

FALL 2023 ISSUE

Q4 FY 2023

A NOTE FROM THE CFO



As we ease into a new fiscal year, and prepare to set and meet new goals, I want to reflect on the ways that we moved the agency forward in FY 2023. From our involvement in FAS's realignment

to our leadership on GSA's work environment plan, OCFO has been a strategic partner in helping the agency deliver on its mission to provide value to internal customers, external agencies, and the American people we serve.

This past fiscal year, we supported PBS in the development of financial controls for more than \$3 billion in Inflation Reduction Act funding, allowing the agency to move closer to achieving its sustainability goals. We also worked closely with FAS to finalize its post-F4 alignment financial projections, supporting FAS's goal of better positioning itself to serve its customers. And we took the lead on making the case for hybrid work, using data to demonstrate how we've been able to meet the agency's

needs while embracing workplace flexibilities.

In addition to being an integral part of big, agency-wide initiatives, we continued to make progress towards our own organizational goals. We moved ahead on the payroll modernization initiative, a cross-collaboration with GSA IT and OHRM to modernize and integrate payroll. We went live with the first phase of G-invoicing and utilized OneStream for the FY25 budget formulation. We completed all necessary policy and process changes to comply with new leasing standards and embarked on improving the internal control environment for the agency.

Last week, I had the opportunity to gather with the OCFO senior leadership team for an offsite, where we focused on updating our [strategic roadmap](#) for the months and years ahead. While that conversation is ongoing, I do want to share that our focus moving forward is finding ways to be even better at the things that we do well. That requires us to take an honest assessment of ourselves and find areas where we can improve. We pride ourselves on being the federal leaders in process optimization and automation, and we will need to continue to apply that same lens to our own processes. OCFO also leads the volunteer-based Analytics Community

of Practice, and we need to continue to seek similar opportunities for our own growth and development.

Speaking of improvement: earlier this month, I received OCFO's FY23 Federal Employee Viewpoint Survey results. At a high level, our scores tell a pretty clear story: we're doing well, and we have been for more than 5 years. I'm incredibly proud of how we're doing, but I don't want us to rest on our laurels. In the coming weeks, we'll be diving deeper into the results to better understand how to remain a high-performing organization, and share our plan in achieving that with you.

As always, I'm grateful to each of you for the roles you play in making OCFO what we are today. I hope that you'll join me at next week's town hall, where we'll be highlighting our FY23 CFO Awards winners, showcasing some of the projects the winners were nominated for, and providing more information on our FEVS results. If you have any questions that you'd like to have answered during the event, please share them with me through [this Google form](#).

Thank you,
Nimisha

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CHIEF OF STAFF'S CORNER



Welcome to FY 2024! By the time you read this edition of the newsletter, the leaves should be changing, your kids (if you have any) should be back in school, and your home should hopefully be a little quieter.

In an attempt to provide you with some useful information, I'd like to use the next paragraph or two to reflect on FY23 and everything that we accomplished. A minute or so from now, when you're done reading this section, I hope you'll be a little prouder of the organization that you're a part of, and also a little more prepared for your end-of-year performance discussion with your manager.

During the last fiscal year, major OCFO accomplishments seemed to occur monthly. By the

time I joined the organization in January, the Analytics Community of Practice was already planning for Datathon 4.0, and both the Equity and Engagement teams were hard at work improving the employee experience within OCFO and across GSA.

In March, we saw the seamless transition of the Financial Management Line of Business from USDA to GSA. The Office of Analytics, Performance, and Improvement led GSA's response to OMB's memo on organizational health and performance beginning in April, and has continued that work into the new fiscal year. Later in the spring, OCFO went from planning to implementation of a multi-year payroll modernization effort and, throughout the spring and summer, the Office of Budget led the development of the FY25 budget using the newly released budget formulation tool, OneStream.

The Office of PBS Financial Services took on additional work throughout the year to provide PBS with revenue and cost projections to optimize business operations in an increasingly tight budget environment and partnered with PBS to roll out its occupancy agreement system, OASIS, in August. The Office of Audit Management and Accountability not only added additional roles and responsibilities to meet organizational needs, but also made significant progress in its continual efforts to proactively address recurring challenges across GSA.

If you've made it this far, **thank you**. None of these things would have been possible without you, the dedicated OCFO team. I'm looking forward to seeing what you can accomplish in FY 2024. As always, feel free to [reach out to me](#) if you ever have any questions or concerns. I'm looking forward to connecting with everyone at the November 1st OCFO town hall!

Congratulations to the FY 2023 CFO Award Winners

This year, OCFO named five individuals and one team as the recipients of the inaugural CFO Awards. These awards recognize individual employees who embody our values — bias towards action, collaborating for results, data-driven decision making, leading with integrity, and unlocking new value — and one group that has come together to address a big issue. Join us in congratulating:

Shelly Slaven

Bias Towards Action Award

Amanda Gallen

Collaborating for Results Award

Zakiya Zaid

Data-driven Decision Making Award

Sara Twyman

Leading With Integrity Award

Isabel Metzger

Unlocking New Value Award

OCR Leasing Team

Dream Team Award

EMPLOYEE SPOTLIGHT: NATHAN KEENE



Nathan Keene is an analyst in the Strategy, Risk, and Performance Management Division (BIS) of the Office of Analytics, Performance, and Improve-

ment, where he focuses on the GSA Enterprise Dashboard, process improvement, and data collection and validation. He has been with OCFO for 3 ½ years, and lives in Tampa, Florida.

1. Which of OCFO's values resonates

most with you?

Unlocking new value. A core aspiration for my team is to provide unique insights and recommendations to our stakeholders for effectively monitoring performance and implementing strategy. I believe that our drive to generate value for the agency is a highly fulfilling aspect of my job.

2. What hobbies do you have outside of work?

My favorite way to relax and unwind after work is to play and listen to music. I play guitar, bass, and drums. I love figuring out how other musicians write their riffs — everyone has their own tricks and styles that flavor the way they play. I like to switch it up and play different guitars to

get sounds and tunings, but my favorite guitar is probably my Les Paul.

3. What's something that people don't know about you?

I recently moved out of the D.C. area! I am currently in Tampa, Florida, with my wife, who has started her surgical residency at the Tampa General Hospital (University of South Florida). We are excited for new adventures in a completely new place.

4. Describe yourself in three words.

Thoughtful, easy-going, epistemophile.

5. What's your favorite quote?

"While we wait for life, life passes."

EMPLOYEE SPOTLIGHT: IRENE KNAB



Irene Knab is a budget analyst in the Zone 2 Building Operations Division (BR2B) of the Office of PBS Financial Services. She has been with GSA

since 2014 and lives and works in the foothills of Northeast Georgia, about 80 miles northeast of Atlanta.

1. Which of OCFO's values resonates most with you?

Leading with integrity. OCFO leads a rigorous financial controls environment, as demonstrated through audit results. OCFO

fully achieves its regulatory and compliance roles to ensure GSA is an effective and trustworthy steward of public funds.

2. What advice would you give a new OCFO employee?

Strive for excellence and reach out for training opportunities.

3. What hobbies do you have outside of work?

I enjoy hiking, swimming, and chilling poolside.

4. What's something that people don't know about you?

I am a teacher with the World English Institute. Teaching English using the Bible

for students in Iran, Iraq, Sudan, Miramar, Africa, India, and other parts of the world.

5. What's your favorite quote?

"To laugh often and love much; to win the respect of intelligent persons and the affection of children; to earn the approbation of honest critics; to appreciate beauty; to give of one's self; to leave the world a bit better, whether by a healthy child, a garden patch, or a redeemed social condition; to have played and laughed with enthusiasm and sung with exultation; to know even one life has breathed easier because you have lived — that is to have succeeded."

SHOUT OUTS

- Shout out to **Aaron Scurlock** (BA). Aaron is always volunteering to help out within and beyond OCFO. Recently, he was able to help BG with statistical analysis necessary for the financial audit, and BI with their data modernization process by assisting with the testing of Amazon Web Services WorkSpaces.
 - Thank you to **Tom Kaye** (BBF) for 50 years (!) of federal service.
 - BG shouts out **the OCFO team that led the effort for implementing the new leasing standard**. The team reviewed and processed over 25,000 leasing documents through OCR software, ABBYY. The team worked to resolve exceptions discovered by the bot so that the financial terms were captured correctly. These lease financial terms were scraped directly from the source documentation and will be used for GSA's implementation of the new FASAB lease standard, SFFAS 54. This lease financial information is critical input for the calculations for the asset and liability account balances, as well as proper designation of right-to-use lease asset or short-term lease accounting treatment. This project will have a material impact on PBS's financial statement audit opinion, as well as GSA's overall audit opinion.

This project was originally designed to span 6 months. By bringing together this team of individuals, they were able to accomplish this work in less than 12 weeks.
 - A full-throated shout out to **Jewell Anderson, Ashleigh Sanders, Vivi Tran-Chu, and Mike Wano** (BI) for their immense contributions over the last year toward financial data governance and modernization. The team has worked with the OCFO Data & Evidence Governance Board to:
 - Establish a cohort of data stewards and equip them with a stewardship guide that is serving as a best practice across GSA
 - Develop an OCFO data cataloging manual and provide training sessions on the cataloging tool
 - Design a common set of data quality indicators that have been applied to multiple financial data sets
 - Ingest and catalog 50 financial data sets
 - Conduct an OCFO-wide pilot of MicroStrategy as our potential reporting tool of the future
 - Develop the requirements for a new virtual analytics workspace, and run user acceptance testing.
- This team is leading by example — both within OCFO and across GSA — to create a more integrated, trusted, and accessible environment for data reporting and analytics.
- Shout out to the **Micro Purchase Team** (financial managers of BR): **Aaron Prince** (BR1F, primary lead), **Jan Miller** (BR2F), **Hoa Hua** (BR3F), **Marvin Muhammad** (BR4R-C).
- The team designed, planned, and implemented a new direct payment process in FY23. This new process uses the micro-purchase sheets and an automated bot to create obligations and invoices with no manual data entry into Pegasys. The new direct payment process increases automation, decreases workload, and improves business process performance. Well done, team!
- Congrats to **Keith Brown** (BR3B)! Keith was recognized for his efforts with FY23 studies tracking and execution and applauded by the central office Budget team.

OFFICE UPDATE: AUDIT MANAGEMENT & ACCOUNTABILITY

GSA New Audit Process Automation For Optimization

The Office of Audit Management & Accountability, with the Office of Financial Management's assistance, created Devon, our ICATS Audit Record Creation bot, to automate the processing of incoming audit reports, develop new audit records, and reduce overall development time.

We automated Devon to run from 9 a.m. until 6 p.m. each workday. This process will enable staff to eliminate mundane, repetitive work and allow our analysts to spend more time assisting our

partners with analysis of their audit issues and applying corrective actions to solve them. Devon receives emails containing audit engagement letters or reports, and enters information into ICATS, our repository application. BA personnel then review Devon's work and submit the information from the various letters and reports to release an agency summary.

Bottie, our document upload — and first — bot, is still running like a champ. To date, Bottie has processed over 1,000 multiple-document uploads into ICATS for offices across GSA.

OFFICE UPDATE: BUDGET

A Message from the Director

The fourth quarter of FY 2023 has been a busy time for the Office of Budget. The office worked assiduously over the summer with our partners in all of GSA's programs to formulate the FY 2025 budget request, provide technical assistance to Congress in support of GSA's FY 2024 budget request, and execute the FY 2023 budget.

After several months of coordination with our GSA partners and briefings with GSA leadership, we successfully submitted GSA's FY 2025 budget request to OMB on September 11, 2023. Some of the key highlights from the budget request include:

- A repeated request to get full access to the revenues earned in the Federal Building Fund.
- Increased agency contributions to allow the Technology Transformation Services' shared services to keep pace with agency demand.
- Support, in all of GSA's funds, for meeting the administration's goal of

advancing equity throughout the federal government.

- Investments in multiple funds to support the administration's goal of electrifying the federal fleet.

In the coming months, the Office of Budget will work with OMB and our GSA partners to respond to passback and then finalize GSA's FY 2025 congressional justification. The Office of Budget closed out FY 2023 helping GSA's programs execute their remaining resources and plan for FY 2024 operations under a continuing resolution (CR). The team worked hard to track carryover balances and fund availability to provide the necessary support to our GSA programs as we work through a CR or a potential shutdown.

A OneStream Update

After the successful launch of OneStream for FAS and the WCF in the spring, The Office of Budget turned its attention to finalizing the PBS budget formulation modules in OneStream. The team has successfully built out the Building Operations, Rental of Space, Capital and

Revenue views within the system, and looks to finalize security roles and PBS budget formulation reporting in the coming weeks.

Initial feedback from the budget community on GSA's implementation of OneStream was very positive, and the majority of users prefer OneStream to the Financial Planning Application. As we move into FY 2024 and begin working on the FY 2026 request, the project team will focus on user interface enhancements and refresher training for all end-users. Highlights and upcoming milestones include:

- Briefing the A-suite on the FY 2025 submission.
- Submitting the FY 2025 congressional justification to OMB.
- Briefing OMB on the FY 2025 submission in late September.
- Completing the OneStream PBS build.

OFFICE UPDATE: FINANCIAL MANAGEMENT

Meeting Agency Needs Through Automation

Over the past year, the Process Optimization & Automation Team has been working on a solution for PBS’s Office of Acquisition Management that will standardize and automate compliance with the Davis-Bacon Act.

The act requires contractors and subcontractors on federally funded or assisted construction projects over \$2,000 to pay their laborers and mechanics no less than the locally prevailing wages and fringe benefits for corresponding work on similar projects in the area.

Currently, contracting officers are performing this work manually on a weekly basis for 4,000 contracts at GSA alone, which requires an enormous amount of labor hours.

The prototype solution that BGR has devel-

oped will enable contractors to submit their payrolls electronically and will then automatically verify the rates against the appropriate wage determination from the Department of Labor. When implemented, this will alleviate an administrative burden of around 50,000 hours annually while improving the oversight and compliance with the DBA for PBS and, potentially, other government agencies.

Progress Towards Addressing 2022 Audit Finding

With BG stakeholders taking lead, OCFO is hard at work mitigating the 2022 financial statement audit finding around approval controls for manual entries. This finding was part of the material weakness that GSA received last year. The team performed a comprehensive review of the 600-plus document types that Pegasys processes — categorizing each by how it is

entered in Pegasys and determining which require secondary review/approval by an individual other than the initiator.

Detailed analysis revealed which document types create efficiencies for transactions that are mixed between automated and manual processes, separating the multiple occurrences to better manage manual processes for increased controls. We have also determined which document types should be approved within Pegasys to account for the low- or no-exception rate across 98.5% of all dollars manually initiated. We have responded to two independently verified high-dollar samples that will be used to conduct a larger statistical sample, all designed to provide assurance that no risk of material misstatement exists and to validate that internal controls surrounding manual entries are operating effectively and manual transactions are entered timely and accurately.

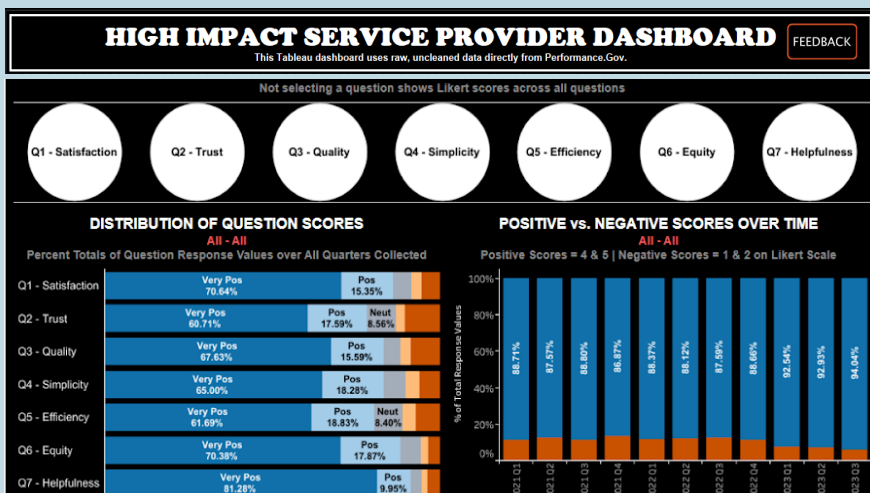
OFFICE UPDATE: ANALYTICS, PERFORMANCE & IMPROVEMENT

Mining Customer Feedback to Improve Government Services

Not only is it an OCFO priority to provide great customer service, “Delivering Excellent, Equitable and Secure Federal Services and Customer Experience” is a top priority in the [President’s Management Agenda](#). BI has been partnering with colleagues in OGP, TTS,

OMB, and even the Department of Labor to better understand what the public is telling us about the performance of High Impact Service Providers. By leveraging a survey data set that GSA had been collecting, BI was able to develop a dashboard to allow service providers to dive into the responses from their customers and users. We also did deep statistical and sentiment analyses on the survey responses for two Department of Labor services, and shared specific insights with their leadership.

(Continued on page 7)



OFFICE UPDATE: ANALYTICS, PERFORMANCE & IMPROVEMENT

BI has also been collaborating with OGP on a “strategic atlas” pilot project that applied natural language processing and generative AI tools to public news reports and documents to get a more comprehensive picture of how federal agencies are engaging on GSA strategic priorities — like low-carbon construction and zero-emissions vehicles. The pilot has resulted in some great insights that are already shaping thinking on how GSA can leverage machine learning and AI tools.

Making the Case for Workforce Flexibility at GSA

GSA has a long history of providing tele-

work and remote work opportunities for employees, experience that came in handy when the pandemic sent most employees to work from home. Now, as the landscape shifts to more of a hybrid work model, it’s critical for GSA to determine the most effective work environment practices while also monitoring performance indicators and customer satisfaction. BI has been instrumental in supporting GSA leadership with the following efforts:

- Quarterly tracking of metrics (mission delivery, customer experience, employee sentiment) to ensure GSA’s performance is continuing to meet high standards, regardless of where

the work is being done.

- Developing GSA’s Work Environment Plan, which was required by the Office of Management and Budget to articulate the agency’s justification for its current work posture and plans for strengthening hybrid work practices going forward.
- Communicating the rationale for GSA’s work posture to managers across the agency during supervisor’s lounges, equipping them to address their teams’ questions and concerns about the future work environment.

OFFICE UPDATE: PBS FINANCIAL SERVICES

BR Zone 1 Leadership Visits Region 5!

Zone 1 wrapped up customer visits in Chicago this quarter! We were able to coordinate our visit with PBS’s new employee orientation, where they had nearly 50 newly hired employees in attendance. The OCFO was able to share an orientation presentation with the new employees and participate in many of the festivities. It was a great way to close out the fiscal year.

BR Teams Support PBS Regions with the Transition to OASIS



Pictured above (left to right): Teresa Williams, Larry Gumber, Nam Dy, Kenneth Connaire, Gee Zawolo, Lee Berrier, Naima Prince, Robbin Sowieja, James Taylor, Wayne Edwards, Evelyn Yang, Tonya Polk, Brian Rossi, Sha Rhonda Foster, Elyssa Musaraca, Kimberly Fielding, Erzsebet Ujvary, Brian Stetson, Anna Kiryk, Rayetta Brown, Rachel Wesley, Alicia de Flores, Tomeika Manuel, and Merrin Legate

PBS’s Occupancy Agreement & Space Inventory System, or OASIS, is GSA’s new occupancy agreement and drawing system, and includes a customer approval and rent/OA service component that became operational in August. The system replaced OA Tool, eSMART, RBMT, CARTS, and DARTS. BR supported PBS teams with this major transition by collaborating across offices to ensure program and financial internal controls were in place. During system implementation, while REXUS was down, the Leasing and Revenue (BRL) teams developed and deployed a process to ensure regional fund certifications occurred timely, and the PBS Analytics team monitored rent roll and billing operations.

ANALYTICS COMMUNITY OF PRACTICE UPDATE

As we close out FY23, the Analytics Community of Practice has been reflecting on our growth and impact. In FY23, the A-CoP added 156 members and held 18 events — with an average attendance of 70 people per event! This is a 46 percent increase in membership growth over FY22, and a slight increase in our average event attendance. If you missed any of our learning series or meetings this year, you can find all of the recordings and materials on the [Analytics Hub](#). And if you still haven't joined the A-CoP, you can do that on the Hub too!

ENGAGEMENT TEAM UPDATE

In Q4, the Engagement Team successfully planned and executed the first ever OCFO Wellness Month initiative. The team organized a diverse range of activities that catered to physical, mental, and emotional well-being to ensure that everyone in OCFO could participate and engage. The team's careful coordination of logistics, attention to detail, and their ability to anticipate potential challenges contributed to a seamless flow of events. We hope that everyone who participated enjoyed the activities and found them beneficial.

What did you like the best? Was anything missing? We would love to hear from you. It's not too late to [provide your feedback!](#)

In addition to the OCFO Wellness Month initiative, the team also developed and launched the [Employee Engagement Google Site](#) page as a central hub for all things related to employee engagement, including updates on Engagement Team initiatives and events.

As we kickstart the new fiscal year, we would like to extend the opportunity to all OCFO employees to volunteer for the following key roles on the team: [chair/co-chair](#), [OCFO Google Site content manager](#), and [general team members](#).

For more information, or if you are interested in any of these roles, email [Kristin Williamson](#), [Mia Drane-Maury](#), and [Ebony Taylor](#).

EQUITY TEAM UPDATE

During the fourth quarter of fiscal year 2023, the Equity Team continued its work to embed and advance DEIA principles and practices in the workplace in support of equitable service delivery and operations.



Along those lines, the Equity Team is super excited to announce that Evan Farley (BA) has joined the OCFO Equity Team leadership cohort as the executive sponsor. In this role, Evan will maintain and articulate a clear vision for change that is linked to OCFO's strategy. He will champion the change necessary to foster an inclusive environment while also ensuring the Equity Team has what it needs as we move forward with the effort. **Welcome, Evan!**

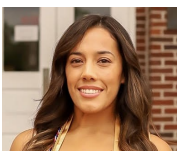
Additionally, the Equity Team continued to drive change and support the DEIA enterprise effort with the DEIA maturity model, which was leveraged to inform the DEIA SES Assessment. The assessment, led by A-suite, was distributed during this quarter and, at the aggregate level, will be a tool to support action planning and establishing the long-term trajectory and performance of DEIA and equity efforts. This will support the key capability "Putting People First" and the new external measure of Equity and Organizational Effectiveness Optimization, as reported in GSA's Annual Performance Plan and Report.

The Equity Team, with the support of OCFO leadership, remains excited about what's ahead. To that end, OCFO employees, at all GS levels, interested in becoming a member of the Equity Team or learning more are encouraged to complete the [Equity Team Sign-up form](#) and **JOIN US!**

The OCFO Equity Team

[FY23 Equity Team One-Pager](#)

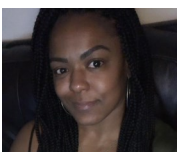
HAIL & FAREWELL



Welcome to **Cristina Viveros** (BGR)! Cristina joined BGR in July. Prior to joining GSA, Cristina was a data analyst for the Federal Bureau of Investigation for a little over a year. She served 6 years and 3 months in the U.S. Army as a special agent for the Criminal Investigation Command, and holds a bachelor's degree in information technology, cyber security. She is currently enrolled in a master's program for data science at Texas Tech. In her free time, she enjoys working out, running, and spending time with her family.



Welcome to **Aria Lippolis** (BGF)! Aria joined BGF in July. She graduated from BYU in August 2022 with a business management degree with an emphasis on human-centered design. While still in college, she participated in an independent, student-run nonprofit as a consultant and chief marketing officer. She has helped three new businesses get off of the ground and into the competitive market. In her free time, she enjoys Polynesian dance and making costumes.



Welcome to **Jasmine Speed** (BG2DAA), who joined BG in August! She received her bachelor's in finance from the University of Maryland Eastern Shore. She has been working in accounting for about 11 years. Her most recent role was an AP/payroll specialist for a non-profit organization. She is also a basketball trainer and coach in her free time, and has been doing that for about 13 years.



Welcome to **Daniel Gomez**! Daniel joined BG2DAA in August. He is a professional singer in the shower. Daniel served eight years in the U.S. Army as an Infantryman, where he held several leadership positions and dealt with a great amount of responsibility. He has grown a strong connection to what he values most in life. God, country, and family have been a foundation for him and to whom he owes where he is today.

After his military service, he decided to pursue his degree and earned a BBA in business analytics from the University of North Texas. He is now focused on his transition into GSA where he hopes to apply his skill sets and education. He is supported by his wife and three kids, who he loves spending all his free time with. Daniel enjoys coaching his kids youth sports and attending sporting events with his family. He is grateful to become a part of GSA and looks forward to a rewarding career.



Welcome to **Lindsay Brown** (BG2DAA), who joined OCFO in August. She previously worked for VA Central Plains Consolidated Patient Account Center in the Denial Management Specialist Department as a financial accounts technician. Before working with the government, she was a financial counselor for Atchison Hospital. She graduated from DeVry University in 2009, receiving her bachelor's in science and management, and graduated from American Academy of Professional Coders with a medical coding training certification in 2010. She has been married for 11 years. She and her husband have two children that they raise on their farm.



Welcome to **Hien Nguyen**, who joined BG2DCB in August! Hien began her accounting career at The Hertz Corporation and earned extensive experience across the accounting department that started from cash — bank reconciliation, revenue — reserve, and fixed asset. She then joined the Air Force Audit Agency where she was responsible for conducting local and enterprise audits at the installation level for the Field Activities Directorate, Western Region. Hien is currently working as a property accountant.

HAIL & FAREWELL



Welcome to **Ivonne Decuire**, who joined BG2DAA in August. She was born and raised in Dallas, Texas. She attended the University of Texas at Arlington, where she received her bachelor's degree in science. She holds master's degrees in both health systems management and business administration. She is a Lean Six Sigma Yellow Belt. Previously, Ivonne worked in facility revenue for the Department of Veteran Affairs as a reimbursable billing technician. Ivonne also has experience in accounts management, project management, payroll operations, and administration. In her spare time, Ivonne likes to listen to music. Her favorite genres include R&B, soul, and jazz. Ivonne likes to read books and learn new things. A fun fact about her is that she grew up with six sisters and five brothers! She loves to connect and visit with family and friends. Lastly, she likes to travel to new places around the world.



Welcome to **Edward (Eddie) Beall**! Eddie joined BG2DDC in September. Eddie has a bachelor's degree in finance from Towson University. He served 15 years in the Army and National Guard as an infantry soldier. He served as a squad leader to develop young soldiers into leaders and train them for combat.

Eddie has three years of experience in financial accounting, data reconciliation, booking and settling trades, and processing of month-end closing for Bank of New York Mellon. Then, Eddie worked five years as a security police officer for the Department of Energy and Homeland Security. He conducted access control, helped develop strategy to mitigate criminal activity, investigated incidents and provided detailed reports, assisted in training officers with active shooter exercises, and collaborated with law enforcement at all levels. Eddie is happily married and enjoys spending time traveling with his wife and playing drums. Eddie gladly makes his return to finance, and he is thrilled to contribute to the Rent/Misc. AR team.



Welcome to **Jonathon (Jon) Dalsing**! Jon joined the Financial Disbursements and Operations Branch (BG2ECB) as the supervisor of the Travel/Relocation & Credit Card Section in July 2023. After serving in the Air Force, Jon went to work for the U.S. Army Corps of Engineers, where he worked his way up from a staff accountant to the financial manager. Jon has a master's in accounting at Colorado Technical University.



Welcome to **Arif (Ari) Shaban**! Ari joined the Pegasys Financial Services, Financial Information Control Branch (BG2EAB) as a supervisory accountant in July 2023. He started his federal career with the IRS as a tax examiner then joined the USDA External Services Branch as a financial analyst in 2015. Ari was then promoted to an accountant in the External Services Branch in 2019. He moved to the USDA NIFA organization as an accountant for the DATA Act team in 2021.

Ari grew up in South Florida where he umpired youth baseball throughout high school and college.

HAIL & FAREWELL



Welcome, **Caress Alexander** (BR3B)! Caress joined the BR Zone 3 Building Operations Division serving Region 8 as a budget analyst in July. She joins the team from the Northern Service Center at the Public Buildings Service Dallas Field office, where she worked as an administrative support specialist. Prior to joining GSA, Caress worked at the United States Citizenship and Immigration Services as an operation support specialist with the Budget Management Group. Caress also is an Army veteran, and served in the military as a supply specialist for 10 years. Caress has three beautiful children with her loving husband. During her free time, she likes to go to brunch with friends, travel, and also enjoys spending her free time with her family. Caress is excited about this new adventure.



Welcome to **Renee Gerges** (BR3R)! Renee joined the BR Zone 3 Reimbursable and Capital Projects Division serving Region 10 as a budget in July. Renee held a position in the Financial Services Division, Accounts Receivable Branch, as a financial analyst, for the past 7 years. Prior to joining the federal government, Renee worked in several private sector companies as an accounts receivable specialist.

Renee earned a bachelor's degree in business administration with a concentration in finance. Outside of work, Renee enjoys spending time with her husband and two children. Renee is excited about learning and growing with her new team in the RWA and Capital Division.



Welcome to **Edna Coley** (BR4B)! Edna joined the BR Zone 4, Building Operations Division managing the International Trade Commission budget in July. She is currently pursuing a bachelor's degree in accounting at the University of Maryland Global Campus. Edna has extensive prior experience, including strategic financial planning, resource management, system improvements, and serving as a training liaison. Her background includes serving as a budget analyst with the 502nd CPT, 390th Cyberspace Operations Squadron at Joint Base San Antonio, and with the Defense Information Systems Agency (DISA) in Washington, D.C. Edna is a mother of two children, aged 19 and 20. During her leisure time, she finds joy in traveling and reading.



Welcome to **Tavoris Vaughn** (BR)! Tavoris joined the BR front office in September. Prior to joining the BR front office, Tavoris served as the project lead at the NCR Office of Acquisition's Training Branch, where he played a key role in implementing the receiving report module in EASI. He also conducted training sessions for NCR and other regions on EASI usage and efficiently responded to procurement management reviews and various audits.

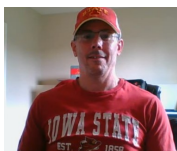
Throughout his career, Tavoris has held significant roles, including procurement analyst positions in both the Systems Management and Data Analytics Branch and the Policy Branch. Tavoris holds dual bachelor's degrees in business administration and sociology, earned from the University of North Carolina at Charlotte. Beyond his professional achievements, Tavoris enjoys spending quality time with family and friends, as well as exploring international travel opportunities.

Welcome to **Wilson Charles** (CSDE1)! A participant in the Emerging Leaders Program, Charles is currently on rotation to the Zone 2 Financial Management Division and will be with the team through December.

HAIL & FAREWELL



Farewell, **Grace Dragna**! Grace was a summer intern in the Office of Budget who joined GSA through the Partnership for Public Service's Future Leaders in Public Service program. She has returned to the University of Georgia where she continues to pursue her master's in public administration.



Farewell to **Mark Brandt**, accountant in the Financial Information Control Branch, Cash Control Section (BG2EAA). Mark retired at the end of September after completing more than 34 years of government service. Mark spent seven years with Army Audit Agency, seven years with the Dept. Finance and Accounting Service, and more than 20 years working with GSA finance, including eight years at USDA. While at GSA/USDA, he worked in multiple sections, including travel and FEDPAY, prior to moving to the Cash Control Section. He has a wealth of knowledge and has made a positive impact for GSA, the external clients, and Pegasys Financial Services. Certainly, Mark will impact others in his new endeavors as he has at GSA. Mark's retirement plans include traveling with his wife, Amy, visiting family in Iowa, attending Cyclone games, and visiting state and national parks.



Farewell to **Miriam Pearson** from BR Zone 3's Financial Management Division. Miriam has been quietly supporting PBS with vendor code requests and data management for the past 8 years. Miriam is retiring in early FY24 to support her family in the Philippines.

Farewell to **Leah Brunner**. Leah started her summer GSA internship with BGF on June 5, 2023, and left on August 16th to return for her college education. She mastered the returns process in the Reimbursable Agreements Branch and also shadowed financial management analysts in the Financial Operations & Controls Branch. Best of luck, Leah, for the rest of your time in school!

Farewell to **Matilda Gaze** from BR Zone 2's RWA Capital & Capital Projects Division. After serving first as a contractor and then as a GSA federal employee for the last 13 years, Matilda retired on September 30th. She supported the Region 7 RWA program and will be greatly missed by her co-workers and customers.

Farewell to **Stacy Giffin** from BR Zone 2's Financial Management Division. Stacy departed GSA in August to take a promotion with FEMA.
