

Rastus Nelson

Alenhurst, GA

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Veterans Service Representative

Veterans Benefit Administration - Tampa, FL

May 2020 to Present

- Make determinations as to the eligibility for the type of benefit sought to include questions relating to adequacy of military service, medical evidence and the evaluation of evidence of income, employability, dependence and relationship.
- Request examinations, re-examination or opinions to evaluate disabilities resulting from diseases or injuries.
- Review claims cases to assure all issues have been addressed, applies and interprets VA laws, including veterans' case law, existing statutes and procedures, precedent rulings and state law in the adjudication process.
- conduct interviews in person or by phone with veterans, representatives and advocates to explain the full range of VA benefits and related programs.
- Prepare and release correspondence for use by other federal, state and local agencies.
- Utilize various electronic data processing (EDP) systems to input data for processing claims and generating automated correspondence.

Senior Healthcare Representative

Army - Fort Stewart, GA

January 2016 to May 2020

Serves as the Senior Advisor which oversees personnel training requirements, training database, online training, training statistics, training guidance, training calendar development, providing tactical/technical guidance and professional support to subordinate units. Assists personnel with their claims process, medical facts, and maintaining correspondence with the Disability Evaluation System (IDES) which primarily consists of the Medical Evaluation Board (MEB) and the Physical Evaluation Board (PEB) support structure. Supervise lifecycle project management and corrective action implementation overseeing the work efforts and providing technical support and advise to senior leadership.

- Develops personalized written communication and customer support to wounded, ill, and injured employees which required rehabilitative care and complex medical management that improved the successful return to work rate by 53%
- Creates and implemented a database tracking system that analyzed data which resulted in a 94.4% performance increase in the Organizational Inspection Program
- Develops a company integration plan which maximized the performance of newly assigned staff; improved the work output by 60% within 90 days of the initial probationary period

- Implements procedures to improve administrative and sensitive support for high risk personnel which resulted in a 30% decrease in overall risk impact level
- Restructures the unit's recognition process program which resulted in increased staff morale and productivity by 25%
- Creates processes that improved the successful civilian transition compliance rate from 56% to 98%
- Prepares written correspondence to subordinate leaders and civilian staff via email and daily situational reports
- Maintains calendar for all battalion level events on a daily through monthly basis

Healthcare Supervisor

U.S. Army - Fort Stewart, GA
January 2016 to January 2019

Serves as a Platoon Sergeant in the Fort Stewart Warrior Transition Battalion in support of the Army's mission to heal and support Soldiers in Transition (ST's) and their Family members; responsible for the command and control, health, welfare, morale, discipline, and training of 34 ST's during physical disability evaluation process and Veterans Affairs transfer; coordinates with specialized physicians, patient administration, and Nurse Case Managers to ensure all medical requirements are met; trains, coaches, and mentors four subordinate Squad Leaders.

Operations Supervisor

U.S. Army - Fort Stewart, GA
January 2015 to January 2016

Served as the Senior Operations Sergeant for the 3rd Sustainment Brigade headquarters. Managed, supported, and evaluated operations, training and Mission Command for two battalions, eight separate companies and civilian customers. Controlled and monitored the distribution of information and orders from the Brigade Headquarters to higher and subordinate commands. Utilized decision making skills when tasking units based on capabilities and assets and provided technical and doctrinal advice to operations staff, Deputy Commander and Brigade Commander.

- Supervised the Division Pregnancy Physical Training program consisting of 54 Soldiers; maintained accountability of all assigned personnel
- Mentored 10 personnel across the COUPS; 4 personnel were promoted to management and supervisory levels
- Directed and supervised the accountability of equipment valued at \$10M+ with zero loss or damage
- Processed 129 Fragmentation Orders from 3rd Infantry Division and accurately tracked over 300 tasks to two separate battalions

Instructor

Army
April 2012 to May 2014

Served as the Battalion Master Resilience Trainer for 26th Brigade Support Battalion, 2ND Armored Brigade Combat Team; responsible for administering and providing oversight of the battalions equal opportunity and resilience program; advises the commanders on their respective unit resilience training program; manages six master resilience trainers throughout the battalion; facilitates the equal opportunity and resilience training for over 440 Soldiers.

- Recognized as the most Distinguished Instructor on Fort Stewart by the CSF2 team; scored a 100% on all Comprehensive MRT evaluations.
- Significantly improved the mission capability of this battalion by executing a superb resilience program that increased the battalion overall readiness
- Trained over 2,200 Soldiers in three months for 3ID replacement center which greatly improved their overall psychological fitness and morale
- Educated Soldiers on valuable resilience skills that improved their professional and personal life which resulted in stronger relationships and increased duty performances
- Mentored and counseled personnel which resulted in 45 seeking career progression through college courses and continued job training opportunities

Education

some college in Computing

Central Texas College - Killeen, TX

Skills

- Mentoring (10+ years)
- Military Experience (10+ years)
- Information Management Officer (5 +years)

Military Service

Branch: United States Army

Rank: E7

Certifications and Licenses

CCNA

May 2003 to May 2006

Network+

July 2014 to July 2018

Additional Information

Instructor Certification in Resiliency Training