

STACY FLORES | CASUALTY COORDINATOR

1904 Collingwood Road, Alexandria, VA | (703) 969-6903
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Online Resume Available at stacyanneflores.com

PROFESSIONAL SUMMARY

Highly competent Casualty Coordinator with a proven track record of excelling at all tasks related to casualty services and survivor benefit programs. Possesses extensive knowledge of casualty policies and programs, providing tailored information to Next of Kin (NOK) and coordinating resources for surviving personnel and their families. Offers expert guidance on casualty reporting, notification, assistance programs, mortuary services, funeral honors, and survivor benefits.

CORE COMPETENCIES

- ✓ Casualty & Mortuary Benefits Coordinator
- ✓ Educational Presentations
- ✓ Certified Survivor Benefits Counselor
- ✓ Building Relationships
- ✓ Licensed Funeral Director
- ✓ High Proficiency w/Excel, Word, Acrobat, etc.

PROFESSIONAL EXPERIENCE

Casualty Assistance Center, Joint Base Myer-Henderson Hall

Casualty & Mortuary Coordinator | December, 2014 - Present

Performance Rating: Level 5 | Jun, 2023

Awards: Numerous time off, on-the-spot, performance, and civilian service awards

- Program Specialist for installation's Casualty Services
- Serves as subject matter expert for installation's Casualty Policy and Education
- Manage the funeral honors program for the JBM-HH service area
- Provides advisory services for active duty service members, retirees, and family members
- Program Specialist for installation's Survivor Benefit Program (SBP)
- Develops cooperative relationships with government and private agencies
- Conducts educational training & outreach, monthly briefings, and recurring training on casualty programs and survivor benefits
- Councils members on SBP benefits and coverage changes
- Manages administrative tasks, analyzes data, submits reports and reimbursement claims to various agencies including DFAS

Licensed Funeral Director

Funeral Director | since 2004

- Counseled grieving clients with care and compassion
- Planned and executed all aspects of funeral services based on the individual needs of each client
- Coordinated with multiple organizations simultaneously to create seamless services for clients that reduced stress during difficult circumstances

MILITARY EXPERIENCE

U.S. Army

Mortuary Affairs Specialist | 1997-2001

- Planned, coordinated, and executed mortuary services according to DoD and U.S. Army policy
- Assisted in embalming procedures and prepared remains for shipment to U.S.
- As part of search and recovery team, disinterred remains of Soldiers killed in action during Korean War

RELEVANT PROJECTS

Potter's Cabin Ceramics, Alexandria, VA

Owner, Ceramic Artist, and Social Media Marketer | 2008 - Present

- Founded, developed and implemented publicity and information programs for Clay Quest Challenge 2021: a virtual, live-streamed, nation-wide pottery competition
- Built a high-performing website to increase traffic, sales, and subscribers
- Built cooperative relationships with small businesses, craft fair organizers, and customers

EDUCATION

Funeral Service Education | Fayetteville Technical Community College, NC | 2002 - 2004

Mortuary Affairs Specialist | Fort Gregg-Adams, VA | 1998

Mortuary Affairs Coordinator Course | Dover AFB | 2023

Survivor Benefit Plan Training | Virtual Course | 2022

DTS Certification | Army Learning Management System | 2023