

**Privacy Notice**

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**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Domestic Violence Fatality Review Team

**Please select your third Board preference: \***

Library Commission

**Please select your fourth Board preference: \***

Wake Technical Community College Board of Trustees

**Please select your fifth Board preference: \***

Agricultural Advisory Board

**Please select your sixth Board preference: \***

Industrial Facilities and Pollution Control Financing Authority

Michele

First Name

A

Middle Initial

Joyner-Dinwiddie

Last Name

732 Gimari Drive

Street Address

Suite or Apt

Wake Forest

City

NC

State

27587

Postal Code

**What district do you live in?**

None Selected

Mobile: (919) 495-7642

Primary Phone

Mobile: (919) 346-3660

Alternate Phone

sevimliayse@gmail.com

Email Address

WCPSS

Employer

Teacher

Job Title

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**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

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**In order to assure countywide representation, please indicate your place of residence:**

Wake Forest

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I have served on other boards and want to help give our community a voice. I take pride as a minority and want to help our community grow in ways that benefit all of our constituents. I love to serve and take serving my community as a priority in any way I can. Serving on any board or Commission allows me to utilize my passions to equip my community with the best I can.

## Work Experience

I have worked for WCPSS for almost 5 years and ran for office with the NC House of Representatives, District 35 this past March. I did not win the primaries as I was running against the current incumbent who has been doing a fine job, but wanted to help my community by having a voice at the decision table.

## Volunteer Experience

I have served on many boards, including Big Brothers Big Sisters, and have volunteered with them, other organizations, schools, and most recently my children's JROTC at Wake Forest HS. I also served as their Board President for the 2024-2025 school year.

## Education

I have my BA in Speech Communication from UNC-Chapel Hill, my M.Ed in Curriculum and Instruction from National-Louis University, and my Ph.D from Barry University in Educational Leadership and Administration.

## Comments

Thank you for this opportunity to serve my community!

[Resume2026.docx](#)

Upload a Resume

Michele A Joyner-Dinwiddie

\_\_\_\_\_  
If you have another document you would like to attach to your application, you may upload it below:

\_\_\_\_\_  
Please upload a file

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## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

Other

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## Other

### How did you become aware of Wake County volunteer opportunities?

County Website

### If you selected "Other" above, how?

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

# MICHELE AYSE JOYNER-DINWIDDIE

C: 919-495-7642 | E: sevimliayse@gmail.com | Time Zone: EST

## PROFESSIONAL SUMMARY:

Over 25 years of experience in education, gaining valuable transferable skills in instructional design, strategic planning, project management, and various learning management systems. Strong track record of quickly learning and adapting in new and complex situations. Eager to leverage a diverse range of talents in a new and engaging professional setting. Committed to lifelong learning and personal development.

## EXPERIENCE:

### **WAKE COUNTY PUBLIC SCHOOL SYSTEM - Raleigh, NC, ES Teacher 10/2022 -Present**

- Connect with county programs to ensure common goals are assessed and achieved
- Promote student-centered achievement by contributing in team and IEP meetings
- Develop and implement lesson plans for scholars and IEPs utilizing Canvas
- Establish excellent relationships with our families by meeting with parents and teachers
- Managed classroom behaviors and discipline according to schoolwide guidelines

### **FREEDOM MORTGAGE - Remote, Corporate Trainer 11/2020 - 08/2022**

- Demonstrated highly consistent functional knowledge of all Call Center processes on a consistent basis
- Facilitated classroom and coaching experiences utilizing deep subject knowledge on methodologies that support the Loan Advisors function
- Utilized proven teaching methods and sales techniques to achieve results above projected deadlines
- Instructionally designed and collaborated on training materials to ensure maximized success
- Applied impactful tools and methodologies to support the development of innovative scripts, process flows, and new sales techniques that multiply impact for the Call Center

### **EDUCATES, LLC - Mequon, WI, Education Behavioral Specialist 12/2019 -7/2020**

- Collaborated on behavioral goals with students to create individualized success plans
- Connected with county programs to ensure common goals are assessed and achieved
- Established excellent relationships with our families by meeting with parents and teachers
- Promoted student-centered achievement by contributing in team and IEP meetings

### **CROSS TRAINERS ACADEMY - Milwaukee, WI, HS Math Teacher 8/2019 - 12/2019**

- Evaluated scholar's abilities and knowledge of subject topics through assignments and assessments
- Promoted school values through participation and teamwork in academy staff meetings
- Designed a course of actions for planning to educate scholars with assisting staff members

- Developed and implemented lesson plans for scholars and IEPs utilizing Canvas and Articulate360
- Established excellent relationships with our families by meeting with parents and teachers
- Managed classroom behaviors and discipline according to schoolwide guidelines

**DOODLE BUGS! LEARNING ACADEMY** - Mars, PA, **Director** 10/2018 - 4/2019

- Managed the implementation and development of delivery of programs
- Provided instructional and operational staff with professional development opportunities
- Developed excellent culture for families and staff that established relationships utilizing hands-on leadership and communication
- Conducted recruitment efforts and developed retention plans for qualified educators and staff members
- Promoted visibility in the community through speaking engagements to increase center resources for education and sales
- Increased center enrollment by exceeding sales goals, contributing to build profitability at the local level

**WOMEN FOR A HEALTHY ENVIRONMENT** □ Pittsburgh, PA, **EPS** 01/2017 - 10/2018

- Coordinated the Healthy Schools PA program, a program that support development and community throughout the Southwestern PA school district
- Conducted social media management through promotional marketing regarding program and local events
- Developed school media presence and established publicity and notoriety amongst group and efforts
- Organized and executed events through marketing and press relations - prepared content for social media, email marketing, and press releases
- Conducted and created business proposals by negotiating with event organizers and managing correspondence
- Awarded a Green Ribbon school status; Managed efforts associated with funding and application process

**EDUCATION:**

**Barry University - Orlando, FL Ph. D in Leadership and Educational Administration**

**NLU** □ Orlando, FL, Ed. S in Educational Leadership

**NLU** □ Orlando, FL, M. Ed in Curriculum and Instruction

**UNC** □ Chapel Hill, NC, B.A in Speech Communication

**SKILLS:**

- |                                       |                               |
|---------------------------------------|-------------------------------|
| • Instructional Design and Delivery   | • Researching Methodologies   |
| • Employee training                   | • Strategic Planning          |
| • Human Resources and Payroll         | • Written Communication       |
| • Innovative Leadership               | • Program Implementation      |
| • Internal Communications & Marketing | • Mentoring                   |
| • Program Development                 | • Oral Communication          |
| • Certified Lean Six Sigma Black Belt | • Learning Management Systems |

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**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Commission for Women

**Please select your third Board preference: \***

City of Raleigh Housing Appeals Board

**Please select your fourth Board preference: \***

Knightdale Land Use Review Board

**Please select your fifth Board preference: \***

Planning Board

**Please select your sixth Board preference: \***

Triangle Transit Authority Board

Shynese

First Name

Hockaday

Last Name

Middle Initial

1100-205 Poplar Crest Drive

Street Address

Suite or Apt

Knightdale

City

NC

State

27545

Postal Code

**What district do you live in?**

None Selected

Mobile: (984) 204-9907

Primary Phone

Mobile: (984) 204-9907

Alternate Phone

shynese.hockaday@gmail.com

Email Address

North Carolina Central  
University

Employer

Graduation Specialist

Job Title

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**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

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**In order to assure countywide representation, please indicate your place of residence:**

Knightdale

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I am interested in serving on the Wake County Board of Commissioners because I am passionate about strengthening our communities and ensuring that residents have access to the resources and opportunities they need to thrive. Through my work in the community, I have seen firsthand the challenges many families face, and I want to be part of the leadership that helps create solutions and equitable opportunities for everyone in Wake County.

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## Work Experience

Working in higher education has allowed me to witness firsthand the importance of advocating for education from multiple perspectives while ensuring students are properly prepared to navigate and succeed within the higher education environment.

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## Volunteer Experience

In addition to volunteering in my community, I founded iRise Foundation Incorporated to address the needs of underserved populations. Our work focuses on supporting first-generation college students, assisting veterans, and providing essential resources to individuals experiencing homelessness.

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## Education

In 2015, I earned a Bachelor of Arts in Mass Communication from Saint Augustine's University. In 2020, I obtained a Master of Public Administration from North Carolina Central University. I am currently on track to complete my Doctorate of Education in Organizational Leadership in December 2026.

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## Comments

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[S. Hockaday\\_2026\\_Resume.docx](#)

Upload a Resume

\_\_\_\_\_  
If you have another document you would like to attach to your application, you may upload it below:

\_\_\_\_\_  
Please upload a file

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## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

African American

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## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

\_\_\_\_\_  
In 2025, I completed the Knightdale Mayor's Academy, and various members of the commission encouraged participants to get involved!

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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**Shynese N. Hockaday**  
[Shynese.Hockaday@gmail.com](mailto:Shynese.Hockaday@gmail.com)  
984.204.9907

**EDUCATION**

**Doctor of Education in Organizational Leadership** **2024-Current**  
South College

**Master's in Public Administration** **May 2020**  
North Carolina Central University, Durham NC

**Bachelor of Art in Mass Communication, Concentration in Public Relations** **May 2015**  
Saint Augustine's University, Raleigh NC

**EXPERIENCE:**

**iRise Foundation Incorporated** **July 2024**  
*Founder-Board Chair/Wake County*

- Developed the organization's mission, vision, strategic plan, and fundraising efforts.
- Built the initial Board Members for the organization.
- Worked with a third-party vendor for 510(c)3 status.
- Manages day-to-day operations for the organization.
- Hosts month meetings with Board Members.
- Contact local clothing stores, eateries for donation, sponsorships, etc.

**North Carolina Central University** **May 2023**  
*Graduation Specialist/Durham, NC*

- Serve students with at least 52 credit hours in the Biological and Biomedical Sciences Department.
- Conduct advising sessions with students on my caseload (currently 168 students) to ensure students are taking courses in the correct sequence to ensure students graduate in the expected graduation term. Students are expected to graduate in a four-year time span.
- Serve on the University's Advisory Council. The council implements ways to change the advising process, if needed.
- Serve as the Chair for *Upper Division Student/Faculty Related Issues* committee.
- Handles student information with discretion and acknowledges FERPA agreements.
- Meet monthly with faculty and staff members in the Biology and Biomedical Sciences department to share updates on advising, courses being offered, curriculum, etc.
- Created the Standard Operating Procedures for Graduation specialists at NCCU.
- Organize workflow of Student Orientations and coordinate complex deadlines for new students coming into the College of Health and Sciences.

**Charter One****December 2021-April 2023***Student Info. Systems Compliance Coordinator/North Carolina*

- Initial position title was District Registrar to serve all NC and SC schools. Position title changed to Student Information Systems Compliance Coordinator in September 2022.
- Provided monthly orientations, trainings, and implementation suggestions to Registrars, Attendance Clerks, and Office Managers at five public charter schools, throughout the state of North Carolina.
- Ensured Charter One were meeting North Carolina Department of Public Instruction compliance requirements.
- Learned effectiveness in setting priorities and deadlines to ensure project goals and objectives were met in a timely manner.
- Represented Charter One at NC DPI conferences for K-12 institutions.
- Represented Charter One at North Carolina Department of Public Instruction Conferences at least twice a year.

**Louisburg College****December 2019-December 2021***Associate Registrar/Louisburg, NC*

- Evaluated and maintained transcript records. Process all transcripts for incoming students via National Student Clearinghouse.
- Worked directly with Admissions to ensure processing of transfer students takes place in a timely manner.
- Oversaw all aspects of withdrawals from college. This includes maintaining data, contacting instructors/students, and ensuring the process is completed within the federal timeframe.
- Counseled students, advisors, program directors in degree and major requirements.
- Had the responsibility for all aspects of academic advising. Such responsibilities include conducting annual, mandatory advisor training for all athletic and academic advisors.
- Served as the Academic Advisor for Cheerleading Team.
- Learned general rules, regulations, and policies of the college, and disseminate information to constituencies and community, in accordance with FERPA and other laws.
- Supervised the College Catalog, which includes but is not limited to changes in the curriculum, general college catalog, general college policies, student guidelines, and directory information. Assist with new student orientation (SOAR).
- Learned the ability to troubleshoot issues by applying critical thinking and analytical skills to ensure accurate reporting and timely resolution of financial aid and registration issues that may involve several internal offices. Work in cooperation with other offices and individuals across the college.
- Co-supervised the planning and implementation of graduation in addition to evaluation of the student records, graduation applications, diploma preparations, graduation fairs, and final transcript degree updates.
- Collaborated with Registrar and VP of Academic Life/Dean of Faculty by submitting information to SACSCOC.
- Housed student records.

**North Carolina General Assembly**

**July 2019-December 2019**

Intern/Raleigh, NC

- Served as an Intern for Representative Jean Farmer-Butterfield.
- Created and managed social media platforms for the Representative.
- Attended committee meetings within the General Assembly which Rep. Farmer-Butterfield was a member of.
- Generated “In the Know” letters to update Representative Farmer-Butterfield constituents on what was happening within their district and community.

**Saint Augustine’s University**

**September 2014- June 2019**

*Records Specialist*/Raleigh, NC

- Assisted and supported the daily operations of the Registrar office.
- Processed transcripts daily in Student Clearinghouse.
- Processed degree and enrollment verifications.
- Assigned and updated Advisors for students.
- Assisted the office with planning graduation and other campus events.
- Assisted the office with course add/ drop deadlines, etc.
- Created a process for students receiving VA benefits to ensure their process was completely correct, in a timely format.
- Demonstrated strong organizational skills.
- Housed student records.

**MEMBERSHIPS**

Founder, iRise Foundation Incorporated	2024
North Carolina Central University Advisory Council	2023-Current
Board Member, North Carolina Community of Coalitions	2021-2023
Saint Augustine’s University-Young Alumni Council Vice President	2019-2021
Golden Key International Honor Society	2019
Alpha Kappa Mu Honor Society	2014

**REFERENCES:** References available upon request.

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**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

City of Raleigh Planning Commission

**Please select your second Board preference: \***

Open Space and Parks Advisory Committee

**Please select your third Board preference: \***

Wake Technical Community College Board of Trustees

**Please select your fourth Board preference: \***

United Arts Grants Panels

**Please select your fifth Board preference: \***

Capital Area Workforce Development Board

**Please select your sixth Board preference: \***

Keep America Beautiful Advisory Board

Lisa  
First Name

hammond  
Middle Initial

hammond  
Last Name

5340 TOPSPIN COURT  
Street Address

5340 topspin court  
Suite or Apt

RALEIGH  
City

NC  
State

27609  
Postal Code

**What district do you live in?**

None Selected

Home: (214) 534-9603

Primary Phone

Home: (214) 534-9603

Alternate Phone

freidenhammond@gmail.com

Email Address

Chro

Employer

Job Title

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**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

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**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I love this area, and have watched it grow for past 10 years. Want to support and help drive Wake County forward sensibly while serving its residents

## Work Experience

25+ years HR experience. Executive coach, facilitator, developer of talent, transformation, operations, etc

## Volunteer Experience

Heroes Who Read-millbrook 4 Paws NC therapy team ECU mock interviewer AHA Go Red past chair, team member Wake County Arts Council Raleigh Raquet Club board HOA board Bhutan Enlightened Entrepreneurs- executive coach

## Education

Indiana University GW University Certified Professional Coach Current: MIT ExEd- AI Strategy and product innovation

## Comments

Thank you for consideration

[Hammond\\_2602.pdf](#)

Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

Lisa hammond

\_\_\_\_\_  
Please upload a file

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## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

Caucasian

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## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

Friend

\_\_\_\_\_  
Please upload a file

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# LISA FREIDEN HAMMOND, CPC

Raleigh, NC • 214.534.9603 • freidenhammond@gmail.com • linkedin.com/in/lisafhammond

CHRO and enterprise leader who drives results across diverse environments by partnering cross-functionally to solve complex problems—whether navigating a large divestment, acquisitions, redesigning an organization, or coaching leaders through growth and organizational change. I bring a roll-up-your-sleeves approach—clear, collaborative, and grounded in strategic thinking with practical execution that drives business outcomes and people development.

## CORE STRENGTHS

Business-Driven HR Strategy • M&A • Organizational Design • Executive Coaching • Change Management • Strategic Workforce Planning • P&L Impact & Budget Optimization • Learning & Development • Culture & Inclusion Leadership • Cross-Functional Partnership

## PROFESSIONAL EXPERIENCE

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### **VERADIGM (formerly Allscripts) | Raleigh, NC**

*SVP & CHRO* | March 2020 – December 2025

Through roles as Director, HR Operations (including TA and L&D), SVP, and CHRO; Led people strategy for a publicly held healthcare technology company with 3,000 employees across US and India. Part of the Executive Cabinet with a team of 6 direct and 25 indirect reports covering ESG, Internal Communications, Total Rewards, L&D, Business Partners, Talent Acquisition, and People Operations.

- Partnered with legal, finance, and operations to lead the people side of a major divestment—from early due diligence through ongoing TSA management, affecting 5,000+ associates while maintaining business continuity
- Kept key talent engaged through five simultaneous organizational storms (Divestment of Allscripts BU, regulatory audit open since 2023, stock delisting, 5 CEO transitions) by doubling down on ERGs, launching 'Leader as Coach' workshops, refining the remote experience, and creating practical development programs that gave people real tools and community
- Completely reorganized the HR function in 2021—not a reduction, but a strategic rebuilding saved \$750K in salary costs while adding 6 positions where we needed them. Continued refining the budget through smart internal development and process improvements, ultimately delivering \$2.2M under budget year-over-year
- Drive 3 consecutive years of double-digit improvement in Associate Engagement scores. These improvements were a result of leadership listening program, Town Halls, and leadership engagement with their teams, additional benefits, updated recognition programs, and launching a new internal communications strategy
- Built 24 original L&D programs from scratch to maximize tight budgets—everything from Emerging Professionals cohorts to 'Leader Lite Bites' microlearning: supporting development and succession, as well as lifting overall engagement in individual development
- Led implementation of new ATS (Greenhouse), working alongside hiring managers to ensure adoption and delivering year-over-year increases in Hiring Manager satisfaction scores
- Redesigned performance management to be useful—integrating succession planning, IDPs, and 9-box talent reviews. Also implemented an internal executive coaching program supporting and accelerating the performance of Directors and VPs

### **LMR LLC | Raleigh, NC**

*VP, Human Resources / Training / Private Dining Sales & Marketing* | July 2015 – February 2020

Brought transformational HR leadership to a locally family-owned restaurant group (\$125M sales, 2,300-3,000 employees across three states). Wore multiple hats—HR, training, operations, payroll, executive coach, along with private dining sales. Corporate coach to ownership and executive team. Led team of 9 direct/11 indirect reports.

- Orchestrated complete HRIS/payroll system transition—saved 15% year-over-year, added employee self-service, and created digital open enrollment. Total 2016 savings: \$200K just from the system switch
- Negotiated benefits renewal that saved \$147K while improving coverage—added LTD, increased life insurance from \$10K to 1X salary, and gave 5-year managers an extra week of PTO (because retention matters)

- Worked with operations and finance teams to dramatically reduce NC unemployment tax rate—bringing annual spend from \$200K in 2016 down to \$9K over 4 years through better separation documentation and process improvements
- Cut salaried manager turnover from 53% to 43% through structured development programs—promoted 5 internal GMs in 10 months, all coming through our leadership pipeline. Currently no EEOC claims or lawsuits
- Built competency models for all roles (with input from actual managers doing the work) to align performance, recruiting, and development. Also managed Private Dining Sales team—created new programs and packages that drove double-digit YOY growth. When leadership transition hit one restaurant, stepped in to manage operations, improving flow-through by 5 basis points

**SAMSUNG ELECTRONICS AMERICA** | Richardson, TX

*Senior Manager, HR Business Partner* | March 2014 – July 2015

Recruited by a prior Leader (CEO-Cellhire)—a testament to building strong partnerships. Provided specialized HR support to Retail team with early focus on Best Buy Store-in-Store program (1,400 locations). Also supported Finance team through One Samsung integration. Led team of 2 HRBPs.

- Role quickly expanded to National Retail Operations (4,000 contractors, 650 FTEs) based on results and relationships built
- Partnered with Retail Sales VP to add 140 District and Market Managers in 3 months (June-August), including a new management layer—designed competencies, built selection processes, created onboarding program
- Co-designed and executed Talent Review Program that became the US pilot for Samsung's broader Talent Management approach

**ON THE BORDER, LLC** | Dallas, TX

*Director, Field Human Resources* | May 2011 – March 2014

Led field HR team post-acquisition by Golden Gate Capital. Partnered with Regional HR Managers supporting 8,000 employees nationwide on operations partnership, policy, training, talent management, and employee relations.

- Business partnered with SVP and Regional Directors to coach Area Directors through transition. Through focused collaboration, drove YOY turnover decrease in both hourly (89% to lower) and management (22% reduction)
- Led vetting and interview process for Area Directors; developed high-potential GMs through structured programs
- Designed employee relations investigation system that brought consistency and reduced risk
- Completely redesigned hourly pre-hire assessment to include hospitality components. Created and delivered NSO HR training covering everything from sourcing to performance management

**ACG TEXAS LP** | Richardson, TX

*Senior Director, Human Resources / Training* | August 2007 – April 2011

First specialized HR leader for PE-owned company. Built HR function from ground up supporting 3,600+ employees. Led team of 3 direct reports across administration, field operations, recruiting, retention, risk management, training, and HRIS.

- Integrated two major acquisitions—8-restaurant Applebee's acquisition and 40-restaurant multi-state IHOP acquisition—working cross-functionally to ensure smooth transitions
- Reduced turnover from 167% to 86% (below industry average) by building productive relationships with operations, improving recruiting/selection, coaching leaders, and integrating process improvements throughout the business
- Resolved all 15 open EEOC charges within first 12 months by working collaboratively with legal, operations, and affected employees
- Cut payroll administration costs 25% by switching vendors (while improving employee access). Led HRIS update that enabled actual measurement of HR metrics
- Partnered with Operations to enhance IHOP Management Training to include HR administration, shift actions, and company-specific SOPs
- Secured new benefits (LTD, HSA, vision) for salaried managers by finding cost savings elsewhere in the budget
- Eliminated 90% of off cycle raise requests by creating clear, transparent compensation matrix for all field levels

## EARLY CAREER

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Progressive HR leadership roles at: **Blockbuster Video • CellHire • Blockbuster Video DBA Movie Trading Company • The Magnolia Hotel • Pizza Hut Inc.**

## EDUCATION & CREDENTIALS

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### **Massachusetts Institute of Technology (M.I.T.), Executive Education**

Advanced Certificate - AI Strategy and Product Innovation | Present – May 2026

### **North Carolina State University**

Professional Coaching Certificate Program | 2019

### **Indiana University, Bloomington**

Bachelor of Arts, Double Major in Political Science and Criminal Justice

### **Professional Certifications:**

Certified Professional Coach (CPC) • TTI Success Insights Certified EQ (2019) • TTI Certified Driving Forces Analyst (2020)  
DISC Certified Behavioral Analyst (2018) • MSI Six Sigma Champion (2019) • MSI Six Sigma Black Belt (2019)

## COMMUNITY LEADERSHIP & SERVICE

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### **Duke University, Fuqua School of Business, Executive Education**

CHRO Board of Advisors | November 2025 – Present

### **American Heart Association – Go Red for Women, Triangle**

Executive Team Member (2024 – Present) • 2023 Campaign Chair

### **United Arts of Wake County**

Board Member | 2025 – Present

### **Raleigh Racquet Club**

Board Member (2021 – Present) • President (2023 – 2024) • Vice President (2021 – 2023)

### **Wimbledon Homeowners Association**

Board Leadership (2019 – Present) • Served as President, Vice President, and Secretary

### **Additional Volunteer Work:**

Heroes Who Read - Millbrook Elementary • 4Paws NC - Therapy Dog Team • Good Barrels of the Triangle

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Capital Area Workforce Development Board

**Please select your third Board preference: \***

Capital Area Workforce Development Board

**Please select your fourth Board preference: \***

Capital Area Workforce Development Board

**Please select your fifth Board preference: \***

Capital Area Workforce Development Board

**Please select your sixth Board preference: \***

Capital Area Workforce Development Board

Jenny

First Name

L

Middle Initial

O'Donnell

Last Name

109 Daniel Farm drive

Street Address

Suite or Apt

Benson

City

NC

State

27504

Postal Code

**What district do you live in?**

None Selected

Mobile: (270) 724-3174

Primary Phone

Mobile: (270) 724-3174

Alternate Phone

jennylodonnell@gmail.com

Email Address

Collibra

Employer

Senior manager of Employee Engagement

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

None Selected

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## **Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

I like being part of the place I live, not just living in it. My whole career has been about development; developing people, programs, and systems so they actually work for real humans. I'm great at seeing patterns, finding gaps, and building practical solutions, and I enjoy the responsibility that comes with community decision-making. Serving on a board feels like the right way to show up, contribute, and help shape the direction of the county in a thoughtful way.

## **Work Experience**

I've worked in HR, talent development, and education for more than twenty five years, with a career built around developing people, strengthening performance, and making systems easier for others to navigate. Senior Employee Engagement Manager, Collibra (2024-present) • Lead global onboarding and employee development programs Talent and Leadership Development Roles (Kraken, Lenovo, Cisco) (2013-2024) • Led talent management, performance, and leadership development. Teacher - State of Kentucky (2003-2013) • Taught and designed learning experiences using instructional technology and adult learning principles

## **Volunteer Experience**

HOA Board of Directors Vice President/Social Chair (2015-2022) • Seven years of governance, budgeting, community standards, and resident support Additional community involvement • Organized local engagement activities and support initiatives • Contribute to school and youth programs when needed • Lead workplace volunteer-style programs (holiday giving, recognition, and support efforts)

## **Education**

BS in Education, Murray State University Master's Certification in Instructional Technology, Western Kentucky University SHRM-SCP Certification

## **Comments**



Upload a Resume

\_\_\_\_\_  
If you have another document you would like to attach to your application, you may upload it below:

\_\_\_\_\_  
Please upload a file

---

## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

Caucasian

---

## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

Johnston county website

\_\_\_\_\_  
Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Jenny L O'Donnell

## CONTACT

jenny.ledonell@gmail.com  
(770) 724-3174  
Knoxville, NC  
www.linkedin.com/in/jen-od

## EDUCATION & CERTIFICATIONS

### SIEM SCP

#### BACHELOR OF SCIENCE:

##### EDUCATION

2005

Murray State University  
Murray, KY

#### MASTER'S CERTIFICATION:

##### INSTRUCTIONAL

##### TECHNOLOGY & DESIGN

2012

Western Kentucky University  
Bowling Green, KY

## ABOUT

My background is in leadership development and talent management, and I help organizations build highly productive teams by making it easier for managers to lead well. I define clear performance expectations, leadership behaviors, and development experiences that are practical and scalable in daily work. I use data and AI-supported tools to reduce friction, tighten feedback loops, and scale coaching. I partner with executives to translate business priorities into talent systems that improve execution, alignment, and outcomes.

## CORE STRENGTHS

- Leadership & Manager Development Strategy
- Talent Architecture & Succession Planning
- Performance & Feedback Operating Rhythms
- Culture & Behavior Activation
- Engagement & Organizational Health Analytics
- Learning & Development / Talent Strategy, Framework, & Systems
- Program Implementation & Change Enablement
- C-Suite Influence & Stakeholder Alignment

# JENNY O'DONNELL

## EXPERIENCE

### HEAD OF EMPLOYEE EXPERIENCE

#### Coltire | 3/2025 to Present

- Lead employee engagement, onboarding, and culture practices for a 1,000+ global SaaS workforce; built the Employee Experience Framework now used across Talent, HRBP, and Manager programs.
- Redesigned onboarding (virtual + quarterly live immersion), improving early-tenure retention by +12% and reducing time-to-productivity by -4 weeks, strengthening cultural connection and execution readiness.
- Integrated recognition, performance enablement, and manager capability tools into a consistent engagement playbook, giving leaders clearer expectations and shared language for driving performance and belonging.
- Built people analytics scorecards that translate survey and onboarding data into leadership priorities and targeted action plans, increasing collaboration and team alignment in high-growth functions.

### HEAD OF TALENT MANAGEMENT

#### Stratix | 2022 to 2025

- Built and led the Talent Management function during rapid scale and IPO preparation for a 3,000+ remote-first organization; partnered closely with the CHRO and C-suite on leadership readiness and workforce health.
- Designed the company's performance management system (goals, feedback, calibration, pay-for-performance), moving from an inconsistent model to a scalable, leader-friendly operating rhythm that supported a high-accountability culture.
- Established succession and talent review cadences for VP-C-suite roles and created the first leadership bench-strength and risk dashboards to support executive planning and role-continuity decisions.
- Modernized the leadership and development portfolio, improving manager capability and strengthening internal pipeline readiness.
- Built the employee-learning and organizational health analytics practice, enabling data-driven leadership action planning.
- Managed and developed a 12-person global Talent & People Strategy team; contributed to a 15-point increase in "confidence in leadership" engagement scores. Owned Workday talent.

### PROGRESSIVE LEADERSHIP ROLES IN GLOBAL TALENT & CAPABILITY DEVELOPMENT

#### Lenovo | 2013 to 2022

##### Manager, Digital Talent Programs (2019-2022)

- Skilled development from content delivery to capability-building, partnering with HR and business leaders to define critical skill priorities and roll out scalable leader and manager development programs. Owned global LMS.

##### Global Product Education Program Manager (2015-2019)

- Led 12-person development team supporting global product and go-to-market readiness across sales, product, and channel teams, improving field execution consistency.

##### Senior Instructional Designer (2013-2015)

- Developed scalable digital learning infrastructure, systems, and content supporting product education for internal and partner sales teams, ensuring consistent product positioning across global markets.

### SENIOR INSTRUCTIONAL DESIGNER

#### Claro | 2011 to 2012

##### STAFFING MANAGER

#### Ducommun, Inc | 2010 to 2011

- Directed staffing operations for a CAFE Press, ensuring workforce alignment to production demands.

### INSTRUCTOR / TECHNOLOGY SPECIALIST

#### Kentucky Public Schools | 2004 to 2010

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Housing Authority

**Please select your second Board preference: \***

Capital Area Workforce Development Board

**Please select your third Board preference: \***

Commission for Women

**Please select your fourth Board preference: \***

Adult Care Home Community Advisory Committee

**Please select your fifth Board preference: \***

Alliance Behavioral Healthcare

**Please select your sixth Board preference: \***

Economic Development Commission

Annette

First Name

Exum

Last Name

Middle Initial

7624 Birchmoor Way

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

**What district do you live in?**

None Selected

Mobile: (704) 290-9139

Primary Phone

Home: (704) 290-9139

Alternate Phone

annetteexum@yahoo.com

Email Address

retired

Employer

retired

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

---

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

---

Raleigh

---

**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

---

I am a returning native of Raleigh North Carolina with a history of community service and interest both personally and as a result of my family's interest and ties to community service. I have acquired a range of experiences and educational accomplishments that could benefit my community. My orientation and interest is to share those acquired skills through a team of like-minded individuals dedicated to support betterment of my hometown, home-county, and home State.

**Work Experience**

---

Early Years: State Director of Child Care Services through The Migrant and Seasonal Farmworkers Association, Fellow through George Washington University at Federal Health, Education and Welfare Department under the Carter Administration; Legislative Advocate for Large City School through the Council of Great City Schools; Director of Federal Programs at the Wake County Schools- Middle Years: Business Owner of a Wholesale Distribution Company and later a company that supplied chemical products to the City of Houston- Next based in Houston Tx Management recruit for the Prudential-Bache Corporation for security and financial services; Mutual of NY field agent, Raleigh NC; CEO of Capitol Financial Group- Later years: Legal support services; CEO of Sentinel Properties of NC a property management company primarily managing my own property; :

**Volunteer Experience**

---

Founder of Global Center for Dynamic Initiatives, sponsoring unincorporated community organizations for community up-lift; United Nations delegate for the prevention of Racism, Xenophobia and Gender Bias in Geneva, Switzerland; Prepared and delivered a paper on Globalization to the Bush White House; NGO representative at the United Nations in NY regarding human development in civil society; Mine and Quarry Commission, NC DOL; Delta Sigma Theta Sorority trailblazer to establish a chapter of the organization at NC State University; and other service projects throughout my life and career.

**Education**

---

BA -Psychology, NC State College/University 1972 MA - Social Foundations of Education, UNC-Chapel Hill - 1975 ABD- Social Foundations of Education, UNC-Chapel Hill-1979 JD- North Carolina Central University- 1998 Various Certifications: Minority Business Development Program, Tuck Business School at Dartmouth College the 90's Securities Certification form University of Alabama the 90's Mediation Certification State of Kansas in the 2000's Various other certifications throughout the years

## Comments

---

I have a strong interest to work collaboratively with a team of like-minded individuals who are dedicated to serve humanity in, through and for my community. I believe that I can bring an expanded prospective for the enhancement of individual and collective wellbeing in the Wake County community as it moves forcefully as a global pillar and local demonstration exemplar of excellence for the betterment of humankind.

---

Upload a Resume

---

If you have another document you would like to attach to your application, you may upload it below:

---

Please upload a file

---

## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

African American

---

## Other

### How did you become aware of Wake County volunteer opportunities?

Newspaper

### If you selected "Other" above, how?

---

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Annette Exum

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Historic Preservation Commission

**Please select your second Board preference: \***

WakeMed Hospital Board of Directors

**Please select your third Board preference: \***

Wake Technical Community College Board of Trustees

**Please select your fourth Board preference: \***

Library Commission

**Please select your fifth Board preference: \***

GoTriangle Board of Trustees

**Please select your sixth Board preference: \***

United Arts Grants Panels

Victoria

First Name

L

Middle Initial

Scott-Miller

Last Name

6340 Piedra Dr.

Street Address

Unit 108

Suite or Apt

Raliegh

City

NC

State

27616

Postal Code

**What district do you live in?**

None Selected

Home: (919) 806-6312

Primary Phone

Home: (919) 806-6312

Alternate Phone

victoria@victoriascottmiller.com

Email Address

Liberation Station Bookstore

Employer

Founder

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

---

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

---

Raleigh

---

**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

---

I am deeply invested in shaping Raleigh into a city where culture, history, and community are not only preserved but amplified. Serving on a Board or Commission allows me to contribute my lived experience and professional expertise toward policies and programs that ensure inclusivity, equity, and sustainability. My work with Liberation Station Bookstore has taught me the importance of civic collaboration and community engagement, and I am eager to lend that perspective in service to the city.

**Work Experience**

---

Founder & Creative Director, Liberation Station Bookstore - Established North Carolina's first Black-owned children's bookstore; curated exhibits and programs that affirm cultural identity and literacy; managed staff, budgets, and strategic partnerships; featured nationally in The New York Times, NPR, Good Morning America, and Essence. Author & Public Speaker - Published children's literature under major publishing houses; frequent keynote speaker and panelist on literacy, cultural equity, and community resilience. Community Strategist - Experience in partnership development with schools, nonprofits, and civic institutions to expand access to literature and cultural programming. Museum Collaborator, North Carolina Museum of Art (NCMA) - Developed The Museum Lives in Me project, supported by the Bastian Family Foundation; designed programming and literary work that connected young audiences to NCMA's collections, demonstrating how museums can be living, inclusive spaces.

**Volunteer Experience**

---

Village of Wisdom Fellow - Collaborated with other community leaders to design and implement Black Genius Festival programming. Literacy Advocate - Facilitated book drives, school partnerships, and mentorship for parents navigating educational systems. Community Organizer - Active participant in cultural preservation initiatives, book ban advocacy, and local storytelling projects.

**Education**

---

Bachelor's degree coursework in English & Cultural Studies (focus on literature and cultural narratives). Ongoing professional development in nonprofit leadership, museum engagement, community organizing, and social impact entrepreneurship.

**Comments**

---

My commitment to community, literacy, and cultural preservation aligns with Raleigh's vision for innovation and resilience. With hands-on experience building Liberation Station and collaborating with NCMA, I bring both entrepreneurial and institutional expertise, bridging grassroots storytelling with museum-level strategy. Serving on a Board or Commission would allow me to amplify community voices, strengthen partnerships, and ensure that Raleigh continues to lead in cultural equity and inclusive growth.

[Victoria\\_Scott-Miller\\_Resume\\_2025\\_.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

---

## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

African American

---

## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

Member of Library Commission

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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# Victoria Scott-Miller

CULTURAL ENTREPRENEUR & STRATEGIST



## PROFILE

I am a visionary entrepreneur and award-winning author with 10+ years of expertise in cultural strategy, business development, and community engagement. As founder of North Carolina's first Black-owned children's bookstore, I have driven measurable impact while amplifying underrepresented voices through innovative programming and strategic partnerships.

## SKILLS

- Cultural Strategy & Development
- Business Development & Growth
- Grant Writing & Fundraising
- Project Management
- Community Engagement
- Media Relations & Marketing
- Content Creation & Storytelling
- Strategic Partnerships

## AWARDS

- Creative Child Magazine Book of the Year Award, Empowerment Books Category (2024)
- Wake County Public School Hall of Fame Inductee, Entrepreneurship (2021)
- First African American Author Commissioned by NCMA (2020)

## WORK EXPERIENCE

### Founder & CEO

*Liberation Station Bookstore | May 2019-Present*

- Launched and scaled NC's first Black-owned children's bookstore from concept to profitable enterprise.
- Secured national media coverage across CNN, Washington Post, and Good Morning America

### Author & Creative Director

*North Carolina Museum of Art | June 2020-May 2022*

- Authored children's book series now in every NC public elementary school
- Managed complex project portfolios and secured \$400K+ in grant funding

### Documentarian & Liberation Strategist

*Self-Employed | Jun 2014 - present*

- Produced documentary projects amplifying marginalized voices
- Provided strategic consultation to 25+ organizations on cultural advancement

## EDUCATIONAL HISTORY

### Middle Tennessee State University

*Bachelor of Arts in Sociology | Aug 2006 - May 2008*

- Focused on community development and social justice
- Foundation for cultural entrepreneurship and advocacy work

*References Available Upon Request*

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Housing Authority

**Please select your third Board preference: \***

Human Services Board

**Please select your fourth Board preference: \***

Planning Board

**Please select your fifth Board preference: \***

Raleigh-Durham Airport Authority

**Please select your sixth Board preference: \***

City of Raleigh Planning Commission

ANTHONY

First Name

K

Middle Initial

WILSON

Last Name

10651 CHERYL TURN

Street Address

2

Suite or Apt

WALDROF

City

MD

State

20603

Postal Code

**What district do you live in?**

None Selected

Home: (240) 467-1704

Primary Phone

Home: (240) 467-1704

Alternate Phone

akw1977@hotmail.com

Email Address

Community Tech LLC

Employer

Executive Director

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

None Selected

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## **Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

I am interested in serving on a Board or Commission because I am deeply committed to advancing initiatives that strengthen communities and create opportunities for growth and equity. With over 20 years of leadership experience in organizational development, workforce training, and community engagement, I bring a results-driven, strategic perspective that can help guide policy, programs, and decision-making. Serving in this capacity allows me to contribute my expertise, build collaborative partnerships, and ensure that resources and services are effectively aligned with the needs of the community.

## **Work Experience**

Executive Director – Community Tech LLC Washington, DC | 2020 – Present Lead strategic planning, program development, and operations for a workforce development and digital equity organization. Oversee grant writing, fundraising, and business development, securing multiple federal, state, and local awards. Build partnerships with government agencies, nonprofits, and corporate stakeholders to advance community technology access. Manage staff, contractors, and volunteers to deliver innovative training programs in digital literacy, workforce readiness, and emerging tech fields. Director of Training & Development – [Previous Organization] Washington, DC | [Year] – [Year] Designed and implemented employee training programs, increasing workforce engagement and professional development outcomes. Directed curriculum development, performance evaluations, and leadership coaching initiatives.

## **Volunteer Experience**

DSS Board of Social Services Byte Back Board of Directors DC Grant Reviewer

## **Education**

Education: University of Maryland Global College Master of Leadership Management  
Elizabeth City State University Bachelor of Science Biology May 1999 DC 11th Street Project  
Executive Leadership Certification September 2019 National Association of Workforce  
Development Professionals Certification of Workforce Development March 2024

## **Comments**

[AWilson\\_2025\\_Resume.docx](#)

Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

**ANTHONY K WILSON**

\_\_\_\_\_  
Please upload a file

---

## Demographics

Date of Birth

### Gender \*

Male

### Ethnicity \*

African American

---

## Other

### How did you become aware of Wake County volunteer opportunities?

County Website

### If you selected "Other" above, how?

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\_\_\_\_\_  
Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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ANTHONY K WILSON

## **Anthony K. Wilson, CWDP**

Waldorf, MD 240-467-1704 Cell

[akw1977@hotmail.com](mailto:akw1977@hotmail.com)

### **Professional Summary:**

Results-driven Executive Director with over 20 years of experience in training, management, organizational development, grant writing, and proposal development. Proven ability to lead high-performing teams, drive strategic initiatives, and optimize organizational efficiency. Adept at leveraging analytical and technical expertise to foster innovation, secure funding, and achieve mission-driven goals. Seeking a dynamic leadership role to contribute strategic vision, operational excellence, and sustainable growth in a fast-paced environment.

### **Professional Skills:**

- Knowledge of scientific research Methodology
- Operation of scientific equipment and instruments working knowledge of Excel, Word and Medical software programs. ICD-9 Coding, Data Entry, Database, and Spreadsheet
- Business Planning, Grant Writing, Proposal Development and Business/Health Consolation.
- **Progressive accounting and grants administration experience encompassing A/P, General Ledger, transaction analysis, budgeting, and account reconciliation**
- **Oversee review and analysis of program payment requests**, field office financial reports, and cash requests
- **Review and analyze approved budget vs. actual program status reports** to ensure the accuracy of data and prevent cost overruns
- **Reconcile and analyze variances of program** status reports vs. government mandated financial reports
- Keep project teams informed of activities/changes that may affect them and their work
- **Advise project teams and upper management** of issues and project risks and suggests solutions for issue resolution
- **Developed and conducted workshops**
- **Developed, coordinated, monitored and evaluated community service activities and sites**
- **Designed and taught competency-based job readiness curriculum**
- Engaged in quality educational, leadership, career exploration and employment programs
- **Certified Workforce Development Specialist and CASAS Administrator**
- **Trained in federal, state and local Quality Assurance Auditing and training**
- **Payroll auditing** using QuickBooks and processing payroll
- **Grant Development, Writing and Executive Business Coaching/Development**

### **Professional Skills:**

- Financial Reporting and Analysis
- Forecasting and Projections

- Audit Reviews
- Financial Research
- Coordinate and organize internal control projects with an annual budget of \$3 million plus
- Developed formal dashboards to communicate results of audit activities to senior management
- Managed stock portfolio
- Manage a team of foundation grant managers, ensuring collaboration and optimal strategic approach for funding opportunities
- Manage a calendar of foundation, corporate and government RFP deadlines

**Professional Experience:**

**Community Tech LLC**

**Executive Director**

**February 2017-Current**

- **Develop and oversee research, communication and continuous improvement activities** that support divisional strategic goals in **collaboration with senior leadership and stakeholders**
- **Grant development and writing**
- Keep up to date with developments in organizational change, knowledge management, and innovation by reading relevant journals, attending seminars/conferences and attending courses as needed
- **Identify and evaluate innovative strategies and solutions**, experimental designs and practices and successful implementations from a variety of settings (e.g., education, business and industry and not-for profit) to support divisional and college goals and help drive continuous improvement across the division
  - **Oversee the use of institutional and industry standard software systems** to collect, compile, analyze, evaluate and disseminate data and information from a variety of sources to support the division
  - **Developing presentations, narrative and technical reports and summary findings for the division**
    - Oversee the evaluation, monitoring and reporting of student outcome data, program performance and quality assurance surveys
    - Developing and **measuring key performance indicators (KPIs)** and reporting progress
    - **Develop strategies to cultivate and grow relationships** with past, current and potential workforce development students and partners, increasing retention, persistence and completion

**KRA Corporation**

**Program Director**

**June 2021-February 2025**

- Business Development
- Manage a staff of 20 plus
- Oversee a 7.5-million-dollar budget

- Develop and implement best practices, review KPI's and revise service-level agreement metrics for each department each quarter and year
- Increase operational efficiency by providing upper management with weekly feedback, projections, and clear goals for the project
- Address staff issues at all levels to improve overall morale and work performance while supporting the needs of the funder and customers
- Developing and outlining service improvement solutions
- Provides mentorship to the new KRA leadership course for future leaders
- Created dashboards for departments to assist in aligning strategic planning and outcomes to the company vision and objectives to meet the goals of DHS(funder)

### **Community College Preparatory Academy**

#### **Student Success Specialist**

**December 2017-June 2021**

- Recruitment and Enrollment Task force team
- Career and Educational coaching
- Development, implementation, and assessment of services and programs
- Empowering students toward success and significance
- Implements and assesses services aimed at increasing student persistence to graduation
- Retention Subgroup of the Strategic Enrollment Management Team
- Provides strategic direction for first-generation student programs
- Strategic Enrollment Management team
- Business Development team
- Executive Leadership training
- Maintained a case load of 150 plus students
- Ensured each student attendance was above 90 percent each semester

### **Department of Employment Services DC Government**

#### **Workforce Development Specialist**

**November 2014-February 2017**

- **Developed labor schedules** to meet contact volumes and service levels
- **Project staffing requirements to meet service levels** by forecasting both short- and long-term call volume expectations and required staffing
- Identify resources are required **to implement projects and effectively use project plans to focus work and ensure deadlines are met**
- **Analyze performance history** to determine shrinkage, adherence and occupancy goals as well as optimum off production activities
- Conducted intakes with customers to match with companies based on their resume and employment plan
- **Recruitment and Retention for new students** to track their employment plus career goals

### **East of the River Clergy Police Community Partnership, INC.**

#### **Program Analysis (Workforce Development)**

April 2011-September 2014

- **Worked with over 2000 youth** to secure over 600 unsubsidized employment opportunities.
- **Established and maintained relationships** with local employers to promote the hiring of youth in unsubsidized and subsidized jobs and internships
- **Developed site visit tool and corrective action plan** used during monthly site visits and program reviews; that significantly improved the quality of youth services corroborated by written surveys and interviews.
- **Completed retention/follow-up** on all youth placed in jobs, training, and education programs resulting in increased retention rates and outcomes.
- **Developed individualized workforce plans**, resumes and cover letters in concert with youth.
- **Administered and interpreted formal employability and career development assessments**, interest inventories, and aptitude vocational or educational tests.
- Provided individual and group services on **educational and career development**.
- **Developed an individualized career development plan** for each re-entry youth that can be incorporated into the young person's individual development plan.

### **Career Team, LLC**

#### **Employment Specialist**

December 2009 – February 2011

- Identified potential employers with a focus of **developing employment opportunities** for program participants
- **Ensured that monthly placement quota of 65 participants** into full-time employment was met through continued identification and onboarding of new employee partners.
- **Researches periodic reports** of employment opportunities and employment trends in the labor market
- **Coordination of employment related events/activities; Career Fairs/Employer Advisory Committee**, etc.
- **Built relationships with participants using strength-based approach** to address any barriers that would prohibit long term job retention.
- **Prepared written reports** on weekly basis of job development and placement activities

### **DC CARE Consortium**

#### **Project Associate**

February 2009 – October 2009

Washington, DC

- Ensure housing assessments were completed for all PWLH/A residing in HOPWA or S+C funded housing.
- Conduct monthly home visits and inspections.
- Submit monthly home visit reports to HOPWA the Gatekeeper.
- **Developed integrated service plan** including housing goals and objectives with the client.
- **Financial planning and budgeting.**
- Documented all services provided in XPRES
- Monitor client's participation in training, employment, or education as needed.

- Planned, implemented, and evaluated public policy and advocacy education programs targeting policy makers, opinion leaders and HIV/AIDS activists.
- **Prepared annual operational plan** for public policy
- **Monitored and reported on policy developments**, including hearings and legislation to senior staff.
- **Developed grassroots strategies** for the implementation of the public policy on HIV/AIDS.
- **Monitored, tracked and analyzed congressional bills** on economic and development on public health.
- **Provided leadership in developing a best practice report on HIV/AIDS development in the District of Columbia.**

### **Friends and Company Inc.**

#### **Lead Case Manager**

November 2008- February 2009

Washington, DC

- Ensured all Case Managers are documenting contacts to participants on their case loads weekly.
- **Facilitation of Case Conferencing** for participants who are unable to meet their IRP goals or who have been in a Core Activity over the required time frame.
- **Reviewed all Monthly Projections and Benchmark** request for accuracy before submitting the documentation to the Finance Department.
- **Completion of Bi-wkly case file audits of all staff members.**
- **Collected all sanctions, exemptions and 6-month removals from staff**, review for accuracy, submit copy to the Unit Support and fax to Department of Human Services.
- Maintain a caseload of 100 participants.
- Follow-up with reports that are due from employment, case manager and outreach team.
- **Work with Leadership team to maintain 100% accountability of the caseload.**
- **Completed database reports** to insure timely IRP updates.
- **Prepared and conducted monthly Excellence Reviews.**

### **Friends and Company Inc.**

#### **Financial Advisor**

June 2007 – November 2008

Washington, DC

- **Responsible for financial reports, general ledger, transaction analysis, budgeting, and account reconciliation and management.**
- **Developed strategic plan**, analytical statistics and financial planning...
- **Developed comprehensive communication strategy & tactics** for brand to grow & defend market share before and after product patent expiration.
- **Maintain Federal Government Billing and Reporting Monthly reports.**
- **Developed client's relationship management strategic plan.**
- **Monitored the company's monthly accounts such as: monthly travel schedule and other financial activities.**

- Worked with financial department and Federal **Financial Auditing Organization** on a quarterly basis or as needed.

### **R&A Personal Care Services**

#### **Project/Agency Director**

January 2007 –May 2007

Raleigh, NC

- **Directly supervise and evaluate the assistant program director, director of nursing, office manager, billing clerk and other employees as indicated.**
- **Responsible for overall operation** and functions of the program on a daily basis using state policies, procedures and standards as guideline for operation of agency.
- **Investigate complaints and assure a resolution of complaints** according to agency and state and **federal guidelines and standards.**
- **Organize and direct all of agencies ongoing functions** and chairs the budget committee.
- **Promoted good community relations** by involvement in community affairs and serving on related boards and committees.

### **Hertford County Schools**

#### **Science Teacher**

August 1999-May 2005

Ahoskie, NC

### **Education:**

#### **University of Maryland Global College**

Master of Leadership Management

#### **Elizabeth City State University**

Bachelor of Science Biology

May 1999

#### **DC 11<sup>th</sup> Street Project**

Executive Leadership Certification

September 2019

#### **National Association of Workforce Development Professionals**

Certification of Workforce Development

March 2024

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Economic Development Commission

**Please select your third Board preference: \***

Council on Fitness and Health

**Please select your fourth Board preference: \***

Human Services Board

**Please select your fifth Board preference: \***

Alliance Behavioral Healthcare

**Please select your sixth Board preference: \***

Citizen's Energy Advisory Commission

Rodney

First Name

E

Middle Initial

Delli-Gatti

Last Name

4908 Fielding Drive

Street Address

Suite or Apt

Raleigh, North Carolina, United States

City

NC

State

27606

Postal Code

**What district do you live in?**

None Selected

Home: (770) 714-4239

Primary Phone

Mobile: (770) 714-4239

Alternate Phone

rodneydg21@gmail.com

Email Address

Precision Talent Group

Employer

Director of Business Development

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Unincorporated Wake County

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I'm interested in serving on a board or commission because I want to contribute my skills and experience toward decisions that have a direct, positive impact on our community. I believe in the importance of civic engagement, and I'm committed to bringing a collaborative, solutions-oriented mindset to the table. Serving in this capacity allows me to both give back and help shape policies or initiatives that align with my values and expertise."

## Work Experience

"I'm interested in serving on a board or commission because I want to apply my experience in talent strategy, workforce development, and clean energy recruitment to initiatives that positively shape our region. As the leader of the Engineering and Technology Staffing Division for Precision Talent Group in North Carolina, I've supported major manufacturing and cleantech organizations with strategic hiring — often building teams from the ground up. I also serve on the Talent Action Committee for the Research Triangle Cleantech Cluster, where I collaborate with public and private sector leaders on workforce initiatives. Serving on a board would allow me to continue contributing in a meaningful way, bringing both private-sector insight and a strong community focus to the table

## Volunteer Experience

I am very active in my men's fitness community and volunteer at Healing Transitions, The Caring Place and am and active member of the PTA

## Education

Bachelor of Arts from West Virginia University

## Comments

[DELLI-GATTI\\_Rodney\\_Resume\\_FINAL.docx](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Rodney E Delli-Gatti

Date of Birth

**Gender \***

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Male

**Ethnicity \***

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Caucasian

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

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County Website

**If you selected "Other" above, how?**

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

# RODNEY DELLI-GATTI

Raleigh, NC • 770.714.4239 • [rodneydg21@gmail.com](mailto:rodneydg21@gmail.com) • [LinkedIn](#)

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## SENIOR EXECUTIVE - WORKFORCE DEVELOPMENT & ECONOMIC DEVELOPMENT

### Information Technology • Cleantech Manufacturing • Engineering

***Proven track record of building and strengthening companies' capabilities, positioning them to meet current and future demand, enhance organizational effectiveness, and optimize their investments in human capital.***

- Engage in deep-dive stakeholder discussions to understand their businesses, grasp key issues/challenges, and define objectives and collaborate across diverse groups to develop high-impact workforce strategies and solutions.
- Align companies' needs/goals with right-fit candidates that deliver short- and long-term impact and value.
- Help companies understand how to attract/retain quality talent in competitive markets and improve job satisfaction from day one, working proactively to prevent costly turnover.

***History of partnering with companies to leverage their human capital to drive their own economic growth and market competitiveness, while also influencing the greater economic outlook and growth trajectory of their respective regions.***

- Apply extensive experience sourcing talent from labor markets in high-value geographies to identify optimal resources with which to develop alliances, explore partnership opportunities, and build high-value talent pipelines.
  - Navigate and close large, multi-year, multi-site sales/projects linked to mission-critical applications and services for SMBs and global enterprises, coordinating the full lifecycle across multiple organizations and stakeholders.
  - Assess clients' financial/credit risk relative to the size and strategic importance of proposed solutions, applications, and services, ensuring alignment with established risk tolerance and sustainability of long-term partnerships.
- 

## PROFESSIONAL EXPERIENCE

Precision Talent Group | Raleigh, NC

2023 - Present

### **Director of Business Development - Engineering & Technology Division**

Play an integral role in supporting development of a strong talent ecosystem for global energy, technology, and manufacturing companies, as well as government agencies, utilities, and nonprofit/not-for-profit groups working together to drive North Carolina's economic growth in the cleantech industry.

- Opened, expanded, and currently lead the North Carolina market for PTG's engineering/technology practice, driving the growth strategy that delivered sales of \$600K in year 1 and is on track to generate \$800K in year 2.
- Build relationships with companies' key decision makers, partnering with them to craft strategic staffing initiatives, define ideal talent profiles, and align companies' broader workforce strategies with regional/economic goals.
- Provide sector/market insights, labor market intelligence, and hiring trend analysis that aid companies in addressing evolving workforce needs, tackling regional talent gaps, and supporting economic growth.
- Translate clients' business requirements, priorities, and goals into effective workforce solutions, grasping the unique mix of highly specialized skills/talent critical to delivering tangible value to companies from day one.
- Negotiate and close high-value contracts; direct all aspects of the end-to-end solutions delivery cycle (e.g., project services and candidate sourcing, screening, and hiring).
- Earn companies' confidence, respect, and loyalty for expertise and thought leadership in workforce development, talent/skills value analysis, and right-fit candidate-company matching.

Kelly Engineering Services | Raleigh, NC

2020 - 2023

**Account Executive - Engineering Staffing & Services**

Engaged with stakeholders across the full spectrum of companies' businesses and HR departments, providing innovative resource strategies to address the need for candidates with advanced technical skillsets and achieve placement objectives.

- Collaborated cross-functionally within KES to ensure the seamless delivery of services—from outcome-based deliverable projects and programs to scalable contract, contract-to-hire, and direct hire service lines.
- Met with companies to understand their needs/motivations, evaluate current/future growth, and propose solutions to solve their most urgent short- and long-term workforce challenges.
- Produced \$530K in new client margin; consistently ranked in the top third of 40 account executives nationally for client engagement/satisfaction, loyalty/retention, volume of repeat/referral business, and sales performance.

MATRIX Resources | Raleigh, NC

2017 - 2020

**Account Executive - IT Staffing & Professional Services**

Returned to MATRIX following relocation, joining the firm's Raleigh office to accelerate market penetration. Acclimated quickly, hitting the ground running to forge solid relationships with some of the Triangle's most prominent companies, including TierPoint, Red Hat, and First Citizens Bank.

- Served as trusted advisor to IT and HR leaders, guiding discussions to uncover workforce challenges and propose innovative strategies and solutions (e.g., agile transformation, recruitment process outsourcing, role fulfillment, etc.).
- Coordinated the entire solutions implementation and service delivery lifecycle from inception to completion.
- Generated regional impact by negotiating staffing solutions that supported innovation, economic growth, and vitality within the IT sector.
- Generated ~\$2.8M in revenue with 37 billable consultants on staff between multiple clients in 2019.

Staffing Technologies | Atlanta, GA

2016 - 2017

**Managing Director - IT Services**

Spearheaded turnaround of the Atlanta office's performance, working closely with the CEO and CFO to develop and implement strategies that improved engagement with existing enterprise customers (e.g., Coca-Cola, Home Depot, and AT&T) and pursued untapped business development opportunities across the region.

- Communicated the strategic vision and objectives to the organization and effected the changes critical to reversing the downtrend and changing the office's growth trajectory going forward.
- Led organizational restructuring/realignment, removed underperformers, and introduced structure, discipline, and performance objectives where none existed. Built and led a robust team of 10 sales and recruiting staff.
- Boosted average fill rate from 30% to 50%; coached team on strategies to more effectively match clients' needs with qualified talent. Optimized recruitment processes/workflows with standards/practices and performance benchmarks.
- Strengthened the Atlanta team's capabilities, agility, and performance, positioning it to improve client satisfaction by 50% and increase consultant billings by 15%, earning ranking as the firm's #1 office for sales.

MATRIX Resources | Atlanta, GA

2012 - 2016

**Account Executive - IT Staffing & Professional Services**

Led a team of 20+ consultants in delivering IT staffing and talent solutions to corporate clients in the Atlanta market (e.g., Otis Education, LexisNexis, etc.).

- Built in-depth relationships with companies; conducted deep-dive analyses of clients' businesses, recommended customized workforce strategies and solutions to meet business needs, and oversaw solutions implementation.
- Expanded client offerings to meet rising demand for an agile workforce, selling multiple Agile engagements.
- Served as trusted advisor to both companies and candidates. Ensured that companies offered market-competitive packages and H-1B sponsorships to attract/retain technical talent. Counseled candidates in evaluating opportunities beyond face value, promoting companies' cultural fit and advancement potential in addition to salary and perks.
- Exceeded \$500K in annual new contract margin in 2014 and 2015 after earning Rookie of the Year honors in 2013.

Solomon Edwards Group, LLC | Atlanta, GA  
**Business Development Manager**

2009 - 2011

Built relationships and captured \$1.5M+ in new business with global enterprises, ranging from Coca-Cola and Delta Airlines to Exide Technologies, Covenant Transportation, and Cumulus Media.

- Curated a fundamental grasp of workforce development and talent acquisition related to proposed solutions presented to clients, with particular emphasis on identifying high-quality sources for project-oriented talent.

*Early Experience:* Forged a solid foundation of experience in progressive roles spanning business development, sales, account management, and sales team management for technology companies and professional services firms.

**Education:** Bachelor of Arts - Political Science, West Virginia University

**Affiliations:** Talent Action Committee Member, Research Triangle Cleantech Cluster (2023 - Present);  
Volunteer, Healing Transitions (2022 - Present); Site Leader, F3 Raleigh (2018 - 2023)

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Economic Development Commission

**Please select your third Board preference: \***

Juvenile Crime Prevention Council

**Please select your fourth Board preference: \***

Library Commission

**Please select your fifth Board preference: \***

United Arts Grants Panels

**Please select your sixth Board preference: \***

Adult Care Home Community Advisory Committee

Matthew

First Name

Abruzzo

Last Name

Middle Initial

400 W Hargett St.

Street Address

APT 324

Suite or Apt

Raleigh

City

NC

State

27603

Postal Code

**What district do you live in?**

None Selected

Home: (760) 703-4322

Primary Phone

Home: (760) 703-4322

Alternate Phone

matabruzzo10@gmail.com

Email Address

Telstraight International, Incorporated

Employer

Director of Operations

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

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Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

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Raleigh

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**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

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I believe strong cities are built by those who engage across systems — design, economy, and equity. I believe that lasting civic transformation comes not from a single committee, but from connections across public input, workforce development, planning, and youth opportunity. I'm interested in serving on a Board or Commission to help build those connections. With a background in business strategy and systems thinking, and a deep personal commitment to public service, I want to contribute meaningfully to Wake County's long-term vision. Whether it's shaping how we grow, how we care for our people, or how we prepare our future workforce, I see Board service as a powerful way to align my talents with the public good.

**Work Experience**

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1. Director of Operations, Telstraight International Incorporated 2. Creative Associate, Lionchase North America Private Equity 3. Director of Communications, Andrew McCarthy for Congress

**Volunteer Experience**

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~100 hours of service experience to the underprivileged in Bogota, Colombia via SCORE International and Wheaton College

**Education**

---

BA, Business Administration and Economics, Wheaton College. Twice on the Dean's List for Academic Excellence

**Comments**

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Raleigh's District D Councilmember Jane Harrison has verbally expressed her intention to nominate me to Raleigh's Community Engagement Board, and I'm committed to using that opportunity to help Wake County build bridges between community input, economic development, design, and justice systems. The six boards I selected reflect a strategic commitment to that goal. I bring a background in business strategy, civic systems thinking, and cross-sector collaboration — and I hope to serve wherever I can offer value. I'm especially interested in roles where public service, innovation, and long-term regional planning intersect. I'd be honored to contribute to Wake County's continued growth.

[MattAbruzzo\\_CommunityEngagementResume2025.pdf](#)

Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

Matthew Abruzzo

\_\_\_\_\_  
Please upload a file

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## Demographics

Date of Birth

### Gender \*

Male

### Ethnicity \*

Hispanic

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## Other

### How did you become aware of Wake County volunteer opportunities?

County Website

### If you selected "Other" above, how?

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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# MATT ABRUZZO

mattabruzzo10@gmail.com | Raleigh, NC 760-703-4322

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## Experience:

**Director of Operations, *Telstraight International Inc.*** February 2024 - Present

- Led cross-functional strategic planning across supply chain, product, operations, and customer experience, aligning long term business growth with sustainability and community impact goals.
- Directed high-stakes operational pivots in fast-scaling environments, integrating data, logistics, and stakeholder coordination to drive performance, and accountability.
- Built and globally integrated business systems for an international corporation, coordinating between international teams and local partners to drive coherent governance, resource allocation, and outcome tracking.

**Creative Associate, *Lionchase North America Private Equity*** June 2023 - Feb 2024

- Worked alongside Fund President and portfolio company executives in the creation and execution of Marketing Strategies leading to over \$500k in company funding.
- Differentiating our firm and portfolio companies through the creation of stakeholder identities, marketing campaigns, company whitepapers, investor materials, event planning, videos, and social media content.

**Social Media Manager, *Eben Britton*** June 2022 - June 2023

- Produced and oversaw content posted on Instagram, YouTube, and TikTok resulting in an 80x increase in social media following and generated as many as 1.6 million views.
- Shot, produced, and edited an engaging video podcast resulting in over 10,000 monthly listeners on Spotify and Youtube.
- Established successful paid partnerships with prominent brands, leveraging sponsored content to drive brand awareness, expand reach, and generate revenue.

**Director of Communications, *Andrew McCarthy For Congress*** May 2021 - May 2022

- Created and implemented a unique, multiplatform communications strategy resulting in a 90x increase in followers across Twitter, Instagram, Facebook, and Youtube.
- Authored speeches, opinion editorials, and social media posts that were featured in *The Huffington Post*, *The Hill*, and *The Daily Wire*.
- Implemented paid social media campaigns, leveraging targeting options and analytics to reach 100,000 constituents throughout the congressional district.

## Education:

**BA, *Business Administration and Economics*, Wheaton College** 2021

Graduated from the nation's top Christian liberal arts college while playing for the NCAA baseball team. Named to the Dean's List twice for outstanding academic achievement.

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Wake County Steering Committee on Affordable Housing

**Please select your second Board preference: \***

Jury Commission

**Please select your third Board preference: \***

Housing Authority

**Please select your fourth Board preference: \***

Wake Technical Community College Board of Trustees

**Please select your fifth Board preference: \***

City of Raleigh Housing Appeals Board

**Please select your sixth Board preference: \***

Juvenile Crime Prevention Council

Utica

First Name

Cason

Last Name

Middle Initial

44 Coneflower Ct

Street Address

Suite or Apt

Clayton

City

NC

State

27520

Postal Code

**What district do you live in?**

District 7

Home: (919) 413-1854

Primary Phone

Mobile: (919) 413-1854

Alternate Phone

uvcason@yahoo.com

Email Address

Yardi Systems Inc.

Employer

Team Lead

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

None Selected

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## **Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

I have a passion of serving my community. I love helping individuals in the community. I have prior experience serving on a nonprofit board and served prior on the Wake County JCPC board as at-large member. I have nonprofit, human services, and affordable housing experience.

## **Work Experience**

17 Yrs of experience with a Real Estate and Accounting Software Company 10 Yrs of Affordable Housing Experience with Raleigh Housing Authority and Property Management Companies 5 Yrs of Human Services Experience with Wake County Child Support Enforcement and Raleigh Housing Authority Over 15 years of Nonprofit Experience as CEO/Founder of SOAR Outreach and volunteering as a board member of volunteer with other nonprofit organizations

## **Volunteer Experience**

11 Years as CEO of a local nonprofit 1 year Executive Director of Job Readiness Organization 3.5 Yrs Experience as Assistant Director of Youth Re-Entry Program 1 Yr Experience as Adult Mentor for Step Up Ministries

## **Education**

Associate's Degree in Human/Family Services Bachelor's Degree in Human/Family Services

## **Comments**

[resume.docx](#)

Upload a Resume

[Utica Resume\\_1\\_.pdf](#)

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## **Demographics**

Date of Birth

**Gender \***

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Female

**Ethnicity \***

---

African American

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

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County Website

**If you selected "Other" above, how?**

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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# Utica Cason

2001 Tree Vista Lane, Apt 210, Raleigh, NC 27604 ☐ (919) 413-1854 ☐  
[uvcason@yahoo.com](mailto:uvcason@yahoo.com)

## ***Professional Experience***

### ***Yardi Systems, Inc., Raleigh, North Carolina***

#### ***PROJECT MANAGER 2008-PRESENT***

Provide customer/client service and in a call center environment with regards to technical support with software issues and assist clients with implementation of real estate and accounting software. It consists of setup, implementation, upgrades, and ongoing software support for live clients. Support different modules (core, residential, affordable, and maintenance)

### ***Reliant Monitoring Services, Cary, North Carolina***

#### ***DISPATCHER 2013-2019***

Dispatch and schedule installers to perform work order assignments for pretrial electronic/alcohol monitoring devices for local government and law enforcement agencies

## **Education**

SUNY-Empire State College, Saratoga Springs, NY

B.A., Family & Human Services 2002-2006

A. S., Family & Human Services 2001-2002

Wake Technical Community College, Raleigh, NC

Human Services Technology, 1999-2000

Medical Assistant, 1996-1998

GED, 1994

Certified Occupancy Specialist (COS)-NAHMA 2008

## **Additional Experience**

Nonprofit Management, Nonprofit/Business Consultant, Real Estate, Property Management, Microsoft Office 365, Internet Explorer, Outlook, Goggle Documents, Medic, CAM, I-CAM, ACCUCERT, Yardi Voyager, Yardi Classic, SQL, CRM, Tax Preparation

**Volunteer  
Experience**

***SOAR Outreach, Raleigh, NC***

***Founder/CEO 2014-present***

Establish administrative policies for the day-to-day operation

of the nonprofit. Establish and maintain relationships with

various organizations to enhance the organization's mission. Report to the Board of Directors to seek their

involvement in policy decision and fundraising.

Supervise collaborate with the organization staff and volunteers.

implement strategic planning and implementation.

Oversee the organization board, marketing, and communication efforts.

Review and approve contracts for services. Plan and oversee

the annual budget.

***City of Raleigh Citizen Police Academy***

2018

***City of Raleigh Summer Youth Employment Program***

Volunteer Interviewer, 2014-2017

***Neighbor 2 Neighbor,***

Jobs for Life Mentor, 2016

***Wake Technical Community College***

Advisory Board, 2016

***City of Raleigh Neighborhood College & Citizens Leadership Academy, 2013-2014***

***Justice Served NC, Inc., Raleigh, North***

***Carolina***

Assistant Director & Program Manager 2011-2013

***Step-Up Ministry, Life Skills Co-Partner, 2002***

# Utica Cason

• 44 Coneflower Ct, Clayton, NC 27520 • (919) 413-1854 • [uvcason@yahoo.com](mailto:uvcason@yahoo.com)

## CAREER OBJECTIVE

Custom driven, quality focused, self-motivated, and committed team player with demonstrated ability in Project Manager, Helpdesk Coordinator, Technical Account Manager, and Real Estate Property Manager. Proven ability to successfully analyse an organization's critical business needs, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer service offerings. Detail-oriented professional with highly professional attitude, strong leadership, relationship-building skills, and ability to perform well in a team. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.

- Technical Proficiencies: Non-profit Management, Non-profit/Business Consultant, Real Estate, Property Management, Microsoft Office 365, Internet Explorer, Outlook, Goggle Documents, Yardi Voyager, SQL, CRM, Credit Repair Cloud, Tax Preparation, Non-profit Foundation and Corporation Grants , and REsimpli
- Excellent project management skills, including managing profitable delivery of professional services
- Good problem solving and critical thinking, with good business acumen and a strong sense of value selling
- Strengths in problem solving, issue-resolution, ability to work in a deadline-driven work environment, attention to detail, and ability to multitask
- Good operational planning and time management skills; able to manage projects simultaneously without compromising on standards and quality. Strong customer orientation and a professional approach with the ability to interact with all levels within the organization.
- Ability to Develop and maintain contact with top decision makers at key clients; organize and lead pursuit teams; participate and lead aspects of the proposal development process; contribute to the development of proposal pricing strategies
- Capable of managing multiple projects with strong organizational skills with very close attention to detail and able to prioritize and multitask with ability to work with minimal supervision

## SKILLS, KNOWLEDGE AND ABILITIES

• IT Knowledge	• IT and Technical Skills	• Problem-Solving Skills	• Interpersonal Skills
• Non-Profit Management	• Team Working Skills	• Project Manager	• Attention to Detail
• Dispatcher	• Help Desk Support	• Hardware Installation	• Training Management
• Self-Motivated	• Teamwork / Leadership	• Operational Planning	• Property Manager
• Technical Manager	• Analytical Skills	• Troubleshooting	• Account Technical Manager
• Credit Repair	• Microsoft Office 365	• Google Suite	• Motivational Skills
• Technical Support	• Section 8	• LIHTC	• Affordable Housing

## PROFESSIONAL EXPERIENCE

### Mortgage Case Management Team Lead | Yardi Systems, Inc., Raleigh, North Carolina

2022-present

- ❖ Responsible for managing direct reports, overseeing performance, addressing performance issues and holding team members accountable to all individual and company goals and expectations.
- ❖ Responsible for reviewing processes and working with other supervisors, teams and/or Sr. Management to ensure that best practices are identified and that processes are established with efficiency
- ❖ Responsible for supporting Sr. Management in rolling out of company initiatives and directives
- ❖ Responsible for managing, training and in some cases developing specialized training programs for portfolios if required
- ❖ Responsible for managing/overseeing the day-to-day activities of the case management staff, coaching and mentoring team members to ensure the highest levels of performance, and identifying and supporting team members in their professional development goals
- ❖ Provides resolution for client escalations
- ❖ Collaborates with Call Center leadership to ensure processes and communication is cohesive.
- ❖ Helps identify key performance indicators (KPIs) to determine areas of improvement to help increase revenues, as necessary.

### Real Estate Agent | FAB Realty Group, Fayetteville, North Carolina

April 2024 – October 2024

- ❖ Generated high-quality leads through outreach, networking, and CRM tools to boost property sales pipeline.
- ❖ Conducted comparative market analysis to establish competitive prices and educate clients on local housing trends.
- ❖ Presented property features during showings to prospective buyers, highlighting amenities and investment potential.
- ❖ Drafted and reviewed real estate contracts, and legal documents ensuring regulatory compliance and accuracy.
- ❖ Mediated negotiations between sellers, buyers, securing favorable contract terms and finalizing successful transactions.
- ❖ Promoted listings via social media marketing, online platforms, and open house events to maximize property visibility.
- ❖ Provided mortgage guidance and financing insights to clients, facilitating informed purchasing decisions and approvals.
- ❖ Collaborated with inspectors, appraisers, and attorneys to streamline closing process and prevent transaction delays.

### Rent Relief Case Auditor and Case Supervisor | Yardi Systems, Inc., Raleigh, North Carolina

2021-2022

- ❖ Process and review rent assistance applications from tenants and landlords.
- ❖ Audit applications for potential fraud
- ❖ Gather, complete and review required documentation
- ❖ Communicate with applicants and landlords on needs requirements and general questions by email or phone calls
- ❖ Identify missing information from assistance program applications
- ❖ Audit cases assigned by Case Auditor to completeness for approval for assistance
- ❖ Train case auditors on the auditing workflow
- ❖ Provides resolution for client escalations
- ❖ Develop team project plans and timelines
- ❖ Leading regularly scheduled meetings with the case auditors
- ❖ Composed and executed an on-boarding new employee program

### Project manager | Yardi Systems, Inc., Raleigh, North Carolina

2019-2021

- ❖ Cultivate cohesive relationships to ensure prompt, effective project completion and collaborated with multiple organizations.
- ❖ Provide overall direction and guidance to project teams at various locations throughout the country
- ❖ Develop concise project plans and timelines for deliverables by defining the project scope and relevant objectives.
- ❖ Effectively complete projects by identifying and partnering with key internal and external stakeholders.
- ❖ Ensure the timely completion of complex processes by leading regularly scheduled meetings with the project team.

- ❖ Develop and managing profitable projects. Immediately reporting major problems with possible solutions for resolution.
- ❖ Develop job production reports and tracking productions daily/weekly.
- ❖ Composed and executed an on-boarding new employee program
- ❖ Identified the appropriate resources needed for new and existing projects and develop project schedules.

**Helpdesk Coordinator**

**2017-2019**

- ❖ Provided remote and on-site troubleshooting for software support
- ❖ Provided advanced Customer Service and Support
- ❖ Communicated with high profile customers in a professional and courteous manner
- ❖ Gathered customer's information and determine the issue by elevating and analysing symptoms
- ❖ Followed standard process and procedures
- ❖ Resolved user problems independently or in conjunction with other Help Desk staff.
- ❖ Responsible for Help Desk ticket response and resolution time
- ❖ Fulfilled ticket requests, completing the transaction, and forwarding the requests

**Technical Account Manager**

**2010-2017**

- ❖ Provide technical support and assist with problem management tickets for customers providing guidance on the best approach.
- ❖ Capture new product requirements and provide detailed feedback to the product team.
- ❖ Maintain regular communication with the client and ensure all inquiries are being resolved satisfactorily and timely.
- ❖ Managed the technical relationship with the client with the following responsibilities
- ❖ Understand client needs, business requirements, and priorities. Proactively owning and driving client implementations
- ❖ Assists the product manager with analysis and prioritization of product defects and enhancement requests for scheduling to future software releases. Participates in functionality testing of new software features
- ❖ Established strong relationships across all employee levels at various clients, ranging from administrative to senior.
- ❖ Oversee all client communications relating to the technical engagement
- ❖ Follow up with key account business partners on work performed to measure level of customer satisfaction.

**Leasing Agent | Drucker & Falk Property, Raleigh, North Carolina**

**2009 – 2010**

- ❖ Facilitated lease-up initiatives by showcasing available units and converting prospects into long-term tenants.
- ❖ Managed tenant relations by responding to service inquiries, conflict resolution, and promoting resident retention.
- ❖ Executed comprehensive leasing procedures including application screening, background checks, and lease execution.
- ❖ Developed property marketing campaigns using digital platforms, and advertising to attract qualified applicants.
- ❖ Processed rental applications and maintained compliance with Fair Housing Act regulations throughout leasing cycle.
- ❖ Collected security deposits, issued receipts, and ensured accuracy in rental payment records and financial systems.
- ❖ Coordinated move-in logistics, and welcome orientation to streamline new resident onboarding experience.
- ❖ Organized leasing files, re-certification documents, and maintenance records to ensure operational readiness and audits.

**Affordable Technical Account Manager**

**2008-2010**

- ❖ Provided customer/client service with regards to technical support with software issues and assist clients with implementation of real estate and accounting software. Consisted of setup, implementation, upgrades, and ongoing software support for live clients. Assisted with client and company projects
- ❖ Supported different modules (core, residential, affordable, and maintenance)
- ❖ Composed and executed an on-boarding new employee program
- ❖ Responsible for development of management plans, assembled project teams, and assign responsibilities.

**DISPATCHER | Reliant Monitoring Services, Cary, North Carolina**

**2013-2019**

- ❖ Dispatched and scheduled installers to perform work order assignments for pre-trial electronic/alcohol monitoring devices for local government and law enforcement agencies
- ❖ Communicated timely and effectively with (installers) to ensure a high level of service.

**MORE EXPERIENCE**

**Property Manager | United Property Management, Raleigh, North Carolina**

**2007 – 2008**

**Property Manager | Excel Property Management, Raleigh, North Carolina**

**2003 – 2007**

**Office Assistant IV | Raleigh Housing Authority, Raleigh, North Carolina**

**2000 – 2003**

**VOLUNTEER EXPRIENCE**

**SOAR Outreach, Raleigh, NC, Founder/CEO**

**2014-present**

- ❖ Establish administrative policies for the day-to-day operation of the non-profit and Implement strategic planning and implementation. Establish and maintain relationships with various organizations to enhance the organization's mission. Report to the Board of Directors to seek their involvement in policy decision and fundraising. Supervise collaborate with the organization staff and volunteers. Oversee the organization board, marketing, and communication efforts. Review and approve contracts for services. Review and submit grant proposal for funding. Plan and oversee the annual budget.
- ❖ City of Raleigh Citizen Police Academy 2018
- ❖ City of Raleigh Summer Youth Employment Program Volunteer Interviewer, 2014-2017
- ❖ Neighbor 2 Neighbor, Jobs for Life Mentor, 2016
- ❖ Wake Technical Community College, Advisory Board, 2016
- ❖ City of Raleigh Neighbourhood College & Citizens Leadership Academy, 2013-2014
- ❖ Justice Served NC, Board Member, Program Manager, and Assistant Director 2011-2013
- ❖ Step-Up Ministry, Life Skills Co-Partner, 2002
- ❖ At-Large Board Member, Wake County Juvenile Crime Prevention Council Nov 2019-present
- ❖ Advisory Board Member, Activate Good 2020-present

**EDUCATION**

- SUNY-Empire State College, Saratoga Springs, NY
- B.S., Family & Human Services 2002-2006
- A.S., Family & Human Services 2001-2002
- Wake Technical Community College, Raleigh, NC
- Human Services Technology, 1999-2000
- Medical Assistant, 1996-1998
- Certified Occupancy Specialist (COS)-NAHMA 2008
- NC Real Estate License 2023

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Capital Area Workforce Development Board

**Please select your second Board preference: \***

Wake Forest Planning and Zoning Board

**Please select your third Board preference: \***

Library Commission

**Please select your fourth Board preference: \***

Durham and Wake Counties Research and Production Service District Advisory Committee

**Please select your fifth Board preference: \***

Agricultural Advisory Board

**Please select your sixth Board preference: \***

Centennial Authority

Melvin  
First Name

J  
Middle Initial

Jackson  
Last Name

8816 Cochran Ct  
Street Address

Suite or Apt

Wake Forest  
City

NC  
State

27587  
Postal Code

**What district do you live in?**

None Selected

Mobile: (408) 667-6192  
Primary Phone

Business: (919) 515-9243  
Alternate Phone

drmelvinjackson@gmail.com  
Email Address

North Carolina State University  
Employer

Assistant Vice Provost/Associate Professor  
Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

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Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

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Wake Forest

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**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

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I am interested in serving on a board or commission because I believe in the importance of collaborative leadership and community-centered decision-making. With a background in higher education focused on development, public administration, community engagement, and adult education, I bring a strong commitment to inclusive and thoughtful service. I want to contribute to efforts that strengthen our county by listening to residents, understanding diverse needs, and supporting initiatives that create lasting and equitable impact.

**Work Experience**

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I have over a decade of professional experience in higher education, with expertise in development, public administration, community engagement, and adult education. I have served in various leadership and administrative roles that involve strategic planning, policy development, stakeholder collaboration, and program evaluation. My work has focused on building partnerships between universities and local communities, advancing access to lifelong learning opportunities, and fostering inclusive environments for adult learners. In these roles, I have also contributed to regional economic development initiatives and facilitated public forums that engage residents in meaningful dialogue about policy and resource allocation.

**Volunteer Experience**

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I have consistently sought out opportunities to serve my community through volunteer work that aligns with my values of education, equity, and civic engagement. I have volunteered with local literacy programs, supporting adult learners, and served on advisory boards for community education initiatives. Additionally, I have participated in neighborhood improvement efforts. Additionally, I have facilitated public workshops focused on college access and career development, particularly for first-generation and nontraditional students. My volunteer work reflects a long-standing commitment to building informed and empowered communities, as well as bridging the gap between public institutions and the people they serve.

**Education**

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I hold a PhD in Educational Leadership, an MBA with a concentration in General Business, an MA in College Student Development, and a Bachelor's degree in Business Administration.

**Comments**

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I hope to serve on a board or commission because I believe that meaningful change begins at the local level. My professional and volunteer experiences have taught me that listening to community voices, using data to guide decisions, and building partnerships across sectors are essential to progress. I am committed to fostering a more informed, connected, and equitable community. Through service, I hope to help bridge gaps between policy and practice, advocate for inclusive opportunities, and support initiatives that contribute to the well-being and advancement of all residents in our county.

Melvin J Jackson

[Melvin J. Jackson\\_CV.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

### Gender \*

Male

### Ethnicity \*

African American

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## Other

### How did you become aware of Wake County volunteer opportunities?

Current Wake County Volunteer

### If you selected "Other" above, how?

Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

Melvin J Jackson

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Melvin (Jai) Jackson, Ph.D.

(408) 667 6192

[drmelvinjackson@gmail.com](mailto:drmelvinjackson@gmail.com)

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**EDUCATION:**

M.B.A.

**Master of Business Administration** (May 2025)

Fayetteville State University, Fayetteville, NC

Certificate

**Management Development Program**

Harvard Graduate School of Education

Ph.D.

**Educational Leadership & Research**

Dissertation: African American Alumni of Predominately White Institutions and Philanthropic Giving

Louisiana Board of Regents/SREB Doctoral Fellow

Louisiana State University, Baton Rouge, LA

M.A.

**College Student Development**

Appalachian State University, Boone, NC

B.S.

**Business Administration/Health Care Management**

Appalachian State University, Boone, NC

**ADMINISTRATIVE EXPERIENCE:**

8/2024 - Present

Assistant Vice Provost for Academic Administration

Office for Faculty Excellence, North Carolina State University

- Collaborate closely with the Office for Assessment and Accreditation and the Office for Global Engagement to ensure alignment of faculty development initiatives with institutional goals and global standards.
- Manage the administration of the RPT-Online/Faculty Excellence Portal, overseeing reappointment, promotion, and tenure processes for over 4,000 faculty across 12 colleges, academies, and schools at NC State.
- Lead the coordination and support of faculty reviews, ensuring compliance with university policies and facilitating efficient academic review cycles.
- Partner with academic units and campus leaders to streamline administrative processes related to faculty appointments, ensuring data-driven decisions that support faculty advancement.
- Contribute to strategic initiatives to foster faculty engagement and academic excellence through data-informed reporting and collaborative efforts with university leadership.
- Contribute to the interpretation and development of policies, rules, and regulations associated with faculty.

1/2024 - 8/2024

(Interim) Associate Vice Provost for Inclusive Excellence and Strategic Practice (Interim)  
Office for Institutional Equity and Diversity, North Carolina State University

- Spearheaded comprehensive data collection and analysis initiatives to inform strategic decision-making in NC State University faculty diversity and inclusion efforts.
- Supervised and mentored a diverse team of professionals, providing guidance and support in implementing inclusive excellence practices across various university departments.
- Demonstrated effective budget management skills, optimizing resources to support inclusive excellence programs and initiatives.
- Oversaw developing and supervising innovative programs to foster diversity, equity, and inclusion within the university community.
- Led strategic practices to enhance inclusivity, collaborating with stakeholders to create measurable impact and advance NC State University's commitment to diversity and excellence.

3/2021 - 8/2024

Assistant Vice Provost for Faculty Engagement  
Office for Institutional Equity and Diversity, North Carolina State University

- Organize and execute visionary initiatives to enhance faculty recruitment, hiring, and success across all disciplines, prioritizing diversity in departments with limited representation.
- Form strategic collaborations with faculty, diversity directors, and department heads, driving faculty diversity and inclusion efforts at all levels.
- Pioneer outreach to national organizations and peer institutions to attract diverse faculty, establishing proactive recruitment strategies.
- Develop and partner with pipeline activities to engage various campus entities, expanding opportunities to reach diverse audiences.
- Provide transformative leadership in cultural competence education for faculty, ensuring success with students at all levels and within departments.
- Champion and support programs promoting faculty diversity and inclusion, fostering an inclusive campus climate for faculty of diverse backgrounds.
- Assess policies to enhance diversity, equity, and inclusion, collaborating closely with other units deeply involved in faculty engagement.
- Coordinate impactful opportunities for faculty engagement, fostering scholarship and research initiatives related to diversity and inclusion.
- Create platforms for marginalized and underrepresented faculty and students to showcase academic research, serving as a liaison to affinity groups and committees.
- Contribute to developing, coordinating, and facilitating comprehensive diversity educational programs for faculty and university administrators.
- Prepare insightful reports and reviews of programs, projects, and activities related to faculty diversity, meeting strategic university objectives.

8/2018 - 2/2021

Director - Graduate Student Success  
College of Education, North Carolina State University

- Directed innovative strategies for recruiting top-tier graduate and professional students, showcasing a talent for strategic enrollment management.

- Orchestrated collaborative efforts with internal and external stakeholders to establish a cohesive and compelling promotional brand, messaging, and presence.
- Advocated for graduate students, strategically connecting them with support networks and promoting positive health and wellness practices.

8/2015 – 5/2018

Chair (Abu Dhabi) - Department of Advising and Academic Development  
Zayed University, Abu Dhabi, United Arab Emirates

- Spearheaded undergraduate advising as the campus director, overseeing pre-major students and those in academic assistance programs with a focus on proactive support and guidance.
- Played a pivotal role in planning and executing semi-annual new student orientations and open-house events, enhancing the onboarding experience.
- Directed the supervision, training, and evaluation of a diverse faculty cohort of 26-35 members, ranging from adjunct instructors to associate professors, fostering a culture of excellence.
- Managed a robust internal budget of \$1.25 million (4,591,125.00 AED), demonstrating financial acumen and resource optimization.
- Cultivated strong internal and external relationships with community and governmental entities, promoting student/faculty engagement and professional development while leading initiatives to streamline and optimize the University advising structure for enhanced efficiency.

5/2013 – 8/2013

Director of New Student Programs (Interim)  
Housing, Dining, & Residence Life, Duke University

- Orchestrated and executed the Summer Transition Series webinars, streamlining onboarding for incoming students.
- Managed a \$300,000 orientation budget with financial acumen, ensuring optimal resource allocation.
- Provided leadership by supervising teams, advising the First-Year Advisory Council, and enhancing Welcome Week programming through strategic planning and data-driven improvements.

7/2010 – 5/2013

Residence Coordinator – Keohane Quadrangle  
Housing, Dining, & Residence Life, Duke University

- Cultivated an inclusive environment fostering diversity and learning.
- Led and supervised a team of 15 Resident Assistants and two Graduate Residents.
- Managed summer school housing and programming, overseeing a budget of approximately \$40,000, and actively participated in emergency response through the University on-call system for approximately 6,000 students.

## **PUBLICATIONS:**

### **Peer-Reviewed Articles**

**Jackson, M. (Jai).** (2025). The Impact of Anti-DEI Legislation on Higher Education Pedagogy. *Journal of College and Character*, 26(1), 61–73. <https://doi.org/10.1080/2194587X.2024.2442717>

- Jackson, M.J.**, Hilton, A., & McClain, K. (2024). Embracing diversity in higher education: Teaching a driven and determined approach. *Journal of Research Initiatives: Vol. X: Is. X, Article X*.  
<https://digitalcommons.uncfsu.edu/jri/> (Accepted for publication)
- Mulholland, J., Elrod, L., & **Jackson, M.** (2022). Declining Black student belonging at a PWI: Climate surveys and the constraints of social capital at NC State, 2015–2019 [Conference paper]. *ASHE Annual Conference*.
- Morton, B. C., Jackson, K. M., & **Jackson, M. J.** (2020). The Cultural Inability of Me A Conceptual Framework for Accommodating the Roadblock of the Mirror. *Taboo: The Journal of Culture and Education*, 19(3), 112-130. Retrieved September 26, 2020, from <https://digitalscholarship.unlv.edu/taboo/>
- Jackson, M.**, & Jackson, K. (2020). Factors that Influence Emirati Male Achievement in Higher Education. *Journal of Research Initiatives: Vol. 5: Is. 2, Article 4*. <https://digitalcommons.uncfsu.edu/jri/vol5/iss2/4>
- Book Chapters**
- Sy, J. W., & **Jackson, M. J.** (2021). Advising 101: The Art of Laughing at Yourself. In *Advise Your Students With a Sense of Humor: Why (and How to) Be a Funnier and More Effective Academic Advisor and Laugh All the Way to Your Institution*. essay, The Curious Academic Publishing.
- Jackson, M. (2019). Escape, Adapt, and Thrive: In Search of the Promised Land. In *No Ways Tired: The Journey for Professionals of Color in Student Affairs: Volume II*. Charlotte, NC: Information Age Publishing.
- Jackson, M. (2018). The Road to Change: The Impact of Culture on Leadership. In D. Griffith & M. Cassar, *The Leader Reader* (1st ed.). Burlington, Ontario: Word and Deed Publishing, Incorporated.
- Jackson, M. (2018). The International Struggle for Equality. In M. Robinson-Nichols, M. Galloway Burke & L. Hall, *No Ways Tired: The Journey for Professionals of Color in Student Affairs* (1st ed.). Charlotte, NC: Information Age Publishing. (In Press)
- Sy, J. & **Jackson, M.** (2018). Considerations for International Higher Education: Revisiting Cultural Competence and Proficiency. NASPA Knowledge Community Publication, March (2018), 41-43.  
<https://www.naspa.org/images/uploads/events/2018-naspa-final.pdf>
- Jackson, M. (2017). Covert Direction Through Informal Leadership in Higher Education. In C. Rogers, A. Hilton & K. Lomotey, *Innovative Approaches to Educational Leadership: Selected Cases* (1st ed.). New York: Peter Lang.
- Jackson, M. (2017). Failure Breeds Opportunities for Success. In A. Robbins, *Empower Now: True Stories from 14 Young Minority Professionals* (1st ed.). Seattle, Washington: CreateSpace Independent Publishing Platform.
- Morton, B., **Jackson, M. J.**, Frazier, M., & Varner, K. (2016). Roadblock in the mirror: Recommendations for overcoming the cultural disability of whiteness in non-white educational spaces. In S. Hancock & C.

Warren (Eds.), *White Woman's Work: Examining the Intersectionality of Cultural Norms, Teaching, and Identity Formation in Urban Schools*. Retrieved from <http://www.infoagepub.com> \*Peer Reviewed

Jackson, M. (2014). *A Testimony of a Black Male Cadet Facing Racial Battle Fatigue*. In *But You Can't Take Our Souls: The Front Lines of Racial Battle Fatigue in Higher Education*. Lanham, MD: Rowman & Littlefield Publishing Group. \*Peer Reviewed

### **TEACHING EXPERIENCE:**

- 06/2022 - Present     Adjunct Associate Professor - Educational Leadership program  
College of Humanities, Education, and Social Sciences, Delaware State University
- Teach educational doctorate programs focusing on academic leadership in K-12 and higher education.
  - Advise doctoral candidates on research design and analysis.
- 01/2021 - Present     Adjunct Associate Professor - Educational Leadership, Policy, and Human Development  
College of Education, North Carolina State University
- Provide teaching, leadership, and service for the Adult Education and Higher Education Administration masters and doctoral programs.
  - Teach classes focused on policy, culture, diversity, and governance.
- 01/2020 - Present     Adjunct Associate Professor  
College of Education, Wilmington University
- Teach courses in the College of Education focusing on education leadership, higher education, diversity, equity, and inclusion.
  - Advise graduate students pursuing doctoral degrees in educational leadership, higher education administration, and student affairs administration.
  - Develop/Redevelop courses based on curriculum needs and desired student outcomes.
- 8/2015 - 3/2018     Assistant Professor, University College  
Zayed University, Abu Dhabi, United Arab Emirates
- Served as a professor teaching pre-major courses within the undergraduate University College
  - Advised undergraduate students toward successful completion of major/minor degree programs
  - Promote and support institutional/governmental mission of academic, personal, and professional success amongst students and stakeholders.
- 1/2015 - 6/2015     Instructor, School of Education  
Louisiana State University, Baton Rouge, LA
- Graduate instructor providing teaching and instruction to newly enrolled undergraduate students.

### **COURSES TAUGHT:**

Teaching Adult Learners  
Student Development Theories

College Environments  
Globalization in Higher Education

Law and Policy in Higher Education  
Equity & Inclusion in Higher Education  
Educational Leadership  
Innovation & Entrepreneurship  
Introduction to College Study

Introduction to African and African  
American Studies  
Social Issues & Social Change (Co-  
Instructor)

**DOCTORAL COMMITTEE EXPERIENCE:**

Pekarek, N. (In-progress). Self-Perceptions of Self-Efficacy Related to Certification and Career Trajectory in Clinical Laboratory Science (CLS) Alumni of an Historically Black College and University (HBCU): A Case Study.

College of Education | NC State University  
Committee member

Mack, K. (In-progress).

College of Education | NC State University  
Committee member

Edwards, K. (In-progress). Understanding the Instructional Strategies Secondary Teachers Utilize to Mentor Black and Queer Students in Agriculture.

College of Agricultural and Life Sciences | NC State University  
Committee member

Lattimer, C. (In-progress). Examining Employers Perception of Workplace Readiness of Neurodivergent College Students.

College of Education | Wilmington University  
Chair

Boakye, C. (March 2025). Teacher Perspectives on Interdisciplinary STEM Education in Special Education: A Phenomenological Case Study.

Department of STEM Education | College of Education | NC State University

Dangleben, T. (March 2024). Examination of Collaborative Therapeutic Neuropsychological Assessment with Black Families During Neuropsychological Autism Spectrum Disorder Evaluation.

Department of Psychology | College of Humanities, Arts, and Social Sciences | NC State University  
Committee member

Polk, T. (March 2024). Partnering with Predominantly Black Community Colleges: A Narrative Inquiry

College of Education | NC State University  
Committee member

Richards, R. (December 2023). Senior Student Affairs Administrators Perceptions of Academic Persistence of Afro-Caribbean Immigrant Students.

School of Education | Saint Peters University  
Co-Chair

Freeman, V. (October 2023). American Library Association Competencies Among Academic Librarians:

A Q methodological study.  
College of Education | NC State University  
Committee member

Butler, B. (April 2023). Exploring the Impact of Experiential Learning on the Cultural Intelligence of In-Service K-12 Teachers.  
College of Education | Wilmington University  
Co-chair

McCutchen, G. (March 2023). Community College Faculty Perceptions of Their Role in Closing Equity Gaps. College of Education | NC State University  
Committee member

Baxter, C. (March 2022). Examining School Counselors-in-Training Self-Efficacy through a Narrative-Based Supervision Intervention  
Committee member

Morton, P. (November 2021). What Black-identified Men say They Need in College to Prepare for the Workplace. College of Education | Wilmington University  
Committee member

#### **AWARDS & FELLOWSHIPS:**

2013 - 2017	Louisiana Board of Regents/Southern Regional Education Board Doctoral Fellow Louisiana State University and Agricultural & Mechanical College
2013 - 2014	Huel D. Perkins Diversity Doctoral Fellowship Louisiana State University and Agricultural & Mechanical College
2009 - 2010	"Gregory S. Blimling Outstanding Graduate Student in Student Development Office of Student Development, Appalachian State University
2009 - 2010	"Graduate Student of the Year" Appalachian Black Faculty and Staff Association, Appalachian State University
2008 - 2009	"Outstanding Alumni of the Year" - Greek Awards Greek Affairs, Appalachian State University

#### **CERTIFICATIONS/LICENSES:**

2023	<b>Intercultural Conflict Styles Inventory</b> Certified administrator
2022	<b>Mental Health First Aid (Adult)</b> Trained/Certified
2022	<b>Truist Emerging Leaders</b> Certified through Fayetteville State University
2021	<b>Statistical Decisions Using ANOVA and Regression (JMP 14)</b> SAS Certified

2020	<b>Career Identity Advocate Coach</b> Nationally recognized certification
2020	<b>Inclusive Excellence Certificate</b> Equal Opportunity Institute - NC State University
2020	<b>Intercultural Development Inventory Inc.</b> Qualified Administrator
2020	<b>GLBTQIA+ Advocate</b> NC State University Certified Ally
2019	<b>Green Zone Ally (Active Military, Veterans, and Families)</b> NC State University Certified Ally

**ADVISING EXPERIENCE:**

08/2020 - 08/2023	Queer Educators Alliance Advisor, NC State University <ul style="list-style-type: none"> <li>– Provided mentorship, administrative support, and sense of belonging/impact to students, faculty, and staff.</li> <li>– Supported endeavors that increased belonging, advocacy, and engagement.</li> </ul>
08/2018 - 05/2021	Graduate Student Advisory Board Advisor, College of Education, NC State University <ul style="list-style-type: none"> <li>– Advocated for graduate student success</li> <li>– Encouraged student wellness and engagement</li> <li>– Advised a diverse group of graduate students striving to create an inclusive, supportive, and successful environment</li> </ul>
01/2016 - 05/2018	Fresh Start Program Coordinator/Advisor Zayed University (Abu Dhabi) <ul style="list-style-type: none"> <li>– Served as coordinator and advisor to students returning from academic dismissal</li> <li>– Liaised with University administrative and support units to provide comprehensive student support for at-risk students</li> <li>– Created and implemented intervention programs designed to boost retention and academic engagement</li> <li>– Engaged at-risk students in supplementary academic support programming</li> </ul>
08/2015 - 03/2018	Academic Advisor University College, Zayed University <ul style="list-style-type: none"> <li>– Served as advisor for approximately 80 pre-major students.</li> <li>– Advised students on academic curriculum requirements and appropriate course planning.</li> <li>– Assisted students in developing long-range academic goals that promote academic excellence.</li> </ul>
07/2010 - 08/2013	Pre-major - Academic Advisor Trinity College, Duke University <ul style="list-style-type: none"> <li>– Served as Academic Advisor to 12 undergraduate (sophomore/freshmen) Trinity College students.</li> </ul>

- 08/2011 - 08/2013 Kappa Phi Lambda Sorority, Incorporated - Chapter Advisor  
Office of Fraternity & Sorority Life, Duke University
- Facilitated organizational growth and development through ongoing training and improvement.
  - Led group workshops to build organization image and teamwork.
  - Advised students on time management, event planning, and recruitment.
- 11/2007 - 5/2010 The Minority Men's Leadership Circle - Founder and Advisor
- Center for Student Involvement & Leadership, Appalachian State University
  - Founded an organization to address the issues of minority male underachievement on the Appalachian State University campus.
  - Advised a group of minority male students to aid them in making a healthy transition to collegiate life and build a network for success.
  - Assisted in implementing academic initiatives that helped the organization achieve a top GPA.
- 05/2008 - 08/2010 Alpha Phi Alpha Fraternity, Inc. - Advisor  
Center for Student Involvement & Leadership, Appalachian State University
- Guided chapter members based on programming, new member intake, conflict resolution, and fundraising/fund management.
  - Guided chapter in receiving the "Fraternity of the Year" award for three consecutive years.
  - Received Alumni of the Year award for dedication and service to fraternal aims

#### **COMMITTEE INVOLVEMENT & UNIVERSITY SERVICE:**

- 04/2023 - Present Student Mental Health Task Force | Implementation team
- Support student mental health through collaboration, awareness, and intervention
  - Provide project-based leadership through strategic development of innovative solutions
- 05/2023 - Present Quality Enhancement Plan (QEP) - Planning/Implementation team
- Provide leadership to support the new University plan: *PackWays for All: Learning by Doing*
  - Develop implementation and assessment strategies to support the success of the QEP.
- 03/2019 - Present Committee on Graduate Student Success  
Committee member
- Provided advocacy and support to aid in graduate student recruitment and retention.
  - Assisted in creating a campus environment that encourages inclusion and diversity.
  - Develop initiatives that support strategic initiatives based on the University's mission and strategic plans.
- 09/2022 - 02/2025 SEA Change Awards Reviewer  
American Association for the Advancement of Science

- Review and analyze awards applications from member organizations to determine eligibility for earning annual organization awards.

09/2022 - 05/2023

Co-Chair

Provost's Task Force on Black Faculty Retention and Success

- Provided leadership to the university committee comprised of faculty and senior administrators.
- Developed, administered, and analyzed internal research to determine factors associated with the retention and success of Black faculty.
- Presented findings and recommendations to university leadership and internal stakeholders

08/2020

Facilitator

Chancellor's Racial Equity Summit, NC State University

- Led structured inquiry into stakeholder experiences in creating an equitable, diverse, and inclusive campus
- Partnered with fellow faculty to provide support, advocacy, and engagement for program students

04/2020 - 05/2021

Senator

Staff Senate, NC State University

- Represented district constituents in advocating for individual and collective narratives
- Collaborated with college and university leadership in improving the staff experience at NC State University
- Served as a member of the diversity and inclusion sub-committee and led special projects aimed at increasing recruitment and retention of diverse applicants

12/2019 - 05/2021

NC State University Cares Team

Partner, College of Education

- Provide comprehensive outreach and consultation services to the NC State community for student interventions
- Provide early intervention and behaviorally-based assessments to determine appropriate resources and referrals to campus and community resources
- Work constructively with students to foster resilience and self-advocacy
- Monitor student progress

10/2018 - 05/2021

B.U.I.L.D. (Brothers United in Leadership Development) Summit

Committee member

- A youth empowerment summit that supports the academic, professional, and personal success of young men of color
- Create partnerships with community organizations to support the B.U.I.L.D. initiative.
- Serve as a mentor and advocate assisting in helping young men realize their version of success.

01/2019 - 05/2021

College of Education Commencement Committee

Chair

- Led committee of faculty, staff, and students in the organization and execution of semester commencement ceremonies
- Manage annual budget of ~\$40,000 associated with the coordination, promotion, and engagement of commencement activities.
- Coordinate staff, student, and faculty volunteers and serve as external relations representative.

01/2019 - 05/2021 University Directors/Deans Committee on Diversity  
Partner, College of Education

- Partnered with University administrators to create best practices on diversity initiatives involving student recruitment, retention, and success
- Advised academic and student affairs units on incidents and opportunities related to diverse individuals.
- Coordinated efforts to retain and recruit diverse graduate students within the College/University.

05/2020 - 08/2020 Leadership Institute for Future Teachers (LIFT)  
Committee member, College of Education, NC State University

- An invitational program for students of color and bilingual students interested in enhancing their leadership skills and exploring a career in education.
- Engaging in field-based school activities, interacting with education leaders, and exploring career options in education and related fields.

10/2015 - 05/2018 Zayed University Men's Basketball Team  
Head/Assistant Coach

- Provided guidance and leadership to ambitious young men who are representative of true student-athletes.
- Built an athletic brand for Zayed University through athletic engagement and university service.

08/2013 - 08/2015 University Hearing Panel/ Alternative Hearing Panel  
Division of Student Life, Louisiana State University

- Served as adjudication officer specializing in academic and non-academic misconduct
- Provided leadership as a conduct hearing panel chair
- Specialized in sensitive cases associated with Title IX

08/2014 - 08/2015 Alternative Hearing Panel  
Division of Student Life, Louisiana State University

- Served as panel adjudication committee member hearing cases concerning Title IX violations and incidents

#### COMMUNITY SERVICE:

03/2021 - Present Mentor/Advocate  
Campus Community Centers, NC State University, Raleigh, NC

- Rejuvenating opportunity to connect, mentor, and support the multicultural community of NC State University

- 08/2018 - 05/2021 Passport Mentor Program  
College of Education, NC State University, Raleigh, NC
- Advise and mentor undergraduate education majors
  - Provide support and encouragement to students aspiring to create positive change as educators.
- 04/2020 - 05/2021 Staff Senator (College of Education | The Friday Institute)  
NC State University, Raleigh, NC
- Represented the College of Education staff to University administration as an advocate and leader
  - Engaged staff in professional development, service, and representation

#### SPONSORED RESEARCH AWARDS:

- 01/2021 AGEP North Carolina Alliance: An Institutional Transformation Model to Increase Minority STEM Doctoral Student and Faculty Success (GRANT NUMBER: [1820536](#))  
Directorate for STEM Education (Alexandria, US)  
URL: <https://app.dimensions.ai/details/grant/grant.7569435>  
GRANT\_NUMBER: [1820536](#)  
Co-Principle Investigator, National Science Foundation
- Awarded \$930,081.00
- 10/2019 Recruitment Innovation Grant  
The Graduate School, NC State University
- \$10,000 award with a \$5,000 match from residing College to promote innovative recruiting practices
  - Focused on improving outreach to diverse candidates
- 09/2019 Recruitment Innovation Mini-Grant  
Graduate School, NC State University
- \$3,000 award; \$1,500 College match
- 09/2018 Recruitment Innovation Mini-Grant  
Graduate School, NC State University
- \$3,000 award; \$1,500 College match

#### PROFESSIONAL/ORGANIZATIONAL AFFILIATIONS:

- Alpha Phi Alpha Fraternity, Incorporated - Service, scholarship, and fraternal organization. (LM)
- American Educational Researchers Association
- NACADA - National Academic Advising Association
- NADOHE - National Association of Diversity Officers in Higher Education
- NASPA - Student Affairs Administrators in Higher Education

- NRHH - National Residence Hall Honorary
- Southern Region Education Board - Doctoral Fellow/Graduate
- The Order of Omega - Greek Honor Society
- Truist Leadership Fellows

**Profile**

**Which Boards would you like to apply for?**

Capital Area Workforce Development Board: Submitted

**Please select your first Board preference: \***

Human Services Board

**Please select your second Board preference: \***

Capital Area Workforce Development Board

**Please select your third Board preference: \***

Juvenile Crime Prevention Council

**Please select your fourth Board preference: \***

Open Space and Parks Advisory Committee

**Please select your fifth Board preference: \***

United Arts Grants Panels

**Please select your sixth Board preference: \***

Yates Mill Park Advisory Board

Christina

First Name

Fedak

Last Name

Middle Initial

2816 Egert Drive

Street Address

Suite or Apt

Haw River

City

NC

State

27285

Postal Code

**What district do you live in?**

None Selected

Home: (336) 202-1717

Primary Phone

Home: (336) 202-1717

Alternate Phone

threefedaks@gmail.com

Email Address

UNC Health

Employer

HCS Application System Analyst

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

None Selected

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I am interested in helping serve our state and local community through participating in local boards.

**Work Experience**

See attached resume

**Volunteer Experience**

Youth Basketball Coach at Harvest Baptist Church 2023-2025 Samaritan's Purse Holiday volunteer at processing center 2024

**Education**

See attached resume

**Comments**

Thank you for the opportunity to apply. I look forward to discussing my career experience and interest in serving as a board member to improve our state and local communities.

[Christi2025Resume.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

**Gender \***

Female

Christina Fedak

**Ethnicity \***

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Caucasian

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**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

County Website

**If you selected "Other" above, how?**

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**


By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).


# CHRISTINA FEDAK


HCS Application System Analyst

CF

## CONTACT

 336 - 202 - 1717

 2816 Egert Drive,  
Haw River, NC

 [threefedaks@gmail.com](mailto:threefedaks@gmail.com)

## EXPERTISE

- **Multi-tasking**
- **Teamwork**
- **Problem Solving**
- **Adaptability**

## EDUCATION

**Cardiovascular Technology**  
Bachelor of Science  
University of South Carolina  
2003 – 2006

**Invasive Cardiovascular  
Technology**  
Certificate  
Sentara College of Health Professions  
2005 – 2006

**Nuclear Medicine Technology**  
Certificate  
University of North Carolina- Hospital  
2009 – 2010

## PROFILE

HCS Application System Analyst for Epic EHR Software specializing in Radiant and Cupid. 3-years of experience in successfully leading multiple projects for the Radiant team. Large focus on collaboration with multiple application teams to ensure Epic Radiant optimizations integrate with organizational requests and needs.

## EXPERIENCE

**HCS APPLICATION SYSTEM ANALYST**  
UNC HEALTHCARE

*2022 to current*

Provide support throughout the UNC Healthcare organization for Radiant end users at 17 Hospitals and over 600 Radiology departments through end user education, ticket resolution, department optimization requests, and Epic upgrade enhancements. Focused areas of customer service include reporting, dashboards, radiology charges and billing, supplies and supply integration with 3<sup>rd</sup> party systems, Interventional Radiology workflows and tools, patient movement, and SER record maintenance. Consistently work in a team atmosphere with positive and detailed communication to complete all test and build tasks by required project deadlines. Successfully lead multiple projects for the Epic Radiant team over the last 3 years including the opening of the following across different entities: surgical hospital, Radiant outpatient department, ED, and patient care tower. Other projects include hospital merger, Advanced Home Care, Epic integration with Infor, E-Consent Go-Live, and multiple Epic Nex10 projects.

**REGIONAL TEAM LEAD- CASE INVESTIGATOR**  
MEDICAL EDGE RECRUITING

*2020 to 2022*

Work collaboratively with Community Care of North Carolina and multiple local health departments in North Carolina to help contact COVID-19 patients in an effort to educate case patients about isolation recommendations, gather symptom information, and obtain leads for potential contacts to help slow the spread of COVID-19. Leadership duties include to mentor and train a team of over 50 Case Investigators for 11 counties in the region while providing daily leadership and guidance. Assist team members with daily support for technology issues, promote a positive team environment, monitor team members productivity, provide weekly reports on the call data for the team, monitor and report outbreaks, update policies and procedures, and help organize and supervise team projects. Other positions held include working as a lab coordination and outbreak investigation specialist on the state's Cluster Outbreak and Response team to further investigate COVID-19 outbreaks and clusters within the state.

## SKILLS

### LEADERSHIP



### PROJECT MANAGEMENT



### SOFTWARE PROFICIENCY



### CUSTOMER SERVICE



## INTERESTS

- Family
- Travel
- Volunteering
- Sports

## CERTIFICATIONS

### ARRT (RT) (N)

American Registry of Radiologic Technologists  
2010 - current

### CNMT

Nuclear Medicine Technology Certification Board  
2010 - current

### NMTCB (CT)

Nuclear Medicine Technology Certification Board (CT)  
2014 - current

### Epic

Radiant  
2022 - current

### Epic

Cupid  
2022 - current

## EXPERIENCE (continued)

### PATIENT SERVICE REPRESENTATIVE

ZOLL MEDICAL CORPORATION

2019- 2022

Educate patients and medical staff on the function and necessary steps to operate the ZOLL LifeVest. Track all incoming and outgoing inventory. Complete and submit necessary paperwork following patient appointments to ZOLL Medical Corporation. Schedule and travel to patient appointments as scheduled with patient at their home or at the hospital. Multi-task multiple patients and appointments within a day as needed including traveling to multiple sites per day.

### PET/CT TECHNOLOGIST

ALLIANCE HEALTHCARE SERVICES

2019 to 2020

Perform all daily quality assurance on PET/CT camera and in the Nuclear Medicine hot lab. Maintain daily records for patient care and quality assurance. Assist patients with their PET/CT scan including ensuring the patient is properly prepped, completing all required paperwork, starting patient's IV, injecting the patient with the proper radiopharmaceutical and dose, scanning the patient, and processing the patient's images. Efficient patient care and multi-tasking are essential as the schedule is fast paced with this company. Travel between sites is a daily occurrence as this is a mobile unit, and travel can occur between multiple sites a day as needed.

### NUCLEAR MEDICINE TECHNOLOGIST

ALVARADO HOSPITAL

2013 to 2018

Perform a variety of diagnostic and therapeutic nuclear medicine procedures per department protocol. Complete required quality control for the gamma cameras and the nuclear medicine hot lab. Compose the Nuclear Medicine department's protocol and procedure manual to provide guidance and promote department compliance for all nuclear medicine employees.

## REFERENCES

*Carla Weiler*

**General Manager**

843-318-1903

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*Karen Hassen*

**Nuclear Medicine  
Technologist**

304 - 993 - 2026