

## **DAISY DIAZ**

5242 SE 44<sup>th</sup> Circle  
Ocala, FL 34480  
(352) 208-3771

### **WORK EXPERIENCE**

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#### **VETERANS SERVICE SUPERVISOR**

**05/2006 - PRESENT**

*Ocala, Florida*

- Oversees the development and enhancement of services for veterans and their beneficiaries, dependents, and survivors.
- Counsels veterans and/or their dependents to provide information on their entitlement to VA benefits.
- Prepares and submits benefit claims to appropriate agency daily.
- Coordinates and disseminates information on County, state, federal, and veterans' programs and benefits.
- Maintains and reviews case files of other staff and on veterans in terms of assistance given and needed.
- Prepares and makes presentations to veteran and civic organizations.
- Assists Director in administration of office policies related to budget, personnel, supplies, new laws, and regulations.
- Supervises departmental and volunteer personnel.
- Serves as Director in the case of their absence.
- Assists in the preparation of the department budget.
- Conducts the reviews of annual performance evaluations on employees.
- Makes recommendation for employee selection and disciplinary decisions.
- Gather evidence from medical, military service treatment records and other sources to support benefits determinations.

#### **FLORIDA HOUSE OF REPRESENTATIVE**

**10/2003-04/2006**

*Ocala, Florida*

- Provided professional administrative support to the State Representative.
- Assisted in organizing events, welcomed and guided visitors, and maintained internal database.
- Maintained current on political issues, collaborated with colleagues to streamline state forms and applications.
- Answered and screened calls for the Representative and Legislative Assistant
- Ensured request for assistant were directed to the appropriate staff member in a timely manner.

#### **UNITED STATE NAVY**

**08/1983-09/2003**

- Assigned to Defense Intelligence Agency, held Top Secret clearance; Responsible for processing, disseminating classified information and compartmented intelligence material within the agency and worldwide intelligence community.
- Deployed as the command legal clerk, assisted the Judge Advocate General in processing diverse and sensitive items such as congressional inquiries, processing appeals, record Administrative Discharges, Court-Martials, and Non-judicial punishment.

- Participated in the Joint Task Force Operation SHINING HOPE and Operation NOBLE ANVIL; provided critical life support necessities of food, water and medical care to Kosovar refugees.
- Researched, obtained, and implemented the Department of Defense Standardization Service, an automated system that provided enhanced tracking, indexing, continuous renewal and updates of all navy wide directives.
- Responsible for training, mentoring, disciplining, instructing, motivating, and transforming over 510 civilians into Sailors.
- Earned Master Training Specialist, designed to develop and qualify individuals who possess advanced knowledge, skills and abilities that enhances the delivery of quality education and training.

## **EDUCATION**

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**COLUMBIA SOUTHERN UNIVESITY**

**07/2016**

*Bachelor's Degree in Criminal Justice*

**COLUMBIA SOUTHERN UNIVESITY**

**09/2010**

*Bachelor's Degree in Business Administration*