

# NICHOLAS TAWNEY

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60259 NW 83 CT  
Cattler Bay, FL 99234

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## ADMINISTRATIVE PROFESSIONAL

Contract Specialist & Sales & Customer Service

Outgoing, Positive, and Reliable **Administrative Professional** has 10+ years of cumulative working experience and proven expertise in Administration, Contracting, Sales and Customer Service. Extremely competent and well-organized individual has a consistent track record of surpassing standards and goals at various organizations. Motivator and detailed problem-solver who takes pride in meticulous work.

Candidate manifests profound knowledge in government contracting, mortgage, sales, and general office management. Dedicated professional is well-versed in providing assistance to clients in various aspects and troubleshooting arising problems; exhibits proven track record in meeting and exceeding customer care objectives. Exceptional communication and strong interpersonal skills make the candidate effective with clients, and staff in different departments and job levels. Possess exceptional planning, prioritizing and goal-setting skills manages multiple and changing priorities concurrently and has the ability to plan and prioritize workload, paying attention to detail while working under pressure to tight deadlines.

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- ✦ Adept in Organization & Multitasking
  - ✦ Analytical & Detailed Problem Solver
  - ✦ Skillful Communicator & Negotiator
  - ✦ Customer Service Excellence
  - ✦ Proficient Interpersonal & Presentation Abilities
  - ✦ Strong Decision Making Abilities
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## CAREER HISTORY

### Networking Connections Offices

June 2014 - Present

Contract Specialist (May 2015 - Present)

Procurement Technician (June 2014 - May 2015)

Miami, FL

- ✦ Delivered a **high level of customer service and professionalism** at all times; catered to customers' needs and provided individualized support; successfully **closed out thirteen outstanding ratifications**.
- ✦ Effectively managed all incoming contractor enquiries including, contractual, compliance and other related queries; **prepared procurement contracts** and ensured appropriate contract paperwork is issued in accordance with company policies and governmental requirements and regulations.
- ✦ Handled all aspects of the solicitation process including performing solicitation openings, reviews, quotes and determining responsiveness and responsibility of low quoters/offerors; **produced solicitation documents** utilizing agency contract writing system.
- ✦ **Negotiated, managed and administered new contracts**; evaluated financial reports, conducted Market Research, and regulated office Records.
- ✦ Assumed full responsibility for the complete procurement process, from the contracting pre-award phase through the post-award phase; made sure that all legal and contractual matters relating to complex procurement negotiations are addressed in a timely and efficient manner.
- ✦ Formulated and **constructed all contracts in line with 'best-practice' guidelines** and frameworks; engaged directly with customers suppling direct customer support, guidance and advice in submitting new procurement packages as well as clarifying any ambiguities in regard to contract clauses.
- ✦ Handled a number of workplace responsibilities with utmost accuracy and effectiveness; regularly **observed VISN 8/Station 546 SharePoint** and paired 2237 with Acquisition Plans; distributed procurement request and tracked requirements; **monitored the Undelivered Orders (UDO)** SharePoint site; managed the flow of reports and performed service ADPAC duties.
- ✦ **Established and maintained strong working relationships**; collaborated with and provided comprehensive support to the Contracting Officer, Contracting Specialist, Supervisor and Team Leads.

### Miami 5 STAR Healthcare System

Sep 2013 - June 2014

Program Support Assistant, Sterile Processing Services

Miami, FL

- ✦ **Provided administrative support to management staff** and oversaw all aspects required for a streamlined flow of office activities; wrote numerous documents including memorandums, routine

letters, and technical materials; produced robust and insightful reports, meaningful charts and forms; maintained company records and tracked time during meetings.

- ✦ Maintained, updated the calendar and **scheduled meetings** and appointments; **fielded inbound calls** in a professional and courteous manner, demonstrated perceptiveness to customers' requirements and responded to any inquires; directed phone inquiries when needed.
- ✦ Delivered substantial support during the execution of various station service projects; organized and coordinated the activities of internal and external parties; **ensured the accuracy and completeness of electronic files**; entered, updated, and erased information; ordered and maintained office supplies; represented the company professionally with external visitors.

#### Department of Veterans Affairs Miami 5 STAR Medical Center

Mar 2010 – Sep 2013

Secretary to Chief Nurses

Acute, Mental Health and Spinal Cord (Aug 2012 – Sep 2013)

Program Support Assistant, Reusable Medical Equipment (Aug 2011 – Aug 2012)

Information Receptionist (June 2010 – Aug 2011)

Volunteer (Mar 2010 – June 2010)

Miami, FL

- ✦ Handled a full range of moderate to complex **clerical and administrative work assignments** in support of members at various job levels including Chief Nurses, Nurse Managers, Nurse Supervisors and Reusable Medical Equipment (RME) Program Coordinator; built and cultivated positive working relationships with employees at all levels including leadership, executives, and supervisors.
- ✦ **Responded to all incoming telephone calls**, ensuring that these are answered promptly and professionally and suitably directed to the applicable person or department.
- ✦ Scheduled appointments, meetings, and travel arrangements as requested, coordinating and **collating all relevant paperwork**; prepared statistical breakdowns including **analysis of data** using graphs and charts, numerical and written information.
- ✦ Liaised effectively with internal and external departments; utilized numerous management information and filing systems; served as **LMS Administrator and SharePoint administrator**.
- ✦ Guided, coached, and trained staff; executed each activity in compliance with HIPAA guidance; **revised all Standard Operating Procedures (SOP)**; facilitated the successful execution of Reusable Medical Equipment projects from technical and administrative perspective.
- ✦ Exhibited **superior customer service** that fulfilled the needs of veterans, family members and other visitors in a prompt and professional manner; served visitors by greeting, welcoming and directing them appropriately; executed each activity to drive the customer experience in a positive way.
- ✦ Oversaw and directed the volunteers providing front desk assistance; **inaugurated principles and processes to drive strong customer service** within all interactions with customers.

#### National Home Loans

Mar 2006 – Nov 2008

Senior Home Loan Consultant

Miami, FL

- ✦ Provided outstanding customer service and solutions that completely satisfied customers' needs; **conducted thorough evaluation of applicant information** to facilitate better decision making process.
- ✦ Undertook a continuous review of procedures to **achieve and maintain best practice**; improved the acquisition procedure and suggested enhanced methods of operation.
- ✦ **Developed favorable business relationships** and regularly communicated with third parties, vendors and other involved constituencies.
- ✦ Generated price negotiation good faith estimate and supplied non-successful applicants with debriefings while responding and resolving any of their concerns; provided clients with **professional advice**, and customized services in order to identify and achieve clients' financial goals.

## OTHER RELEVANT EXPERIENCE

#### Lister Bank Home Loans

June 2004 – Mar 2006

Home Loan Consultant

Miami, FL

#### National Home Loans

May 2002 – June 2004

Home Loan Consultant

Miami, FL

**Cannelli Corporation**  
Housing Coordinator  
Homestead, FL

Apr 2000 – May 2002

## EDUCATION & TECHNICAL SKILLS

**University of Phoenix, Miami, FL, March 2016, Master's in Business**  
**University of Phoenix, Miami, FL, October 2012 Bachelor of Arts, Health Care Administration**  
**University of Phoenix, Miami, FL, May 2010, Associate of Science, Finance**

Microsoft Office Suite ✦ Electronic Contract Management System Portal  
VISTA ✦ SharePoint ✦ Calyx ✦ Software Federal Procurement Data System (FPDS)  
Integrated Funds Distribution, Control Point Activity, Accounting, and Procurement (IFCAP)

## LANGUAGES & TRAINING

**Languages:** English (Proficient) ✦ Italian (Basic) ✦ Spanish-American (Proficient)

**Training:** Federal Acquisition Regulation and other FAC C Level (currently)  
Contracting Officer Representative (COR) Training  
Stepping with Pride Leadership Program, Completed June 2012  
Licensed Roofing Contractor, 2008 - Present  
Notary Public, 2005 - Present  
Mortgage Broker, 2003 - 2011

## AWARDS

Agency on the Spot Awards

References Gladly Provided Upon Request