

# Audri Jackson

## LEAD PROJECT SPECIALIST

Chesapeake, VA | 904.485.0183 | audri\_jackson@yahoo.com | DoD – TS

### Experience

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#### ManTech | Lead Project Specialist | 06/2025 - Present

Work alongside Program and Project Managers to streamline communications and ensure consistency in reporting requirements. Actively provide proactive administrative support to ManTech's Project Management team while conducting project analysis and formal reporting on project metrics that include cost, schedule, and performance. Create and maintain integrated master schedules and program documents. Conducted gap analysis to identify potential risks to projects based on available resources and bottlenecks. Support Project Administration manager by identifying potential process improvement areas and recommended solutions. Ensure project management reporting is in compliance with company policy and government directives. Serve as a resource to project managers in creating and monitoring project budgets and schedules. Assist with cost estimation development and preparing cost performance estimates for planned work leading analytical efforts on highly complex and mission specific operational problems.

#### ManTech | Assistant Facility Security Officer (AFSO) | 01/2024 - 06/2025

Protected the organization's employees, properties, and all items of value on premises from any preventable harm or danger. Developed security policies and procedures that comply with government guidelines and standards. Conducted investigations to protect organization assets. Responded to contingency events including bomb threats, sabotage, and severe weather conditions through onsite security force or with the assistance of government law enforcement agencies. Recommended hiring of outside security contractors as necessary. Performed routine assignments in the entry level to a professional job progression. Used existing procedures to solve routine or standard problems. Received instruction, guidance, and direction from others, engaged daily with program personnel, security team members and leadership at all levels.

Provided Program Security support and administrative security actions encompassing - Security Prescreens, Clearance Verifications, Access Control and badging, Visitor Control, Education and Training, Personnel and Physical Security file maintenance, Document Control, Visit Access Requests, Initial, Upgrade and Periodic Reinvestigation Requests, Clearance Indoctrinations Briefings and Debriefings, Support govt. inspections and continuous monitoring, additional security tasks as required by Customer Security, Assisted with changing combos (when needed) and adding/removing personnel from Access Control and Alarm systems for new hires and departing personnel.

#### Zero Point Inc. | Assistant Facility Security Officer & IT Administrator | 6/2022 - 12/2023

Role coordinated and performed a diverse set of support tasks, managing both staff and property, to ensure the organization and its facilities have the staff and resources needed to operate smoothly and efficiently. Was responsible for assisting with all security aspects involving Zero Point personnel, equipment, and facilities. Assisted the VP Administration/Corporate FSO with managing all aspects of the National Industrial Security Program (NISP) and ensuring National Institute of Standards and Technology (NIST) 800-171 Rev.2 compliance within the company.

#### Duties & Responsibilities as Asst. FSO:

Assisted Corporate FSO with ensuring that all Zero Point facilities obtained and maintained their physical security and information security in accordance with NISP. Supported all corporate security self-inspections and official DCSA security inspections. Assisted with maintaining all security files in collaboration with security team. Assisted with security investigations and reinvestigations. Applied basic security principles, practices, and procedures in the administration of an information security and industrial program. Assisted in tracking the status of personnel clearances in the company and within the government designated system of records. Worked with corporate FSO

and program manager on all contracts to obtain needed security clearances, Industry requirements and assisted in visitor requests to secure locations. Reviewed certifications and accreditations documentation to ensure compliance. Responsible for validating incoming visitor requests and provided security briefs as needed. Maintained knowledgeable of international requirements including foreign visitor requirements, and export compliance. Collected and organized specified data from various sources, which may include division leads and subject matter experts, surveys of reports and forecasts, personal observations, budgetary documentation, and other appropriate resources. Assisted in the recruiting and hiring process across the whole organization. Managed Onboarding and Off-boarding for all required employees within the organizations. Performed periodic audits of Security and HR files and records to ensure that all required documents are collected and filed appropriately. Back-up support to administrative clerk coverage of front desk duties and responsibilities. Assigned work to and supervises lower-level office support position.

#### **Duties & Responsibilities as IT Administrator:**

Developed and maintained administrative procedures for corporate IT. Supported, deployed, managed, and implemented new IT systems, processes, and procedures. Tracked and recorded IT troubleshooting tickets. Troubleshot accessibility and availability problems. Assessed organizational training needs and then developed, delivered, and implemented ongoing training for computer users as required. Assisted in identifying the need for changes based on new security technologies or threats. Collaborated with vendors, technicians, and managers to understand and assess computing and system needs and requirements. Identifies opportunities for cost savings, better efficiency, or other improvements; recommends and implements policy or process changes as appropriate. Evaluated current technology use, needs of the company, and recommended software and hardware improvements. Oversaw backup, security, user help systems, and remained current on advances in technology. Prepared and delivered operational or project progress reports. Provided technical support to users and answers questions regarding business products and services. Supported the company VP Administration/Corporate FSO, Director of Admin & HR to plan business objectives, developed organizational policies, coordinated functions and operations between channels, and to established responsibilities and procedures for attaining objectives.

#### **VCU Health | Patient Access Representative | 12/2021 - 05/2022**

Provided quality customer service to patients of all ages, their families, visitors, medical staff, clinicians, and co-workers, ensuring that everyone will be treated courteously, quickly and with respect. Established and maintained a control plan, coordinates materials management for the department, assists in monitoring clinic activities and provides supervision of clerical activities. Handled all business functions in an assigned area to include reception, scheduling, and registering patients for appointments and/or procedures. Secured the appropriate patient information; ensuring that registration data is correct and accurate; validating insurance eligibility, entering information into appropriate systems and collecting co-pay (if applicable), and assists with financial counseling and financial clearance, as necessary.

#### **Richmond Marriott Downtown | Front Desk Supervisor | 11/2020 - 09/2021**

#### **Mission Lane Inc. | Account Manager | 10/2019 - 11/2020**

Answered customer questions, utilized company policies to solve customer issues, and directed calls to the managerial team when necessary. First point of contact for customers' product issues and used company policies to determine potential resolutions to a customer issues. Requested, collected, uploaded, recorded, and reviewed customer documents to determine validity. Committed to making quick and accurate decisions while simultaneously inputting data into the company platform for customer record. Assisted in new hire orientation training as trainer. Used judgement making skills when dealing with documents and responding to customers. Managed fast-paced work environment with measured employee activity, and constantly changing policies.

#### **Richmond Marriott Short Pump| Front Desk Supervisor | 7/2018 - 10/2019**

Utilized FSPMS (full-service property management system). In charge of 'Marriott Initiatives' and regularly supervised Front Desk Agents. Ensured associates' time for payroll responsibilities are complete along with weekly scheduling and recruiting for the front desk. Involved in managing associates by leading team meetings, daily stand ups to ensure day-to-day success, and overseeing daily operations. Other tasks required included interviewing and assisting with the hiring of future talent, managing monthly inventory, and following up on guest issues. Worked regularly with the accounting department had tasks that include but were not limited to: assisting with corrections for third party vendors room revenue postings; ensured the correct transaction post to the general ledger, moved

journal postings to the general ledger aka “journal transaction” petty cash slips for cash drawers, and prepared settlement sheet for the grand total for the petty cash slips to receive the needed cash to replenish the cash drawers.

## **Education/Training**

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Old Dominion University | B.S. Cybersecurity | 2024 – Present

Tidewater Community College | Cybersecurity Career Certificate | 2022 –2023

CompTIA | Security +

CompTIA | Linux +

Notary Public | VA Commonwealth

FSO Program Management for Possessing Facilities | CDSE

## **Skills & abilities**

Security Protocols

Linux

Jira/Confluence

Microsoft Office (Word, Excel, PowerPoint, Access, Project)

SharePoint

Asana

FlankSpeed

Network Configuration

Network Security

Risk Management Framework

DISS

Safeguarding

Physical Security

Communication

Equipment Management

Process Improvement

Personnel and Information Security

Information Technology

Cybersecurity