

**Samuel W. Daniels**

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**WORK EXPERIENCE:**

08/2009-09/2011; Hrs per week: 40; Operations Noncommissioned Officer/Information Management Officer; Salary: E-4 Corporal; U.S. Army, Sacramento, CA, Supervisor: CMDR Sharon M Ellis, 785-223-4701; Okay to Contact.

Served for three years in the U.S. Army as Operations Noncommissioned Officer. Deployed to Korea for one year (01/2009-01/2010) as Information Management Officer.

**ADMINISTRATIVE SUPPORT SERVICES:** Administered and oversaw human resources activities for three maintenance elements' operations including headquarters, field maintenance, and grounds support equipment. Gathered information and incorporated into comprehensive reports. Answered telephones, operated office machines (photocopiers, scanners, fax machines, voice mail systems, personal computers), took messages, and verified data. Maintained and updated filing and database systems, oversaw inventory for three shops, and communicated directly with customers. Ensured that individuals understood the meaning of various forms prior to signing; explained separate sections and provisions. Completed work schedules, managed calendars, and arranged appointments.

**ENSURED UNDERSTANDING OF FORMS AND DOCUMENTS:** Explained information, forms, guidelines, and regulations to answer inquiries and ensure understanding. Reviewed files, records, and other documents to respond to information requests.

**FORM AND RECORDS PREPARATION AND ASSEMBLY:** Prepared forms relevant to In-processing and Sponsorship Program, duty rosters, status reports, and other service member programs. Maintained records of daily data communications transactions, problems, and remedial actions taken as well as installation activities.

**RECORDS COMPLETION:** Compiled, sorted, copied and filed correspondence and training records; coordinated with human resources regarding schools and personnel. Performed extensive writing, typing, formatting, proofreading, and editing of documents, notes and correspondence.

**INFORMATION GATHERING AND VERIFICATION:** Read technical manuals, conferred with users and ran computer diagnostics to investigate problems. Established requirements for new systems or system modifications in coordination with staff, users, and management.

**PERSONAL COMPUTER OPERATION:** Served additional duty managing computer help desk and oversaw daily performance of 11 workstations. Troubleshoot computer issues on a daily basis. Used various procedures and protocols to verify correct computer operations and detect errors or malfunctions. Provided expert assistance with Microsoft Office (Word, Excel, PowerPoint, Outlook, Internet Explorer, Access), MS Publisher, printers, various brand scanners and fax machines. Updated systems with new software; installed and performed minor repairs to hardware and peripheral equipment. Followed design and installation specifications. to input,

store, retrieve, and manipulate data. Uses various software programs. Maintained site maps detailing system interfaces.

**KEY PROJECTS AND ACCOMPLISHMENTS:**

- Assessed applicability and efficiency of standard operating procedures (SOPs) and reorganized operations from the top down. Conducted planning phase to analyze, prior to developing plan of action and new solutions. Result was significantly increased efficiency throughout organization. Subsequently recommended for promotion to Corporal.

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04/2006-02/2008; Hrs per week: 40; Law Clerk/Office Manager; Salary: \$22,000 per year; Pearly Law Offices PE, 221 W. Main Street, Chicago, Illinois; Supervisor: David Pealy, 309-223-2136; Okay to Contact.

Assisted attorneys with a wide range of tasks in a fast-paced law office environment. Coordinated legal administrative activities.

**ADMINISTRATIVE SUPPORT SERVICES:** Answered and directed telephone calls, took messages and distributed to appropriate staff, re-checked case files prior to court appearances, coordinated and scheduled appointments. Maintained computers and the company's accounts receivable and accounts payable systems using QuickBooks. Prepared legal documents including pleadings, motions, memorandums, petitions, discovery requests, and court orders.

**FORM AND RECORDS PREPARATION AND ASSEMBLY:** Assembled and prepared a wide range of case files with multiple forms and documents. Gathered information from clients, received motions and memoranda from courts, and received evidence documents from prosecutors. Analyzed documents and prepared each file according to case protocol and ensured accuracy and completeness for attorneys.

**INFORMATION GATHERING AND VERIFICATION:** Conducted initial client interviews and forwarded information to attorneys. Gathered case information and verifications, including any legal documents already generated by the courts (i.e. complaints, arrest warrants, civil filings, etc.). Tracked and monitored court calendars and client appearance dates. Completed and stored client files upon case disposition.

**PERSONAL COMPUTER OPERATION:** Used computers and all Microsoft Office applications. Entered information into client data files, maintained databases, and designed a company website (<http://www.callpiercelaw.com>) that is still in use.

**KEY PROJECTS AND ACCOMPLISHMENTS:**

- Participated in preparation and presentation of defense cases including criminal cases (DUIs, drug cases, assault and battery, and other crimes) and civil cases (family law, child custody, and real estate law).

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07/2004-04/2006; Hrs per week: 40; Sales Representative/Licensed Insurance Agent; Salary: \$20,000; Noname Insurance Agency, 41 Main Street, Chicago, Illinois; Supervisor: Jeri Boyd, 309-772-2118; Okay to Contact.

Sold and serviced insurance products including life, auto, health, disability, and specialized policies such as crop, inland marine, and medical malpractice.

**ADMINISTRATIVE SUPPORT SERVICES:** Answered telephones, directed inquiries, interviewed prospective clients regarding their insurance needs. Created client correspondence, calculated payments and established payment methods. Maintained records including policy renewals.

**FORM AND RECORDS PREPARATION AND ASSEMBLY:** Ensured that all forms were accurately and thoroughly completed. Worked with a wide range of forms from applications to change forms, to billings. Completed and delivered policy change, legal, and billing forms.

**EXPLAINING TERMS AND CONDITIONS:** Called on policyholders to delivery and explain policies. Analyzed existing insurance and suggested changes or additions to meet evolving needs. Explained the features, advantages, and disadvantages of various policies.

**INFORMATION GATHERING AND VERIFICATION:** Interviewed potential customers to obtain data regarding financial resources, needs, physical condition of the person or property to be insurance, and any existing insurance. Visited client locations to inspect property for insurance purposes.

**PERSONAL COMPUTER OPERATION:** Assisted with implementation of new agency management software (AMS). Converted manual files to automated system. Downloaded information from insurance company sites and received policies electronically.

**KEY PROJECTS AND ACCOMPLISHMENTS:**

- Customized insurance programs to meet individual client needs, frequently bundling coverage to meet a wide range of risks.
- Established outstanding long-term professional relationships with clients.
- Re-automated the entire office by installing broadband and a wireless computer network for the company. Implemented AMS and received a monetary award for efforts.

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**EDUCATION:**

Master's, Organizational Leadership, Columbia Southern University, Orange Beach, Alabama; Attended 05/2010-Present; GPA: Anticipated 4.0

Bachelor of Science, Western Illinois University, McComb, Illinois; Graduated 07/2005, GPA: 3.0

No degree, Psychology, University of Chicago, Chicago, Illinois, Attended 09/1999-05/2002, GPA: 3.2

**ADDITIONAL INFORMATION:**

**MILITARY SERVICE/VETERAN PREFERENCE POINTS:** Served in U.S. Army from 08/2008-09/2011. Deployed to Korea. 40% disabled veterans with 10 point preference.

**SPECIALIZED TRAINING:**

Digital Training Management System Course, U.S. Army, 24 hrs, 2010

Information Management Officer, U.S. Army, 40 hrs, 2009

Combat Lifesaver Course, U.S. Army, 40 hrs, 2009

**LICENSES/CERTIFICATES/AWARDS/ OTHER INFORMATION:**

Military Excellence Award, Distinguished Honor Graduate, Noncommissioned Officers Academy  
Army Achievement Medal

**COMPUTER SKILLS:** Microsoft Office (Word, Excel, Access, PowerPoint, Outlook, Internet Explorer); MS Publisher

**CIVIC/PROFESSIONAL AFFILIATIONS:** Better Opportunity for Single Soldiers, BOSS Program

**LANGUAGES:** Spanish, English

**SECURITY CLEARANCE:** Secret