



UNITED STATES DEPARTMENT OF COMMERCE
U.S. Census Bureau
Washington, DC 20233-0001

To Whom It May Concern,

This letter of recommendation is a bit longer than usual in order to do some justice. Choosing public service has its costs and benefits, and employment with the Department of Commerce in the Bureau of Census during the 2020 Enumeration is no exception. Requisitions to interview people by phone for available positions are computer-generated almost at random based on a set of minimum requirements. In order to serve, Brandon WilliamsCraig, for whom this letter is written, accepted a position as a "Clerk" despite applying as a Supervisor, holding a Ph.D. and teaching graduate psychology, and having over two decades of administrative management and leadership experience. He then went on to work across departments, completing special projects of every kind whenever asked, in a timely fashion and with almost no error rate, while improving and designing systems and training all levels of staff to use them. A partial list of his work follows, as an illustration and in case it might prove helpful in contributing to his later success.

While reporting to our Administrative Manager, Brandon used our Oracle/PeopleSoft DAPPS System extensively. He pulled data of all kinds from DAPPS into Excel, removed, tallied, analyzed, and submitted it for use by all levels of management up and down our regional chain of command. He independently interviewed, evaluated, and hired new employees, going on to verify, enter, and submit their personal data and payroll requests thereafter. He took on, improved, wrote the instructions for, and then trained supervisors and clerks to complete our essential Daily Hired-Cleared report. We deployed him to attend the beginning of training days, both on and off-site in order to guide new employees and supervise trainers through the onboarding process.

At the time of his hiring, multiple, static spreadsheets were in use by individuals to track the selection and hiring process. The Admin Manager tasked Brandon with regularizing the data and designing one dynamic system that all staff then used to update and have access to real-time data. He created the system, maintained and audited it, and trained all levels of staff to use it. In order to provide a digital environment that allows for dynamic Office 360 workflow, he activated the MS SharePoint infrastructure in use across the Census but not yet in our Area Census Office, formed workgroups for upper management and by department, and trained most staff in their use, as well as in the extended use of Word, Excel, and other Microsoft applications, acting often as a liaison with and translator for IT.

He was tasked with collaborating on the set-up and supervision of all credentialing equipment and functions, troubleshooting software and hardware roadblocks in order to fingerprint applicants for Census Investigative Services background checks, as well as fingerprinting, photographing, and badging all current employees while assisting with resets and access issues. He pulled, sorted to spec, and printed or distributed all-region scheduling data and reports, as well as training and securing system access for all other credentialing staff. He designed the processes and literally wrote the book on which all other credentialing staff and processes rely. This is in addition to serving applicants of every description and special need while processing their fingerprints and photos.

When Covid-19 required that we all stay home and participate in remote training, the Admin Manager asked him to create from scratch a system for tracking training opportunities and employee participation, thereby making him a secure (sworn and credentialed) bridge between private and federal data systems.

Then he was transferred to the Field Operations department. Under two Census Field Managers, he was made responsible for creating a daily Census Field Manager Report that tallied data from Census Field Supervisors as they tracked the performance of all Enumerators under their supervision. He also took on the operation of the Supply Room receiving, tracking, and distributing all materiel entering and leaving the Area Census Office. This included the daily Area Census Office Inventory and Checklist verifying the contents, equipment, internal safety elements, and features of perimeter security. For the first time in our ACO, he documented and continually updated Supply Room Standard Operating Procedures, managed Personal Protective Equipment and supplies for the entire Area Census Office, again creating systems from scratch to track usage and stock data, analyze same, create daily and weekly reports, and send data directly to our headquarters, the Regional Census Center. All this was accomplished while receiving and distributing all ACO supplies, reviewing needs, creating an Inventory Tracking System from scratch, and submitting timely requisitions. During this time he also continued to assist the Admin Department with payroll records, and by processing Census Field Supervisor and Enumerator information in preparation for creating training cohorts, as well as tracking training progress thereafter.

Toward the end of our mission, while Brandon continued to perform the duties above, the Lead Census Field Manager recruited him to design, present to management, receive approval for, deploy, and manage an employment service which helped existing employees to secure employment beyond the termination of the 2020 Census operation. Towards this end, he created a step-by-step guide to secure employment opportunities, provided orientations, built out workflow and resources, brought to serve our needs a system he had already deployed to assist his students and colleagues, and drove results by generating letters of recommendations for all ACO employees, despite our technically "temporary" status.

A selectee to be Employee Of the Week, Brandon is ready, willing, and more than able. You may rely entirely on his being able to deliver on whatever he agrees to do. His innovative approach and extensive employment history make him an effective generalist, subject matter expert in many areas, and fully qualified manager. Please consider him when you need a new team member who can be relied upon absolutely.

Sincerely,

Signature

Printed Name

Department & Title

Shelvi Uraha
Tanya Hansen
Vikki Nwaka

Shelvi Uraha
Tanya Hansen
Vikki Nwaka

Field Ops, Office Operations Supervisor
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