Dana R. Whitfield

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Summary

Management and program analyst with seven years of federal experience in program evaluation, process improvement and performance measurement, writing for senior leaders.

Work Experience

Management and Program Analyst, GS-0343-11

U.S. Department of Agriculture, Food and Nutrition Service, Alexandria, VA | 06/2022 - Present | 40 hours per week

- Led a workload study of 5 regional offices: mapped the grant review process, timed 14 steps and found 3 duplicate reviews; leadership removed them and median review time fell from 41 to 29 days.
- Designed 12 performance measures for a $90 million grant program with program managers, and built the quarterly report the deputy administrator now uses.
- Wrote 9 decision memos and briefings for the senior executive team on staffing, travel and contract options, each with costs, risks and a recommendation.
- Analyzed 3 years of time and attendance data for 260 staff to size a reorganization; the model was used to set staffing for 2 new branches.
- Ran a survey of 1,100 state partners, analyzed the results and presented 6 recommendations, 4 of which were adopted.
- Reviewed draft policy for clarity and effect on operations, and coordinated comments across 4 divisions on deadline.

Program Analyst, GS-0343-09

U.S. Department of Agriculture, Food and Nutrition Service, Alexandria, VA | 05/2019 - 05/2022 | 40 hours per week

- Tracked 40 program milestones and reported status and risks to branch leadership every month.
- Mapped the internal clearance process for correspondence and proposed a tracking sheet that cut late responses by a third.
- Collected and checked data for an annual program report to Congress and wrote 2 of its chapters.
- Supported 3 management reviews by drafting interview guides, taking notes and summarising findings.

Operations Analyst

Brightline Health Services, Richmond, VA | 08/2016 - 04/2019 | 40 hours per week

- Analysed patient scheduling data for 6 clinics and redesigned appointment templates, lifting filled slots from 78% to 88%.
- Built monthly operations dashboards in Excel and Tableau for the regional director.

Education

Master of Public Administration, George Mason University, Fairfax, VA, 2019

BA, Economics, Virginia Commonwealth University, Richmond, VA, 2016

Certifications and Licenses

- Lean Six Sigma Green Belt, 2021

Skills

Methods: Program evaluation, Process mapping, Workload and cost analysis, Performance measures, Survey design

Tools: Excel, Power BI, Tableau, SharePoint