# Samantha Condo

Hutto, TX | [samanthacondo4@gmail.com](mailto:samanthacondo4@gmail.com) | 830-837-0276 | Samantha Condo – LinkedIn

**Work Experience**

|  |  |
| --- | --- |
| **Bank of the West, BNP Paribas** | **TX** |
| ***Data Analyst, Assistant Vice President of HR Admin*** | **Aug 2021 - Present** |

• Coordinates, conducts, and documents HR Projects reporting requirements in the areas of financial benefits reconciliation, compliance, performance, statistical and operational data analysis, tracking the common operating picture by collecting data directly related to governance and controls, and review while conducting program area research in order to apply the results to organizational policies and procedures.

• Creating regulatory and local reports by working with SQL and data to consult and collaborates to develop and facilitate innovative business and technological solutions and outcomes as well as brief leadership of ongoing statuses.

• Analyzes and evaluates data gathered from multiple sources and reconciles differences and applies consistent approaches to data interpretation and performance measurement results for supported program areas.

• Reviews and monitors assigned program elements and coordinates with leadership for the development of plans and programs designed to provide positive action and response to support operations.

• Monitors and analyzes execution and implementation of corrective items to ensure completion and alignment to goals and requirements.

|  |  |
| --- | --- |
| **US Army Reserves** | **TX** |
| ***Transportation Management Coordinator*** | **Apr 2017 - Present** |

• Supports and develops local policies, doctrine procedures, and program elements for planning and launching.

• Analyzed and monitored the execution of organizational plans and procedures and reports overall status and shortfalls to leadership to support operations.

• Identified and troubleshot operational and logistical issues and delays to facilitate resolution of emergency rostering and duty conflicts between managers and staff.

• Organized, planned, verified, and documented sensitive items in accordance with policies, procedures, and regulations.

• Developed emergency plans and strategies to mitigate risk for events involving the military and general public, to include medical, toxic agent, and biological/pandemic events.

|  |  |
| --- | --- |
| **The Pink Berets** | **TX** |
| ***Director of Situational Awareness (Volunteer Position)*** | **Nov 2019 - Dec 2022** |

• Develops and supports emergency, safety, and continuity training, drills, and exercises for the organization as part of the emergency management program.

• Performed complex legal research to interpret laws and regulations in non-complex terminology ensuring policies and regulations are appropriately aligned with each other.

• Prepared legal memoranda, motions and briefs synthesizing facts, evidence, and legal authorities.

• Implemented and performed security and safety measures during training and community events to prevent or mitigate risks and emergencies.

|  |  |
| --- | --- |
| **Select Medical, Concentra** | **TX** |
| ***Head of Administration*** | **Feb 2019 - Aug 202** |

• Analyzes initial requests for services, authorization guidelines, cross-organization protocols, and provider documentation while adhering to mandatory privacy and medical laws and licensing requirements.

• Documented all appropriate information per organizational policy and procedures and created reports of status or non-standard issues to the provider(s) for collaboration with center staff as necessary.

• Assists patients and staff with a clear understanding of their care plan between all organizations, coordinates patient flow, ensures complete medical records processing, and tracks and maintains authorization process/logs and patient Plan of Care.

• Supervised all mandatory trainings, certifications, medical laws, licensing, and contracts and all fulfillment and inventory management services to ease operations to support administrative and healthcare staff.

|  |  |
| --- | --- |
| **Texas Physical Therapy Specialists** | **TX** |
| ***Care Coordinator – Office Manager*** | **Oct 2015 - Jan 2019** |

• Processing and investigating patient cases and information then entered data into system database, and then provided database maintenance.

• Managed business and work schedules for all members of the staff and managed patient schedules with providers and therapists.

• Provided technical and administrative support to the team and patients by preparing and organizing all reports, patient documents, and protecting medical record confidentiality.

• Facilitated on-going assessment of patient and family needs and oversaw implementation of interdisciplinary team plan of care aligning with medical ethics and practices.

• Automated office operations for managing client correspondence, data governance and management, and data communications.

|  |  |
| --- | --- |
| **US Army Reserves** | **TX** |
| ***Family Readiness Liaison*** | **Jan 2014 - Apr 2017** |

• Directed logistical planning and provided strategic advice to meet team operational goals resulting in standards being met and completion of tasks with no incidents.

• Regularly conducted executive briefings and presentations to communicate operational expectations and goals with an audience of 40 Officers.

• Developed an effective system for the Family Readiness Program on behalf of the Commander to provide families with support, resources, events, and activities that align with appropriating fiscal year funding.

• Acted as the public affairs spokesperson for the program and served as a member of the steering committee while supporting the headquarters and human resources staff.

|  |  |
| --- | --- |
| **US Army (Active)** | **TX** |
| ***Personnel Specialist*** | **May 2009 - Dec 2013** |

• Subject matter expert for technical and memoranda writing and publishing in accordance with military, government, and federal regulations.

•Developed plans and procedures for, and coordinated the delivery and cataloging of military equipment valued at over $1 M while consistently communicating status and updates with other agents to prevent incidents and support operations between organizations.• Supported supervisors with employee performance management and regulatory information to make fair and just recommendations for personnel actions and items of record in personnel files.

**Education**

|  |  |
| --- | --- |
| **Colorado Technical University** | **2020** |
| ***Bachelor of Science: Management*** | **Date** |

|  |  |
| --- | --- |
| **Grand Canyon University** | **2013** |
| ***Bachelor of Applied Science*** | **Date** |

**Certifications**

|  |  |
| --- | --- |
| FEMA – Continuity of Operations  AMEDD (Army Medical Dept) CBRNE Preparedness  Applied Radiological Response (ATTRS)  CBRNE Defense Qualified  Toxic Agent Certified (CDTF)  CARE/COSC Team Certified (Combat & Operational Stress Control)  USAR Family Programs Chain of Command Certified  Certified Customs Border Clearance Agent  Medical Management of Biological Casualties (MMBC)  Active DoD Secret Clearance | Certified Virtual Facilitator  Change Management Certification  Professional Certification in Data Science  Global Data Integrity  Cloud Operations and Security  Agile Product Ownership  HR Data Analyst & HR Data Analyst Leader  Metrics and Dashboarding Specialist  Red Hat OpenShift – Bronze  E-Sign Administrator |

**skills**

|  |  |
| --- | --- |
| Quantitative Research & Analysis  Training, Research, & Development  Needs Assessment & Monitoring  Data Analysis & Reporting  Team Project Management  Microsoft Programs  Google Products & Services  People Operations & HR  Data Driven & Informed Decision Making  Doctrine Research and Development  Pattern Recognition | Program Element Implementation  Corporate Social Responsibility – ESG Compliance & Sustainability Governance  Interagency Coordination & Logistics  Relationship Building & Networking  Cross-Cultural Teams  Operational Risk Management  Risk Management & Mitigation  Change Management  Strategic Thinking  Root-Cause Analysis |