

Shenetra White

1854 Jeffery Ct

Riverdale, Georgia 30296 United States Mobile:

912-660-7754

Email: shenetra.m.washington@gmail.com

Availability: Weekdays

Job Type: Permanent, Telework, Hybrid, On- site

Work Schedule: Full-time

Desired Locations:

Atlanta, Georgia, United States

Work Experience:

Veteran Service Representative, GS-10/ Step 2

Department of Veteran Affairs

1854 Jeffery Ct

Riverdale, GA

10/2021 - Present | Secret Clearance

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Advising veterans: Explaining benefit programs, eligibility criteria, and how to establish rights to benefits.
- Interviewing veterans: Gathering information to determine eligibility for benefits.
- Adjudicating claims: Reviewing claims, gathering evidence, and authorizing payments.
- Communicating with veterans: Providing information about claims procedures and eligibility criteria.
- Referencing veterans: Connecting veterans with other agencies, veterans groups, and service organizations.
- Preparing documentation: Completing claim forms, preparing transmittal letters, and ordering documents to support claims.
- Maintaining records: Keeping case files and work records up to date.
- Staying current: Keeping up with legislation and regulations.
- VA Homeless program: administered and created programs to assist the VA with housing for the homeless veterans.
- Hand picked to train over 1,000 new VA employees on the systems and the expectation of finally "hitting the floor".
- Exam subject matter expert, selected to contact all exam vendors on behalf of the VA to get the exams for veterans processed in a timely manner.
- Selected to be a team mentor to new employees and employees that need further development.

Supervisor: Tanika Goulbourne(251-221-2616)

Okay to contact this Supervisor: Yes

Senior Human Resources Manager

United States Army

594 Vanguard Rd

Building 8433

Fort Stewart, GA

10/2018 - 9/2021 | Secret Clearance

Hours per week: 60

Duties, Accomplishments and Related Skills:

- Managed the organizations mail room ensuring compliance with all Army and federal regulations with no deficiencies.
- Analyzed statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.

- Maintained records and compiled statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Oversaw the evaluation, classification and rating of occupations and job positions.
- Prepared personnel forecast to project employment needs.
- Developed or administered special projects in areas such as pay equity, savings bond programs, and employee awards.
- Supervised meal card management system ensuring proper accountability and record keeping for all personnel use.
- Plan, direct, supervised and coordinated work activities of subordinates and staff relating to employment, compensation in an organization of 730 personnel.
- Maintained accountability of all assigned equipment valued over \$80,000.

Supervisor: Karen Bryant (803-281-1563)

Okay to contact this Supervisor: Yes

Human Resources Coordinator

United States Army

Building 3225

Columbia, SC

8/2014 - 10/2018 | Secret Clearance

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Maintained and processed personnel records, including performance monitoring, training, and evaluations.
- Processed personnel actions related to military pay, transfers, leaves, disciplinary actions, and promotions.
- Participated in the development, execution, evaluation, and oversight of military HR programs.
- Planned and carried out projects related to military HR programs, such as strength management, personnel readiness, retention, and casualty operations.
- Prepared reports and briefings on program status and recommended actions.
- Trained and assisted users of field personnel information systems.
- Advised the commander, staff, and unit Soldiers on human resource matters.
- Prepared and processed recommendations for awards and decorations.
- Prepared, updated, and coordinated requests for evaluations.
- Prepared and monitored requests for promotions.
- Prepared and monitored requests for reductions, transfers, and discharges.
- Prepared and monitored requests for identification cards and tags.

Supervisor: Karen Bryant (803-281-1563)

Okay to contact this Supervisor: Yes

Human Resources Specialist

United States Army

Ardennes St

East Fayetteville, NC

10/2010 - 7/2014 | Secret Clearance

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Prepared personnel accounting and strength management reports.
- Prepared and reviewed personnel casualty documents.
- Monitored appointment of line of duty, survivor assistance and summary court officers.
- Processed line of duty investigations; prepared letters of sympathy to next of kin.
- Prepared and processed recommendations for awards and decorations and arranges for awards ceremony.
- Prepared, updated, and coordinated requests for evaluations, to include responding to evaluation inquiries.

- Prepared and monitored requests for promotions and arranges for promotion ceremony, to include promotion declinations, reconsideration for promotions, and arrange for reduction and removal boards for Soldiers on local promotion standing lists.
- Processed centralized and decentralized promotions and reduction actions.
- Prepared and monitored requests for reductions, transfers, and discharges.
- Prepared and monitored requests for identification cards and tags, leaves, and passes, line of duty determination, MILPER data and information management, orders for temporary duty and travel, personnel processing, personnel security clearances, training and reassignment, retention, military and special pay programs, personnel accounting and strength management, transition processing, meal cards, training Soldier support file, and unit administration.
- Applied knowledge of provisions and limitations of Freedom of Information and Privacy Acts.
- Requisitioned and maintained office supplies, blank forms, and publications.
- Typed military and non-military correspondence in draft and final copy.
- Prepared and maintained functional files per Army Records Information Management System (ARIMS).
- Evaluated personnel qualifications for special assignment.
- Prepared and processed requests for transfer or reassignment.
- Processed classification/reclassification actions.
- Prepared orders and request for orders.
- Prepared and maintained officer and enlisted personnel records; transfer records.
- Processed personnel for separation and retirement.
- Processed applications for OCS warrant officer flight training or other training.
- Processed bars to reenlistment, suspension of favorable personnel actions.
- Initiate action for passports and visas.
- Posts changes to Army regulations and other publications.
- Executed and monitored automated interface with other automated systems.
- Monitored status of unresolved errors and initiates required corrective action.
- Monitored processing of feedback from HQDA and takes necessary corrective action.
- Monitored performance of systems users.
- Identified problems and discrepancies.
- Provided assistance or refers resolution to superiors.
- Conducted postal operations: receiving, sorting, and distributing mail to military personnel within a unit.

Supervisor: Victoria Best (803-403-7651)

Okay to contact this Supervisor: Yes

Education:

Columbia Southern University Orange Beach, AL United States

Bachelor's degree 06 / 2025

GPA: 3.5 of a maximum 4.0

Major: Human Resource Management

Language Skills:

English

Spoken Advanced

Written Advanced

Read Advanced

Affiliations:

Compassion International - Volunteer

References:

Victoria Best (*)

Employer US Army

Title Manager

Phone 803-403-7651

Email

Karen Bryant (*)

Employer US Army

Title Sergeant Major

Phone 803-281-1563

Email karen.d.bryant4.mil@mail.mil

Tanika Goulbourne (*)

Employer Veteran Affairs

Title Supervisor

Phone 215-221-2616

Email tanika.goulbourne@va.gov

(*) Indicates professional reference