

EDUCATION

Ph.D. Public Administration and Public Affairs Center for Public Administration and Policy Virginia Polytechnic and State University Falls Church, Virginia	2009
Master of Public Administration and Public Affairs Center for Public Administration and Policy Virginia Polytechnic and State University Falls Church, Virginia	1998
Diploma of Polygraph Science and Methodology A. Madly Academy of Polygraph Science and Methodology Charlotte, North Carolina	1984
Bachelor of Science Criminal Justice University of North Carolina at Charlotte Charlotte, North Carolina	1983

POLICY, ANALYTICAL AND RESEARCH EXPERIENCE

Special Research Faculty/Senior Program Director/Principal Investigator & Project Director **2002-current**

**Virginia Polytechnic and State University, School of Public and International Affairs, Virginia Tech Institute for Policy and Governance, Federal Reimbursement Unit (FRU)
Fairfax County, VA**

Direct a national model office for revenue maximization for local counties with a team of 9-6 university faculty and staff

Direct the team's activities and provides technical assistance and expertise in ensuring seamless operational processes to enhance Fairfax County's ability to access Federal funds and maximize revenue under Title II, Title IV-D, Title IV-E (until 2012), Title XVI, Title XIX of the Social Security Act, and the Children's Services Act Parental Contribution assessment process

Fiscal impact for the County since 2001 exceeds \$80M

Between 2003 and 2019 multiple grant awards to the university over \$6.1M

Direct and modify the team's work processes and activities for quality assurance purposes ensuring accuracy and integrity of all work produced to meet the university's contractual obligations and the project's objectives and goals

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Research, collect, interpret, organize, analyze data and information to meet the university's contractual reporting requirements to the County and university

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

Provide policy up-dates and briefs to County management and staff following policy changes and changes in interpretation to Federal and State regulations, laws, and rules, thus continuing to maximize revenues for the Fairfax County

Create and modify all FRU training materials, conduct training sessions, and provide technical assistance and expertise related to policies and standard operating procedures the FRU team is responsible

Collaborate with State and County division and agency program management and staff on policy and practice topics related to child welfare, Federal entitlement programs, revenue maximization, and the implementation of division and agency procedures

Benton and Associates, Ltd.
Consultant

2011-2014

**South Carolina Department of Social Services (SCDSS), Children's Law Center at the University of South Carolina-School of Law and Children's Law Office, South Carolina Division of Child Support Enforcement, and Winthrop University-School of Social Work
Columbia, SC**

Collaborate with multiple South Carolina legal, program, university, and private stakeholders in identifying additional Federal and State funding sources and implementing a multiple faceted program for South Carolina's Department of Social Services achieving this goal

Collaborate with stakeholders from the Children's Law Center at the University of South Carolina-School of Law on the Child Support Enforcement Initiative and the South Carolina Department of Social Services and the State's Child Support Enforcement Division to create a model program for South Carolina

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines

Analyze case data and information to identify funding opportunities

Prepare multiple reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff

Creation of position descriptions for staff employed on the SC Child Support Enforcement Division's Child Support Enforcement Initiative

Instruct staff employed on the SC Child Support Enforcement Division's Child Support Enforcement Initiative processes and standard operating procedures for case management and documentation of their work

**Benton and Associates, Ltd.
Consultant**

2008-2010

**State of Hawai'i Department of Human Services (DHS) and University of Hawai'i at Manoa-School of Social Work
Honolulu, HI**

Collaborate with multiple Hawai'i program, university, and private stakeholders in identifying additional funding sources and implementing a multiple faceted program for Hawai'i's Department of Human Services to achieve this goal

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines

Analyze case data and information to identify funding opportunities

Instruct staff on methods to research the required eligibility criteria for Title IV-E funds for children are in the custody of Hawai'i's foster care system using multiple State and local systems, and on-line databases

Court Specialist Supervisor

1998-2002

**Virginia Polytechnic and State University, Center for Public Administration and Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA**

Establish Judicial Support Orders on behalf of children in foster care in Fairfax County

Collaborate with the Fairfax County Attorney's Office, Special Counsel of the Fairfax District Office Division of Child Support Enforcement (DCSE), parent's retained and court appointed attorneys, Fairfax County Juvenile and Domestic Relations District Court (JDRDC) judges, and Fairfax County's Department of Family Services (DFS) agency management and staff on all issues involving child support

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Interview parents, negotiate with attorneys, perform VA DCSE child support calculations and apply the calculated guideline amounts to Judicial Support Orders (with a 90+% being consent Orders), and analyze parental financial information and documentation, and present Orders to the JDRDC judges

Interpret and integrate research data from multiple sources; use automated technology to establish and maintain and document case records

Research and analyze current and proposed Federal, State, and local legislation and regulations through reviews of Federal and State documents, professional publications, and communicate with interagency staff

Develop and maintain multiple data management systems

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, and County management and staff (additional details below)

Graduate Research Assistant

1997-1998

Court Specialist

**Virginia Polytechnic and State University, Center for Public Administration and Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA**

Establish Judicial Support Orders on behalf of children in foster care in Fairfax County

Collaborate and serve as a liaison between Fairfax County Attorney's Office, Special Counsel of the DCSE, retained and court appointed attorneys, JDRDC judges, and DFS agency management and staff on all issues involving child support

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Interview parents, negotiate with attorneys, perform VADCSE child support calculations and apply the calculated guideline amounts to Judicial Support Orders (with a 90+% being consent Orders), and analyze parental financial information and documentation, and present Orders to the JDRDC judges

Interpret and integrate research data from multiple sources; use automated technology to establish and maintain case records

Research and analyze current and proposed Federal, State, and local legislation and regulations through reviews of Federal and State documents, professional publications, and communicate with interagency staff

Prepare and distribute to relevant university, County and State stakeholders multiple reports and documents to meet contract deliverables

Develop and maintain multiple data management systems

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

Special Research Faculty/Senior Project Associate / Principal Investigator **2008**
Virginia Polytechnic and State University, Office of Outreach and International Affairs, Virginia Tech Institute for Policy and Governance, School of Public and International Affairs
Loudoun County, VA

Collaborate with local human services management in identifying additional Federal and State funding sources

Extensive experience in working as part of a team, and can also work independently

Analyze case files to maximize revenues for Title II, Title IV-D, Title IV-E, and Title XVI funding

Prepare and distribute contract deliverable to County agency and university stakeholders

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

Present case review results to appropriate program managers

Make recommendations on case files for additional funding sources

Benton and Associates, Ltd.

1999-2001

Consultant

**VA Department of Social Services,
Richmond, VA**

Collaborate with multiple private, State and local human services management stakeholders in identifying additional funding sources for Virginia Dept. of Social Service (VADSS) localities

Conduct research in pilot projects across the State that were incorporated into a statewide process by the VADSS

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines

Review case files to maximize revenues for Title II, Title IV-D, Title IV-E, and Title XVI funding

Present case review results to appropriate program managers and staff across the state

Analyze selected cases for VADSS prior to Federal audit

Make recommendations on case files for additional funding sources

Prepare multiple reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to corporate and State management and staff

MANAGEMENT EXPERIENCE

Special Research Faculty/Senior Program Director/Principal

2002-current

Investigator & Project Director

**Virginia Polytechnic and State University, School of Public and International Affairs,
Virginia Tech Institute for Policy and Governance, Federal Reimbursement Unit
Fairfax County, VA**

Direct all aspects of the contract between the university and Fairfax County with a team of 9-6 university faculty and staff, liaison with subcontractors and university staff located in the National Capital Region and Blacksburg

Fiscal impact for the County since 2001 exceeds \$79M

Between 2003 and current multiple grant awards to the university over \$5M

Between 2003 and current negotiate the annual contracts for the FRU team between the university and Fairfax County

Direct the team's activities and provides technical assistance and expertise in ensuring seamless operational processes to enhance Fairfax County's ability to access Federal funds and maximize revenue under Title II, Title IV-D, Title IV-E (until 2012), Title XVI and Title XIX of the Social Security Act, and the Children's Services Act Parental Contribution assessment process

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Provide all contract deliverables to meet the university's contractual obligations on time or prior to the deadline

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, and County management and staff (additional details below)

Continually evaluate the university's contractual obligations to the County, ensuring that the FRU operates as efficiently and effectively as possible

Direct and modify the team's work processes and activities for quality assurance purposes ensuring accuracy and integrity of all work produced to meet the university's contractual obligations and the project's objectives and goals

Research, collect, interpret, organize, analyze data and information to meet the university's contractual reporting requirements

Create and modify all FRU training materials, conduct training sessions, and provide technical assistance and expertise related to policies and standard operating procedures the FRU is responsible

Participate in hiring process to include: create/modify position descriptions, work with university management and staff in the posting of the position, review all applications, creating and completing objective screening process, interviewing, selecting the employee, hiring, on-boarding/orienting, training, and supervise all FRU team members

Create and maintain the job performance activities and measurements, create and modify all staff performance indicators, staff evaluations, and salary actions

Direct all activities related to the advertising, recruitment, interviewing, selection, orientation, training, and retention of the FRU management and staff

Direct all tasks associated with unit's expenditures

Develop and Implement Continuity of Operations Plan (COOP) for the team

Court Specialist Supervisor **1998-2002**
Virginia Polytechnic and State University, Center for Public Administration and Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA

Establish Judicial Support Orders on behalf of children in foster care in Fairfax County

Collaborate with Fairfax County Attorney's Office, Special Counsel of the Fairfax District Office of the DCSE, parent's retained and court appointed attorneys, JDRDC judges, and Fairfax County's DFS program management and staff on all issues involving child support

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Interview parents, negotiate with attorneys, perform VADCSE child support calculations and apply the calculated guideline amounts to Judicial Support Orders (with a 90+% being consent Orders), and analyze parental financial information and documentation, and present Orders to the Fairfax County JDRDC judges

Interpret and integrate research data from multiple sources; use automated technology to establish and maintain case records

Research and analyze current and proposed Federal, State, and local legislation and regulations through reviews of Federal and State documents, professional publications, and communicate with interagency staff

Develop and maintain multiple data management systems

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County management and staff (additional details below)

Participate in hiring process, create/modify position descriptions, work with university management and staff in the posting of the position, review all applications, creating and completing objective screening process, interviewing, selecting, hire, train, and supervise new Court Specialist staff

Circuit City Stores, Inc.
Regional Loss Prevention Manager
Washington, DC/Baltimore Metro Area

1986-1995

Direct and enforce corporate loss prevention and operations policies

Investigate corporate losses and conduct criminal investigations for incidents committed against the corporation to include employee theft, check and credit fraud, identity theft, shoplifting, and other activities that would result in corporate losses

Investigate crime and other related scenarios that put the corporation's assets at risk and identify and collect evidence from the crime scene and related items (close circuit TV surveillance, for example) and secure it for forensic evaluation to include fingerprint analysis

Where allowed by law administer polygraph examinations for employment, periodic and specific investigations

Collaboratively work with division and store level managers and staff to prevent losses and protect corporate assets in the Metropolitan D.C. market. This included approximately 20 stores, a service center, division office, and distribution center

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes
Direct regional and store management and staff, including undercover operatives, during active investigations to take relevant action

Prepare information, documents and evidence for criminal court hearings and testified about investigation details

Employ and manage local police officers in providing store security and customer safety

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to corporate management

Kept abreast of current trends in the fraud industry, investigative techniques, and financial crimes through membership and very active participation in multiple professional organizations (International Association of Credit Card Investigators (IACCI), Metropolitan Area Fraud Investigators (MAFIA), and the American Society of Industrial Security (ASIS)) as well as attending workshops, seminars, training sessions and through professional publications

**Rite Aid Corporation
Regional Loss Prevention Manager
North and South Carolina, Georgia, Alabama**

1984-1986

Direct and enforce corporate loss prevention and operations policies

Investigate corporate losses and conduct criminal investigations for incidents committed against the corporation to include employee theft, check and credit fraud, identity theft, shoplifting, and other activities that would result in corporate losses

Investigate crime and other related scenarios that put the corporation's assets at risk and identify and collect evidence from the crime scene and related items (close circuit TV surveillance, for example) and secure it for forensic evaluation to include fingerprint analysis

Where allowed by law administered polygraph examinations for employment, periodic and specific investigations

Collaboratively work with division and store level managers and staff to prevent losses and protect corporate assets in the southeastern market. This included approximately 70 stores and pharmacies, and a division office

Extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight and urgent deadlines, and time sensitive investigations

Direct regional and store management and staff during active investigations to take relevant action

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

Kept abreast of current trends in the fraud industry, investigative techniques, and financial crimes through membership and very active participation in multiple professional organizations (International Association of Credit Card Investigators (IACCI), Metropolitan Area Fraud Investigators (MAFIA), and the American Society of Industrial Security (ASIS)) as well as attending workshops, seminars, training sessions and through professional publications

INVESTIGATIVE AND LAW ENFORCEMENT EXPERIENCE

**Special Research Faculty/Senior Program Director/Principal
Investigator & Project Director**

2002-current

**Virginia Polytechnic and State University, School of Public and International Affairs,
Virginia Tech Institute for Policy and Governance, Federal Reimbursement Unit
Fairfax County, VA**

Direct the team's activities and provides technical assistance and expertise in ensuring seamless operational processes to enhance Fairfax County's ability to access Federal funds and maximize revenue under Title II, Title IV-D, Title IV-E (until 2012), Title XVI and Title XIX of the Social Security Act

Many years and extensive experience in collaboration and working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Research, collect, organize, interpret and analyze financial data and information (parent and case manager interviews, bank statements, tax documentation, income records, receipts, etc.) to perform the university's required activities to achieve the goals of the FRU team, specifically in the areas of the team's Title II, Title IV-D, Title IV-E (until 2012), Title XVI, and CSA Parental Contributions Assessments and Waiver/Reduction Requests

Perform activities aimed at identifying and locating non-custodial parents whose children are in custody of Fairfax County's foster care system using multiple State and local systems, on-line databases and in collaboration with VA State and non-VA State agencies

Direct activities related to the selection of job candidates and required background investigations, required secondary investigations and investigations of the FRU management and staff when circumstances are warranted

Collaborate with university stakeholders to include Human Resources Dept management and staff, university counsel, and senior university management when criminal issues arise with job candidates or current employees

As a result of investigative activities, document findings by creating and modifying multiple types of reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, and County agency management and staff

Court Specialist Supervisor **1998-2002**
**Virginia Polytechnic and State University, Center for Public Administration and
Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA**

Perform research using a variety of methods to identify and locate non-custodial parents whose children are in custody of Fairfax County's foster care system using multiple State and local systems, on-line databases and in collaboration with VA State and non-VA State agencies

Research, collect, organize, interpret and analyze financial data and information (parent and case manager interviews, bank statements, tax documentation, income records, receipts, etc.) for the accurate calculation of the VA DCSE child support guidelines

Present required evidence to the Court for the establishment of Judicial Support Orders.

Collaborate with Fairfax County Attorney's Office, Special Counsel of the Fairfax District Office DCSE, parent's retained and court appointed attorneys, Fairfax County JDRDC judges, and Fairfax County's DFS program management and staff on all issues involving child support

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Interview parents, negotiate with attorneys, perform VADCSE child support calculations and apply the calculated guideline amounts to Judicial Support Orders (with a 90+% being consent Orders), and analyze parental financial information and documentation, and present Orders to the Fairfax County JDRDC judges

Interpret and integrate research data from multiple sources; use automated technology to establish and maintain case records

Research and analyze current and proposed Federal, State, and local legislation and regulations through reviews of Federal and State documents, professional publications, and communicate with interagency staff

Develop and maintain multiple data management systems

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County management and staff (additional details below)

Graduate Research Assistant **1997-1998**
Virginia Polytechnic and State University, Center for Public Administration and Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA

Perform research using a variety of methods to identify and locate non-custodial parents whose children are in custody of Fairfax County's foster care system using multiple State and local systems, on-line databases and in collaboration with VA State and non-VA State agencies

Research, collect, organize, interpret and analyze financial data and information (parent and case manager interviews, bank statements, tax documentation, income records, receipts, etc.) for the accurate calculation of the VA DCSE child support guidelines

Present required evidence to the JDRDC for the establishment of Judicial Support Orders.

Collaborate and serve as a liaison between Fairfax County Attorney's Office, Special Counsel of the DCSE, retained and court appointed attorneys, Fairfax County JDRDC judges, and Fairfax County's DFS program management and staff on all issues involving child support

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Interview parents, negotiate with attorneys, perform VADCSE child support calculations and apply the calculated guideline amounts to Judicial Support Orders (with a 90+% being consent Orders), and analyze parental financial information and documentation, and present Orders to the Fairfax County JDRDC judges

Research, interpret and integrate research data from multiple sources to include current and proposed Federal, State, and local legislation and regulations through reviews of Federal and State documents, professional publications, and communicate with interagency staff; use automated technology for multiple purposes as well as to update/maintain case records

As a result of investigative activities, document findings by creating and modifying multiple types of reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, and County agency management and staff

Volunteer Investigator **1989-1997**
Metropolitan Alien Fraud Task Force (MATF), United States Secret Service (USSS), Washington Field Office, Washington, DC

Co-founder of multi-jurisdictional task force comprised of Federal, State, local law enforcement officers and the private sector, dedicated to the investigation of credit, check, cell phone fraud, and identity theft

Conduct investigations involving organized bank, check, credit card, and identity theft fraud involving West African organizations

Extensive experience in collaborating with local, State, and Federal law enforcement agencies to also include the US Postal Inspectors, Immigration and Naturalization Service, Internal Revenue Service, financial institutions, rental car companies, and retail businesses

Extensive experience in working on tight deadlines, court hearings, and urgent timeframes

Conduct cell phone fraud investigations

Participate in the execution of search and seizure warrants as a result of crime investigations; collected, documented, and analyzed evidence obtained during seizures for forensic analysis which I was responsible for specific types of analysis

Establish and maintain contacts with fraud departments of financial institutions and local, State and Federal law enforcement agencies across the country

Contact financial institutions, industry, and alleged victims of financial crimes, request, obtain and analyze documents

Conduct investigations and special projects as assigned by the Special Agent in Charge (SAIC)

Prepare documents for court and other investigative actions

Contacted appropriate Federal, State, and local law enforcement agencies and industry regarding investigations; obtained their assistance as needed

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight and urgent deadlines, and time sensitive investigations

Kept abreast of current trends in the fraud industry, investigative techniques, and financial crimes through membership and very active participation in multiple professional organizations (International Association of Credit Card Investigators (IACCI), Metropolitan Area Fraud Investigators (MAFIA), and the American Society of Industrial Security (ASIS)) as well as attending workshops, seminars, training sessions and through professional publications

Circuit City Stores, Inc. 1986-1995
Regional Loss Prevention Manager
Washington, DC/Baltimore Metro Area

Co-founder of multi-jurisdictional task force located in the US Secret Service's Washington Field Office, comprised of Federal, State, local law enforcement officers and the private sector, specializing in organized financial fraud, to the investigation of credit, check, cell phone fraud, and identity theft

Where allowed by law administered polygraph examinations for employment, periodic and specific investigations

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight and urgent deadlines, and time sensitive investigations

Investigate crime and other related scenarios that put the corporation's assets at risk and identify and collect evidence from the crime scene and related items (close circuit TV surveillance, for example) and secure it for forensic evaluation to include fingerprint analysis

Conduct investigations and crimes committed against the corporation to include theft, shoplifting, fraud and illegal narcotics use by employees and customers; initiated background investigations on perspective and current associates

Conduct investigations involving check and credit card fraud involving Asian and West African organizations, and associate integrity; filed criminal charges and testified in court as a result of completed investigations

Prepared information, documents and evidence for criminal court hearings and testified about investigation details

Audit store, cash office, and warehouse operations

Collaboratively work with division and store level managers and staff to prevent losses and protect corporate assets in the Metropolitan D.C. market. This included approximately 20 stores, a service center, division office, and distribution center

Direct regional and store management and staff, including undercover operatives, during active investigations to take relevant action

Direct and enforce corporate loss prevention and operations policies through the preparation and presentation of oral and written reports and projects to regional and corporate management

Analyze areas contributing to corporate losses by research of multiple databases and conduct Risk Management seminars and presentations for corporate, regional and store associates

Develop and maintain relationships with Federal, State, and local law enforcement agencies and financial institutions

Gather, analyze, and organize intelligence through a variety of available sources (law enforcement, credit bureaus, verification services, databases, confidential informants, management, and other associates); enter gathered intelligence into a database for future use and update the intelligence as needed

Kept abreast of current trends in the fraud industry, investigative techniques, and financial crimes through membership and very active participation in multiple professional organizations (International Association of Credit Card Investigators (IACCI), Metropolitan Area Fraud Investigators (MAFIA), and the American Society of Industrial Security (ASIS)) as well as attending workshops, seminars, training sessions and through professional publications

Employ and manage local police officers from multiple jurisdictions throughout the Washington Metro area in providing store security

Rite Aid Corporation
Regional Loss Prevention Manager
North and South Carolina, Georgia, Alabama

1984-1986

Direct and enforce corporate loss prevention and operations policies

Investigate corporate losses and crimes committed against the corporation to include employee theft, check and credit fraud, shoplifting, and other activities that would result in corporate losses

Investigate crime and other related scenarios that put the corporation's assets at risk and identify and collect evidence from the crime scene and related items (close circuit TV surveillance, for example) and secure it for forensic evaluation to include fingerprint analysis

Where allowed by law administered polygraph examinations for employment, periodic and specific investigations

Collaboratively work with division and store level managers and staff to prevent losses and protect corporate assets in the southeastern market. This includes approximately 70 stores and pharmacies, and a division office

Extensive experience in working as part of a team, and can also work independently

Extensive experience in working on tight and urgent deadlines, and time sensitive investigations

Direct regional and store management and staff during active investigations to take relevant action

Prepare multiple manuals and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff (additional details below)

PHOTOGRAPHY EXPERIENCE

Multiple courses, in-depth seminars and workshops in SLR, DSLR, and mobile digital photography, digital photography processing, and printing techniques to include formal structured courses in high school, college and other venues. These are taught by professional photographers to include current and retired career National Geographic photographers, photo processing software developers and industry representatives (Adobe, Lightroom, Topaz, Canon, Nikon) and corporate printing experts throughout the country and overseas

Advanced knowledge in many types of photography (black and white, color, and infrared)-travel, astrophotography, home inventory and other documentation for electronic record creation and maintenance, a variety of lighting and weather related environments (night, low light, in climate weather conditions), aerial, macro, landscape, floral, outdoor, street, animals, private music venues, safaris, bird migrations, urban/inner-city, portraits, underwater, High Dynamic Range (HDR), and military ceremonies (Retirement, Change of Command, military flight operations, christening, commissioning, and decommissioning of Navy ships etc.)

Extensive experience in digital file and photo management and organization

Experienced in black and white darkroom processing and printing techniques

Extensive experience with Nikon, Olympus film, SLR and DSLR camera systems and Android system cameras and related accessories to include lens (wide angle, telephoto, prime and others), filters, tripod, remote shutter, flash, etc.

Extensive experience in digital processing software (described in detail below)

Experienced in video recording

Experience in web design, creating and maintenance

Photographs have been on exhibition as solos work and with others (described below)

PROFESSIONAL PHOTOGRAPHY TRAINING

In addition for formal photography course work in high school and college as stated above, I have participated in many workshops that focus on multiple types of photography and digital post-processing in the US and overseas

The workshop instructors include current and retired career National Geographic photographers, published National Geographic photographers, and a world renowned digital artist and film expert who personally studied under Ansel Adams, retired and current Nikon and current Canon corporate representatives, photo processing software developers and representatives and corporate printing (Adobe, Lightroom, Topaz, Canon, Nikon) experts

TEACHING EXPERIENCE

Senior Program Director / Special Research Faculty Principal 1997-current
Investigator

**Virginia Polytechnic and State University, School of Public and International Affairs,
Virginia Tech Institute for Policy and Governance, Federal Reimbursement Unit
Fairfax County, VA**

Train FRU management and staff in all policy changes and changes in policy interpretation

Provide training and technical assistance to Fairfax County DFS agency management and staff, and Children's Services Act (CSA) management and staff in interpreting Federal and State regulations, rules, and policies

Participate as a trainer for CSA training sessions and workshops to agency case managers on specific topics

Create and modify training materials, conduct training sessions, and provide technical assistance in field of child welfare

Plan and conduct internal training workshops for each FRU team position

Benton and Associates, Ltd. 2011-2014
Consultant

**South Carolina Department of Social Services (SCDSS), Children's Law Center at the University of South Carolina-School of Law and Children's Law Office, South Carolina Division of Child Support Enforcement, and Winthrop University-School of Social Work
Columbia, SC**

Instruct staff on methods to identify and locate non-custodial parents whose children are in the custody of South Carolina's foster care system using multiple State and local systems, on-line databases

Instruct staff how to case manage and document work they perform in the standardized data management system specifically designed for their work

Benton and Associates, Ltd. 2008-2010
Consultant

**State of Hawai'i Department of Human Services (DHS) and University of Hawai'i at Manoa-School of Social Work
Honolulu, HI**

Instruct staff on methods to research the required eligibility criteria for Title IV-E funds for children are in the custody of Hawai'i's foster care system using multiple State and local systems, on-line databases

Guest Lecturer
Marymount University, Criminal Justice Program,
Criminal Justice Management
Arlington, VA

2003, 2004, 2005, 2006

Lecture on modern management characteristics in public and private sector organizations with emphasis on the necessity to collaborate across and within multiple organizations

Provide practical guidance for managing public and private sector criminal justice oriented organizations

Workshop Facilitator **2004**
Special Research Faculty/Project Director
Virginia Polytechnic and State University, Virginia Tech Institute for Policy and Governance, School of Public and International Affairs and Office of Outreach and International Affairs
Falls Church, VA

Guest speaker at Virginia's DCSE Continuing Education at the retreat to Virginia's DCSE's Special Counsel and Assistant Attorneys General

Presentation topic: Overview and Benefit to the State in Obtaining Child Support from Non-Custodial Parents When Their Children are in Foster Care

Co-Instructor **2002-2003**
Virginia Polytechnic and State University, Center for Public Administration and Policy, National Capital Region, Complex Public Organizations
Falls Church, VA

Course: Complex Public Organizations

MPA and Ph.D. level course examining the principal conceptual and theoretical knowledge for understanding the structure and environment of complex public organizations; also explores the problems bureaucracy poses for democratic theory and for vigorous economy

Conduct seminars and interactive activities with students on relevant topic and areas of interest during the semester

Co-Instructor **Fall 2002-2003**
Virginia Polytechnic and State University, Center for Public Administration and Policy, National Capital Region,
Falls Church, VA

Course: Government Administration I: Behavioral Skills for Public Administrators

MPA level course providing theoretically grounded but practical knowledge of behavioral skills necessary for the public manager to lead, to supervise, to organize, and to communicate in public settings

Conduct and moderate seminars and interactive activities with students on relevant topic and areas of interest during the semester

Court Specialist Supervisor **1998-2002**
Virginia Polytechnic and State University, Center for Public Administration and Policy, Institute for Public Policy Research, Federal Reimbursement Unit
Fairfax County, VA

Conduct presentations and training session for Fairfax County DFS management, staff, and County attorneys regarding child support issues for children in foster care

Regional Loss Prevention Manager **1986-1995**
Circuit City Stores, Inc.
Washington, DC/Baltimore Metro Area

Train division level and store management and personnel on topics such as inventory thefts, cash, check and credit card fraud, shoplifting, etc.

Train store and division management on hiring/interviewing techniques in accordance to corporate loss prevention screening process and related activities

Assistant Instructor/Divemaster **1982-1983**
University of North Carolina at Charlotte
Charlotte, NC

Assist faculty in teaching basic and advanced scuba diving course. Areas of instruction includes: night diving, search and rescue techniques, wreck diving, emergency diving techniques, limited visibility diving, boat diving

Technical knowledge, minor equipment repair, filling dive tanks, diver problem recognition, first aid techniques, equipment care and maintenance

Assist in conducting open water and advanced certification dives for students

MAJOR RESEARCH AND TECHNICAL ASSISTANCE REPORTS

Research and Reports **1984-present**
Multiple weekly, monthly, quarterly, annual, and procedural manuals, desktop guides, and reports delivered in a variety of formats (descriptive, graphic, spreadsheets and tables including qualitative and quantitative data) to university, State, County, and corporate management and staff

A small sample includes:

FY 2002-2019

(In process)

VT Federal Reimbursement Unit Annual Report presented to Fairfax/Falls Church Children's Services Act (CSA) Program Senior Management Team, Fairfax County Dept of Family Services (DFS) Senior Management Team, Fairfax County Dept of Administration and Human Services (DASH) Management,

FY 2003-present

VT Third Party Revenue Report presented to Fairfax/Falls Church Children's Services Act (CSA) Program Senior Management Team, Fairfax County Dept of Family Services (DFS) Senior Management Team, Fairfax County Dept of Administration and Human Services (DASH) Management, Fairfax/Falls Church Community Services Board (CSB) management

FY 2012-present

Quarterly CSA Parental Contribution Reports presented to Fairfax/Falls Church Children's Services Act (CSA) Program Manager

FY17-present

Quarterly Report of Research and Analysis for Judicial Support Orders established by the Fairfax County Juvenile and Domestic Relations District Court and referred to that office for enforcement and collection case management distributed to the Fairfax District Office Manager

FY 02-present

Preparation and modification of the annual FRU Standard Operations Procedures Manual to include detailed VISIO flow charts illustrating not only all the processes required for the FRU to perform the team's work, but also an extensive document directory

FY15-present

Contribute articles, information and job aids for inclusion into a County program's newsletter

FY 12-present

Collaborate with program management and staff to create/modify program training materials, handouts, and PowerPoint presentations

FY 10-present

Create and distribute to County program stakeholders a monthly report detailing information about specific child support issues

CONSULTANT EXPERIENCE:

2013-present

Participate in Virginia Tech's National Capital Region Faculty Association discussion groups regarding the future of graduate education in the National Capital Region

- 2012 Serve as consultant to Dr. Nomvula Nhlengetha, Chancellor, Southern Africa Nazarene University, on collaborating with relevant university and non-university stakeholders to retain and obtain support for university goals and objectives
- 2010 Serve as consultant to Africa Nazarene University Vice Chancellor, Dr. Leah Marangu and Finance Director, John Opiyo, Nairobi, Kenya, regarding grant and proposal editing and creation to The Kresge Foundation Bricks & Morter Grant Request and USAID
- 2007 Serve as consultant to Africa Nazarene University, Director of Security Moses Nguma, Nairobi, Kenya focusing on interviewing and interrogation skills, general investigative techniques to include physical and campus security
- 2006
(approx) Serve as consultant on Virginia Tech's Social Security Advocacy Research Project. Providing technical assistance on Social Security policy and FRU unit practices and standard operating procedures
- 2004 Serve as consultant to Africa Nazarene University, Director of Academic Programs (Bachelor of Education programs), Dr. Raphael Kiugu, Nairobi, Kenya.
- 2004 Collaborate with Vice Chancellor Dr. Leah Marangu and Deputy Vice-Chancellor for Academic Affairs, to create a Bachelor of Education curriculum for Primary and Early Elementary Education for Kenyan children. This curriculum was approved by the Kenyan government (2004), and is now a very successful degree program at Africa Nazarene University
- 2004 Serve as consultant to Africa Nazarene University, Dept. of Education, Nairobi, Kenya in planning a model classroom for early and primary education
- 2003
(approx) Serve as consultant with Arlington County, VA Juvenile & Domestic Relations Court's Chief Judge, Arlington County Division of Child Support Enforcement Special Counsel, Arlington County Director of Social Services to assist their development of establishing Judicial Support Orders from parent's whose children are in Arlington County's foster care program

- 2003
(approx) Serve as consultant for Benton & Associates, Fresno State University and Fresno Department of Social Services on duplicating the FRU's activities in Fresno, CA
- 2001 Review and prepare selected cases for VA Dept of Social Services prior to Title IV-E Federal audit

PRESENTATIONS AND INVITED LECTURES

- 2011 "Boot Camp Part 1- The Basics" presented to attorneys with the University of South Carolina Children's Law Office
- 2011 "Best Legal Practices in Child Abuse and Neglect Cases" presented to attorneys with the University of South Carolina Children's Law Office
- 2009 Selected via competition (written and oral) as the Virginia Tech National Capital Region Student Commencement Speaker
- 2007 17th Annual Office of Child Support Enforcement Annual Conference- "Crash Course: How to Use Cooperative Agreements to Establish Orders for Children Placed in Foster Care with the Department of Social Services, Children Committed to the Custody of the Department of Juvenile Justice and the Local Courts", panelist
- 2007 A portion of my dissertation research was presented during a presentation on collaboration at the American Society of Public Administrator's (ASPA) annual conference, "Monumental Possibilities: Capitalizing on Collaboration"
- 2004 Guest Speaker Virginia Division of Child Support Enforcement Statewide Continuing Legal Education Retreat, Topic: Revenue Maximization for Children in Foster Care
- 2004 Presentation to Grants Administrator Office of Research and Sponsored Programs from California State University at Fresno, management and staff from the central California regional Department of Social Services, and Bill Benton, President of Benton and Associates. Topic: To explore the operation of the VT Federal Reimbursement Unit as California explores the establishment and implementation of a public/public partnership with the State of California Department of Social Services and California State University at Fresno
- 1999 Guest Speaker Fairfax County VA Bar Association
Topic: The Establishment of Judicial Support Orders for Non-custodial Parents Whose Children Are in Foster Care

- 1998 Presentation and facilitation of Round Table discussion to FRU management and staff as Graduate Research Assistant Topic: Adoption in Virginia
- 1985-1995 Numerous presentations to regional and store level management and staff regarding multiple topics involving corporate asset protection and risk management

HONORS AND AWARDS

- 2017 Best of Show Photograph in Palouse Empire Fair** **2017**
Palouse Empire Fair
 Whitman County, WA
- Student Commencement Speaker** **2009**
 Virginia Polytechnic and State University
 National Capital Region
 Falls Church, VA
- Nomination for Fairfax County Department of Family Services** **2007**
Recognition Awards
 Foster Care Title IV-E Process Improvement
- Letter of Appreciation** **1999**
 Fairfax County Juvenile and Domestic Relations Court
 Chief Judge Gayl Carr
- Graduate Research Assistant** **1997-1998**
 Center for Public Administration and Policy
 Institute for Public Policy Research
 Virginia Polytechnic and State University
- Certificate of Appreciation**
 United States Secret Service (USSS) **1997**
 Washington Field Office

COMPUTER AND TECHNOLOGY SKILLS

Advanced Computer skills:

Microsoft Office Applications (Word, Excel, Access, PowerPoint, Publisher, Front Page, VISIO)

Microsoft Internet Explorer, Mozilla Firefox, Google web browser, and the design, publication, and maintenance of numerous web sites

Numerous academic databases specifically those related to public administration and policy, child welfare, criminal justice, Federal, State, and local government, management, business and the social sciences, and the social sciences

Various Federal and State agency databases (NCIC, VA DMV, VEC, NCIC, APECS, SPIDER), and multiple internet based email systems

Conceptualizes and develops/modifies new data reporting formats and information management systems for the FRU team's data and information enhancing the unit's ability to research, analyze, and communicate relevant data to multiple stakeholders

Limited Computer skills:

NCSA and SPSS, statistical computer programs

Operating Systems:

Windows

Android

Some experience with Mac

Applications:

Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Access, VISIO), Office 365

Photo Processing Software:

Below is a sample of the photo processing software that I utilize. All are current versions of the software.

I have had one or more formal workshops in the photo processing software designated by a "*", the remainder I have taught myself or viewed tutorials

Adobe

*Photoshop, multiple versions

*Lightroom, multiple versions

*Camera Raw, multiple versions

*Bridge, multiple versions

Alien Skin

Exposure 3, 4, 5 and 5 Upgrade, 6, 7 and 7 Upgrade, X, X2 Upgrade, X 3 Upgrade, x4 Upgrade,

Snap Art 1, 2, 3, 4 & 4 Upgrade,

Image Doctor 2,

Bokeh 2,

Blow Up 2, 3 & 3 Upgrade

**Topaz Software*

Photoshop Bundle,

Classic Bundle 8,
Studio,
Adjust 5,
Remask,
Clean,
Clarity,
B&W Effects,
DeNoise and DeNoise AI,
Detail,
Glow and Glow 2,
Simplify,
Impression and Impression 2,
Lens Effects,
Texture Effects,
Star Effects,
InFocus,
photoFXlab,
ReStyle,

**NIK/DxO*

Silver Efex Pro 2,
Color Efex Pro4,
Analog Efex2,
HDR,
Dfine 2,
Sharpener Pro 3 RAW ,
Presharpener and Output Sharpener

**On1*

Perfect Photo Suite 6, 7, 8, 9,
Photo RAW 2017, 2018, 2019,
Photo 10

Mobile phone photography and multiple applications, a sampling includes:

**Snapseed*

**Jixipix*

Aquarella,
Dramatic Black and White,
Impresso,
Pastello,
Portrait Painter,
Premium Pack,
Simply HDR,
Spektrel Art,
Vintage Scene,

Photo Artista-Oil,

Retouch

Color Splash FX

PicsArt

Pano Pro

Pro HDR Camera

Multiple Social Media Platforms and Platforms designed to Identify and Locate People:
A small sample includes:

- Facebook ,
- Instagram,
- VineLink,
- Nationwide Inmate Locator and individual state's inmate locator sites,
- National Sex Offender Public Registry,
- Yellow and white pages,
- Real estate sites,
- Death verifications and additional sites

On Line Storage Systems

- Google Drive,
- Dropbox,
- Office 365

Understanding of basic web design

*Personal Photography Website

Commercial Website for family's restaurant business

LICENSES AND CERTIFICATIONS

Formerly licensed by each state's Polygraph Licensing Board to conduct polygraph examinations in NC, SC, GA, AL, and VA

Certificate for Basic Sailing Course, Belle Haven Marina, Alexandria, VA

Licensed by US Coast Guard Boating Certificate

CONTINUED EDUCATION:

Training in Fairfax County's Active Shooter workshop

Training in Mental Health First Aid, certificate received

Multiple annual IT trainings from the Virginia Department of Social Services security and privacy awareness, certificates received

2009 Virginia Governor's Conference on Children's Services Transformation

Panelist Medicaid training for Comprehensive Services Act (CSA) Case Managers: Focus on Developmental Disabilities Services

2007 annual seminar ASPA (American Society of Public Administration) Annual Conference, "Monumental Possibilities: Capitalizing on Collaboration", in March. A portion of my research was presented during a presentation by Dr. Larkin Dudley of the CPAP on collaboration

Multiple Virginia Tech Center for Public Administration and Policy Round Table events held in the National Capital Region focusing on leadership and administration

Multiple specialized training workshops by the VA Department of Social (VADSS) focusing on Title IV-E Federal legislation

Multiple specialized sessions from Virginia's Department of Medical Assistance Services (DMAS) regarding Title XIX requirements, policy and process changes

Specialized training by the Social Security Administration focusing on Title XVI benefits Workshops, seminars, and conferences for professional development in the field of Public Administration through the American Society for Public Administration (ASPA), American Public Human Services Association (APHSA) and Virginia Tech

Multiple workshops and seminars in management and investigating/ interviewing techniques including the Reid Technique of interviewing and interrogation, Kinesic Interviewing Technique, Wicklander/Zulawski (WZ) interview and interrogation techniques, and the Laboratory for Scientific Interrogation (LSI) Scientific Content Analysis, the Art of Confession

On-going specialized training in Virginia's Uniform Assessment Instrument CAFAS™/PECFAS™ and CANS™

Specialized training in Virginia Supreme Court's Court Improvement Project- Case Processing in Child Dependency Cases

Virginia Tech training on writing successful grants and finding potential funding sources

Multiple Virginia Tech trainings and workshops on topics include: recruitment and hiring processes, practices, policies, staff performance management and evaluation process, setting expectations, meeting with employees for performance management, on-boarding, orientation and training new staff, completion of new-hire documents (I-9, Federal and

State taxes, Commonwealth of VA health and insurance benefits), university and project records retention, university Branding Ambassador Certificate, harassment prevention and complaint handling

Applicable training sessions from Virginia Tech's Faculty Development Institute (FDI)

Multiple strategic and mission creation planning and implementation sessions for the VT Institute of Public Policy and Governance

Multiple Fairfax/Falls Church CSA Symposiums and Annual CSA Conferences

PROFESSIONAL AFFILIATIONS

Former member, Virginia Tech Faculty Association, National Capital Region
Held multiple terms as Association Secretary

Former member, American Society for Industrial Security (ASIS)

Former member, International Association of Credit Card Investigators (IACCI)

Former member, Metropolitan Association of Fraud Investigators (MAFIA)

Former member, National Association of Photoshop Professionals (NAPP)

PROFESSIONAL AND COMMUNITY SERVICE

Active Member Hawai'i State Society's Ukulele Hui, Musician, Metropolitan DC region, 2015-current

Active Member Hawai'i State Society of Washington DC

Active Member of Hawai'i State Society's Ukulele Hui

Performed at venues to include:

- US Capital

- Air and Space Museum

- Wolf Trap National Park for the Performing Arts

- Multiple community and private events

Active Member University of Hawai'i National Capital Region Chapter Alumnae Association

Active Member University of Hawai'i National Capital Region Chapter Alumnae Association
Board of Governors

Multiple Mission trips to Kenya, Swaziland, and Alabama

Volunteer at Annandale Christian Community for Action (ACCA) Food Warehouse

Organize and facilitate church-wide food collection for ACCA

Serve as mentor to Virginia Tech student's in Master and PhD Public Administration program

Rebuilt houses in Alabama destroyed by Hurricane Wilma

Participant Train to End Stroke Marathon Training Program; received Best Team Member Award 2001 for Kona, Hawai'i Marathon, exceeded fund raising goal

Participate in volunteer work in Africa by writing grants and creating a Bachelor of Education curriculum for Primary and Early Elementary Education for Kenyan children

OTHER

Photography Exhibitions and Presentations

2017 Lorton Workhouse multiple photographs exhibited in the DC Urban Explorers Photography Exhibit, Workhouse Arts Center, Vulcan Gallery, Lorton, VA

2017 Best of Show Photograph, Palouse Empire Fair, Whitman County, WA

2016 DC Urban Explorers Photography Exhibition "Abandoned Spaces", Brink Gallery, Washington, DC

2014 DC Urban Explorers Photography Exhibition, Princes Prince Georges Community College, Marlboro Gallery

2013 Fairfax Garden Club

2012 Theme: Hawai'i, The Land of Paradise sole exhibition
Beanetics Coffee Roasters, Annandale, VA

2010 Theme: My Favorite Things sole exhibition
Beanetics Coffee Roasters, Annandale, VA

2009 Arlington County Library, Aurora Hills Branch