

Maria Mercedes Rodriguez

Mobile: [REDACTED]

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WORK EXPERIENCE:

November 2019 to Present Supervisory Immigration Service Officer, GS 13, CAIS EXA Contact Center Midwest.

Responsible for day to day operations of a team of 4 Immigration Officers. Responding to questions and escalations. Responding to customers, attorneys and other parties. Developing talent through daily mentoring and coaching. Performing quality assurance of phone calls and webform responses. Reporting incidents of potential data breach and/or personal information dissemination. Have been involved in the hiring process of successful candidates. Responsible for bilingual officers training, development, mentoring and coaching.

December 2014 – November 2019 Immigration Officer, GS 13, FDNS, Kansas City Field Office, USCIS DHS.

Responsible for: Enhancing the USCIS Fraud Detection and National Security (FDNS) program and identifying and addressing issues relative to immigration fraud, public safety, and national security concerns including:

- Identifying, articulating, and pursuing suspected immigration benefit fraud, public safety, and national security concerns by conducting administrative investigations and site visits, obtaining documentation, conducting interviews, and making observations that assist decision-making.
- Serving as Subject Matter Expert regarding the Immigration and Nationality Act (INA) and related policies, guidance and directives.
- Performing a variety of classified system checks pertaining to immigration benefit fraud and threats to national security and public safety.
- Researching and evaluating complex volumes of sensitive data.
- Applying expert analytic trade-craft to both all source information and intelligence data systems for the purpose of identifying trends and patterns; analyze impact and develop assessments for national operations.
- Conducting liaison with law enforcement and intelligence agencies. Participating on inter-agency task forces and participating in partner agency investigations.
- Tracking agency fraud, public safety, and national security casework through resolution, preparing regular reports and summary reports.
- Developing, documenting, and disseminating internal intelligence and training materials. Facilitating the dissemination of inter-agency and partner agency materials.
- Analyzing and reporting on the effectiveness of anti-fraud, public safety, and national security systems and protocols. Reviewing agency policies and procedures to verify compliance and advising USCIS on deficiencies and corrective actions.
- Conducting research, agency liaison, and site visits in support of USCIS decision-making.

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- Preparing analyses and reports that describe findings and state recommendations. Assisting USCIS in related court proceedings.
- Presenting findings and training to immigration service officers as well as immigration officers.
- Acting as Supervisory Immigration Officer when needed.

– December 2014 Supervisory Immigration Service Analyst, GS13, Data Analysis Team, Analysis and Integrity Division, National Benefits Center (NBC), Lees Summit, MO.

Managed two teams of 13 programmers. Administered analytical tools and methodologies to develop and implement Federal laws, policies and regulations, resolving broad, complex and unprecedented planning, evaluation control and resource allocation problems and providing authoritative advice to management throughout the organization, conducting a wide range of methods for the assessment and improvement of complex programs, processes and systems, strategizing the planning, organization, and implementation of programs, plans, and proposals involving substantial organizational resources of that require extensive changes in established procedures and applying procurement regulations, contract regulations/principles, project management, and other official guidance.

- Responsible for the data collection, maintenance and reporting of over 300 plus monthly reports and databases used by local, headquarters and nationwide management. NBC point of contact for SMART, ECN, Transformation, ELIS, and other data marts and new system development. Assisted NBC Management with any data related issues, collaborations, presentations locally and nationwide. Responsible for providing input and drafting job announcements, analyzing applications, interviewing and hiring staff. Acted as Assistant Center Director and Section Chief when needed.

In my supervisory capacity, I was also responsible for providing technical and operational support to officers, analysts and staff engaged in programs administering the Immigration and Nationality Act, coordinating and leading teams in addressing complex policy and procedural diverse issues, establishing and maintaining liaison with management and government officials, analyzing, establishing and implementing program goals and objectives, and, establishing long-range work plans and determine the actions necessary to accomplish objectives. Performed administrative and human resource management functions and developed work improvement plans, providing advice and counseling to workers and providing periodic evaluations of employees' performance.

2010 – April 2013 Supervisory Immigration Service Analyst, GS13, Quality Analysis Team, Analysis and Integrity Division, National Benefits Center, Lees Summit, MO.

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Responsible for a team of over 16 analysts. Managed the Quality Assurance of 7 Divisions and USCIS Lockbox operations with JP Morgan Chase. Responsible for the creation of over 12 new quality assurance reviews that are still presently in effect. Administered analytical tools and methodologies to develop and implement Federal laws, policies and regulations, resolving broad, complex and unprecedented planning, evaluation control and resource allocation problems and providing authoritative advice to management throughout the organization, conducting a wide range of methods for the assessment and improvement of complex programs, processes and systems, strategizing the planning, organization, and implementation of programs, plans, and proposals involving substantial organizational resources of that require extensive changes in established procedures and applying procurement regulations, contract regulations/principles, project management, and other official guidance.

Lean Six Sigma Black Belt Certified. Presented results of reviews to local and headquarters management. Acted as Assistant Center Director when needed.

In my supervisory capacity, I was also responsible for providing technical and operational support to officers, analysts and staff engaged in programs administering the Immigration and Nationality Act, coordinating and leading teams in addressing complex policy and procedural diverse issues, establishing and maintaining liaison with management and government officials, analyzing, establishing and implementing program goals and objectives, and, establishing long-range work plans and determine the actions necessary to accomplish objectives

January 2010 **Immigration Service Officer, GS 12, I-90 and I-765 Teams.** Adjudications Division, National Benefits Center, Lees Summit, MO.

February 2003 **Supervisory Auditor, GS13, U.S. Department of Education Office of Inspector General,** Kansas City MO. Responsible for the management and reporting of several audit teams. First to use Data Mining Techniques to identify Identity Fraud.

January 1987 – May 2000 Auditor In Charge, Band II/GS 14 Equivalent, U.S. General Accounting Office, Kansas City Regional Office, Mission KS.

Responsible for managing and reporting of several audit teams. Expertise in financial, internal control and programmatic audits as well as responding to Congressional requests.

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EDUCATION:

Masters in Science of Accounting, University of Missouri Kansas City (UMKC), December 1986. Emphasis in Taxation.

Bachelors in Business Administration Majoring in Accounting and Finance, University of Puerto Rico, May 1984. Graduated Cum Laude,

OTHER CERTIFICATIONS & AWARDS:

- Foundations of Supervision I & II
- Lean Six Sigma Black Belt Certified.
- Certified Government Financial Manager.
- USCIS Basic Officer Training
- USCIS Basic and Journeyman FDNS Officer Training
- CARRP Training
- ICE Forensic Laboratory Instructor Development
- USCIS Mentoring Program
 - Member of Beta Alpha Psi, National Accounting Fraternity, UMKC
- Special Commendations Awards: 1988, 1992, 1994, and 2002
- USCIS Certificate of Appreciation 2013
- FDNS Social Media Officer

REFERENCES:

- **Former Supervisor:** Sandraliz May, Deputy Director Contact Center Midwest
- **Supervisory Immigration Service Officer:** Maher Said, Contact Center Midwest (Peer)