

Isaac Neal

☎ (402) 555-3186 ✉ isaac.neal@example.com 💼 linkedin.com/example/isaacneal 📍 Omaha, NE 68102

SUMMARY

Program administration professional with eight years of progressive experience supporting regulatory operations, **occupational licensing**, verification workflows, compliance documentation, privacy controls, training, and **audit readiness**. Experience includes SAVE administration under DHS and USCIS guidance, **sensitive data safeguards**, user access management, records oversight, performance reporting, and interpretation of legal and policy requirements. Has translated complex guidance into practical procedures, review checkpoints, training materials, and consistent workflows across regulated programs. Trusted resource for staff, boards, legal counsel, **program managers**, partner agencies, applicants, and licensees. Uses careful analysis to identify trends, resolve verification questions, strengthen documentation, and support defensible decisions. Clear written and verbal communication supports productive meetings, interagency coordination, and reliable service delivery. Prepared to contribute sound judgment, confidentiality, accuracy, and process discipline in public service administration.

EXPERIENCE

Senior Program Administrator, Regulatory Operations

July 2022 to Present

Prairie Regulatory Operations Group

Omaha, NE

Leads regulated verification and licensing operations, privacy controls, user access, documentation, reporting, training, stakeholder coordination, and audit preparation. Serves as a senior resource for complex cases, policy application, and service continuity across public sector programs.

- Led SAVE **verification** workflows, **privacy controls**, and audit preparation across occupational licensing operations.
- Translated **DHS** and **USCIS** guidance into procedures, checkpoints, and training for consistent case handling.
- Reviewed sensitive records and operating data, then supported defensible decisions through clear documentation.
- Prepared reports and presentations for boards, counsel, program managers, staff, and **partner agencies**.
- Coordinated escalated verification questions with specialists, applicants, licensees, and external partners.
- Improved workflow consistency through repeatable **procedures**, review checkpoints, training, and timely follow up

Program Operations Analyst, Regulatory Compliance

March 2020 to June 2022

Midlands Licensing Services

Lincoln, NE

Managed regulatory workflows, program data, user training, legal guidance, compliance reviews, and stakeholder communications. Supported accurate records, reliable reporting, consistent policy application, and timely resolution of operational questions across licensing services.

- Managed licensing **workflows** and **compliance** reviews with accurate records and clear stakeholder communication.
- Converted **legal guidance** into **staff** procedures, training materials, and practical review steps.
- Analyzed case **records** and operating data to identify trends, gaps, and follow up needs.
- Prepared guidance, reports, and presentations for internal teams and external regulatory partners.
- Resolved escalated questions with specialists while protecting **confidentiality** and service continuity.
- Strengthened operational consistency through documented checkpoints, training, and timely issue tracking

Program Specialist, Public Program Operations

June 2018 to February 2020

Central Plains Public Programs

Council Bluffs, IA

Supported regulated case documentation, confidential records, guidance updates, **performance reporting**, partner coordination, and quality controls. Contributed to reliable program operations by organizing information, clarifying requirements, and keeping follow up visible.

- Maintained regulated case documentation and confidential records for dependable program decisions.
- Updated guidance and review materials after policy changes affecting public **program operations**.
- Analyzed records and **performance data** to surface **trends** for team discussion and action.
- Prepared concise reports and presentations for staff, partners, and program leadership.
- Coordinated escalated needs with specialists and **partner agencies** to maintain service continuity.
- Improved follow up through repeatable **workflows**, review checkpoints, and clear ownership

Program Coordinator, Public Administration

September 2016 to May 2018

Heartland Administrative Services

Des Moines, IA

Coordinated public program records, deadlines, procedures, partner **meetings**, compliance documentation, and operational follow up. Built an early foundation in regulated administration, stakeholder service, policy application, and organized **records management**.

- Coordinated public program records, deadlines, **procedures**, and **compliance** documentation for orderly operations.
- Prepared meeting materials and follow up notes for partners, specialists, and **program managers**.
- Applied policy and professional standards during routine reviews of sensitive program records.
- Analyzed operating information to identify unresolved items and support timely decisions.
- Prepared guidance, reports, and presentations for varied internal and external audiences.
- Improved task visibility through repeatable tracking, review checkpoints, and timely follow up

PROJECTS

SAVE Verification Workflow 2024

A difficult verification question became a chance to clarify process. Mapped SAVE steps, access controls, documentation needs, and review checkpoints into a consistent workflow for licensing operations.

Regulatory Records Readiness 2021

Good records make later answers easier. Organized compliance documentation, reporting inputs, privacy safeguards, and audit preparation practices for regulated public program reviews.

LEADERSHIP & AWARDS

- Certified Public Manager recognition, 2023, for sustained public administration and program leadership.
- Senior program leadership recognition for dependable compliance documentation and stakeholder coordination.
- Operational service recognition for improving procedures, training, and review consistency.

EDUCATION

Bachelor's Degree in Public Administration

2016

University of Nebraska at Omaha GPA: 4.0

Omaha, NE

Coursework: Public Policy, Regulatory Administration, Organizational Management, Government Finance

CERTIFICATIONS

- Certified Public Manager 2023
- SAVE Program Administration Certificate 2024

TECHNICAL SKILLS

- Verification Systems: SAVE, DHS, USCIS
- Licensing Operations: Occupational licensing, eligibility verification, licensee records
- Compliance Management: Regulatory compliance, policy controls, audit readiness
- Privacy and Security: Privacy safeguards, sensitive data, information security
- Access Administration: User access, permissions, account reviews
- Records Management: Case records, documentation, retention tracking
- Reporting Tools: Performance reporting, trend analysis, operational tracking
- Process Documentation: Procedures, workflows, review checkpoints
- Training Materials: Staff training, guidance updates, presentation materials
- Stakeholder Coordination: Boards, legal counsel, partner agencies

SKILLS

- | | | | |
|--------------------------|-------------------------|-------------------------|-------------------------|
| • SAVE | • USCIS | • User Access | • Training |
| • Program Administration | • Regulatory Compliance | • Audit Readiness | • Performance Reporting |
| • Occupational Licensing | • Privacy | • Records Management | • Legal Guidance |
| • DHS | • Information Security | • Policy Interpretation | |

PROFESSIONAL AFFILIATIONS

- Public administration professional network participant, focused on regulatory operations and service quality.
- Occupational licensing stakeholder forums, supporting practical coordination across regulated programs.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST