

# LAURA C. TWADDELL

Meredith, NH

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Business and program management professional specializing in implementing process and systems improvements for increased business operations efficiency and effectiveness. Career supported by a Master's in Management Science and a Bachelor's in Social Psychology. U.S. Air Force veteran.

- 15+ years project support and program management experience
- 15+ years federal and state government experience
- 7+ years remote team management experience
- U.S. government security clearance (expired)

## PROFESSIONAL EXPERIENCE

### Managing Director

2013 – present

#### Huckleberry Ridge Properties, LLC | Meredith, NH

- Develop strategic investment strategy for portfolio purchases; evaluate multiple opportunities to identify projects with best Return on Investment (ROI) potential
- Provide management to over \$1.5 M worth of assets, resulting in more than \$60K annual revenue
- Develop marketing strategy for vacant properties resulting in a 50% decrease in lost rental income

### Program Planner

2019 – 2020

#### New Hampshire Department of Safety | Concord, NH

- Developed partnerships with state and local VOAD (Volunteer Organizations Active in Disaster) members on behalf of the State of New Hampshire to aid NH residents in the aftermath of disaster
- Authored State Individual Assistance (IA) guideline streamlining the alert and response process from the NH211 system to the Homeland Security and Emergency Management IA officer, resulting in increased number of NH residents receiving aid during disaster
- Assessed unmet disaster relief needs and facilitated the establishment of the NH Long Term Recovery Committee (LTRC) to address options to meet those needs
- Developed and presented specialized training ensuring staff-wide understanding of property damage assessment thresholds and requirements for Local, State, Federal, and VOAD assistance

### Project Manager & Business Consultant

2014 – 2019

#### Virtual Freelance, Self | Multiple Locations

- Provided project management expertise and guidance to help business owners complete projects on time and within budget by developing individualized financial tracking planners and just-in-time inventory systems for clients, resulting in increased efficiency and 30% lower costs and zero waste
- Delivered lunch-and-learn presentations and workshops to over 100 new small business owners regarding the “business of being in business;” over 80% of attendees reported increased work effectiveness resulting in lower costs in time and materials
- Analyzed businesses’ administrative and operations issues and identified solutions; developed streamlined processes using Project Management principles and tools (Trello, Asana, etc.) to track and evaluate effectiveness
- Improved businesses’ marketing strategies by providing social media and search engine optimization (SEO) consulting services, resulting in increased outreach and engagement and financial performance

**Program Manager**

**2013 – 2014**

**United States Army Morale, Welfare & Recreation (MWR) | Fort Polk, LA**

- Developed reports and metrics of program and facility usage; presented recommendations regarding future programming to Army leadership resulting in a 50% increase in program funding for FY 2014
- Established administrative systems and procedures to ensure proper schedule, financial, purchasing and personnel management
- Presented twice-monthly learning sessions at Bayne-Jones Army Community Hospital on physical fitness / wellness strategies and available community resources; received over 50 EXCELLENT facilitator reviews

**Executive Director of Operations & Administration**

**2008 – 2009**

**Office of the Director of National Intelligence | McLean, VA**

- Served as project manager to the senior executive staff of the National Intelligence University (NIU) during curriculum development projects; tracked the progress and completion of four curriculum pathways currently used to educate senior US intelligence professionals
- Developed relationships with representatives from partner intelligence agencies to ensure community-wide input and consensus in curriculum development efforts to create the foundation of the current National Intelligence University education structure
- Authored administrative systems and procedures specific to the National Intelligence University for optimal organization operations and staff management

**Intelligence Professional & Program Manager**

**1994 – 2008**

**U.S. Department of Defense | Washington, DC/Davis-Monthan AFB, AZ/Osan AB, Republic of Korea**

- Authored 20+ intelligence reports regarding missing U.S. military personnel, contractors, and citizens in the Middle East, Asia, and South America
- Briefed members of the U.S. Congress regarding missing personnel-related intelligence, directly contributing to the rescue of three U.S. citizens held prisoner in Colombia
- Acted as Contracting Officer Representative to ensure imbedded analyst contract compliance
- Served as community outreach program manager of tutoring program with local underprivileged schools; provided 500+ hours of tutoring per year to local at-risk students
- Managed training, development, and certification of more than 100 aircrew intelligence operators
- Provided 2K+ hours of individual and classroom instruction to more than 50 aircrew and ground station intelligence operators
- Authored education and training materials for use by ground station and aircrew intelligence operators resulting in fully trained staff and uninterrupted mission intelligence coverage

**EDUCATION**

**Master of Science, Management Studies | Troy University**

**Bachelor of Science, Social Psychology | Park University**

## **VOLUNTEER ACTIVITY**

### **U.S. Army Spouses' Clubs** | *Fort Bragg, NC/Fort Polk, LA, Fort Knox, KY*

- Volunteered 1000+ hours organizing fundraising efforts, raising in excess of \$100K for military dependent merit scholarships and local community non-profit organizations

### **U.S. Army Soldier and Family Readiness Group** | *Fort Bragg, NC/Fort Polk, LA/Fort Dix, NJ/Camp Ederle, Italy/Fort Knox, Ky*

- Provide family support by creating mentorship programs, teaching new spouse orientation classes, and organizing networking events
- Planned over 20 informational and social events for families and spouses of service members
- Organized pre-deployment family information fairs in order to connect families with support agencies around post

### **Military Spouse Advocacy Network** | *Virtual mentorship*

- Provide mentorship and support to new spouses to support the welfare of the military community

## **PROFESSIONAL TRAINING**

**Lean Six Sigma Green Belt** | *Defense Intelligence Agency*

**COTR Acquisition Training** | *Defense Intelligence Agency*

**Principles of Project Management** | *Project Management Institute*

**Performance Measurement and Budgeting** | *USDA Graduate School*

**Emergency Planning** | *FEMA Emergency Management Institute*

**Introduction to Incident Command System** | *FEMA Emergency Management Institute*

**Radiological Emergency Management** | *FEMA Emergency Management Institute*

**Incident Command System for Initial Response** | *FEMA Emergency Management Institute*

**Fundamentals of Emergency Management** | *FEMA Emergency Management Institute*

**Introduction to NIMS** | *FEMA Emergency Management Institute*

**NRF Introduction** | *FEMA Emergency Management Institute*

**Radiological Emergency Preparedness** | *NH Emergency Management Institute*

**Voluntary Organizations in Emergency Management** | *FEMA Emergency Management Institute*

**NIMS Intrastate Mutual Aid** | *FEMA Emergency Management Institute*

**Public Information Officer Awareness** | *FEMA Emergency Management Institute*

**NIMS Resource Management** | *FEMA Emergency Management Institute*

**EOC Management and Operations** | *FEMA Emergency Management Institute*

**Overview of Mass Care/Emergency Assistance** | *FEMA Emergency Management Institute*

**Continuity of Operations Plans** | *FEMA Emergency Management Institute*

**Introduction to Hazard Mitigation** | *FEMA Emergency Management Institute*

## **TECHNICAL SKILLS**

**Software:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), GoogleDocs, Adobe

**Operating Systems:** Windows / Mac