

Jessica Callahan

Yelm, Washington, United States

jessicacallahan35@gmail.com

360-619-2109

[linkedin.com/in/jessica-l-callahan](https://www.linkedin.com/in/jessica-l-callahan)

Summary

Integrating thoughtful leadership to provide critical executive support and Senior Program Management to global teams in fast-paced, high-pressure environments is what I do.

Jessica is a dedicated Military Veteran who leads by example to propel operational excellence for Fortune 50 firms and government entities.

Throughout Jessica's professional career, she has gained experience synthesizing intelligence, conducting threat assessments, helping promote the overhauling of organizational cultures, communication with CEOs, managing complex calendars, developing leaders and managing and leading multiple echelons, planning major events, and guiding a multitude of projects to support overarching goals. Jessica thrives under chaos and truly loves helping an organization/team be successful every single day. Data analysis has been a large part of Jessica's 21 year career.

While Jessica has ample hands-on experience and have earned additional credentials, she is also a graduate of the University of Arizona with BaS in Business with a focus in Organizational Leadership.

Jessica is dedicated to bringing each idea from conception to completion to transform ambitious visions into the reality, and enjoys a challenge. Jessica also has high emotional intelligence and can easily communicate and carry an executive presence and interact and collaborate easily in matrixed organizations.

Areas of Expertise:

Operational Excellence | Event Planning | Organization | Effective Communications | Customer Service | Executive Support | Problem Solving | Risk Management | Data Analysis | Project Management | Travel Coordination | Employee Development | Threat Analysis | Intelligence Reporting | Cross-functional Teams | Executive Teams | Planning and Organization | Calendar Management | Positive Attitude | International Experience | MS Word, Excel, PPT | SharePoint | Google Suite | LINUX | Adept Leader | Leadership Development | Skilled Manager | Intuitive Problem Solver | SharePoint | Microsoft Suite | Client Dashboards | Senior Program Management | OSINT | Threat Analysis | Kusto | R

Experience

Security/Partner Enablement Program Manager

Microsoft

Jan 2020 - Aug 2022 (2 years 8 months)

I was hired at Microsoft to help build

a Security Oversight Audit Team effort that would meet the highest US government standards. In less than two years, I co-led a small group of my peers to influence change across the company, to include in privacy, SOC/IR, OPSEC, PHYSEC, and INFOSEC. We stood up a red team, risk management framework, OSINT cell, and helped build a new Microsoft Security and Counter Insider Threat program.

We also made Microsoft the first cloud service provider to become a member of the National Defense - Information Sharing and Analysis Center, where I continued to serve as Microsoft's Company Representative.

I later transitioned to an internally recruited role on the Partner Enablement Team for the Strategic Missions & Technology organization at Microsoft. I was recruited internally as a Subject Matter Expert for Azure's new Strategic Missions & Technology initiative. I worked with federal sales teams, engineers, product managers and customers to deliver cutting edge Microsoft technology to support critical missions. Technical domains included AI/ML, MR/AR, edge compute, and space.

As the team grew & the organization went through a pivot, I took lead of the onboarding experiences and employee training development pipeline for technical training for the 80 person globally dispersed Mission Solutions & Customer Expansion Team. I created onboarding processes to streamline the new employee experience as well as provided tooling support & options for the various sub teams in supporting required KPIs, and other metrics related to OKRs for the semesters work.

I was also the lead for our thriving and informative team Diversity, Equality, and Inclusion Learning and collaboration efforts and helped lead and develop tools for managers and employees that provided resources for Neurodiverse employees, their teammates and their leaders.

Insider threat/Security Compliance
AzDevOps/PowerApps
PowerBi/SharePoint Content
KQL/Azure Cloud & Architecture



Senior Program and Compliance Project Manager

USAA

Oct 2019 - Jan 2020 (4 months)

Day-to-day project management of a large program in the Corporate Finance space in the areas of CECL development and TPRM task management. Responsible for performing third party risk management responsibilities for a portfolio of moderate to high-risk rated financial services contracts.

▲ Senior Program Manager Associate; Security/Threat Analyst

GRA Maven

Feb 2019 - Jul 2019 (6 months)

Helped Fortune 50 firms and other high-profile clients to support overall security, manage risk, and optimize security operations. Conducted in-depth risk management analyses, generated key reports, and designed individual plans to support client needs for maximum security.

Key Accomplishments: (Social Media Analysis and Exploitation, Open Source Intelligence Analysis)

- ▶ Led threat assessments for Fortune 50 companies and recommended protocols to protect sensitive activities and itineraries, including the inclusion of executive protection agents
- ▶ Integrated tools, such as LINUX, for deep drives and dark web scans to identify questionable groups, review messages and learn other characteristics for future protection
- ▶ Provided travel assessments to 42 locations across the U.S. and abroad using proprietary “persistent monitoring” for client safety
- ▶ Developed practice risk management strategies to help major, highly-visible clients handle intelligence efforts
- ▶ Built 100+ threat intelligence reports to high-wealth clients by meticulously processing open-source intelligence data

► Designed six “white label” client intelligence portals for real-time, accurate threat intelligence to maximize security outcomes



Principal Program Manager | Business Operations | Senior Executive Operations

Joint Special Operations Command

Aug 2016 - Jan 2019 (2 years 6 months)

Executive Officer/Advisor (operations SGM) to an equivalent of a Fortune 500 company and its operations tempo; responsible for daily operations and management of executive level leadership. Daily duties and scope involve managing and drafting correspondence, travel arrangements stateside and international, managing and scheduling leaders calendars, syncing staff, coordinating events and actions, managing and coordinating phone calls, VTC communications, handling sensitive matters, collaborating with staff, managing social media platforms, innovative thinking and problem solving, welcoming and greeting VIPs, drafting memos, coordinating and staffing travel vouchers, managing and drafting office resupply, gatekeeper to office and correspondence with the boss, proving after action reviews to the boss; Chief of Staff Functions. Microsoft Suite Tools Expert; multiple calendar management; thinks quickly-strategic; event planner; SharePoint; Social Media Manager; document and read ahead writing for COO; Customer service; team player; problem Solver; leader and manager of people; HR Generalist; Trainer; Leadership Development Program Manager.



Director of Operations and Senior Program Manager | Leader Development |

United States Army Special Operations Command

Sep 2008 - Dec 2018 (10 years 4 months)

Directed various operational and support functions, including calendar management, documentation oversight, travel coordination, logistics planning, reporting, meeting preparation, project management, and communications administration while serving in multiple roles throughout tenure. Steered a high-performance team through missions, human resources, training management, operations, and more to achieve target results in high-pressure situations. Developed Leaders and Team Members at multiple echelons.



Principal Program & Operations Manager; Senior SIGINT Advisor/JISE NCOIC; HR Generalist

Special Operations Joint Task Force- Afghanistan

Feb 2015 - Mar 2016 (1 year 2 months)

Camp Integrity, Kabul



SOJTF JISE J2 NCOIC

Special Operations Joint Task Force- Afghanistan

Jan 2015 - Mar 2016 (1 year 3 months)



Senior Program Operations Manager; First Sergeant; HR Generalist Lead

82nd Airborne Division, U.S. Army

Jul 2013 - Jun 2015 (2 years)

Serves as the First Sergeant for a Military Intelligence Company, capable of deploying worldwide within 18 hours; directly responsible for the health, morale, welfare, training, and professional development of 102 Paratroopers with 17 Military Occupational Specialties; daily administration and accountability

of the Company; supervises supply, maintenance, and accountability of organic vehicles, weapons, night vision, and Intelligence systems valued in excess of \$30 million; assists and coordinates with the Company Executive Officer, and advises the Company Commander on all enlisted matters.



Program and Operations Manager; Senior SIGINT Chief

Army Special Forces (Airborne)

Jul 2012 - Jul 2013 (1 year 1 month)

Served as the SIGINT (Signals Intelligence) NCOIC for a Special Forces Group; responsible for Signals Intelligence/Electronic Warfare production and analysis of five elements conducting SIGINT operations and analysis; supervises the tasking, collection, processing, exploitation and dissemination of all SIGINT information across four battalions; ensures legal compliance for the production of timely intelligence in support of Special Operations Command (SOCOM) and ongoing operations in the AFRICOM, EUCOM, CENTCOM Areas of Responsibilities (AORs); responsible for the readiness and management of intelligence equipment valued in excess of \$10 million; manages the training of 70 SIGINT Soldiers and NonCommissioned Officers within the 10th Special Forces Group.



Senior Manager; Operations and Project Manager; HR Generalist

National Security Agency

Jul 2011 - Jul 2012 (1 year 1 month)

Served as the Platoon Sergeant for 41 Soldiers and NonCommissioned Officers supporting a joint Department of Defense operating facility conducting 24 hour real-time world wide support for contingency and intelligence operations support; responsible for the health, welfare, training, accountability and discipline of all platoon members; plans, conducts, and evaluates basic military, operational specific and physical fitness training to satisfy Mission Essential Task requirements and meet annual guidance from higher; teaches, coaches, mentors and trains junior Soldiers and NonCommissioned Officers to ensure they are competitive for promotion and career progression.

Watch Supervisor/Platoon Sergeant

ADF-Denver NSA

Oct 2010 - Jun 2012 (1 year 9 months)



Operations Manager; Watch Officer

National Security Agency

Sep 2010 - Jul 2011 (11 months)

Watch Superintendent for the Aerospace Data Facility-Colorado (ADF-C), a multi-mission National Reconnaissance Office (NRO) ground station supporting worldwide defense operations and multi-agency collection, analysis, reporting, and dissemination of intelligence, shift NCOIC on a 24/7 national operations floor, assists in managing \$15 billion of national systems; Senior NonCommissioned Officer for over 150 military, civilian, and contractors in a joint, inter-agency and combined operations environment.

Show Coordinator/Asst Team Leader/Parachute Demonstrator/Narrator

USASOC Black Dagger Parachute Demonstration Team

Jan 2008 - Oct 2010 (2 years 10 months)



Special Event Coordinator/Assistant Team Leader/Narrator of the USASOC Parachute Demonstration Team

United States Army Special Operations Command

Sep 1997 - Sep 2010 (13 years 1 month)

Assigned to the United States Special Operations Command Parachute Demonstration Team as a precision freefall parachutist; performs live aerial demonstrations before millions of spectators throughout the United States; conducts oral presentations/narrations to high school, college, and civic groups in support of Army Recruiting and public relations; travels independently as an advance liason to ensure the team's support requirements are met prior to the team's arrival; represents the United States Army and USASOC through television, radio, and print media on a weekly basis; responsible for and maintains equipment and supplies valued at \$300,000, Coordinates over 70 special events annually; performs military freefall videography in support of several military freefall courses; performed over 1200 military freefall jumps in support of the teams training and professional events.

Team Lead

3d Special Forces Group

Jan 2001 - Apr 2004 (3 years 4 months)

Education



University of Arizona

Bachelor of Applied Science - BASc, Business Administration and Management,
General

2019 - 2020

Licenses & Certifications



Casualty Assistance and Notification Officer - United States Department of
Defense



Master Resiliency Trainer - University of Pennsylvania

Military free fall jumpmaster

Static line Master Parachutist

Event coordination/project management



COSMO Cyber Operations Social Media Operator Exploitation Course Certified -
WCG



Signals Intelligence - National Security Agency

R - University of Arizona Business Research

 **Microsoft Global Hackathon 2021** - Microsoft

 **Accessibility in Action** - Microsoft

 **Customer Facing Skills Initiative: Strategic Communication** - Microsoft

Skills

Agile Methodologies • Requirements Analysis • Intelligence Analysis • Program Management • Process Improvement • Project Management • Counterterrorism • Vendor Management • Training & Development • Operations Management