MS. ZORMARAH LYDA

Landover, MD
Zormarah.lyda@gmail.com
Clearance: Active TS|SCI

PROFESSIONAL SUMMARY

Versatile and driven Senior Human Resources professional with 16 years of proven experience supporting executive leaders, handling confidential information and working effectively on cross-functional teams. Accomplishes measurable results by developing and implementing innovative policies and procedures, maintaining high-profile projects and key stakeholder relationships in dynamic, fast-paced environments. Possesses a comprehensive background in managing a high-volume data entry workload in both domestic and global operations such as Papua New Guinea, France, Bulgaria, Germany, Korea, and Iraq. Managed risk across multiple lines to protect assets, property, and equipment valued over $5 million dollars. Exceptional admin that blends organizational initiatives with people's operations through strong business acumen, coaching, mentorship and a commitment to organizational success and growth.

Workflow Management	**Executive Coaching**	**Client Relations**
Critical Thinking	**Data Analysis**	**Leadership**
Organizational Development	**HR Processes/Policies**	**Program Management**

PROFESSIONAL EXPERIENCE

Headquarters Department of the Army (HQDA), Pentagon, VA **Sep 3, 2024 - Current**
Management Analyst | Contractor **Full Time Onsite**

Coordinate, track, collect and conduct quantifiable and qualitative analysis of government responses to key stakeholders on secure and non-secure internet protocol routers, averaging 120 Enterprise Task Management Software Solution (ETMS2) tasks a month. Assist the government in preparing briefs, decision papers, policy documents, memorandums, letters and executive orders (EXORD). Maintains an automative file of all contract deliverables, attends meetings on behalf of the division and disseminates notifications, agendas and read-ahead packages for all conferences. Answer phone calls and record detailed messages to establish a rapport with executive staff electronically and telephonically.

- Senior staff action control officer preparing correspondence for signature to the Secretary of the Army, Chief of Staff Army, Vice Chief of Staff of the Army, Office Chief of Legislative Liaison, Director of the Army Staff and G-3/5/7.
- Exercises lead responsibility for office workflow, research, division control of suspense, and evaluates task response procedures.
- Applies a comprehensive knowledge of the G-3/5/7 organizational structure, missions and functions to assist in the completion of multiple taskings originating from Office of the Secretary of Defense (War), Congress, and agencies outside of the Department of Defense (DOD).
- Provides writer-editor expertise with the responsibility to research, analyze, distill, and present information to internal and external organizations, edits correspondence for clarity, grammatical correctness and tone.

Defense Health Agency (DHA), Falls Church, VA **May 22, 2023- Jul 17, 2024**
Program Manager, Human Resources | Contractor **Full Time Remote**

Delivered professional project management support, coaching, and staff supervision within the DHA R&E Human Resources Military & Manpower team. Provided solution-based guidance, training, direction, supervision, and executive coaching to a team of HR analysts and administrators. Assessed the teams' deliverables such as position descriptions, records management, reports, memorandums and presentations for completeness and accuracy.

- Provided support to directors, increased directorate productivity and performance management submissions by 15%.
- Revamped and standardized organizational charts in alignment with table of distributions. Demonstrated strong innovation and attention to detail, resulted in 30% decrease in administrative errors and timely submission of actions.
- Streamlined operations by implementing new processes and HR initiatives; developed internal SOPs for business support operations and processes. Efforts enabled a well-organized workflow that bolstered productivity.
- Organized and participated in weekly meetings with HR analysts and executives to develop and discuss complex HR initiatives. Dissolved resources qualms regarding newcomer orientation by 20% due to synchronization.
- Effectively and timely processed, opened, closed, disseminated, and tracked tasks in ETMS2 enhancing outreach and processing by 15%.
- Acted as a liaison between executive staff members and contract support bridging the gap between action and expectation.

Founder & Owner, Candidly Unsed LLC **December 2021 – Present**

Established a life and leadership coaching firm dedicated to empowering individuals in underserved communities. Partners with socially conscious organizations to cultivate bold, self-aware, and authentic leaders. Spearhead a distinctive coaching methodology focused on conflict resolution and resilience through honest dialogue, innovation, and immersive learning experiences.

U.S. Army Garrison, Arlington, VA **May 5, 2021 - April 30, 2023**
Executive Administrative Assistant **Full Time Hybrid**

Direct aid to the Joint Base Commander. Provided a comprehensive range of executive and administrative duties provisioning of

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5,000 service members across the National Capital Region. Responsible for performance management, records management, correspondence reviews, calendaring, and awards processing. Examined all documents for action and signature acquisition.

- Systematically managed agendas, correspondence, & DTS travel arrangements for three C-level Executives with zero conflicts.
- Recorded, transcribed and distributed meeting minutes; coordinated all V.I.P. visits, meetings and access requests.
- Answered and screened numerous calls and emails daily; recorded detailed messages with a high degree of accuracy.
- Developed and implemented an efficient filing system on MS Teams, improved document retrieval and signature acquisition process by 50%.

White House Communications Agency, Washington, D.C. **Nov 17, 2019 - May 4, 2021**
Branch Manager, Human Resources **Full Time Hybrid**

Affable supervisor in a confidential Joint Service Agency that directly sustained the travel of the United States President, Vice President, First Lady, Secret Service and White House staff. Provided executive administrative support to over 530 Army personnel across the agency with a personal responsibility to nine Soldiers. Travel coordinator in support of the Vice President.

- Judiciously compiled HR statistics for agency-wide distribution. Composed weekly correspondence and reports with HR trends, analysis improving communication and workflow.
- Constructed comprehensive spreadsheets and presentations creating visually appealing highlights of initiatives, drove actionable insights during COVID-19 leading to safe onboarding and transition of more than 165 personnel.
- Articulate correspondent for elite personnel, global travel coordinator that drafted reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software.
- Strategically cross-trained staff members on core competencies, resilience, and equal opportunity; increased organizational readiness by 75%.
- Conducted 15 telephonic interviews to determine eligibility of elite candidates for accession to the Agency. Skilled organizer in calendaring, data presentation, and office management.

White House Communications Agency, Washington, D.C. **Dec 1, 2018 – Nov 16, 2019**
Human Resources, Executive Admin **Full Time Onsite**

Agile essential personnel leader in a brigade size Joint Service Agency. Administrative support and executive consultant to the director of operations (J-3). Responsible for weekly synchronization briefs, rating schemes, personnel records, promotions, ceremonies, travel management and special pays.

- Personally responsible for managing the Director, Deputy Director and Senior Enlisted Advisors calendars, domestic and international travel, performance management, and weekly meetings.
- Prepared and frequently attended well defined meetings, recorded minutes, and revamped the long-range calendars; eliminated redundancies by 65%.
- Communicated regularly with executives, directors, and employees; positively influenced leaders via elite and secure correspondence methods; recognized as the "go-to" person for conflict resolution.
- Managed orders production for more than $1.25 million dollars in Special Duty Assignment Pay and Civilian Clothing Allowance.
- Identified gaps in administrative automation, collaborated with policymaking leaders to implement programs that reduced infractions in processing while traveling 30% of the time.

White House Communications Agency, Washington, D.C. **Feb 18, 2018 - Nov 30, 2018**
Personnel Services **Full Time Onsite**

Liaison to Defense Information Systems Agency (DISA) in a nominative and selectively manned Joint Service Agency that supported of more than 900 Joint Service members. Administratively supported all travel requirements to the President of the United States, Vice President, First Lady, Secret Service and White House staff members and National Security Council. Managed the process of all joint service decorations, diplomatic and official passports, personnel records, and monthly recognition programs.

- Trusted diplomatic agent; routinely communicated with executive level personnel on customer relations and policies building strong working relationships with United States Department of Defense, State Department, and foreign embassies; processed 282 visas with 100% succession rate.
- Industrious multitasker: planned 5 monthly recognition ceremonies, and 3 retirement ceremonies. Unique project management skills led to being highly sought after for other organizational projects where attendees frequently exceeded 50 people.
- Oversaw administrative policies and employee relations for a department of 30, received the agencies first 100% compliancy rating.
- Received, shipped, sorted, returned, and distributed hundreds of critical and non-critical packages. Set up and maintained paper and electronic filing systems for records, correspondence, and other material.

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United States Army Garrison, Seoul, Korea **Feb 17, 2017 - Feb 18, 2018**

Supervisor, People Analytics **Full Time Onsite**

Trustworthy professional accountable for all inbound theater and reception operations; responsible for 12,600 Soldiers and their Families across the peninsula. Ensured all in processing practices pertaining to personnel and financial readiness, medical screening and required briefings were in accordance with Eighth Army and the United States Forces Korea programs of instructions. Primary Unit Victim Advocate, Equal Opportunity Leader and Better Opportunity for Single Soldier representative.

- Directed the movement, housing, and integration of approximately 12,600 Soldiers and their families; personally supervised, counseled, and mentored 15 personnel. Scheduled all work shifts; ensured employee coverage for 24-hour operations with zero gaps in onboarding.
- Responded to and managed the case of 24 complaints with a high degree of confidentiality and accuracy in reporting. Mitigated one third of incidents through education, timeliness, and solution-based approaches.
- Curated a digital platform to modernize the reception and integration process. Methodically ordered and executed the logistical support required for dual reception operations; completed contingency tasks three months ahead of the Eight Army's schedule.
- Built withstanding relations thru contract negotiation, engendered 3 contract renewals with Korean counterparts.

Albany Recruiting Battalion, Watervliet, NY **Apr 10, 2016 - Feb 17, 2017**

Manager, Regional Human Resources **Full Time Onsite**

Dexterous leader responsible for planning, directing, and managing all Human Resource competencies for seven geographically dispersed units. Provisioned all correspondence, personnel actions, awards, evaluations, promotions, leaves and passes, transitions, and strength management. Responsible for the health, welfare, mentorship and development of four people.

- Oversaw employee benefits including leave, retirement, education, and financial inquiries for 310 geographically dispersed employees.
- Collaborated with internal departments to execute recruiting campaigns; cultivated an environment that set realistic time goals, delegated efficiently to maximize time value with 100% accuracy in processing.
- Properly maintained the organizations talent and strength management; successfully transitioned 10 employees; developed an effective method for synthesizing human resource readiness metrics to a level understood by personnel not in administration.

EDUCATION:

A.A in General Studies, graduated Magna Cum Laude | B.S. in Human Services with a concentration in Sociology, graduated Magna Cum Laude

Members of: The National Society of Leadership and Success (NSLS) | Tau Upsilon Alpha National Organization for Human Services Honor Society (NOHS) | Zeta Phi Beta Sorority, Incorporated

CERTIFICATIONS: Resilience-Building Leadership Professional Authorized Training Partner, 2026 |Resilience-Building Leadership Professional Trainer (RBLP-T), 2026 | Resilience-Building Leadership Professional Coach (RBLP-C), 2025|Foundations of Diversity, Equity, Inclusion, and Belonging, 2024 | Strategic Human Resources, 2024, Project Management Skills for Leaders, 2024 | Six Sigma: Green Belt, 2024 | Moral Injury Certificate Program, 2023 | U.S. Vice President Communication Officer, 2019 | Passport Agent, 2019 | Master Resilience Trainer, 2019 | Wideband Radio Technician, 2018 | Senior Leaders Course, 2018 | Equal Opportunity Leader, 2017 | Sexual Harassment/Assault Response and Prevention Victim Advocate, 2017

VOLUNTEER EXPERIENCE: Helping Ourselves to Transform (HOTT) 2025- 2026 | Military Advisory Board Member Maryland's Fourth District, 2024-2025, Largo, MD | Volunteers of America, 2021-current, Alexandria, VA | YMCA, Troy, NY, 2014-2016 | 1600 Communications Association, Washington, DC 2018-2019 Troy, NY, 2013-2017 American Red Cross, Albany, NY, 2007-2014 | United Service Organizations, Inc. (USO) 2006-2017 | Better Opportunities for Single Soldiers (BOSS) 2006-2018

TECHNICAL SKILLS:

Software: Microsoft Office/Suite & 365, SharePoint, Adobe, Google Workspace, Zoom, Oracle, Google One Drive

Operating Systems: Mac / Microsoft Windows / Android / Army Human Resources Systems (AHRS)/ Human Resources Command Identity Management System (HIMS) / The Defense Civilian Personnel Data System (DCPDS) /Automated Time and Attendance Production System (ATAAPS) / Employee Management Processing & Recruitment System (EMPRES) / Digital Training Management System (DTMS) / Integrated Personnel and Pay System (IPPS-A) / Task Management Tool (TMT) / Electronic Military Personnel Office (eMILPO) / Enterprise Task Management Solution System (ETMS2) / Interactive Personnel Electronic Records Management System (iPERMS) / Defense Travel System (DTS) Approving Official/Reviewing Official / JAMIS / MEDPROS / BEAST / Standard Army Maintenance System-Enhanced (SAMS-E) / Defense Integrated Business Systems (DIBS) / Defense Enrollment Eligibility Reporting System (DEERS) / Real-Time Automated Personnel Identification System (RAPIDS) / PROCRAS