**[Project Management Billing Specialist](https://www.postjobfree.com/resume/ad1vqw/project-management-billing-houston-tx)**

**Location:**Houston, TX

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**Resume:**

Rachel Stepp, MPA, PMP®

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SUMMARY

Exceptionally experienced and dependable Senior Analyst with superb safety and customer satisfaction history. Adept at communicating complex crisis management strategies and procedures to professional and non-professional audiences. Flexible scheduling availability to include evenings, weekends, and emergency and other unusual circumstances. Advanced skills in public administration and policy, disaster relief operations, public speaking, crisis management, emergency planning, federal grant administration, project management and threat hazard analytics.

SKILLS

●Partnership Development

●Risk Management

●Project Management PMP®

●Grant Administration Officer

●Fraud, Waste and Abuse

●Strong familiarity with emergency planning and crisis management

●Supervision & Leadership

●Business Continuity

●Performance Monitoring and Reporting

●Training and Development

●Expense Monitoring

●Equipment Usage Tracking

●Data Management

PROFESSIONAL EXPERIENCE

Tidal Basin Disaster Consulting

2023 Hurricane Idalia Disaster Deployment Contract Florida

Coordinate the routing of equipment, personnel, and other resources involved in debris removal.

Collect and maintain appropriate field documentation

Ensure that equipment operators/haulers complete debris clearance, removal, and disposal in accordance with applicable regulations and requirements.

Schedule and deploy debris monitors.

Manage debris monitors in-field actions and schedules.

Reports debris field and monitoring progress and issues to the Debris Operations Officer.

Oversee truck certifications and issue them as required.

Manage in field emergencies.

Tabulate truckload data for daily reports.

Make unannounced site safety visits.

Review and inspect operations in accordance with Federal Regulations and OSHA safety standards.

Ensure that guidelines and requirements are followed.

Fort Bend Homeland Security & Emergency Management

2022- 2022 Disaster Recovery Department Supervisor Fort Bend, TX

Responsible for designing, implementing, and managing multiple organization's disaster recovery plans. Ensure business continuance and minimize company losses in the event of a disaster. Oversee Mass Care, sheltering, evacuation, Hazard Mitigation, CERT and all federal grants.

●Develop strategic approaches for Federal assistance and policies.

●Manage GIS program for Hazard mapping and tracking the location and supply levels of resources.

●Developed a program and database for populations, businesses, structures and schools to use in real time to coordinate response and recovery.

●Write, direct and execute plans to promote disaster recovery efforts.

●Facilitate the development of all unified communications strategies.

●Ensure county compliance with federal and state regulations and contractual obligations.

●Determine Command or General Staff positions during emergencies and disasters.

●Manage all Recovery Support Function (RSF) operations, staff and activities.

●Manage Hazard Mitigation Funding and HMA projects.

●Manage the recovery function in the event of a disaster.

●Coordinate and develop testing schedules, objectives and exercises.

●Developed policies and procedures for Business Continuity Recovery planning for large city infrastructure and oversee the execution.

●Coordinate, monitor, facilitate, and provide technical assistance for FEMA’s Public and Individual Assistance programs, Community Development Block grants, Small Business Administration’s (SBA’s) disaster assistance programs, and FEMA’s Hazard Mitigation Assistance program.

●Implemented policies for project expenses and reimbursement requests to ensure costs are accurate, necessary, reasonable and in direct support of the proposed project activity.

●Develop policies and procedures for Business Continuity planning for large city infrastructure.

●Develop testing schedules, objectives and business wide exercises.

●Ensure that clients are in compliance with federal and state regulations and contractual obligations according to 44 Code of Federal Regulations (CFR)

●Provide technical and programmatic assistance for FEMA’s Individual Assistance program, the Small Business Administration’s disaster assistance programs, and FEMA’s Hazard Mitigation Assistance programs.

Texas Division of Emergency Management (TDEM) – Region 2

Disaster Task Force Coordinator/Emergency Management Specialist 2020 – 2022, Houston, Texas

Responsible for establishing plans and procedures. Provide and coordinate disaster preparedness training. Work with local governments, emergency response organizations, regional organizations, other state agencies, volunteer groups, and private industry to deliver emergency management and disaster recovery programs and training. Responds to support local jurisdictions during an emergency event.

Overall Experience Includes:

This is a deployable position that coordinates 36 counties from the Gulf of Mexico into Deep East Texas

●Perform as a Field Training Officer and mentor.

●Deploy to all Statewide disasters.

●Oversee and manage sheltering operations and mass feeding.

●Lead Emergency Operation Center coordination.

●Develop and execute Point-to-Point MOU's.

●Prepare Emergency plans and procedures.

●Analyze and prepare reports using threat hazard data.

●Facilitate local, state and federal emergency exercises and training.

●Assist in the identification, training, and development of local task force contract members.

●Gather initial damage survey data and needs assessment; prepare situational awareness reports.

●Review and manage public assistance, hazard mitigation, recovery funding programs, plans and projects.

●Advise public officials on emergency management issues.

●Prepare situational awareness reports.

●Facilitate long term recovery planning for all 36 counties.

●Advise and assist public officials with writing standard operating procedures.

●Provide liaison support between the state, local emergency management, local officials, volunteer group representatives, federal agency representatives, and other potential disaster responders.

City of Houston Office of Emergency Management & Homeland Security

Mass Care Coordinator & Planner 2019 -2020, Houston, Texas

Responsible for leading and coordinating resources for mass care and emergency assistance. Develop and implement Mass Care plans, direct and support response efforts, provide technical assistance for developing operational plans for mass care, emergency assistance, temporary housing, and human services.

Overall Experience Includes:

●Ensure that critical functions continue while planning for mass events.

●Sustain planning efforts and equipment caches for mass casualty, mass fatality, mass care responses.

●During EOC activations – Act as Mass Care oversight and Planning Section.

●Health and medical committee liaison, STEAR committee liaison, mass care coalition liaison.

●Implemented plans for disaster behavioral health initiatives.

●Ensure that terms of debris removal contracts are met.

●Document the location and volume of debris.

●Ensure contractors meet debris eligibility.

●Planning and response for mass care, mass casualty, med surge, and sheltering activities.

●Created a mass care framework to coordinate jurisdictional mass care plans and to ensure resources are properly utilized during emergency.

●Conduct periodic reviews of local emergency plans to ensure that they are updated, meet state emergency planning standards, and address hazards.

●Maintain health and medical deliverables crosswalk associated with all regional preparedness grants and accreditations, including, Centers for Medicare and Medicaid Services.

●Ensure that plans, procedures, programs, and systems are in place to coordinate fatality management and family assistance within the region.

●Coordinate fatality management plans, including mass care, public health, medical surge capacity, mass casualty, mental and behavioral health, and pre-hospital operations.

●Administered fiscal operations for accounting, budget planning, authorizing expenditures.

●Assist with preparing annual budgets and grant oversight.

●Maintain city wide emergency management plan.

●Assist with implementing and writing Incident Action Plans.

Team Rubicon USA

Assistant Metro Administrator 2013 – 2019, Raleigh, North Carolina

Responsible for preparing for, protecting against, responding to, recovering from, and mitigating against the risk of a natural disaster, act of terrorism, or other man-made disaster.

Overall Experience Includes:

●Assist in overseeing day-to-day operations.

●Manage spontaneous volunteer and membership needs.

●Facilitate and manage volunteer teams in and out of the field.

●Help to coordinate disaster efforts with emergency management agencies.

●Disaster planning in conjunction with NC emergency management officials' and public leaders.

●Facilitate and plan volunteer training's.

●Identify community needs and execute a plan to address the issues.

●Mission planning.

●Perform initial incident management reports when on scene.

●Perform on scene disaster mapping and work order management.

●Researched and developed administrative policies, procedures and guidelines to facilitate operations.

Forward Steps of the Carolinas

Lead Analyst & Manager 2010-2018, Raleigh, North Carolina

Manage the implementation of skill-based treatments and organizational behavior management programs. Oversee training, plan development, and implementation support.

Overall Experience Includes:

●Taught public health courses to high-risk populations.

●Performed military veteran combat-to-civilian social integration.

●Serviced clients with job placement and arrange clients with local and federal assistance programs, behavioral health services, disability rehabilitation, community support groups and emergency relief.

●Liaison between clients, government, NGO's and local 501 (3)'s.

●Implemented behavioral health assessment-based services and treatment plans for pre/post disaster events.

●Analyzed and developed VHA and local veteran programs and plans.

●Worked with local police departments to enhance community development and active threat planning.

●Evaluated performance benchmarks and established review metrics for future tracking.

EDUCATION

HSC Oxford Home Study Center

Certificate, Project Management 2023

Walden University

Master’s Degree 2020, Minneapolis, Minnesota

Graduated with MS in Emergency Management & Homeland Security

Graduated with MS in Advanced Generalist Practice

National Emergency Management Academy

Certificate 2019, Emmitsburg, Maryland

Graduated from the EMI Basic Academy

Liberty University

Bachelors 2016, Lynchburg, VA

Graduated with a BS in Education Administration

Cary, NC School of Government

City Leadership Certification 2014, Cary, North Carolina

Completed City Leadership Certification Course

SOFTWARE & TOOLS EXPERIENCE

Hurrevac Web EOC

BOLD Planning Records Management System (RMS)

PayChex Jetty

Ever Bridge ArcGIS

BCM Software Salesforce

HONORS & AWARDS

Federal Emergency Management Agency (FEMA)

Advanced Professional Series (APS) May 10, 2022

The ability to perform essential work in a disaster requires skills in emergency operations and management. These skills may be developed through this series of courses that offers “how to” training focused on practical information. This series emphasizes applied skills in disaster operations, management and coordination.

The original Advanced Professional Series (APS) course lineup was first established on November 27, 2001, to motivate and challenge students to continue emergency management training. Courses include practical skills from the whole spectrum of emergency management and disaster duties.

Federal Emergency Management Agency (FEMA)

FEMA Professional Development Series (PDS) July 5, 2019

The Professional Development Series includes seven Emergency Management Institute (EMI) Independent Study (IS) courses that provide a well-rounded set of fundamentals for those in the Emergency Management profession. Many students build on this foundation to develop their careers.

ACOMMPLISHMENTS

●Worked directly with NC Emergency Management leaders and Homeland Security to secure a bill that aims to protect Police/Fire/EMS when on the scene of an active threat

●Texas CDBG Certified Administrator, 2023

●Advocated for homeless veteran health care laws allowing them easier access to state identification cards and health care access

●Advocated for policies that allow first responders when entering active situations access to blueprints of buildings and the right to access CCTV of private businesses during active threat events

●Board member of the Cary, NC Council Environmental Impact Advisory Board

●Nominated by state legislatures to attend the North Carolina Institute of Political Leadership

●Created a highly effective new program that significantly impacted efficiency and improved PPE operations during COVID.

●Deployed in a command and general staff role with an incident management team to assist multiple U.S. and international community infrastructures after large disasters. Have responded to over 20+ humanitarian aid and/or natural disasters since 2008.

NOTABLE DEPLOYMENTS

2009-2017

●Humanitarian aid mission, Haiti, 2009

●Earthquake, Haiti, on scene response, 2010

●Civil Crisis – Hmong, Laos, on scene response, 2011

●Hurricane Matthew, North Carolina, EOC Operations & Damage Assessment Task Force, 2016

●NC Little River Floods, On scene Operations, 2016

●Hurricane Maria, North Carolina, Command & General Staff, on scene response, 2017

●Hurricane Florence, North Carolina, Command & General Staff, on scene response, 2017

●Hurricane Harvey, Texas, Disaster Analytics Advisor, Strike Team Leader, 2017

●Tornado Outbreak, Greensboro, NC, Strike Team Lead, Command Staff, 2018

●Hurricane Michael, Eastern, NC, Command Staff, 2018

2019-2022

●Tropical Storm Imelda Fall Flooding, Houston, Mass Care Operations & Sheltering, 2019

●Freedom Over Texas Event, Houston - Operations, 2019

●Pride Parade Event, Houston, Planning and Situation Unit, 2019

●Thanksgiving Day Parade, Houston, Planning and Situation Unit, 2019

●Howdi Modi and President Trump Rally, Houston - Planning and Situation Unit, 2019

●Mercury Theft and Spill, Houston, - EOC Operations, 2019

●Democratic Presidential Debates, Houston, Planning and Situation Unit, 2019

●World Series 2019 Event, Houston, Planning and Situation Unit, 2019

●ITC Chemical Facility explosion, Houston, TX, 2019

●Tropical Storm Beta, Coastal Texas, Mass Care & Evacuation Coordinator, 2020

●Chevron Marathon Event, Houston, Resource Unit Leader, 2020

●Spring Branch Chemical Explosion, Mass Care & Sheltering, 2020

●Severe Weather, Houston TX, Mass Care and Sheltering, 2020

●Houston Water Main Break and Mass Flooding, Mass Care and VOAD Coordination, 2020

●COVID-19 Task Force, Houston, Mass Care Manager & Major Medical Coordinator, 2020

●COVID-19 Task Force, Houston, Logistics Coordinator, 2020

●COVID-19 Task Force White House Public Health Committee, 2020 & 2021

●Hurricane Laura – Task force coordinator on scene response, 2020

●Hurricane Hannah – Task Force coordinator & damage assessment response, 2020

●Missing child search and rescue, Grimes County TX, on scene operations, 2020

●Exxon Mobile Chemical Facility Explosion, Baytown, TX, EOC Operations, 2021

●Hurricane Nicholas, Coastal TX, Task Force Coordinator, 2021

●Winter Storm Uri, SE Texas, Logistics & Command Staff, 2021

●Severe Tornados, SE TX, On scene response, Command, logistics, damage assessments, 2021

●Severe Tornado Outbreak, East Texas, Incident Support, 2022