

BERLAUNDER M. BARNES

SENIOR OPERATIONS & ORGANIZATIONAL PERFORMANCE LEADER

berlaunder@gmail.com | [linkedin.com/in/berlaunder-barnes](https://www.linkedin.com/in/berlaunder-barnes) | <https://bm-barnes.com> | Active Secret Clearance

EXECUTIVE PROFILE

Operations leader with 15+ years of experience improving organizational performance, advising executives, directing complex operations, strengthening systems, and supporting workforce execution across government, consulting, corporate, nonprofit, and mission-driven environments. Experience includes multi-office regional operations, a 250-person research division, large organizational budgets, business development, program implementation, and executive decision support. Translates priorities into practical structures, accountable workflows, and leadership-ready information.

CORE CAPABILITIES

Strategic Operations Leadership • Executive Advising & Decision Support • Program Implementation • Process Improvement • Organizational Performance • Workforce Leadership • Business Development • Budget & Resource Oversight • Government Compliance • Cross-Functional Collaboration • Reporting & Performance Metrics • Business Continuity

PROFESSIONAL EXPERIENCE

Cyberstar, LLC — Chenega MIOS | Arlington, VA **Operations Manager, Senior | 2025–Present**

- Lead operational coordination, executive reporting, and implementation support within a complex government modernization environment.
- Produce leadership-ready analysis and reporting, strengthen task accountability and workflow execution, and facilitate operational planning and risk discussions.
- Develop procedures, trackers, documentation, and knowledge transfer resources that support operational continuity and informed leadership decisions.

Zane Networks | Washington, DC **Consultant and Executive Advisor (Concurrent Contract) | 2025–Present**

- Advise the president on growth opportunities, organizational processes, implementation priorities, and practical structures required to move initiatives forward.
- Lead business development research, opportunity assessment, strategic outreach, and pipeline support; spearheaded a potential partnership with Guidehouse.
- Support HubSpot and CRM implementation, workflow and reporting improvements, and candidate evaluation to inform hiring decisions.

U.S. Department of Housing and Urban Development | Washington, DC **Management and Program Analyst, GS-13 | 2024–2025**

- Advised senior leadership on administrative operations, contract analysis, program assessments, and interagency workflow improvements.
- Delivered policy evaluations, executive recommendations, reports, summaries, and briefings to support strategic decision-making and resource use.
- Led performance tracking and process improvement initiatives aligned with agency-wide strategic goals.

Guidehouse | McLean, VA **Associate Director, Regional Administration and Operations | 2023–2024**

- Managed operations across multiple regional offices and led a 15-member support team.
- Reduced service delays by 60% by strengthening cross-functional coordination with executive leadership, HR, IT, and Security.
- Developed and implemented centralized procedures that increased productivity by 10%.

Institute for Defense Analyses | Alexandria, VA

Division Administrative and Operations Manager | 2021–2023

- Directed operations for a 250-person division and supervised 15 administrative professionals.
- Oversaw compliance, procurement, facilities, consultant and vendor expenditures, requisitions, division budgets, contracts, and travel.
- Reduced operational delays by 50% by redesigning coordination across Security, Facilities, and IT; also led a major office relocation.

DC Bar Foundation | Washington, DC

Programs and Operations Manager | 2019–2021

- Oversaw business operations, scheduling, communications, employee onboarding, and grant and operating budgets.
- Managed grant and repayment programs totaling \$400,000 with performance tracking and compliance oversight.
- Implemented a cloud-based document management system that strengthened efficiency, information accessibility, and security; reduced expenses by 20% through cost-saving strategies.

UnitedHealth Group | Washington, DC

Manager, Corporate Affairs and Operations | 2018–2019

- Supervised 10 administrative professionals and led office operations, budgeting, event logistics, onboarding, and human resources coordination.
- Supported five business unit budgets totaling \$10 billion and served as Crisis Management and Business Continuity Lead.
- Introduced workplace wellness and operational initiatives that improved employee engagement.

Mastercard | Washington, DC

Senior Commercial Payments Advisor / Associate Account Manager | 2008–2017

- Progressed through office management, public sector business development, relationship management, and commercial payments roles while managing East Region corporate accounts.
- Generated approximately 450 qualified leads annually, nurtured more than 300 accounts, consistently exceeded sales goals by 150%, and contributed to more than \$1 billion in business share growth.
- Oversaw a \$4.5 million departmental budget, supported programs exceeding \$40 billion, organized a global public sector forum, and represented Mastercard at federal and state agency bid meetings.
- Strengthened procurement, compliance, contract tracking, incentive programs, and pipeline management through Salesforce, Access, and internal CRM systems.

EARLIER EXPERIENCE

Administrative and executive support roles with Orbis/NAVSEA, Viasat, Deloitte, Investment Company Institute, Sullivan & Cromwell LLP, U.S. Department of the Treasury, ATF, and FBI.

EDUCATION & PROFESSIONAL DEVELOPMENT

The Pennsylvania State University | B.S., Organizational Leadership | A.S., Business Administration

Certifications & Training: Agile Project Management | Six Sigma & Lean | Federal Program Management (FPM 231–234) | CompTIA Security+ | Accessibility & WCAG Compliance

TECHNOLOGY

Microsoft 365 (Excel, Outlook, PowerPoint, Teams, Word) | SharePoint | Salesforce | HubSpot | SAP Concur | Asana | Oracle PeopleSoft | ADP | Workday | QuickBooks | Google Workspace | Zoom | Slack | ETMS2 | I-CAM