

DANA M. WHITAKER

Operations & Program Manager | Budgets, Vendors, Process Improvement

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SUMMARY

Operations manager with 11 years running programs, budgets and vendor contracts for a large public organization. Manages a \$4.2M annual budget, leads cross-functional teams of up to 14, and cuts processing time through better workflows and reporting. Known for clear communication with executives and reliable delivery on deadlines.

EXPERIENCE

Senior Program Manager2019 – 2026

U.S. Department of Agriculture, Austin, TX (federal agency)

- Managed a \$4.2M annual operating budget across 3 regional offices; finished every fiscal year within 1% of plan.
- Oversaw 6 vendor contracts worth \$2.4M, setting deliverables, reviewing invoices and holding vendors to deadlines.
- Redesigned the grant application review process, cutting average turnaround from 45 to 28 days (38% faster).
- Led a team of 14 analysts and specialists; promoted 4 team members into leadership roles.
- Built a monthly performance dashboard in Excel and Power BI used by senior leadership to track 20+ goals.

Program Analyst2015 – 2019

U.S. Department of Agriculture, Austin, TX

- Analyzed spending and output data for programs serving 9,000+ customers a year and recommended changes adopted by management.
- Wrote policy and procedure guides that reduced repeat customer questions by about 30%.
- Coordinated a records system migration for 60 staff with zero lost files and no service downtime.

SKILLS

- Budget planning and forecasting
 - Vendor and contract management
 - Process improvement
- Team leadership and hiring
 - Excel, Power BI, SharePoint
 - Executive reporting

EDUCATION & CERTIFICATIONS

B.B.A., Management · Texas State University · Project Management Professional (PMP), 2021

How the federal version was translated (this box is for the sample only)	
Served as COR for multiple acquisition actions	Oversaw 6 vendor contracts worth \$2.4M
GS-0343-13, Program Analyst/Manager	Senior Program Manager
Executed annual appropriated funds in accordance with OMB guidance	Managed a \$4.2M annual operating budget, finishing within 1% of plan