

# Bruce W. Wills

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**Summary:** 30+ years of progressively responsible experience in intelligence analysis, security, data mining, writing, editing, and managing both mission and personnel. A proven leader in military, contractor, and civil service environments. Outstanding written and verbal communications skills; excellent analytic ability. Equally effective as a team member or in solo role. Solid interpersonal skills; highly adept at working under tight deadlines with dynamic priorities.

## Work Experience:

### **Nova Southeastern University**

#### **Process Improvement Consultant (Intern)**

**Fort Lauderdale, FL**

**7/2014 – 10/2014**

Tasked with improving existing processes in Advancement and Community Relations (ACR) Division

\* Recommended improvements to processes for subsequent incremental implementation and control

\*\* Created process map to define current state and identify bottlenecks

\*\* Measured outputs and variability for current state processes

\*\* Analyzed variability incidents to identify root cause

\*\* Modeled improvement successes for four-person operation:

\* Flowcharted new internal processes; teams leveraged charts to create Standard Operating Procedures

### **Missile Defense Agency**

#### **Intelligence Research Analyst**

**Fort Belvoir, VA**

**07/2013 – 07/2014**

\* Led multiple research and security efforts in matrix-structured organization

\* Managed Agency Open Source Intelligence analysis effort

\* Managed intelligence portfolio for International Affairs

\* Cemented partnership with intelligence community

\* Synchronized disparate elements of Ballistic Missile Defense System with uniform Intelligence updates

### **Chenega Federal Systems**

#### **Deputy Program Manager**

**Guantanamo Bay, Cuba**

**04/2012 – 04/2013**

#### **/Senior Intelligence Analyst**

\* Liaised between contract analysts and client representatives

\* Determined most efficient and reliable method to obtain information to fill intelligence gaps

\* Partnered with collectors converting raw information into coherent, concise intelligence reports

\* Wrote and published complex all-source terrorism intelligence products for DoD

\* Assessed trends and threat implications to support detention operations and military commissions

\* Answered requests for information from other parts of Joint Task Force-Guantanamo Bay (JTF-GTMO) and from other elements of the IC; liaised with subject matter experts on the requested information and generates a timely response

\* Assessed potential threats and/or vulnerabilities precipitated by select detainees' transfer

\* Collected and disseminated OSINT potentially impacting detention operations at JTF-GTMO

\* Mentored junior analysts to help further develop their analytic skill set

### **CARmax**

#### **Sales Consultant**

**Fort Lauderdale, FL**

**09/2011 – 04/2012**

**San Antonio, TX**

**02/1999 – 08/2001**

\* Effectively managed customer relationship in retail environment

- \* Highly efficient in sales call center; customers felt at ease to reveal needs; converted needs into sales
- \* Company received numerous letters from customers expressing pleasure in buying from me

**ManTech International Corporation  
Program Manager**

**Miami, FL  
12/2006 - 09/2011**

**/Senior Intelligence Analyst**

- \* Managed all aspects of 12-person government contract
- \* Oversaw intelligence operations requiring broad and in-depth analysis, synthesis, and evaluation
- \* Represented SOUTHCOM Counterterrorism Division at other government agencies
- \* Presented briefing of research to partner nation analysts
- \* Advised federal law enforcement (LE) operators and analysts during investigations and operations

**Lockheed Martin Information Technology  
Senior Counterterrorism Intelligence Analyst**

**Guantanamo Bay, Cuba  
05/2005 - 12/2006**

- \* Recommended courses of action concerning disposition of detainees from Global War on Terrorism
- \* Determined the individual detainees who were most likely to provide actionable intelligence
- \* Collected, exploited, analyzed, and reported counterterrorism intelligence
- \* Maintained liaison with other federal agencies on collection and analysis issues

**U.S. Air Force**

**08/1981 – 02/2005**

**Omitted for brevity. Further information available upon request.**

**Education:**

**MBA**, Process Improvement, Nova Southeastern University, (Proj. Aug, 2016) (33 SH completed)

**BS**, Business Administration      Grantham University      2011

**AAS**, Adult Education      Community College of the Air Force      1996

**AAS**, Network Analysis      Community College of the Air Force      1990

**Professional Associations:**

American Society for Quality (ASQ) – Branch Chair (1510 Student Branch)