

BRIANA COLE

(678)770-0606

265 Sunderland Way, Stockbridge, GA 30281

Nicolay21@gmail.com

PROFESSIONAL PROFILE

SOCIAL SECURITY ADMINISTRATION-Atlanta, GA

March 2019 – Present

Automation Instructor GS-105-12, 40 hours per week

Salary: \$88,907/year

- ◆ Provide direction and support to 33 Georgia Area Field Offices for all matters pertaining to the delivery of Social Security programs and services using automated and electronic processing systems.
- ◆ Conduct automation training encompassing the use of the agency's Workload Action Center (WAC) for efficient workload and time management techniques.
- ◆ Provide technical, administrative, and systems support on workflow and workload processing matters
- ◆ Serve as liaison on systems issues among local, regional, and headquarters staff, other SSA components and outside entities, private employers, vendors, and state/local government agencies.
- ◆ Coordinate with local area network (LAN) administrators to ensure that the day-to-day operation of computers and telecommunication systems run smoothly.
- ◆ Remain informed of programmatic changes, especially major software releases to gauge their impact on office workflows, including assessing training needs. Oversee and assist with training, providing technical assistance in the resolution of local problems/questions and escalate issues that cannot be handled locally. Interpret changes in policies, regulations and procedures, and provide advice to local management to determine the potential impact of these changes on systems utilization.
- ◆ Monitor and track the progress of SSA programmatic and systems-related initiatives. Assist local management in developing new or modified policy and procedures to accommodate changes while ensuring that normal operations are not interrupted and required levels of security are maintained. Take an active role in implementation of new automation initiatives and installs.
- ◆ Help local management, analysts, and training coordinators to identify training needs and training materials. Work with regional and central office training officials to develop materials that cover issues unique to local offices or components. Conduct group and one-on-one training related to systems, programs, etc.
- ◆ Develop procedures and instructions for offices or components within area of authority, including local automation tools and work aids (e.g., macros, and spreadsheets, etc.).
- ◆ Meet with outside agencies, vendors and employers to discuss issues relating to SSA systems or access to SSA information for verifying benefits, work authorizations, or other systems initiatives such as SSA Express.
- ◆ Serve as an expert in support of hardware and software for employees with disabilities (EWD).
- ◆ Participates in public affairs events and outreach activities to increase awareness of electronic initiatives, instruct outside initiatives in the use of SSA software and ensure they comply with all appropriate security measures.

SOCIAL SECURITY ADMINISTRATION-Atlanta, GA

July 2017 – March 2019

Management Support Specialist/Operation Supervisor GS-105-12, 40 hours per week

Salary: \$83,277/year

- ◆ Managed 14 Claims Specialists, providing administrative support in several specializations.
- ◆ Planned, organized, participated, and provided direction to Field Office employees in the selection and application of appropriate problem solving methods and techniques.
- ◆ Planned and organized staff meetings to disseminate pertinent information to office operations and workload management.
- ◆ Prepared reports and maintained records of work accomplishments and administrative information and coordinated the preparation, presentation, and communication of work-related information to the Field Office Manager.
- ◆ Reviewed completed work for accuracy and completeness.

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- ◆ Assessed the work performance of employees by reviewing both completed work and work-in-progress, auditing interviews, conducting periodic desk audits, and reviewing incoming/outgoing mail.
- ◆ Made recommendations based upon personal observation on performance awards, formal training, staffing, disciplinary actions and other personnel-related issues.
- ◆ Monitored Field Office workload processing to ensure appropriate systems support and attainment of organization goals.
- ◆ Provided technical, administrative, and systems support on workflow and workload processing.
- ◆ Developed strategies to ensure the implementation of new policies were in compliance with SSA service delivery goals.
- ◆ Plan, develop, and monitor SSA public service initiatives. Plan, conduct and coordinate special outreach programs.

SOCIAL SECURITY ADMINISTRATION-Birmingham, AL

Oct 2015 – July 2017

Public Affairs Specialist GS-105-12, 40 hours per week

Salary: \$75,747/year

- ◆ Represented Social Security in media appearances, press conferences, seminars, and speeches throughout the Alabama Area.
- ◆ Participated as an exhibitor and keynote speaker for workshops and seminars designed to increase awareness about Social Security programs and services.
- ◆ Developed and coordinated information programs designed to reach the community through radio and television shows and feature stories and informational materials.
- ◆ Planned, developed, and implemented a comprehensive SSA program promoting public understanding of all SSA programs and policies with effective and economical expenditures of SSA resources.
- ◆ Served as a liaison with congressional staff on matters relating to program management and operations.
- ◆ Supported outreach by assisting grantees in various demonstration projects, coordinating outreach activities with public and private agencies, establishing streamlined referral procedures for high-risk groups (i.e. homeless and people with AIDS), and continue outreach activities to promote a flow of referrals from Supplemental Security Income (SSI) beneficiaries.
- ◆ Provided advisory services to and maintain continuing liaison with key governmental agencies and private organizations whose programs relate to those administered by Social Security (i.e. IRS, VA, state and local welfare agencies, etc.).
- ◆ Served as a mentor and counselor for region-wide developmental program; exercised leadership skills to conduct training and recognize opportunities to enhance the skills and experiences of program participants.

SOCIAL SECURITY ADMINISTRATION-Atlanta, GA

Oct 2013-Oct 2015

Social Insurance Specialist (IVT Instructor), GS-105-12, 40 hours per week

Salary: \$75,792/year

- ◆ Served as a national training specialist for the Supplemental Security Income (SSI) program.
- ◆ Independently researched and reviewed program policy in order to plan and develop a comprehensive training curriculum to implement via live television broadcast (Interactive Video Training).
- ◆ Served as mentor to students, monitoring progress, tracking, and recording all training instances the student completed for evaluation purposes.
- ◆ Identified the present and future program training needs of SSA employees through analytical studies and evaluations to predict program achievements and anticipate student performance.
- ◆ Participated in the nation-wide training redesign initiative; Wrote lesson plans for the online courses as well as developed the content using Articulate Storyline and Articulate Storyline 2.
- ◆ Developed and adapted learning objectives for courses.
- ◆ Kept fully abreast of advances and frequent changes caused by administrative modifications, systems enhancements, legislative and regulatory changes and court decisions in order to integrate into technical training programs and activities.

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SOCIAL SECURITY ADMINISTRATION-Newnan, GA

July 2009-Oct 2013

Social Insurance Specialist (Claims Representative), GS-105-11, 40 hours per week

Salary: \$59,987/year

- ◆ Served as a point of contact with the community to answer general inquiries and provide accurate information regarding agency policy. Draft and disseminate notices in conjunction with agency protocol.
- ◆ Conducted disability interviews to obtain, clarify, and verify information about applicants' initial and continuing eligibility for all programs administered by SSA. Administered program case reviews and conferences to reconsider decisions affecting eligibility and payment. Obtained supporting documentation and exercised problem solving techniques to make final determinations and generate appropriate notices. Identified need for social services and made appropriate referrals to private, nonprofit or other government organizations.
- ◆ Represented agency at speaking engagements to generate public awareness about Social Security programs. Participated in round table discussions. Prepared and organized presentation materials for site visits.
- ◆ Obtained and examined evidence to evaluate its validity and acceptability in establishing entitlement to benefits. Assisted the applicant in securing requested information, electronically record the evidence required and preparing special determinations of fact.
- ◆ Protected the integrity of SSA programs through identification, investigation, and resolution of potential program abuse/fraud. Properly safeguarded personally identifiable information (PII) from loss, theft, or improper disclosure.
- ◆ Participated in district informational activities through speeches, special projects, and by keeping management informed of trends and issues observed. Developed and responded to congressional inquiries.
- ◆ Provided technical assistance and mentoring to other employees. Improved strategic consistency by researching and conducting area, district, and office training and workshops on various program workloads. Prepared presentation materials for training workshops, meetings and speaking events.
- ◆ Conducted daily research to maintain a working knowledge of agency operations while exercising flexibility to adapt to change in policies, procedures, technology, and priorities to maintain balanced workloads.
- ◆ Coordinated office programs to build internal moral and encourage supportive efforts. Organized refreshments and participation as well as generated and distributed appropriate advertising correspondence. Served as 2012-2013 CFC Keyworker to stimulate participation in campaign. Organized rallies, maintained records of pledges, and monitored progression to ensure the office met its goal.

GEORGIA SOUTHERN WRITING DEPARTMENT-Statesboro, GA

Feb 2009-June 2009

Special Projects Assistant, 25 hours per week

Pay: \$7.25/hour

- ◆ Conducted market research to accurately develop and distribute written material geared towards students and community.
- ◆ Scheduled, planned, and implemented various marketing events to promote awareness in department programs and services. Created and maintained an event calendar and coordinated with the department Chairman, executive board, and external constituents. Evaluated event effectiveness by generating and disseminating surveys and reporting feedback to area coordinators.
- ◆ Collaborated with Information Technology Specialist to redesign department website to present required information in an efficient and visually appealing format that would market to diverse audiences.
- ◆ Served as point of contact for department's first internship program. Utilized documented experiences as a reference to establish internship criteria.

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BOYS AND GIRLS CLUB-Statesboro, GA

July 2008-Dec 2008

Art and Event Specialist, 25 hours per week

Pay: \$8.00/hour

- ◆ Initiated and managed activities related to creative and performing arts for teenagers age 11-18. Coordinated and promoted events to stimulate member participation and delegated responsibilities to other individuals to ensure successful execution. Developed and distributed marketing material for print and electronic media outlets to generate community awareness in club events and activities and served as liaison between organization and general public.
- ◆ Organized club's first murder mystery dinner theater as well as subsequent fundraisers to generate cash flow for costumes, sets, and materials. Acted as Master of Ceremony for event. Coordinated step team practices, performances, and club field trips and maintained constant communication with outside vendors to solicit cooperation and negotiate discounts.

CYPRESS COMMUNICATIONS-Atlanta, GA

June 2006-Aug 2006

Marketing Communications Intern, Paid Internship, 40 hours per week

Pay: \$12.50/hour

- ◆ Recommended potential opportunities for marketing improvements. Provided meeting notes and reports to Marketing Manager and VP of Marketing to develop responses to inquiries.
- ◆ Wrote, organized, and revised collateral material for speakers and customers.
- ◆ Coordinated logistics for executive speaking engagements and conferences.
- ◆ Conducted market research and recommendations on vertical and B2B event opportunities and sponsorships.
- ◆ Coordinated event/sponsorship budget recommendations and ROI.

PERTINANT CREATIVE VENTURES

Author | Actress | Motivational Speaker | Screenwriter | Producer | Filmmaker | Creative Designer

Author of the critically-acclaimed *Unconditional* series - **The Wives We Play (Jan 2019), The Vows We Break (July 2019), The Hearts We Burn (March 2020)**

Author of the *Marriage Pass* series – **The Marriage Pass (March 2021) and Couples Wanted (Nov 2021)**

Actress starring in **Fatal Attraction (Season 8 Episode 2 and Season 8 Episode 11)**

Associate Producer and Co-Screenwriter for **Gutta Mamis: Money Bag Tales** (released Nov 2020 and now streaming)

Executive Producer, Screenwriter, and Star of feature film, **Pseudo** (to be released Summer 2021)

Editor-in-chief and Creator of **Blacktion Magazine**

As seen in Sophisticate's Hair Magazine, Publisher's Weekly, Sheen, Popsugar, Delux Magazine, Frolic, Yahoo, SheReads, Parade, MSN, Authority Magazine, Bookstr, and DiyMFA.

EDUCATION AND PERTINANT COLLEGIATE ACTIVITIES

GEORGIA SOUTHERN UNIVERSITY-Statesboro, GA

Graduated: May 2009

Cum Laude Honor, BA in Writing and Linguistics and Minor in Business

Southern Ambassadors Motivation and Morale Director-Developed, planned, and implemented programs to support student activities and recruitment, managing the overall participation of organization members, and organizing events and activities to maintain member loyalty.

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Forte Step Team Founder and Captain-Coordinated practices and performances, represented team during speaking engagements, and served as liaison between organization and external constituents.

Homecoming Steering Committee Parade Chair-Coordinated workshops, approved grants for organizations, served as liaison between committee and organizations, and created and distributed interest packets and marketing materials.

DELTA SIGMA THETA SORORITY, INCORPORATED ACTIVE MEMBER