

# Justin D. Williams

Frederick, MD  
Mobile: 301-908-1495  
justin@willdata.net

**Citizenship:** U.S. citizen  
**Military Status:** AD Retired  
**Veterans Preference:** 10 Point Veterans Preference  
**Special Hiring Authority Eligible:** Schedule A

**Selective Service Registration:** Yes, Nov 2001

**Availability:** 23 September 2024  
**Job Type:** Permanent, Telework, Remote  
**Work Schedule:** Full-Time

**Current Secret Clearance (Continuous Vetting)**

---

## PROFESSIONAL SUMMARY

A multifaceted Naval Officer and Marine with 22 years of experience leading high-pressure operations in both military and healthcare settings, including aviation command centers in Iraq and Afghanistan, as well as emergency medical operations. Expertise in developing and implementing strategic improvements across multiple programs, ensuring compliance with federal and DoD regulations while enhancing operational efficiency and effectiveness. Extensive experience in crisis management, program analysis, and delivering tactical recommendations to senior leadership, consistently driving mission success and improving program outcomes in some of the most challenging environments.

---

## WORK EXPERIENCE

### Regional Coordinator, Operation Warfighter / Magellan Federal

Remote (including site visits), Frederick, MD

**6/2024 – Present**

Salary: \$90,000.00 per year

Hours per week: 40 Hours

#### **Duties, Accomplishments and Related Skills:**

Managed the Defense Health Agency's Operation Warfighter federal internship program in the National Capital Region, implementing DoD requirements for Wounded Warrior and caregiver support under DoD instructions 1300.24 and 1300.25.

**Program and Regulatory Adherence:** Maintained 100% compliance with DoD Instructions, service-specific requirements, and performance work statements ensuring all program protocols were strictly followed while delivering consistent support to our customers, most importantly recovering Service members.

**Performance Monitoring:** Utilized a web-based case management system to track interactions and submit weekly performance metrics, ensuring accurate reporting, compliance with contract requirements, and data-driven decision-making.

**Needs Assessment and Support:** Conducted career and values assessments for over 45 recovering service members, developing individualized plans to address skill gaps and facilitate successful transitions to civilian careers.

**Strategic Partnerships:** Identified gaps in internship opportunities, onboarded six new federal partners within two months, achieving a 300% performance standard, and strengthened program operations through site visits and collaboration.

**Program Management:** Provided timely contact with recovering service members daily while supporting agency partners in internship onboarding and administration. Leveraged virtual scheduling tools, contact management

solutions, and data analysis platforms such as Microsoft Bookings, Forms, SharePoint Lists, Power Automate, Microsoft Excel, and Power BI to streamline onboarding processes, enhance coordinator collaboration and provide weekly and monthly reporting.

**Program Briefings:** Delivered program briefings two to three times weekly to senior leadership, Wounded Warrior programs, recovering service members, and federal partners; effectively communicated program goals, procedures, outcomes, and strategic recommendations.

**Supervisor:** Available upon request

**Okay to contact this Supervisor:** Contact me first

### **Process Improvement Professional / Humana (DoD Internship – U.S. Navy)**

Remote, Frederick, MD

**2/2024 – 5/2024**

Hours per week: 40 Hours

Salary: \$153,000 per year

#### **Duties, Accomplishments and Related Skills:**

Identified and implemented Lean methodology-driven improvements across departments, enhancing operational efficiency while revising Standard Operating Procedures (SOPs).

**Regulatory Adherence:** Ensured compliance with MCG Care Guidelines and Utilization Management standards within federal and state policies, optimizing patient care delivery and maintaining cost effectiveness.

**Strategic Communication:** Developed a health resource guide for new mothers in a program of over 547,000 members, promoting cost-effective practices and reducing reliance on government-funded formula programs. Ensured materials met Humana’s branding and communication standards.

**Supervisor:** Available upon request

**Okay to contact this Supervisor:** Yes

### **Senior Program Analyst / U.S. Navy**

Navy Medicine Readiness and Training Command Bethesda, MD

**8/2023 – 5/2024**

Hours per week: 40 Hours

Salary: \$153,000 per year

#### **Duties, Accomplishments and Related Skills:**

Managed the review and revitalization of the unit's overseas medical screening program through understanding and knowledge of congressional inquiries, federal law and Department of Defense policies. Analyzed and digitized over 125 handwritten notes and charts for precise data extraction and analysis of shortfalls in data collection. Implemented a new department within the unit to monitor and track each Service member and their family’s needs in the overseas screening process. These improvements returned the program to full compliance with Navy and DoD regulations, directly contributing to mission accomplishment.

**Quantitative and Qualitative Analysis, Briefings and Recommendations:** Conducted comprehensive analysis by conducting service member interviews and data collection to identify operational inefficiencies within the Walter Reed National Military Medical Center’s overseas screening processes. Developed and presented strategic recommendations in monthly briefings to senior hospital and command leaders, leading to informed decision-making that improved overall operational effectiveness.

**Team Leadership and Collaboration:** Managed a multidisciplinary team of three officers, fostering a collaborative environment that enhanced program efficacy and productivity using collaboration tools. Facilitated partnerships across various departments to streamline the screening process and ensure the program’s success.

**Advocacy and Support:** Advocated for service members and their families by ensuring that the overseas screening process was more accessible and aligned with their needs during this transition period. Provided guidance and support

to team members, drawing on personal experience and knowledge of military healthcare systems to enhance program outcomes.

**Performance Monitoring and Reporting:** Maintained records of program activities and outcomes, utilizing data-driven insights to provide monthly reports on program performance. Ensured that all documentation met Navy reporting standards and supported continuous program improvement efforts.

**Supervisor:** Available upon request

**Okay to contact this Supervisor:** Yes

### **Emergency Medical and Nursing Operations Manager / U.S. Navy**

Navy Medicine Readiness and Training Command Bethesda, MD & Fort Belvoir, VA

**5/2016 – 7/2023**

Hours per week: 46 Hours

Salary: \$149,000 per year

#### **Duties, Accomplishments and Related Skills:**

Served as Charge Nurse for 6.5 years, effectively managing teams of 15 to 20 nursing staff during critical resuscitation events, behavioral emergencies/mental health crises, and COVID-19 pandemic response. Led the team in delivering high-quality care under intense pressure, ensuring coordination and support for staff during life-saving interventions and mental health crises. Demonstrated strong leadership in crisis situations, maintaining calm and control to optimize patient outcomes and staff performance.

**Leadership in Emergency Management Planning:** Served as a key officer on the Hospital Emergency Response Team for two years, contributing to the leadership and coordination of emergency management protocols. Led triage operations and played an integral role in planning and executing medical response strategies for nuclear, biological, chemical, and mass casualty events, ensuring preparedness and effective response both before and after patient decontamination.

**Program Documentation, Data Analysis, and Briefing:** Managed comprehensive documentation of program activities and patient assessments, ensuring adherence to military healthcare regulations and HIPAA standards. Conducted daily briefings to multidisciplinary teams, providing data-driven insights and updates on program performance, patient status, and care plans. Utilized analytical tools, including Microsoft Excel, to monitor compliance, identify trends, and recommend improvements. Presented strategic recommendations to multidisciplinary teams and leadership, driving continuous program optimization and alignment with organizational goals.

**Program Compliance and Quality Assurance:** Conducted 48 unit assessments over four years, inspecting more than 100 items within the unit to ensure compliance with national standards and patient safety requirements. Provided detailed analysis and recommendations to unit leadership for corrective actions on identified deficiencies, directly contributing to sustained operational excellence. Supervised an assistant representative, leading efforts that ensured zero findings under the National Patient Safety Goals during multiple Joint Commission Surveys, underscoring a consistent commitment to program compliance and quality assurance.

**Emergency and Tactical Care Coordination:** Led the coordination and management of over 7 years of direct care operations at Walter Reed National Military Medical Center and Fort Belvoir Community Hospital, overseeing the transfer of wounded, ill, and injured personnel from overseas via Andrews Air Force Base as the hospital's Aeromedical Evacuation Team Manager. Ensured seamless coordination with various military services to facilitate the transition of patients from inpatient care to outpatient services, both on and off base. Additionally, managed and coordinated access for congressional staff, Executive Branch, and DoD leadership to these patients, ensuring security and privacy during visits.

**Supervisor:** Available upon request

**Okay to contact this Supervisor:** Yes

**Aviation Command Center Operations Supervisor / U.S. Marine Corps**  
Marine Tactical Air Command Squadron – 38, Marine Corps Air Station Miramar, CA

6/2002 – 5/2016

Hours per week: 50 Hours

**Duties, Accomplishments and Related Skills:**

Supervised the operations of an aviation command center in Iraq and Afghanistan across approximately three years, including four six-month deployments and one year-long deployment, plus five stateside exercises.

**Operations Management:** Supervised aviation command center operations across multiple deployments, coordinating over 3,000 urgent air requests, including medical evacuations and close air support, ensuring mission success under high-pressure conditions.

**Operations Briefings:** Provided daily briefings to senior officers, including general officers and admirals, on operational updates, tactical data system statuses, and mission progress. Ensured leadership was informed of all critical developments, providing recommendations on courses of action contributing to strategic decision-making and operational success.

**Coordinator for Emergency and Crisis Response:** Led emergency management efforts as the Close Battle Coordinator, focusing on mass casualty events and downed aircraft response. Conducted quarterly drills and coordinated over 25 real-world emergency operations in tactical environments, ensuring rapid, effective response and enhancing overall mission readiness and live saving response.

**Leadership and Mentorship:** Led tactical teams of 35-45 personnel, facilitating advanced party deployments and ensuring seamless coordination between units. Provided mentorship and guidance to over 100 personnel, fostering team cohesion and optimizing operational effectiveness.

**Supervisor:** Available upon request

**Okay to contact this Supervisor:** Yes

---

**EDUCATION**

**American University,** Washington, DC

Master's degree 8/2018

**Major:** Public Administration and Policy

**Relevant Coursework:** Project Management, Legal Issues in Public Administration, Policy Analysis, Public Managerial Economics, Budgeting and Financial Management, Quantitative Methods, Program Evaluation, Organizational Analysis, Leadership, Managing Human Capital Assets

**Grade Point Average:** 3.5

**University of Kansas,** Lawrence, KS

Bachelor of Science 5/2016

**Major:** Nursing

**Minor(s):** Psychology

**Relevant Coursework and License:** Communicating and Managing Healthcare Information, Professional Development: Image, Roles and Ethics, Quality Improvement, Development of Microsystem Leadership, Nursing within Diverse Populations, Evidence-Based Practice: Translating Research to Practice, Registered Nurse Licensure

**Grade point Average:** 3.52

**Institutional Honors:** Jeanne Quesenberry Award (awarded for student leadership)

**National University,** San Diego, CA

Associate of Science 3/2014

**Major:** Human Biology

**Grade point Average:** 3.8

**Institutional Honors:** Magna Cum Laude

**Relevant Coursework:** Public Speaking, Biomedical Statistics, Mass Communication

---

## JOB RELATED TRAINING / CERTIFICATES

Hazardous Materials Operations & Personal Protective Equipment and SCBA *Frederick County Fire Department, 9/2022*  
IS 100.C, 100.HCb, 200.C, 700.A, 700.B, IS, 800.D, *FEMA Emergency Management Institute, 9/2022*  
Interpersonal Coaching & Clinical Meditation and Imagery, *Huntington Meditation and Imagery, 2023*  
Professional Selling Skills & Communication Skills, *AchieveGlobal & Friebergs, San Diego, CA, 2008*

---

## VOLUNTEER WORK

### **Keep Going K9s (Service Dogs for Veterans and First Responders)**

Ranson, WV

9/2023 - Present

Unpaid / Volunteer

**Hours per week:** 10 Hours / Week

### **Executive Director**

Oversee the legal setup and governance of the non-profit organization, ensuring full compliance with regulatory standards. Actively manage the organization's social media presence, engaging with the community and raising awareness of the mission. Responsibilities include organizing and guiding the Board of Directors, leveraging diverse talents to shape strategic direction.

Developed and maintain the organization's website, a key platform for sharing information and engaging supporters. Provide leadership in driving the organization towards sustainable growth and impactful community service.

---

## AFFILIATIONS

American Holistic Nurses Association - Member

Veterans of Foreign Wars - Life Member

Disabled American Veterans - Life Member

Navy Wounded Warrior - Enrollee

Wounded Warrior Project – Alumni

---

## PROFESSIONAL REFERENCES

Available upon request.