

JEFFREY A. KLEIN, PMP

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PROGRAM MANAGER TS/SCI WITH CI-SCOPE POLYGRAPH

Program Management | Intelligence Mission Support | International Business Development

Program Manager and Military Veteran with 20+ years as a proven leader of high performing teams. Delivers exceptional analytical skills and ensures outstanding customer service for all stakeholders. Able to multi-task projects, placing the right personnel and resources as needed to meet customer requirements within scope, schedule and cost. Possesses a deep background in International Relations, intelligence mission support, and strategic planning in support of both domestic and global environments. Career supported by a Masters in Strategic Studies, Master of Arts in Asian Studies, and a Project Management Professional (PMP) Certification.

Proven Skills and Qualifications:

- ◆ Executive Communications
- ◆ 15+ Years Program Management Experience
- ◆ Policy and Strategy Analysis
- ◆ Intelligence Mission Support
- ◆ National Security Policy Planning
- ◆ Cross-Cultural Communications

PROFESSIONAL EXPERIENCE

Director for Business Operations/Chief of Staff

MIDDLE EAST/AFRICA REGIONAL CENTER, DEFENSE INTELLIGENCE AGENCY, DC **2016 TO PRESENT**

Led three divisions consisting of 45 team members responsible for resource management, business operations and mission management in support of ~700-person integrated intelligence center with an annual budget of ~\$30MM.

- Led the creation of the first-ever business operations plan and oversaw the implementation of standardized knowledge management procedures leading to 25% increase in year over year productivity
- Managed the synchronization of Center resources to support intelligence production, foreign engagements, strategic planning, and overseas deployments successfully meeting over 6000 customer requirements per year with highest on-time completion rate for tasked production in the Agency

Senior Director/Chief, International Partner Engagement Division

UNITED STATES ARMY PACIFIC, FORT SHAFTER, HONOLULU, HI **2014 TO 2016**

Directed a team of 30 senior Army international relations specialists with responsibility for executing the Army's Indo-Asia-Pacific engagement strategy with 24 partner nations utilizing a \$4MM engagement budget.

- Drafted and concluded the first trilateral cooperation agreement between the US, Japanese, and Australian Armies leading to the synchronization of activities in the Indo-Asia-Pacific, enhancing the effectiveness of Army partnering
- Teamed with Industry and Army stakeholders to close the ~\$950MM sale of 8 Apache helicopters to Indonesia leading to significant improvements in interoperability and enhanced engagement with the Indonesian Army
- Directed the planning and execution of a US Army-hosted international conference attended by 20 Army Chiefs from the Indo-Asia-Pacific, resulting in increased regional access, and improved interoperability with regional partners

Graduate Student (Full-Time)

UNITED STATES ARMY WAR COLLEGE, CARLISLE BARRACKS, PA

2013 TO 2014

Graduated with a Master of Strategic Studies from the US Army's premier professional development institution with a selection rate of less than 10% for residence attendance. Awarded Certification in National Security Policy Planning.

Senior Project Manager and Senior Human Resource Advisor

DEFENSE ATTACHÉ SERVICE, DEFENSE INTELLIGENCE AGENCY, WASHINGTON, DC **2012 TO 2013**

Executed duties as a project manager for the Defense Attaché Service. Led project initiating, planning, and execution efforts for opening new Defense Attaché Offices overseas in high security risk areas. As an advisor, served as the senior Human Resource Advisor for over 400 Army international affairs experts worldwide.

- Led two projects to open new Defense Attaché Offices in Afghanistan and Somalia allowing for significantly improved access to military information supporting national defense strategic priorities

- Solved issues with personnel promotion and retention by revising mentoring program and performance assessment procedures resulting in laudatory recognition by the Chief of the Defense Attaché Service

Deputy Program Manager – Foreign Military Sales

OFFICE OF SECURITY COOPERATION – IRAQ, US EMBASSY, BAGHDAD, IRAQ **2011 TO 2012**

Managed daily operations for the Army Security Assistance Program Office with responsibility for 92 active projects valued in excess of \$6BN. Supervised 19 military personnel and oversaw 402 contractor personnel executing training support operations. Primary liaison to the US Embassy Baghdad with responsibility for facilitating the sale of items critical to building the capability of Iraqi Security Forces.

- Led senior executive coordinating efforts with key Iraqi stakeholders supporting strategically important Foreign Military Sales cases resulting in agreements to purchases F-16s and Rotary Wing Maintenance
- Designed and led critical procurement effort on a ~\$200M service contract to provide training support to Iraqi Security Forces ensuring the successful transfer of over 1000 armored vehicles
- Developed a multimillion-dollar acquisition plan for the Iraqi Counter-Terrorism Service sustaining their role in counter-insurgency operations
- Used innovative technological solutions to expand Iraq's ability to purchase defense equipment directly from defense contractors expanding the procurement capability of Iraq's Ministry of Defense

Senior Plans and Engagement Strategist for Southeast Asia

UNITED STATES PACIFIC COMMAND, CAMP SMITH, HONOLULU, HI **2008 TO 2011**

Managed a team of four senior regional affairs experts reporting directly to the four-star Commander, US Pacific Command responsible for developing policy proposals related to Southeast Asia. Supported US Pacific Command's strategic leaders during interactions and correspondence with senior foreign military and civilian leaders in bilateral and multilateral fora.

- Advised the Senior Director for Security Assistance Programs on prioritization of effort for Foreign Military Sales and International Military Exchange Training programs significantly improving alignment of those programs with organizational priorities
- Played a central role in the drafting, coordinating and signing of a critically important US-Philippines bilateral Humanitarian Assistance / Disaster Relief agreement outlining the forces, basing, logistics and accountability of US forces responding to catastrophic events in the Philippines
- Created an innovative engagement program with the Armed Forces of the Philippines utilizing capability gap analysis, significantly improving the execution of US military activities in the Philippines in support of the War on Terror

Director of Community Relations/Interim Deputy Commander

UNITED STATES ARMY KWAJALEIN ATOLL (USAKA), MARSHALL ISLAND

2005 TO 2008

Led an office of four foreign relations specialist performing the duties as the political-military advisor to the US Ambassador to the Republic of the Marshall Island. Served as interim Deputy Commander for US Army Kwajalein Atoll tasked with transforming business operations of the installation consisting of over 1900 civilian, military, and contractor personnel with an annual operating budget of approximately \$260MM

- Steered development of a business plan reducing the operating expenses of USAKA by \$45MM over a five-year period
- Championed the use of an indigenous labor force ensuring labor cost saving for the US government while safeguarding local political support for the installation's continued operations
- Developed the first US Foreign Military Sales case for a Micronesian nation providing the Republic of the Marshall Islands with an option to ensure stability of their fuel supply through a long-term, fixed price contract

EDUCATIONAL AND PROFESSIONAL DEVELOPMENT

MASTER OF STRATEGIC STUDIES, US Army War College, Carlisle Barracks, PA (Commandant's Award)

MASTER OF ARTS – ASIAN STUDIES, University of California, Berkeley, CA (Commencement Speaker)

BACHELOR OF SCIENCE – AMERICAN HISTORY, US Military Academy, West Point, NY

CERTIFICATIONS: Certified Project Management Professional (PMP #2243087); DoD Joint Professional Military Education Level II; Certificate in International Security Program Management; Certificate in National Security Policy Planning

TRAINING: Defense Institute for Security Cooperation Studies- Security Assistance Management Overseas Course; Syracuse University- Lean Six Sigma Green Belt Course

AFFILIATIONS: Project Management Institute; Foreign Area Officer Association; Association of the United States Army; Military Officers Association of America

TECHNOLOGY: MS Office, MS Project, SharePoint