




MERCY MANAGEMENT

Capability Statement

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CORE COMPETENCIES

Administrative & Management Consulting

- Program & Project Management
- Executive Administrative Support
- Process Improvement & Workflow Optimization
- Resource & Operations Management
- Policy & Procedure Development

Facility & Asset Support Services

- Property Preservation & Inspections
- Janitorial & Custodial Services
- Re-Key & Field Services
- Facility Support & Maintenance Coordination
- Asset Management & Portfolio Support

Training & Organizational Support

- Professional Development & Training
- Curriculum Development
- Performance Management
- Strategic Planning Support
- Organizational Process Improvement

PAST PERFORMANCE



United States Department of Agriculture (USDA) **ADMINISTRATIVE & ASSET MANAGEMENT**

- Managed, advertised, and sold USDA REO assets:
- Provided best practices to improve internal controls, and operational processes:
- Conducted inspections, re-key services, janitorial, and facility support services on behalf of USDA.
- Identified areas for improvement and delivered consulting solutions to streamline operations and increase efficiency.



Centers for Disease Control and Prevention (CDC) **ADMINISTRATIVE SUPPORT SERVICES**

- Provided direct administrative support to the Deputy Branch Chief of the Comprehensive Cancer Control Branch.
- Assisted with planning, coordinating, and executing administrative and management duties for branch operations.
- Implemented project planning systems to track office activities, resource needs, and administrative requirements.
- Conducted organizational studies to analyze data and improve performance, management processes, and automation of workflows.
- Compiled and processed all travel orders and vouchers using CDC systems including CONCUR, TASNET, CCPS, VSTS, CAMS, NCAMS, and Visitor Management Systems.
- Managed travel projections and budgets in coordination with Branch Chief and Deputy Branch Chief.
- Maintained leadership calendars, scheduled meetings, tracked RSVPs, and resolved scheduling conflicts.
- Coordinated with OMEGA Travel to arrange staff travel logistics.