

JACALYN HOUCK

An Experienced, Accomplished Procurement Industry Professional

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OBJECTIVE

A high-level position within the procurement or related fields which offers significant challenge, responsibility, and the opportunity for continued career growth.

PROFILE

Possesses extensive professional education and training, encompassing all aspects of procurement, contracts, and program management, in addition to business practices and communications. More than twenty years of distinguished experience, while achieving continual acknowledgement for exceptional performance. An executive-level decision maker, and is fully accountable for overall needs analysis, determination of applicable requirements, negotiations, and execution of agreements. Possesses ethics and character of the highest caliber, gives 100% all of the time, and inspires others to their peak performance potential.

HIGHLIGHTS OF QUALIFICATIONS

- Has more than twenty years of top, diversified experience.
- Strong background in many areas including purchasing, vendor procurement, contract and price negotiation, contract administration, purchase order preparation, risk assessment, records maintenance, and customer service.
- Hard working, driven, and dedicated, while highly-experienced in all aspects of procurement, and thoroughly familiar with industry practices, standards, and protocols.
- Extensive experience within the public and private sectors, and is proven in ensuring that all organizational and project needs are consistently met and exceeded.
- Well-versed in procuring suppliers, negotiating rates and contract terms, and in seeing that all contract and performance goals are attained.
- Adept in monitoring financial performance, establishing billing and payment terms, and in ensuring that vendors meet all stated obligations.
- Exercises tact, diplomacy, and firmness in working effectively with a wide array of individuals, from first-line operators to senior client and company officials.
- Ensures stringent quality control and contract compliance, generating the highest levels of client satisfaction, repeat business, and referrals.
- Computer knowledge: Microsoft Office, Deltek/Costpoint Procurement Module,, Impromptu, Unanet, Nortel Networks Order Centre, SAP, and others ; working knowledge of FAR/DFAR.
- Possesses CPSR Certification for Subcontracts Requisitioners.

PROFESSIONAL EXPERIENCE

AVAYA GOVERNMENT SOLUTIONS (Formerly Nortel Government Solutions/Nortel Networks), Springfield, West Virginia
Senior Procurement Specialist III (2007-2014)

Responsible for managing the procurement of materials and services, preparing and expediting purchase orders, ensuring compliance with all company and regulatory requirements, maintaining procurement records, and other purchasing-related functions. Managed the purchasing of materials, services, and supplies for a government client, and expedited purchase orders with Avaya and third-party suppliers, meeting installation and stocking requirements.

- Managed the performance of purchase orders and subcontracts, and ensured compliance with all company, government, and import-export rules and regulations.
- Managed the successful product delivery and services for Social Security Administration Telephone System Replacement, and ensured adherence to schedules, work plans, and performance requirements.

NORTEL GOVERNMENT SOLUTIONS, INC., Fair Lakes, Virginia

Order Management Specialist 5 (2005-2007)

Worked with U.S. government, internal corporate, and channel partners. Responsible for preparing and processing purchase orders/contracts, managing purchase orders (through lifecycle), ensuring invoice accuracy, and preparing procurement-related documentation. Ensured the timely deployment of materials and services for customers by expedited processing of purchase orders to the suppliers and Avaya Internal using ERP Costpoint.

- Consistently maintained an invoice accuracy rate of 99%, and Successfully resolved escalated purchasing issues within 48 hours.
- Managed customer orders across the Nortel Government Solutions value chain in accordance with the terms and conditions of customer contracts and organization policies.
- Validated all purchase requisitions and supporting documentation (entered in Deltek/Costpoint).
- Observed contract terms and conditions, and served as primary customer contact for order status reporting, resolution, and follow-up to ensure customer issues analyzed, resolved within a timely manner; clearly communicated to permanent resolution.
- Partnered with account teams to drive internal process efficiencies which improved customer satisfaction.
- Assisted order managers and finance to validate supplier invoices against purchase orders.

NORTEL GOVERNMENT SOLUTIONS, INC., McLean and Herndon, Virginia

Contract Administrator – Special Programs (2004-2005)

Responsible for contract administration, negotiating with contract partners, gathering contract information, providing commercial quotes (based on vendor research), ensuring vendor compliance with contract parameters, conducting risk analysis, preparing and negotiating non-disclosure agreements and teaming agreements, maintaining contract records, and handling a wide variety of special projects.

- Personally developed negotiation strategy plans, as well as risk assessment analysis, in response to federal solicitations (for business development purposes).
- Negotiated terms and conditions, and ensured compliance with Nortel standard commercial practices.

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION, Falls Church, Virginia

Senior Contract Administrator (2002-2004)

Managed a large single award \$3 billion ID/IQ contract for the Department of Defense Contract.

NEXTIRAONE, LLC (Formerly Northern Telecom/Williams), Houston, Texas

Senior Product Contract Administrator (2001-2002)

Liaison to clarify commitments at the corporate, legal, sales, engineering, purchasing, operations, and finance departments, in addition to federal officials.

NORTEL COMMUNICATION SOLUTIONS

Senior GSA Contract Specialist (1996-2001)

Recognized leader consolidating GSA schedule process, order activity from contracts, procurement into one central office. A system concomitant with procedures, order forms and customer service functions. Established and facilitated the growth of GSA sales to \$8 million within a nine-month period.

NORTEL FEDERAL SOLUTIONS, INC.

Customer Service Representative – GSA Contract Schedule (1986-1996)

EDUCATION

NORTHERN VIRGINIAS BUSINESS SCHOOL

Legal Secretary Certificate.

SPECIAL TRAINING & CERTIFICATIONS

- Continuous Improvement, Competitive Analysis, Decision Making
- Avoiding Conflicts of Interest
- Operating With Integrity
- CPSR Subcontract Management for Requisitioners
- Selling from the GSA Schedule
- Effective Writing Certificate
- Exceptional Customer Service

- Uncle Sam: Department of Defense Approved Electronic Invoicing
- Federal Contract Certificate, George Washington University
- Management Concepts Certificates ,FAR Overview, Program/Project Management
- Professional Management Concepts, Project Manager
- Basic Telephony/XII Feature Administration Certificates, Northern Telecom/BNR
- Meridian 1 Opt 11-81 Familiarization/Introduction to Meridian SL-100/DMS-250

PROFESSIONAL CERTIFICATIONS

- Top Secret Security Clearance

HONORS & AWARDS

- Service Champion (Nortel Communications Solutions)
- Nortel Federal Systems Core Value Award