

HANZ MIREL GROVACHEK

333 East Pearson • Chicago, Illinois 33333
+333 333 3333 • hanzmirelg43@hotmail.com

COMPLIANCE ~ OPERATIONS ~ TRAINING

SUMMARY

Highly motivated, goal oriented, and adaptable professional eager to apply dynamic communication, consultation prowess, and relationship management talents towards launching a successful career with a firm that is willing to invest in a driven, people-oriented team player committed to supporting company objectives even in a highly stressful environment.

CAREER SUMMARY

KELLOGG, BROWN & ROOT (KBR) • CHICAGO, IL

2004 - 2007

Since 2003, KBR has been the sole provider of critical field and logistics services to the Department of Defense ME/CA missions under the Logistics Civil Augmentation Program (LOGCAP). LOGCAP allows release of military units, via civilian contractors, to fill potential shortfalls for adequate support of current or planned forces. My dedication to current LOGCAP, with magnitude of 30,000 personnel in 4 countries, has facilitated my vertical movement through 3 separate departments and a multitude of accomplishments.

SENIOR HUMAN RESOURCES GENERALIST: Selected among 400 personnel on LOGCAP III to lead special project in the headquarter office in Baghdad and reporting directly to company and project senior management. Special project (Foreign National Augmentation Initiative) affected over 20,000 direct-hire personnel from 4 different European countries.

- Monitored and adjusted Foreign National Augmentation Initiative resulting in annual cost savings of \$20million to the US Government and KBR. Augmentation of 20,000 Foreign National direct hires from the previous LOGCAP reduced salary outlay cost by 22%, dramatically reduced training cost and reduced transport cost from home country
- Resolve all access and identification issues to facilitate Foreign National Augmentation Initiative; including, valid entry on US Military installations/facilities and Customs and Immigration visa compliance for Iraq Ministry of Interior (MOI)
- Initiated negotiations Department of Defense (DoD) Multi-National Forces-Iraq (MNF-I) and Department of State (DoS) regarding identification and visa issues resulting in a successful marriage between business, government and embassy functions
- Direct engagement with separate US Army departments (STRATOPS, FPO and BDOC) on the Foreign National Augmentation Program allowing synergy of function and expeditious identification issuance
- Present senior management with all facets of protocol changes and requirements for facilities access throughout the Iraq Theater of Operations (ITO) in order to proactively limit impact on augmentation initiative
- Demonstrated a 99% success rate in strategic plan of shifting vital Foreign National personnel to "process friendly" locations within the ITO; in order to deliver projected 40% augmentation ratio and retain critical expatriate personnel for mission completion

SENIOR OPERATIONS COORDINATOR: Synchronized the charter movements for more than 12,000 expatriate and multinational personnel within the ITO; to meet scope and function of LOGCAP III. Charter services became instrumental in the proliferation of KBR services throughout ME/CA. Therefore, creation of my position allowed positive communication between organizations; allowing mission completion under \$30million charter contract.

- Monitored schedule and coordination of daily progress of 13 flight rotations, security and logistical support through the operational hub of Baghdad International Airport (BIAP)

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- Established and supervised logistical restrictions in accordance with the safety regulations of charter provider for a daily average of 400 transient personnel
 - Facilitated an annual delivery of over 159,000 personnel movements, to 3 separate countries, on over 4,000 missions as a liaison between charter provider, senior management and U.S. Military
 - Ascertained data inputs and parameters for implementing a \$32,000 cost savings through flight and asset realignment
 - Reviewed operating reports for content and compliance within charter contract and ensure completion of all required reports; assisted in the development and maintenance of project execution manuals as well as section/site level policies
 - Provided critical training and guidance to Baghdad Transition Center (BTC) team of 14 operations, logistics and human resources personnel resulting in seamless service delivery

OPERATIONS COORDINATOR: Established and maintained excellent operational network of 30-35 personnel for continuity and mission accomplishment.

- Verified alternate flight routes and organized contingency protocols to resolve issues associated with Prior Permission Requests (PPR), airspace closures, battle sector dynamics and personnel safety
- Proposed, evaluated and distributed regional and theater Notice To Airmen (NOTAMS), weather forecast and flight advisories throughout operational network, for the purposes of planning and completing charter mission
- Assessed and generated Accountability Reports, personnel / mission databases and operational protocols as mandated through Defense Contract Management Agency (DCMA)
- Generated and reconciled weekly charter invoices, flight schedules and itemized service budgets
- Coordinated with Operations Project teams by developing an implementing common work processes and procedures and providing other management and administrative assistance
- Monitored all activities in the Middle East/Central Asia Theater including tracking of all incidents and writing Serious Incident Reports (SIR) or Incident/Accident Reports (IAR) as necessary

HUMAN RESOURCES GENERALIST: Manage daily administration of policies and programs covering several or all of the following; staffing, compensation and benefits, training, employee relations, compliance, international and other administrative functions.

- Interface with personnel and first line managers to ensure accomplishment and communication on voyage objectives, priorities, and schedules
- Determined long term customer service goals for improvement of direct delivery and support

ADMINISTRATIVE ASSOCIATE: Cultivated logistic plans, policies, and procedures necessary in support supply, transportation, maintenance, and services logistics in accordance with selective customer support.

- Coordinated with Environmental, Safety, and other Shared Services functional areas concerning logistic functions performed under contract
- Devised a database for asset and purchases to maintain integrity of Rough Order of Magnitude (ROM) and Statement of Work (SOW)

PRACTICE ADVANTAGE, INC. • CHICAGO, IL

2003 - 2004

Practice Advantage provides professional and personal management and administrative services to local practitioners and regional medical facilities. Through accurate billing services, cost analysis and budget implementation the organization solidified niche and market share within highly competitive market.

INTERN / ASSOCIATE CONSULTANT: Applied and selected as sole intern where I participated in project to appraise and structure healthcare system outsource services: including laboratory, ambulatory services and labor to post a 35% annual outsource savings.

- Constructed financial statement, budget and cost analysis for multiple clinical facilities, as well as Third Party Provider claims, ICD 9/CPT procedure codes, and appeals

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- Accurately drafted consulting services, personnel and support contracts and revisions for regional healthcare system for the purposes of cost estimates and reductions
 - Evaluated and distributed financial reimbursements based on reconciliation of provider appeals and adjustments
 - Interacted with practitioner and facility management to establish community expectations, care protocols and client responsibilities within the parameters of HIPAA regulations

EVANGELINE'S FINE DINING, INC. • CHICAGO, IL

2000 - 2003

Evangeline's specializes in providing complete dining experience through eclectic atmosphere, exquisite service and exceptional culinary design. Accommodating 150 in-house patrons meant small but personal service. Within a diverse and competitive market, this organization maintained integrity through professional and consistent product delivery.

SERVICE MANAGER: Dedication to service facilitated my timely placement within management team. As primary contact between customer and staff, my position dictated immediate engagement of issue and thoughtful resolution. Often considered a buffer between customer and management, I was to establish expectations for customers and staff and present to General Manger with plan for implementation.

- Progressed market penetration through customer e mail lists and advertisements to increase daily sales
- Outlined service standards and training manuals for new employees
- Enhanced customer service and efficiency through implementation of feedback surveys
- Reduced monthly overhead by 20% through budget research and cost control implementation
- Managed all facets of Human Resource administration

RANDAL PUBLISHING COMPANY • CHICAGO, IL

2000 - 2001

Randall Publishing Co. is an industry leader in trade publications and multimedia for various industries. Transportation, construction, heavy equipment and design all advertise and communicate through respective medium. Randall Publishing Co. consists of more than 6000 employees of 4 separate divisions throughout 6 US states.

REGIONAL SALES MANAGER: Successful "cold-calling" and client commitments during 90 day period expedited manager placement within department for market niche.

- Achieved substantial market penetration of latest appraisal product valued at \$10million
- Developed national product research reports, identified product market, and generated additional department revenue by contracting numerous accounts
- Trained and motivated sales personnel to overcome objections, meet sales quotas, and resolve conflicts
- Displayed 72% success rate through expert-level understanding of newly developed, web-based equipment appraisal product

LAFAYETTE GENERAL MEDICAL CENTER (LGMC) • LAFAYETTE, IL

1995 - 1998

LGMC is a regional healthcare facility providing comprehensive health services, including trauma one services, at primary approach from community. One of the largest regional employers LGMC boasts approximately 1700 employees.

EMERGENCY ROOM TECHNICIAN: Administered patient care in a 24-hour emergency observation unit as shift head and proposed additional ambulatory services for \$20million revenue capture

- Assisted medical staff in critical patient care in compliance with trauma protocols
- Utilized strong knowledge of medical diagnostic and treatment terminology
- Trained new technicians in fast-track procedures, safety standards, and facility capabilities

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COMPUTER SKILLS

MS Office: XP, Access, Word, Excel, PowerPoint, SAP

EDUCATION

BACHELOR OF SCIENCE IN HEALTH CARE MANAGEMENT MINOR IN BIOLOGY

Cumulative GPA: 3.2/4.0, Major GPA: 3.6/4.0

University of Alabama, Tuscaloosa, AL

Deans List - 5 times

Received a **Scholarship Recognition**