

DANIELLE N. MONTGOMERY

2253 Vicker Ave • Chesapeake, VA 23324 • 757-679-4400 • the.danielle.n.montgomery@gmail.com • Veterans
Preference: 10 pts

SHARP REPRESENTATIVE | PUBLIC AFFAIRS | HUMAN RESOURCES | STRATEGIC PLANNER

Highest Security Clearance Level Obtained: TOP SECRET

PROFESSIONAL SUMMARY

Dedicated and mission-driven professional with over 20 years of combined U.S. Army officer and civilian experience in public affairs, human resources, and victim-centered advocacy. Certified advocate and trained professional committed to maintaining safe, respectful, and harassment-free environments for all personnel. Proven expertise in sexual harassment/sexual assault prevention education, reporting procedures, trauma-informed victim support, and coordinating multidisciplinary response efforts aligned with Army SHARP Program standards. Experienced operating in OCONUS environments and leading initiatives that protect the dignity and safety of service members, families, and vulnerable populations. Adept at advising senior leaders, enforcing policies, and fostering a culture of dignity, respect, and accountability across organizations of 200+ personnel with operating budgets from \$3 million to \$85 million.

AREAS OF EXPERTISE

- ◆ SHARP Program & Victim Advocacy ◆ Sexual Harassment/Assault Prevention ◆ Trauma-Informed Support
 - ◆ Incident Reporting & Documentation ◆ Safe Environment Compliance ◆ Policy Development & Enforcement
 - ◆ Staff Training & Education ◆ Crisis Intervention & De-escalation ◆ Confidential Case Management
 - ◆ Public Affairs / Strategic Comms ◆ Human Resources Management ◆ Leadership & Supervision
 - ◆ EEO / Equal Opportunity Principles ◆ Program & Budget Management ◆ CONUS / OCONUS Operations
-

PROFESSIONAL EXPERIENCE

Resident Advocate & Care Coordinator (CNA / Patient Rights Officer) 10/2023 to 04/2024

Morrow Home Community | 331 S. Water St, Sparta, WI 54656 | (608) 269-3168

40 hours per week | Supervisor: Mallory York (608) 269-3168; Contact? Yes

SHARP-ALIGNED ADVOCACY & SAFE ENVIRONMENT COMPLIANCE:

Served as a frontline advocate and point of contact for resident safety, dignity, and rights in a long-term care facility serving vulnerable elderly and disabled populations. Upheld and enforced a zero-tolerance policy toward abuse, neglect, sexual harassment, and inappropriate conduct, consistent with state elder protection statutes and federal patient rights regulations. Applied trauma-informed, victim-centered approaches when supporting residents experiencing distress, ensuring full confidentiality and sensitivity in all interactions.

- Promoted a culture of dignity, respect, and personal safety for residents, staff, and visiting family members; served as the primary resource for reporting concerns about inappropriate conduct or boundary violations.
- Recognized and reported signs of abuse, neglect, financial exploitation, and sexual misconduct in accordance with mandatory reporting requirements, facility policy, and applicable state and federal law; ensured timely escalation to supervisory leadership and Adult Protective Services when required.
- Provided trauma-informed, confidential support to residents experiencing distress, harassment, or abuse, prioritizing individual well-being and avoiding re-traumatization throughout the advocacy process.
- Educated staff, residents, and family members on personal boundaries, consent, respectful interactions, and the rights of long-term care residents to be free from abuse and exploitation.
- Collaborated with interdisciplinary teams—including nursing, social work, and administration—to investigate incidents, implement corrective measures, and improve facility-wide safety protocols and standard operating procedures.
- Maintained accurate, timely, and detailed documentation of incidents, observations, follow-up actions, and resident concerns in compliance with facility policy and regulatory requirements.
- Supported implementation and compliance with policies aligned with elder protection, patient rights, workplace conduct standards, and anti-harassment regulations.
- Assisted in de-escalating sensitive and potentially volatile interpersonal situations while consistently prioritizing resident safety and well-being over all other considerations.

- Encouraged a speak-up culture by educating residents and staff on their right to report concerns without fear of retaliation, consistently reinforcing that all reports would be taken seriously and addressed appropriately.
- Assisted in the development and facilitation of staff training sessions on mandatory reporting, resident abuse prevention, and workplace conduct standards, contributing to an informed and accountable care environment.

ACCOMPLISHMENT: Recognized by facility leadership for proactively identifying and reporting an unreported pattern of verbal misconduct involving a staff member, leading to an immediate investigation, corrective action, and updated training protocols across the facility.

Business Owner | Senior Lifestyle Consultant 07/2016 to Present

Coiff And Company, LLC | Sparta, WI

40 hours per week | Supervisor: Self-Employed

LIFESTYLE MANAGEMENT SERVICES & CONSULTING:

Initiated, performed, and managed all aspects of a lifestyle consulting business, including sales, mentoring, marketing, human resources, inventory management, social media management, graphic design, customer service, billing, overhead, policies, plans, contract management, website management, and business partnerships. Provided advice on veterans' disability claims, military transition services, skincare solutions, and fashion services based on individualized assessments. Educated veterans and military spouses on submitting disability claims with a 100% success rate.

- Provided clients with personality and career assessment tests to identify the best coaching method and to design/develop individualized coaching courses.
- Fostered excellent relationships and referrals by building trust and rapport with customers; maintained strict client confidentiality throughout all service delivery.
- Facilitated exploratory coaching sessions and effectively identified obstacles and wins for clients.

SUPERVISOR:

Recruited, hired, and trained beauty consultants and virtual assistants on day-to-day operating procedures, business branding, and client management. Implemented, developed, and enforced policies relating to all phases of lifestyle coaching services and business marketing. Trained and mentored subcontractors and employees on providing excellent customer service, including preventive risk and safety measures.

ACCOMPLISHMENT: Exceeded clients' expectations and consistently met cosmetic product targeted sales goals while maintaining zero client complaints regarding conduct or service delivery.

Chief, Public Affairs Officer | Captain O-305/2014 to 07/2016

Joint Task Force North | Fort Bliss, TX 79936

40 hours per week | Supervisor: Major (P) Christopher Mclean (915) 741-7621; Contact? Yes | Salary: \$97,596/year

ADVISING ON MILITARY STRATEGIC COMMUNICATION:

Served as the Principal Public Affairs Advisor to the Joint Task Force North (JTF-N) Commanding General on matters pertaining to Command Information/Media Relations and Community Relation Activities. Provided strategic and technical advice related to public information policies and procedures. Developed strategic problem-solving solutions and recommendations based on identified findings on community feedback, best media coverage practices, and addressing change on mission. Provided public affairs advice to supported federal, state, and local agencies pertaining to media coverage, release, and crisis communication.

PROGRAM AND BUDGET MANAGEMENT:

Oversaw the public affairs program for Joint Task Force North and monitored all projects related to planning and operating public affairs events, ceremonies, social media management, and content creation. Developed and managed \$3 million operating budgets pertaining to marketing, ceremonies, ground-breaking events, unit supplies, and media equipment. Developed and implemented policies and standard operating procedures related to project budgets and organization/unit daily operations.

WRITER AND EDITOR:

Served as Speech Writer for the Commanding General. Conducted research on military topics and developed news articles, brochures, letters, and social media graphics. Created military-authored reports, publications, news articles, and letters in compliance with the Associated Press Stylebook. Effectively developed press releases and feature stories covering unit events, ceremonies, command changes, and official visits from civilian and military dignitaries.

ACCOMPLISHMENT: Successfully maintained accountability for camera equipment worth over \$20,000 and consistently lauded for recommending strategic problem-solving solutions regarding public affairs.

Public Affairs Officer 04/2013 to 05/2014

24th Press Camp Headquarters | Fort Bliss, TX 79936

50 hours per week | Supervisor: LTC Lisa Garcia (915) 741-4714; Contact? Yes

SUPERVISORY AND ADVISING:

Sought out by Senior Military Leaders to fill an urgent position as the Principal Public Affairs Advisor for the JTF-N Commanding General. Successfully advised the Commanding General on matters about Command Information, Media Relations, and Community Relation Activities. Coached, developed, and mentored department teams on best practices related to completing specialized tasks. Tracked and managed the duties of 4 subordinate supervisors and 2 junior enlisted personnel. Prepared, trained, and led a team of 6 personnel to assume the role as part of the JTF-CS Media Assistance Center.

STRATEGIC PLANNER / LEADER:

Effectively led, planned, and coordinated command tours and special events sponsored by units/organizations. Championed and coordinated change of command ceremonies, color/honor guard ceremonies, and clearances for distinguished visitors. Designed and uploaded social media content utilizing Adobe Photoshop and Illustrator.

PROJECT MANAGEMENT:

Served as the unit safety officer, completing the installation safety officer course. Ensured all equipment met installation and military safety standards and that personnel were current on all required safety training. Produced and processed risk assessments and safety reports. Monitored public affairs projects consisting of handling reporting on public affairs events, ceremonies, and social media management.

ORAL AND WRITTEN COMMUNICATION:

Provided the Joint Task Force and 4 subordinate task forces with public affairs annexes, talking points, and guidance. Wrote, designed, and edited news releases, speeches, graphics, and fact sheets adhering to the Associated Press Stylebook. Drafted training guides for newcomers and served as spokesperson for the organization.

ACCOMPLISHMENT: Successfully managed a section without systems and transformed the administrative section from a problem area for the unit to one of the strongest.

Senior Human Resources Officer 05/2011 to 03/2013

5th Battalion, 52nd Air Defense Artillery | Fort Bliss, TX 79936

50 hours per week | Supervisor: LTC James W. Ellerson, Jr. (915) 568-5226; Contact? Yes

MANAGED MILITARY HUMAN RESOURCES DEPARTMENT:

Monitored and managed full-time staffing, manpower strength, accountability, contracts, and position management. Conducted briefings advising military personnel, service members' families, federal service employees, and contractors on program objectives, benefits, and services related to the Soldier For Life-Transition Assistance Program (SFL-TAP). Effectively implemented excellent HR business practices in a high workload environment and ensured timely processing of personnel actions, including reassignments, promotions, reductions, separations, awards, retirements, performance evaluations, and PCS orders within DoD automated systems.

ADVISING AND SUPERVISORY:

Served as the Principal Human Resources Advisor to the Battalion Commander, Directorates, and Subordinate Unit Commanding Officers on military personnel matters related to Human Resources, Casualty Affairs, and SFL-TAP. Prepared sensitive information to be shared with senior military leaders and staff during meetings and video conferences. Successfully managed and mentored a team of 5 soldiers and 6 noncommissioned officers. Monitored, mediated, and resolved employee performance issues and concerns.

PROGRAM AND CONTRACT MANAGEMENT:

Managed the military human resource program including casualty affairs, unit readiness, transition assistance/services, and daily operations. Effectively monitored line-of-duty appointments and provided survivor assistance to military personnel, retirees, and family members. Documented disposition of remains and personal effects in accordance with regulations. Prepared and drafted casualty next-of-kin letters and notified the chain of command on mandated procedures. Conducted emergency casualty training with unit health specialists during field exercises.

ANALYZING AND EVALUATING:

Reviewed, evaluated, and prepared responses to policy inquiries, requests for interpretation, and exceptions regarding military personnel management policies and regulations. Generated and presented reports on analysis and findings to senior-level management. Detected military personnel shortfalls that would limit readiness and prepared required training to maximize force readiness.

ACCOMPLISHMENT: Effectively created and executed a plan allowing for successful administrative preparation for the unit's upcoming deployment to the Middle East; the method continued to be successful downrange.

Human Resources Officer S-106/2009 to 10/2010

82nd Division Special Troops Battalion | Fort Bragg, NC 28307

50 hours per week | Supervisor: LTC Christopher Eubank (910) 432-1905; Contact? Yes

SUPERVISORY:

Directly supervised staff of the 82nd Division Special Troops Battalion. Performed, directed, and monitored military personnel functions supporting over 775 active-duty personnel deemed quick reactionary force, executing tactical deployment via parachute within 18-hour notification. Recruited, hired, and trained military human resource specialists and family readiness support advisors. Counseled, mentored, and developed performance standards and individual professional development plans for assigned personnel.

RECRUITMENT, SELECTION & CLASSIFICATION:

Conducted desk audits and management interviews, drafted position descriptions, and determined appropriate classification. Processed personnel actions pertaining to appointments, reassignments, promotions, demotions, and terminations using various DoD automated systems.

PROGRAM MANAGEMENT:

Strategically developed, implemented, and enforced policies and plans for the Military Personnel Program. Led the creation and implementation of the organization's effort to reestablish systems and processes for management and tracking of all personnel actions; the result was a fully integrated system incorporating all current personnel actions and forecasting suspense for all future actions.

ACCOMPLISHMENT: Recognized for completion of military personnel actions at a rate of 98%.

Manufacturing Supervisor 07/2006 to 01/2009

Caterpillar Inc. | 5205 N O'Connor Blvd #1000, Irving, TX 75014

40 hours per week | Supervisor: David Harn (309) 846-9286; Contact? Yes

OPERATIONS MANAGER:

Provided guidance and mentoring to manufacturing operators to develop high-quality products and processes. Collaborated with cross-functional teams including engineering, quality assurance, and maintenance to resolve production issues and optimize manufacturing processes. Managed and coordinated production activities to meet production schedules, quality standards, and cost objectives.

ACCOMPLISHMENT: Successfully created a rotation schedule that increased paint line production by 60%.

Executive Officer 07/2001 to 06/2005

Bravo Battery, 1-79th FA BN | Fort Sill, OK 73503

50 hours per week | Supervisor: LTC Mark Condry (580) 442-1301; Contact? Yes

PLANNING, EVALUATING, AND COORDINATING:

Served as the Administrative Officer and second in command for the Commanding Officer of 1-79th Field Artillery Battalion at the United States Army Field Artillery Training Center. Designed and facilitated military courses pertaining to writing, public speaking, and battle scenarios. Developed and implemented standard operating procedures for troop training and events. Coordinated and developed itineraries for events hosting dignitaries and public officials.

SUPERVISORY:

Directed and trained over 256 military recruits for 9 consecutive weeks at the Basic Combat Training battery of the United States Army Field Artillery Training Center. Served as Vice President for the Family Support Group and successfully managed all unit/organization family and holiday events.

MANAGED A DIVERSE WORKLOAD:

Advised and informed military senior leaders on matters related to training cycle tasks and preventive maintenance on weapons, vehicles, and military equipment. Supervised, mentored, and counseled enlisted soldiers and officers on administrative tasks and duties. Maintained and managed the operating budget, unit status report, personnel, and material readiness issues.

ACCOMPLISHMENT: Recognized for successfully serving as the Spokesperson for all of Fort Sill, Oklahoma.

EDUCATION

Bachelor of Arts: English

Virginia State University | Awarded: December 2000

TECHNICAL ACUMEN

EDAS | WebEDAS | eMILPO | AHRIS | Enterprise Datastore & Personnel Database | FASCLASS | DTS | DCPDS | DEERS | iPERMS | TOPMIS II | eTOPMIS | MEDPROS | CHCS | MS Office Suite | SharePoint | Adobe Photoshop/Illustrator | AP Stylebook

AWARDS & DECORATIONS

Army Commendation Medal (5) | Army Achievement Medal (5) | National Defense Service Medal | Global War on Terrorism Expeditionary Medal | Global War on Terrorism Service Medal | Army Service Ribbon | Overseas Service Ribbon | Parachutist Badge

PROFESSIONAL REFERENCES

Mrs. Tyra James (419) 271-7758 | LTC Tiffany Carlisle (770) 296-0832 | LTC (Ret.) Randy Taylor (202) 860-8800