

**ZACHARY OSHINBANJO**  
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## OPERATIONS MANAGEMENT | PROJECT MANAGEMENT | ADMINISTRATION

Project Management Professional and Military Veteran leveraging over 10 years as a proven leader and manager able to multi-task missions, projects, and programs, placing the right personnel and resources as needed to meet internal and external goals. Possessing a comprehensive background in operations management, program development, strategic planning, process improvement, resource management, team building, problem-solving, and cross-functional leadership derived from conducting domestic and global operations. Established ability to combine vision, ingenuity, and strong business acumen with well-developed leadership qualities to support organizational effectiveness, reach, and overall expansion.

- Customer Service
- Organizational Leadership
- Data/Trend Analysis
- Quality Control/Assurance
- Training and Development
- Maintenance Management
- Human Resource Management
- Organization/Communication
- Risk Mitigation

### OVERVIEW OF KEY CONTRIBUTIONS

- **Operations Management** – Served as Subject Matter Expert in operations and project management and spearheaded projects to improve standard operating procedures. Exceptional cross-functional partner, consensus builder, and thought leader in driving transformation and scaling operations; reputation for establishing cultures of excellence and inspiring diversified groups.
- **Project Management and Leadership** – Proven track record for leading multi-dimensional teams in high pressure, high tempo environments producing deliverables on schedule and within required parameters. Created plans by adapting technology and best practices that aligned with the scope and vision of the organization to promote schedule, budget, and task completion.
- **Administration** – Demonstrated administrator capable of guiding the organization towards business targets while satisfying diverse customers and members' demands. Independently handling clerical, inventory and budgeting tasks like routing correspondence and procurement to keep chamber/organizations and company operations smooth and efficient.

### PROFESSIONAL EXPERIENCE

**Department of Veterans Affairs – Palo Alto, CA**  
**Administrative Officer**

**May 2020 – Present**

- Advising management, 6 directors, supervisors, 30 congressional liaisons, and 5,000 employees on the interpretation and application of a variety of human resources policies, practices, and procedures including staffing, classification, employee relations, benefits, and related areas leading to increase in employee town halls of 1,000%, veterans by 3,500%
- Managing the overall supply needs for the department. Preparing and reviewing purchase order for supplies and non-expendable property such as equipment, to include personal computer hardware and software and other specialized equipment necessary to the effective functioning of the office
- Coordination of areas of supply administration, such as expendable supplies, new and replacement equipment, requisitions, repairs, disposal, etc. Initiated and coordinates requests for repairs of equipment, telephone installations or relocations, computers, printers, etc. on inventory totaling \$250,000+
- Maintain productive relationships with 80 Clinical and Administrative Services. Recommending changes to increase effectiveness, improve productivity or utilization of resources, and solves operational problems. Direction of improvement where necessary, and making judgments in time of emergency

**San Francisco Federal Executive Board – San Francisco, CA**  
**Program Specialist**

**November 2019 – April 2020**

- Identified and managed critical dependences, risks, issues and contingency plans and communicated impact to schedule and/or costs. Provided communications, logistics, and support for 12 training events
- Conducted outreach to 50 agency directors and senior management to encourage their participation in SFEB programs, trainings, and other collaborative opportunities
- Provided internal and external program status updates to 460 key leaders daily summarizing overall program progress

**ReDiscover – Kansas City, MO**  
**Clinical Case Manager**

**July 2016 – April 2019**

- Managed 18 client's achievement of long-range outcomes of symptom management, employment and independently living based on the needs of the clients
- Conducted outreach to 39 individuals currently undergoing hardship, mental health crisis and medical abandonment to encourage community resource participation and reintegration
- Enhanced clients functioning within the community setting by linking to necessary services, monitoring those services, and collaborating with the service provider decreasing care needs
- Designed Individualized Service Plans that outlined client objectives and case manager interventions and revised these objectives when necessary to meet client needs

**Psychiatric Technician**

- Educated 24 clients on the importance of proper personal nutrition, hydration, defecation, medication, and personal health issues daily
- Built rapport with 24 individuals, maintained therapeutic relationships, developed and implemented treatment plans based on assessments
- Participated in and managed aspects of planning, tracking and analysis of patient's physical and emotional wellbeing through progress notes, treatments and discharge plans for duration of care

**University of Kansas Medical Center – Fairway, KS**

**June 2017 – July 2018**

**Research Assistant**

- Maintained 10,000+ patient database with responsibilities to abstracting, categorization and analysis
- Performed extensive research through application of fundamental top down/bottom up analysis for presentation
- Analyzed data with statistical software researching and reviewing scientific literature for use as supporting documentation

**US Post Office – Kansas City, MO**

**November 2014 – July 2015**

**City Carrier Assistant**

- Delivered mail by vehicle or on foot to 1,000 apartment boxes (NBU) or individual household mailboxes
- Transported and verified 100 daily packages upon arrival for delivery to customers while providing tracking information
- Revised route times for efficiency resulting in total payroll reduction equal to \$30,753

**United States Army – Fort Bliss, TX**

**January 2011 – August 2014**

**Operations Specialist**

- Managed 5 programs and 16 projects. Directed new organizational initiatives under the oversight of manager and executives
- Provided communications, logistics, or support for over 30 training events. Responsible for satellite relay system used as primary communication technology during operations
- Led team as a supervisor - providing support and fielding general inquiries from adjacent departments and subordinates regarding treasury, safety and postal system

**EDUCATION / CERTIFICATIONS**

Master of Art | Business Administration | Ottawa University  
Bachelor of Art | Psychology | University of Missouri – Kansas City

**AWARDS**

Army Achievement Medal(3)  
Army Commendation Medal

**TECHNICAL SKILLS**

**Software:** Microsoft Office 365 Suite | SharePoint  
**Operating Systems:** MICROS | Squirrel Systems | CRS | Mac | Microsoft Windows | QuickBooks  
**Programming:** Java | HTML | CSS | C++ | Visual Basic