Kevin Tran

MANAGEMENT AND PROGRAM ANALYST

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SUMMARY

Management and program analyst with 4 years supporting federal benefits programs, now studying workload, staffing and performance measurement for a 450-employee processing center. Builds Excel and SharePoint tools that managers use daily, runs program evaluation and process improvement studies, and writes clear decision memos in Word and PowerPoint.

EXPERIENCE

Management and Program Analyst

04/2024 - Present

Mid-Atlantic Benefits Processing Center — Philadelphia, PA

Regional federal processing center handling benefit claims for 5 states.

- Run data analysis on monthly workload and staffing for **450** employees, flagging backlogs before they pass 30 days.
- Built a SharePoint tracker for 120 open action items, replacing 6 email chains and halving weekly status meetings.
- Lead a process improvement study of claims intake that removed 3 handoffs and cut processing time by 9 days.
- Prepare quarterly performance measurement briefings in PowerPoint for the center director and regional office.

Program Support Analyst

06/2022 - 03/2024

Keystone Federal Solutions — Philadelphia, PA

Federal management consulting contractor.

- Coded 300 grantee reports for a program evaluation of a **$14M** grant program and summarized outcomes.
- Tracked deliverables and budget burn in Excel for 4 task orders worth $9M.
- Wrote standard Word templates for 25 recurring data calls and routed them through a shared Outlook inbox.

SKILLS

SharePoint | Excel | Word | Outlook | PowerPoint | Program Evaluation | Process Improvement | Data Analysis | Performance Measurement | Budget Tracking

EDUCATION

Master of Public Administration

05/2022

Temple University — Philadelphia, PA

Public Administration

CERTIFICATES

Certified Six Sigma Green Belt (CSSGB)

05/2025

ASQ