

# Anita Rice

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## Focused Experience

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- ◆ Program management
- ◆ Web content management
- ◆ Heavily regulated nuclear industry
- ◆ IT solutions
- ◆ Technical communication
- ◆ Drug testing industry
- ◆ Project management
- ◆ Compliance
- ◆ Employee concerns industry

## Qualifications

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Twelve years of program and project management experience ◆ Excellent planning skills ◆ Results driven ◆ Workplace investigations experience ◆ Managed multiple drug testing facilities ◆ Directed staff training and activities ◆ Improved processes and programs by implementing information technology ◆ ITIL Foundation V3 certified in IT service management

## Accomplishments

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- ◆ Received a bonus for managing an office facility remodel project within budget and as scheduled.
- ◆ Awarded a bonus for implementing information technology solutions to improve the drug testing facility.
- ◆ Secured an unplanned salary increase for effectively administering the EEO/Employee Concerns Programs.
- ◆ Earned a Silver IDEA award for initiating, planning and implementing over forty process improvements.
- ◆ Earned Vice President Award for automating the procedure process which created a 30% annual cost savings.

## Professional Experience

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**Student – Project Management** ◆ Training Concepts, Columbia, SC Nov 2013 – present  
*Enrolled in a Business Technology and Project Management training program.*

**Consultant and Business Owner** ◆ Concepted Solutions, North Augusta, SC Jan 2012 – April 2014  
*During this time, I was also employed by Integrity Tax (Columbia, SC) and Rhodes Financial Services (Evans, GA) as a tax professional registered with the Internal Revenue Service (IRS).*

- ◆ Secured contracts from clients to provide services to a tax software company in a virtual environment.
- ◆ Researched information, analyzed and resolved issues using client systems and resources.
- ◆ Documented issues, resolutions and follow up actions.
- ◆ Researched IRS and state tax regulations, prepared tax returns and advised clients on tax matters.

**Savannah River Site Nuclear Facility** ◆ Aiken, SC March 1992 - May 2012  
*During my twenty-year tenure at the Savannah River Site, I worked for multiple contractors in the positions detailed below.*

### **Procurement Special Projects Lead,** (Dec 2011 - May 2012)

- ◆ Initiated, tracked, logged and managed issues for a new software system using JIRA project software.
- ◆ Acted as analyst between end users and IT to ensure proper data reporting of requested information.
- ◆ Developed illustrated end user training guides and instructional documents for a new software system.
- ◆ Designed end user web reports and collaborated with the IT team on report development.
- ◆ Motivated functional teams to keep project deadlines to meet our customer's expectations.

**Employee Concerns Program Lead**, (July 2009 - Nov 2011)

- ◆ Administered Department of Energy (DOE) employee concerns (ECP) regulations for 2200 workers.
- ◆ Served on the Behavior Based Safety team, performed safety inspections, and established a Wellness Room.
- ◆ Developed trusting relationships with employees to promote open reporting of employee concerns.
- ◆ Interviewed employees and management, inspected facilities, and observed processes to investigate issues.
- ◆ Researched policies/regulations, reached fact-based conclusions and maintained confidentiality.
- ◆ Wrote investigation reports, proposed corrective actions to the executive team and tracked actions to closure.
- ◆ Analyzed data, researched trends, developed reports and created metrics for DOE and executive managers.

**EEO/Employee Concerns Program Assistant**, (Nov 2008 – June 2009)

- ◆ Talked to employees, investigated employee issues, prepared reports and reported case results to managers.
- ◆ Analyzed concerns initiated by employees and reported statistical data to DOE and executives.
- ◆ Managed the ECP database and performed data entry of case contacts and investigation details.
- ◆ Designed modifications to the ECP database and collaborated with IT on the development.
- ◆ Tracked hiring trends, analyzed racial/gender makeup of employees and generated EEO reports.

**Drug Testing Program Manager**, (Oct 2002 - Oct 2008)

- ◆ Enforced corporate, DOE and Department of Transportation (DOT) drug and alcohol testing requirements.
- ◆ Wrote new and revised existing procedures to implement policies and regulations.
- ◆ Coordinated operations of multiple drug and alcohol testing facilities.
- ◆ Supervised, coached, cross trained and evaluated six technicians.
- ◆ Initiated and managed a software change project to resolve a deficiency of non-random tests.
- ◆ Collaborated with IT to design a customized software upgrade, coordinated beta testing and analyzed results.
- ◆ Worked closely with the testing laboratories, DOE, Managers, Legal, Security, Medical, and Labor Relations.
- ◆ Audited facilities and technicians for compliance to drug and breath alcohol testing regulations.

**Sr. Technical Writer**, (March 1992 - Sept 2002)

- ◆ Wrote new and revised existing operating procedures for multiple functional areas.
- ◆ Edited procedures and validated accuracy of steps and diagrams by walking down procedures in the field.
- ◆ Communicated regularly with functional managers, engineers and operators.
- ◆ Planned, initiated, and managed a project to transition from paper to electronic procedures (e-procedures).
- ◆ Designed, developed and implemented a web interface relational database for 24-hour access to procedures.
- ◆ Wrote content, created graphics, and maintained the web site.
- ◆ Created a 30% annual cost savings by innovating the procedure process with IT solutions.

**Professional Development**

Project Management and ITIL Foundation V3 Certification Courses, Training Concepts – Columbia, SC  
 Investigation Skills Training Certificate, National Association of Employee Concerns Professional  
 80-hour First Line Managers Course, Westinghouse Savannah River Company

**Software Skills**

PeopleSoft	SnagIt	Microsoft Office Suite	Puridiom	MedGate
Crystal Reports	Adobe Acrobat	FileMaker Pro	JIRA	Assistant

**Education**

Master of Science, Information Design & Communication ◆ Southern Polytechnic State University, Marietta, GA  
 Bachelor of Arts, English (Writing Track) ◆ University of South Carolina, Columbia, SC