

NANCY K TRAXLER, DIRECTOR

VETERANS SERVICE AGENCY FOR ORLEANS COUNTY

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SUMMARY

Multi-faceted, efficient and reliable professional with 32 months as a Veterans Service Officer for Orleans County, 10 plus years as a senior Non Commissioned Officer in the New York Air National Guard and supervisor over 12 assigned aircraft and 110 full and part time aircraft mechanics. Diversified skill sets covering administrative support to include key boarding, Microsoft Office Suite, filing and record keeping, customer relations, writing, human resources, recruiting, budget management, and project scheduling and management.

SKILLS & ABILITIES

- American Legion Accredited Veteran Service Officer
- VFW accredited Veteran Service Officer
- Post service officer for American Legion Post 204 and VFW Post 1483
- Communicated effectively both verbally and in writing with employees, managers, peers and customers
- Councils clients about all aspects of Veteran Benefits
- Councils employees about health, education and training benefits
- Gives presentations to senior leaders as to the health of fleet and personnel
- Team player, work well with others to ensure the best possible outcome
- Can do attitude even under stressful and challenging circumstances
- Technical skills include: Micro soft Office Suite programs, Keyboarding, internet and Social Media,
- Well versed in understanding of legal terminology, budget management, employee scheduling and production scheduling

EXPERIENCE

- May 2017-Present Veterans Service Officer, *Orleans County, NY*
- File claims for Veterans
 - Give benefit briefings to new clients
 - Fluent with the VIMS program
 - Advise Clients when they should appeal
 - Assist with filing appeals
 - Assist with upgrading discharges thru the Military corrections Board and Discharge Review Boards
 - Communicate with VA officials, other County service officers and other organizations to get an appropriate outcome to Veteran Clients
- Nov 2015-May 2017 Second Deputy Town Clerk, *Town of Ridgeway, NY*
- Processed applications and billing for water customers
 - Recorded Marriage and Death Certificates
 - Managed the Code Enforcement Office
 - Planning and Zoning board Secretary took minutes for historical records
 - Updated the Website for the Town of Ridgeway with Town Minutes, tax information, and calendar of events
- Feb 2011- Oct 2014 Aircraft Maintenance Superintendent, *WS-14, Department of the Air Force*
- Managed three subordinate supervisors and two production controllers
 - Wrote yearly performance evaluations of assigned personnel and approved the evaluations of all Squadron employees
 - Managed yearly budget
 - Input payroll, and approved overtime requests for all assigned employees
 - Hired flight supervisors and aircraft mechanics
 - Counseled airmen on health, education and training benefits
 - Kept and filed accurate records of all aircraft flight times, inspection cycles and aircraft history for 12 aircraft

EDUCATION

Oct 1993- Oct 1995	AAS Paralegal Studies, Carthage IL, <i>Midstate College</i>
July 1999	Certificate, Non Commissioned Officer Training Course, USAF Leadership School
Aug 2004	Certificate, Senior Leadership Course, USAF Leadership School
Sept 2017	American Legion Basic Training Course, the American Legion Department of New York
Oct 2019	American Legion Advanced Training Course, the American Legion Department of New York

KNOWLEDGE, SKILLS AND ABILITIES

1. Thorough knowledge of laws and regulations relating to veteran's benefits and services, gained through accreditation training and on-the-job training plus two years of filing claims on behalf of Orleans County Veterans
2. Use the VIMS program to fill out application for claims, appeals and discharge upgrades. Continuing education to stay current on ever changing methods and procedures
3. Have 20 years counselling subordinates as to performance, behavior, benefits, health care, education
4. 12 years as a supervisor of the 107th Aircraft Maintenance Squadron, planned maintenance on 11 aircraft, assigned personnel to perform maintenance tasks, performed follow up quality assurance inspections on work processes and procedures
5. Planned and communicated daily and weekly schedules with managers, subordinates and peer supervisors to ensure all tasks were completed on time.