PROFESSIONAL SUMMARY

Recent Graduate seeking opportunities in Environmental Science and offering 12+ years of comprehensive experience. Trained to collect environmental data/samples, conduct research, and prepare technical reports. Proven ability to develop plans to prevent, control, or provide solutions for environmental issues. Skilled in conducted sampling, testing, measuring, recording and analysis of results. Proven track record for laboratory safety; maintains strict compliance with standard operating procedures and use of personal protective equipment. Supervised teams of up to 40 personnel and managed risk while accounting for over \$1.5M in organizational equipment.

- Laboratory Procedures
- Environmental Monitoring
- Natural Resources Conservation

- Team Leadership
- Project Management
- Quality Assurance
- Technical Research

PROFESSIONAL EXPERIENCE

Northeastern University, Center for Advancement of Veterans and Servicemembers - Boston, MA Jun 2017 - Present Veteran Services Specialist

- Process Innovation: Reconciled 634 accounts over two years by developing Excel VBA calculator reducing average auditing time by 60%
- Account Handling: Processed \$10M in VA education benefits and Tuition Assistance for 850+ student veterans in accordance with Veterans Affairs regulations (38 CFR 21)
- Technology: Managed enrollment and maintenance of 850+ student accounts through PowerFAIDS, Banner, and VAOnce platforms (enrollment, certification, auditing, graduation, etc.), website and marketing recommendations, transitioning to Microsoft Teams and incorporation of all other tech needs
- Diverse Populations: Military Veteran skilled in cultivating cultural inclusion; worked primarily with critical populations ranging from recently separated servicemembers to retirees and dependents
- Analytical Thinking: Decreased Tuition Assistance processing by 50% through strategy implementation and reducing overlap between interdepartmental agencies; designed and built extensive tools with Microsoft programs to mitigate human calculation errors
- Coaching: Provided over 730 students with training over a three-year period by publishing 30+ instruction manuals; suggesting advice and best practices for utilizing benefits commensurate with degree/career aspirations
- Strategic Communication: Created standardized e-mail and document templates by identifying recurring issues saving 500 hr/yr; drafted and delivered reminder e-mails and notifications
- Networking Facilitation: Coordinated senior leadership calendars for hiring/onboarding, staff/visitor meetings; facilitated veteran networking events and employer relations
- Professional Training: Instructed on-the-job training for 10 new hires (entry-level and above) including on-site and remote training for new systems and processes

Brigham and Women's Hospital - Boston, MA Sleep Lab Co-op Technician

- Team-builder: Cultivated strong partnerships with subjects, techs, colleagues, clinicians, commercial sponsors, and supervisors; ensured compassionate and timely completion of subject testing
- Training and Professional Development: Selected for and assisted development of study involving light induced alertness while driving for major car manufacturer; drafted standard operating procedures for pregnancy hormone study
- Task Execution: Administered and troubleshot 50+ EEG/EKG, PSG, and neurobehavioral tests
- Lab Collection: One-on-one human research subject care and monitoring for sleep studies ranging from 1 to 26 nights; scheduled & routine biological specimen collection conducted—average 12 per shift

United States Air Force - Ramstein, Germany

Network Administrator / Cyber Systems Operator

- Tactical Leadership: Managed 250 personnel daily by categorizing, isolating, and repairing Air Force Enterprise Network issues 24/7 for 850K users
- Project Management: Led audit team tasked with developing customer service questionnaire database for 222 employees enabling senior level oversight of organization health

Apr 2016 - Dec 2016

Nov 2008 - Jul 2015

Ecological Studies

Biological Specimen Collection

MICHAEL PASQUA, PAGE 2

(United States Air Force, continued)

- Crisis Management: Proven leadership under extreme conditions; aided in troubleshooting firewall outage—established connectivity—restored network access for 97 war planners
- Quality Assurance: Supervisor tasked with compliance oversight of 4 units responsible for maintaining phones, secure and non-secure communications in garrison
- Honor and Heritage: Commander's top choice for base honor guard, selected as flight leader by Superintendent provided military honors to 103 events across 6 states
- Followership: Contributed to 2013 Wing Omaha Trophy win by leading 38 Airmen through development of 5 strategic deterrent mission requirements

EDUCATION

MS in Environmental Science and Policy - 2022

BS in Environmental Science, Northeastern University - 2019

Associates in Information Systems Technical Degree, Community College of the Air Force February 2013

United States Air Force Leadership and Management Academy

CREDENTIALS & CERTIFICATIONS

Project Management Professional (PMP), Syracuse University 2020

40-hour HAZWOPER Training, OSHA 2020

Security+, CompTIA 2017