

# NICOLE SUTHERLAND

HUMAN RESOURCE MANAGEMENT

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## PROFESSIONAL OVERVIEW

Along with more than eighteen years of program experience, I have advanced to a senior-level operational role as Supervisory Human Resource Specialist (Acting), where I have accumulated substantial operational experience in administration, development, strategic processes, finance, and communication. I have also developed strong external relationship-management skills. Possessing these skills could potentially help me secure a position as the Director of Human Resources for Prince William County.

## WORK EXPERIENCE

### Human Resources Specialist

Department of Homeland Security (TSA), Springfield, VA (Remote) 1/2023- Present  
**SV-0201-J/3 equivalent to GS-0201-14**

### Lead Human Resources Specialist 1/2023- Present

- Formulates and executes extensive human resources strategies aimed at enhancing employee engagement and retention rates. Offered guidance and assistance to employees regarding matters such as performance management, policy formulation, and conflict resolution. Cultivated robust relationships with stakeholders and external partners.
- Facilitates recruitment and selection processes, as well as onboarding and training of new employees.
- Generates new job descriptions and corrected existing ones as needed
- Develops and administers training programs for employees at all levels
- Performed research and organizational evaluations that revised corporate policies and procedures across the various pillars within the department.

### Supervisory Human Resource Specialist (Acting) – 9/2023 – 5/2025

- Led a team of 15 HR professionals in developing and implementing a comprehensive HR strategy for a government agency with 60,000+ employees, resulting in a 20% increase in employee satisfaction.
- Oversaw all aspects of HR operations for a large government department, including recruitment, position management, workforce planning and data management, ensuring compliance with federal and state regulations.
- Developed and implemented innovative HR programs and initiatives that improved employee morale, productivity, and retention, resulting in a 25% increase in employee engagement scores.
- Collaborated with senior management to develop and execute a workforce planning strategy that aligned with the agency's strategic goals, ensuring a skilled and diverse workforce.

### Project Manager

ADC Management, Washington, DC (Remote) | 2021- 2024

## EDUCATION

Woodrow Wilson Senior High School  
2000

## SKILLS

- Stakeholder Engagement
- Teamwork
- Critical thinking
- Program Development
- Leadership
- Policy Analysis
- Adaptability

## ACHIEVEMENTS

### Award/Achievement

Bonus for Achieved Excellence on Performance Evaluation

### Award/Achievement

Pay raise and Paid time due to outstanding work performance

## PROFESSIONAL DEVELOPMENT

### Course/Workshop

Strategic Workforce Planning (SWP) Certified - 2024

### Course/Workshop

Developing your leadership signatures - 2023

### Course/Workshop

Power BI Certified – 2024

Change Management/Workshop 2024

- Developed and executed innovative programs, products and services.
- Led various strategic planning processes for the organization. Well versed in translating missions and goals into operating plans with clear benchmarks and annual objectives.
- Create and offer non-governmental organizations advice and guidance in the areas of process/outcome evaluation, community assessment, and board and program creation. An active participant in numerous panels and advisory committees for leadership.
- Developing and monitoring program and organizational budgets.
- Designed financial protocols and procedures to control costs and monitor disbursements.
- Well-versed in assisting federal and state government agencies and national organizations to develop policy positions.

### **Senior Human Resource Specialist**

Business Management Associates, Alexandria, VA (Remote) | 2023 - 2025

- Responsible for the development and implementation of Departmental-wide standardizing position descriptions, assisting in updating policies and procedures involving a wide range of classification functions and operational services, specifically classification efforts.
- Developed and implemented strategies, plans of action, milestones, and methods to close high-profile projects.
- Offer Departmental Policy Guidance to Agency managers and Administrative Officers about the development and implementation of a human capital strategy for workforce planning, classification, and strategic alignment/position management.

### **Senior Human Resource Specialist**

TJFACT, Atlanta, GA (Remote) | 2020-2021

- Provided HR advisory services, position management, classification, and desk audits for DOJ.
- Advised managers on alternatives and reductions in force, as well as job and trend studies; offered professional technical advice on high-profile staffing issues and recruitment programs.
- Project: 250 FTEs and 45% of the OCIO rearrangement were finished. Prepared written suggestions, justifications, and memoranda for higher-level officials to sign.
- Contributed to establishing pay under grade and pay retention provisions; applied special salary rates; applied retained pay; and used computer retroactive pay, among other Federal compensation laws, concepts, and regulations. Participated in task forces that were in charge of creating rules and procedures that include different hiring powers and flexibilities into the OCIO human resources management program.
- Offered consulting services for SES, Schedule A, and DH pay administration, staffing, placement, recruitment, and position categorization. I have helped HR create job analyses for hiring and staffing (e.g., career intern programs, category rating, targeted recruitment programs, fundamental guidelines for force reduction and restructuring, and career transition aid programs like CTAP/ICTAP/RPL).

### **Senior Human Resource Specialist (Team Lead)**

New Age Protection, Springfield VA (In-person) | 2019-2020

- Investigated and received complaints from employees. Created outcome reports, shared them with managers and staff, and assisted with remediation strategies where necessary.
- Created and carried out regular training management for HR Information Systems or other HR automated systems the company used for both new hires and existing staff. Created, compiled, and kept up-to-date regular and ad hoc reports that included all staff assignments for management roles ranging from entry-level to senior. Additionally, tracking measures were produced for the CEO, CFO, CIO, and other leaders.

- Contract turnover for FTEs and PTs, the number of open positions and filled FTEs and PTs, monthly reports on the number of ads and applications, the hiring process, security for clearances, indoc dates for badging, statistics for the employees I managed, offboarding, uniforms (if required), benefit inquiries, staffing, and recruitment strategies.
- Developed and used milestone/action plans on a regular basis, provided project management updates for the hiring and onboarding processes, and provided complete program management, oversight, and reporting on programs and initiatives assigned.

### **Senior Human Resource Specialist (Team Lead)**

Sutherland Investment Firm, Woodbridge VA (Virtual) | 2015-2019

- Under the direction of the management, in charge of payroll administration, benefits and compensation, training and development, hiring and selection, and employee relations.
- Provided technical and consultative services related to classification, pay setting, and compensation, such as creating job descriptions (PDs).
- Worked closely with management, supervisors, and legal counsel to handle employee terminations, grievances, and other challenging circumstances in a tactful, equitable, and courteous manner. Determine each employee's unique potential and goals, then offer coaching to encourage them to pursue the training needed to progress in their positions within the organization.
- In charge of entering personnel data and transactions pertaining to categorization into the automated personnel system.