizational goals.

Department of Transportation, OST Departmental Office, Washington, DC 20590

Human Resource Specialist, GS-14, OST Departmental Office | Hours per week: 40 08/2015–11/2016

- Led department-wide consultative and technical HR services for operating administrations, HR staff, and all management levels across the full spectrum of human resources functions.
- Delivered comprehensive HR services including staffing, recruitment, classification, compensation, and strategic advisory support.
- Developed, updated, and implemented HR policies, SOPs, employee manuals, handbooks, and guidance materials.
- Conducted in-depth research and evaluations of major HR programs, systems, and processes impacting national-level HR operations.
- Served as project lead, overseeing internal reviews and managing multidisciplinary teams that provided organizational effectiveness and strategic consulting to leadership and staff.
- Advised senior leadership on complex and sensitive HR issues, demonstrating deep subject matter expertise.
- Functioned as the technical authority on workforce flexibilities, benefits, compensation, leave, performance management, and recognition programs.

▫ EARLIER CAREER

Peace Corps, Office of Human Resources, Washington, DC 20526

Manager, Staffing, and Classification, FP-2, GS-14 | Hours per week: 40 08/2014–08/2015

Federal Security Department, Office of Intergovernmental Affairs (IGA), Washington, DC

Director of Resources, GS-341-14 | Hours per week: 40 10/2010–08/2014

Department of Homeland Security, Human Capital, Washington, DC

Human Resource Specialist (Team Lead), GS-201-14 | Hours per week: 40 10/2008–09/2010

Army Department, Joint Program Executive Office, Falls Church, VA 22041

Human Resource Generalist, GS-301-13 | Hours per week: 40 10/2007–10/2008

▫ EDUCATION

Master of Arts in Organizational Management | Sample University, Virginia Beach, VA

Bachelor of Arts in Communications | Sample University, Washington, DC

HR Management | Mastering HR Organizational Effectiveness | Sample University, University, Villanova, PA

▫ PROFESSIONAL DEVELOPMENT

Delegated Examining Unit (DEU) Certification | Leadership Training | Basic Classification Training
United States Department of Agriculture (USDA) | Customer Service Workshop | Job Analysis Training | Negotiation Skills | Mediation Conflict/Resolutions Skills | Time Management Training | Job Analysis Workshop | Office Etiquette Seminar | Workforce Development Course | Human Resources Management
and Effective Organizational Courses | Administrative Officer Training | Financial Management Training

▫ AWARDS

DOT OIG Exemplary Achievement Award, 2019, DOT Team Award, 2020

DOT OIG Performance Awards and Time Off Awards, 2017, 2018, 2019, 2020, 2024

DOT OST Performance and Time Off Awards, 2016

DHS – Special Achievement Award, 2013, 2012, 2010, 2009, 2001; DHS – Time Off Award, 2009

▫ TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, and PowerPoint) | Operating System: Windows and Mac OS

WordPerfect 7.0 | Microsoft Office Scheduler | MultiMate | Microsoft Exchange | HR Recruiting Systems: (Monster, Quick Hire, USA Staffing, PeopleSoft, Resumix, and Talent Link)