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TS/SCI · CI POLYGRAPH · KNOWLEDGE MANAGEMENT · EXECUTIVE SUPPORT · DOD & INTELLIGENCE



Jennifer Dunston

// CAPM · CKM · Security+ · CySA+ · SharePoint · Program Coordination

Knowledge management and program support professional with nearly 20 years supporting senior leadership across defense, intelligence, and government contracting. Background spans SharePoint administration, executive coordination, training support, and program operations. TS/SCI with CI Polygraph. Holder-asserted CAPM, CKM, Security+, and CySA+.

18+ Years Experience | TS/SCI · CI Polygraph | 4 Senior Executives Supported | 25+ Exams Proctored | 20% Faster Retrieval

OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Best aligned for knowledge management, executive support, project coordination, program operations, SharePoint administration, and administrative leadership roles
CLEARANCE	TS/SCI Clearance with CI Polygraph
FOCUS	Secure information flow, leadership support, workflow optimization, records integrity, SharePoint operations, and mission-ready coordination
PUBLIC PROFILE	pathproof.accumentum.net/p/jennifer-dunston

01 By the Numbers

18+
Years of Operational Support
Jennifer's background spans government contracting, knowledge management, executive support, technical intelligence data handling, and administrative leadership.

20%
Faster Information Retrieval
Improved workflow efficiency and document accessibility by streamlining knowledge-sharing and SharePoint-based processes for cross-functional teams.

4
Senior Executives Supported
Delivered high-level project coordination, scheduling, communication support, and action tracking for four SNIS-level leaders in the intelligence community.

50%
Inventory Cost Reduction
Improved office operations and supply procedures, reducing inventory-related costs while maintaining support quality and administrative continuity.

02 Highlights

KNOWLEDGE MANAGEMENT · SHAREPOINT · WORKFLOW DESIGN

Improved Access to Critical Information

Led knowledge management initiatives that strengthened information flow, improved document organization, and reduced retrieval time by 20% through more effective SharePoint navigation and structured documentation practices.

SharePoint · Workflow Optimization · Document Control · Knowledge Assets

EXECUTIVE COORDINATION · ODNI / NCTC · STRATEGIC SUPPORT

Supported Senior Leadership at the Highest Levels

Coordinated tactical projects, calendars, action items, dashboards, events, and correspondence for four senior executives, helping maintain situational awareness and execution discipline in mission-critical environments.

Executive Support · Calendar Management · Dashboards · Action Tracking

TECHNICAL INTELLIGENCE · DATA INTEGRITY · CLASSIFIED ENVIRONMENTS

Protected Accuracy in Sensitive Data Workflows

Managed technical intelligence reporting workflows and conducted metadata verification using MSRS and WISE ISM, strengthening data integrity, compliance, and report accuracy for intelligence-related operations.

MSRS · WISE ISM · Data Integrity · IIR Compliance

TRAINING · PROGRAM SUPPORT · ADMINISTRATIVE OPERATIONS

Coordinated Reliable Program and Training Support

Managed IT training logistics, proctored more than 25 exams, coordinated onboarding and office operations, and helped teams stay organized, equipped, and aligned across multiple support and service functions.

Training Coordination · Exam Proctoring · Program Support · Administrative Leadership

03 Experience

BLUEHALO TECHNOLOGIES · SUMTER, SOUTH CAROLINA · KNOWLEDGE MANAGEMENT · SHAREPOINT · OPERATIONS SUPPORT

Nov 2016 — Sep 2022

Knowledge Manager

- Supported USARCENT Army HQ G3 directorates by improving SharePoint navigation, enforcing knowledge management frameworks, and maintaining knowledge assets across the organization.
- Developed KM strategy, delivered training on tools and processes, and fostered stronger information-sharing practices for cross-functional teams supporting national security objectives.
- Supported PERSTAT activities for all G3 directorates, maintained distribution lists across multiple networks, and coordinated onboarding and event support as needed.
- Submitted IT tickets, ordered supplies, and worked across directorates to advance knowledge management initiatives and executive support priorities.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · ODNI / NCTC · MCLEAN, VIRGINIA · EXECUTIVE COORDINATION · PROJECT TRACKING · INTELLIGENCE SUPPORT

Apr 2015 — Nov 2016

Executive Project Coordinator

- Supported four SNIS-level executives by coordinating tactical projects, tracking action items, and briefing leadership on status and execution needs.
- Managed calendars, events, emails, and official correspondence while maintaining project dashboards and situational awareness.
- Facilitated communication between teams and leaders, helping keep mission-critical objectives aligned and visible.
- Supported administrative operations, documentation, and reporting that reinforced program efficiency and structured decision support.

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GENERAL DYNAMICS INFORMATION TECHNOLOGY · INTELLIGENCE COMMUNITY · MCLEAN, VIRGINIA · EXECUTIVE SUPPORT · SCHEDULING · CLASSIFIED COORDINATION

Apr 2014 — Apr 2015

Executive Assistant

- Coordinated travel, visitor access, calendars, meetings, and leadership logistics in support of senior officials.
- Processed correspondence and served as a liaison between senior leaders and internal and external partners.
- Trained new employees on administrative systems, procedures, and expected workflows.
- Maintained records and confidential documentation in accordance with security and organizational requirements.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · WASHINGTON, DC · TECHNICAL INTELLIGENCE · DATA MANAGEMENT · COMPLIANCE

Aug 2011 — Apr 2014

Technical Intelligence Specialist

- Managed IIR data workflows and tracked Collector Reporting Code reports to support technical intelligence operations.
- Conducted metadata verification using MSRS and WISE ISM to ensure data integrity, compliance, and reporting accuracy.
- Maintained secure information repositories and supported intelligence-related data processes in classified environments.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · LANDOVER, MARYLAND · IT SUPPORT · SERVICE DESK · TROUBLESHOOTING

Jun 2011 — Aug 2011

Service Desk Analyst

- Provided Level 1 technical support for software, hardware, and network issues across user environments.
- Logged and managed service tickets, troubleshot end-user issues, and escalated more complex cases as needed.
- Helped maintain responsive service support and issue visibility for operational users.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · ALEXANDRIA, VIRGINIA · PROGRAM SUPPORT · CONTRACT ADMINISTRATION · BUDGET TRACKING

Jun 2010 — Jun 2011

Program Support Engineer

- Supported the Senior Director for a $60M DIA IT contract through labor tracking, budget visibility, staffing coordination, and personnel database management.
- Coordinated timesheets, MSRs, contractor finance communications, training schedules, and meetings.
- Managed internal award and recognition processes while helping maintain accurate program records and reporting support.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · ALEXANDRIA, VIRGINIA · BUSINESS ADMINISTRATION · OFFICE MANAGEMENT · OPERATIONS

Mar 2009 — Jun 2010

Business Administrator / Office Manager

- Supported NCR leadership with executive administrative tasks, HR coordination, travel management, and budget tracking.
- Streamlined office supply and support procedures, reducing inventory costs by 50%.
- Managed VIP meetings, facilities issues, and orientation support for new hires while maintaining smooth daily office operations.

GENERAL DYNAMICS INFORMATION TECHNOLOGY · ALEXANDRIA, VIRGINIA · TRAINING COORDINATION · SCHEDULING · EMPLOYEE DEVELOPMENT

Oct 2007 — Mar 2009

Training Coordinator

- Scheduled IT training events, coordinated course logistics, and maintained learning management system records.
- Managed vendor services, proctored more than 25 exams, and tracked training budgets and program support activities.
- Helped align training delivery, employee development, and administrative execution across technical learning programs.

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04 Credentials & Qualifications

Vendor certifications are holder-asserted unless a live issuer check succeeded

SECURITY & ACCESS

TS/SCI Clearance with CI Polygraph

Experienced supporting high-trust defense and intelligence environments where classified document handling, discretion, and procedural accuracy are essential.

PROJECT LEADERSHIP

Certified Associate in Project Management (CAPM)

Accumentum-linked CAPM achievement reinforces Jennifer's structured coordination, project support, action tracking, and delivery discipline.

KNOWLEDGE & SERVICE MANAGEMENT

Certified Knowledge Manager · ITIL Foundations

Supports Jennifer's strength in workflow design, service support, knowledge sharing, documentation control, and process-driven operational improvement.

CYBER & TECHNICAL CREDENTIALS

Security+ · CySA+ · Certified Test Proctor

Blends technical and administrative credibility across cybersecurity awareness, support environments, training operations, and structured performance support.

CAPM · PMI	Holder-asserted
CKM · Issuer	Holder-asserted
Security+ · CompTIA	Holder-asserted
CySA+ · CompTIA	Holder-asserted

05 Technical Skills

// KNOWLEDGE & INFORMATION OPERATIONS

SharePoint Administration	Core · 95
Knowledge Management	Core · 94
Document Workflow Management	Advanced · 90
Records Management	Strong · 87

// EXECUTIVE & PROGRAM SUPPORT

Executive Project Coordination	Core · 94
Calendar / Travel Management	Advanced · 91
Event Coordination	Strong · 88
Administrative Support	Core · 93

// TECHNICAL SYSTEMS & DATA INTEGRITY

MSRS / WISE ISM	Advanced · 89
Microsoft Office / Outlook	Core · 94
Windows OS / IT Coordination	Strong · 86
Data Integrity	Advanced · 90

// TRAINING & TEAM ENABLEMENT

Training Coordination	Core · 93
Onboarding Support	Strong · 87
Cross-Functional Communication	Advanced · 90
Technical Skill Development	Strong · 86

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06 Let’s Put Jennifer To Work

Best aligned for knowledge management, executive coordination, program support, SharePoint administration, administrative operations, technical documentation, training coordination, and roles that require secure, structured support inside defense, intelligence, and high-accountability environments.

07 Education

ACCUMENTUM®

Certified Associate in Project Management (CAPM)

Jennifer’s Accumentum CAPM achievement supports her continued growth in structured project coordination, milestone tracking, and operational delivery support.

ACCUMENTUM®

CompTIA Security+ and CompTIA CySA+

Accumentum training in cybersecurity reinforces Jennifer’s technical foundation for secure environments, information assurance awareness, and disciplined operational support.

COLLEGE OF SOUTHERN MARYLAND

Business Administration, Management and Operations

Business and operations coursework complements Jennifer’s long-standing experience in executive support, administrative coordination, and program operations.

FLORENCE-DARLINGTON TECHNICAL COLLEGE

Early Childhood Education and Teaching

Academic development in education supports Jennifer’s communication strengths, training coordination capability, and people-centered support style.

PathPay funds the path. PathPass gets you through the exam. PathLock keeps the letters. PathProof shows the work.

Accumentum confirms the training and practical work completed with us. Certifications are listed by the professional, and many can be checked with the issuing organization in one click.

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