

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Domestic Violence Fatality Review Team

Please select your second Board preference: \*

☒ Juvenile Crime Prevention Council

Please select your third Board preference: \*

☒ Library Commission

Please select your fourth Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your fifth Board preference: \*

☒ Agricultural Advisory Board

Please select your sixth Board preference: \*

☒ Criminal Justice Partnership Advisory Board

Shagufta

First Name

F

Middle  
Initial

Hakeem

Last Name

108 Kellerhis Dr

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

What district do you live in?

None Selected

Mobile: (919) 931-5089

Primary Phone

Mobile: (919) 931-5089

Alternate Phone

shaguftahakeem@pm.me

Email Address

None

Employer

None

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:**

☒ Apex

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## Interests & Experiences

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

I have previously served in Boards and Commissions that focused on prevention and governmental services. Serving on the commissions above will give me an opportunity to apply my experience in different commissions.

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## Work Experience

I have 7+ years of experience in the nonprofit, higher education and administration space. This has involved fields such as law, criminal justice, international business and liberal arts.

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## Volunteer Experience

I have 7+ years of volunteer experience at the food bank and Board of Elections.

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## Education

I completed my Master's in Liberal Studies at Duke University.

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## Comments

[SFH\\_Revised\\_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:

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Please upload a file

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## Demographics

Date of Birth

**Gender \***

☒ Female

Shagufta F Hakeem

**Ethnicity \***

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☒ Asian

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**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](#).

# Shagufta F. Hakeem, M.A.

919-931-5089 | shaguftahakeem@pm.me | [linkedin.com/in/shaguftahakeem](https://www.linkedin.com/in/shaguftahakeem)

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**CAREER SUMMARY:** Seven years of experience in the human services and public health industry with roles in grant management and nonprofit business operations.

## **EDUCATION**

Duke University (Durham, NC)

December 2015

**Master of Arts, Liberal Studies**

University of North Carolina at Charlotte (Charlotte, NC)

June 2013

**Bachelors of Science in Business Administration, International Business**

**Bachelors of Arts, Criminal Justice**

## WORK EXPERIENCE

### Temporary Solutions 2024

July 2024-December

#### FVPSA Program Coordinator II

- Reviewed grant applications and contracts for 60+ grantees to ensure grant funding is dispersed appropriately to the agency working for FVPSA
- Maintained correspondence and customer service standards for the agency by making calls, reviewing emails and responding to business requests

### Carolina Public Humanities September 2023

February 2023-

#### Business Services Coordinator

- Organized invoices and focused on accounts payable functions to increase continue education programming and communications, and grant projects
- Led executive staff meetings on social media strategy, Carolina K-12 projects, and board outreach to improve efficiency in communications and organizational goals by 15 percent

### Rethink Media 2022

January 2022-June

#### Senior Grants and Partnerships Associate

- Organized training for member groups and campaigns on media technologies, communications, professional support and public opinion and media analysis
- Implemented contracts and membership orientation for 10+ organizations receiving grant funds from private and public foundations for movement-related projects

### Governor's Crime Commission 2021-August 2021

April

#### VAWA Planner-Crime Victim Services

- Led technical assistance trainings for crime victim services to gather stakeholder information and recommend best practices to improve collaboration across small businesses and nonprofit organizations in anti-violence prevention programs
- Conducted data collection across community-based organizations and community stakeholders to recommend evidence-based practices after completing financial management training
- Managed a budget of \$2 million under the Governor's Crime Commission

### Kiran

December

2017-June 2020

#### Program Manager/Outreach Coordinator

- Improved organizational awareness by attending 20+ tabling events across North Carolina per year and engaged with community organizations focusing on gender, housing and criminal justice via conferences, summits and online events
- Completed **Canva Design School** and **W3C Schools** training and **Northwestern University Nonprofit Essentials certification** to communicate in written, verbal and multimedia platforms (Instagram, YouTube, Facebook, TikTok, email marketing and website) to culturally-specific communities across the South Asian

diaspora and NC region to create awareness about gender-based violence in K-12 communities, religious groups, governmental organizations and local media to increase fundraising and grant funding by 40 percent

- Facilitated 15+ trainings (technical assistance) across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on topics related to intimate partner violence, teen dating violence (juvenile justice), hotline training and volunteer training
- Facilitated 15+ technical assistance trainings across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on intimate partner and domestic violence, teen dating violence and juvenile justice hotline training and volunteer training

### **NC LiteracyCorps, SCALE**

August 2016

- July 2017

AmeriCorps Literacy Specialist

- Conducted data collection on 200 K-12 students to establish learning objectives and goals for academic improvement and implementing Brain Gain curriculum initiatives
- Organized and led seminars for 37 members and teachers on pursuing higher education, racial equity and newsletter communications

### **UNC Charlotte IT Service Desk**

April

2010-May 2013

Senior Technical Assistant

Provided end user support and B2B trainings for faculty, staff, alumni utilizing University applications by cultivating technical support for University applications, software and enterprise applications which led to improved outcomes

- Trained 10-15 team members on implementing end user support for technology, software, and networking projects
- Developed user guides for networking and software installation documentation to improve technical writing skills and contribute to CRM knowledge base
- Resolved 25+ Help Desk tickets within 24 to 48-hour time frame to improve communication and help desk skills to better serve faculty, students and alumni

## **VOLUNTEER EXPERIENCE**

### **Wake County Board of Elections, Precinct Official**

August

2016-Present

- Manage processing ballots, registering voters, researching databases and setting up polling precincts for county elections

### **Muslim American Public Affairs Council, Volunteer**

March 2024-

July 2024

- Managed projects with MAPAC members to improve event planning, organizational efficiency and implementing operational structures for communications, marketing and graphic design

## **ACCOMPLISHMENTS**

- Promoted to Program Manager in 2020 for improving victim services, fundraising and communication goals by 25 percent
- Promoted to Senior Technical Assistant for improving communications and increased responsibilities in identity management and account retention

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Durham and Wake Counties Research and Production Service District Advisory Committee

Please select your second Board preference: \*

☒ United Arts Grants Panels

Please select your third Board preference: \*

☒ Juvenile Crime Prevention Council

Please select your fourth Board preference: \*

☒ Domestic Violence Fatality Review Team

Please select your fifth Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your sixth Board preference: \*

☒ Nursing Home Community Advisory Committee

Nathaniel

C

Drum

First Name

Middle Initial

Last Name

4004 Grand Manor Court

Apartment 305

Street Address

Suite or Apt

Raleigh

NC

27612

City

State

Postal Code

What district do you live in?

None Selected

Home: (828) 234-4485

Business: (919) 792-4712

Primary Phone

Alternate Phone

nathaniel.drum@alumni.wfu.edu

Email Address

North Carolina Business Court

Judicial Law Clerk (Attorney)

Employer

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

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## Interests & Experiences

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

As a new resident of Raleigh, I want to serve on a city board or commission so that I can better make connections throughout the city while working to improve the life of my fellow citizens.

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## Work Experience

Judicial Services Coordinator for the North Carolina Department of Public Safety  
Probation/Parole Officer for the North Carolina Department of Public Safety Judicial Law Clerk (Attorney) at the North Carolina Business Court

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## Volunteer Experience

Wake County Teen Court Volunteer Presiding and Sentencing Judge American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge American Mock Trial Association (AMTA) Invitational Volunteer Judge MockOn High School Mock Trial Competition Volunteer Judge North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator Wake Forest University Summer Immersion Program Student Life Coordinator Wake Forest University School of Law Admissions & Financial Aid Student Liaison North Carolina Summer Appellate Seminar Participant

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## Education

University of North Carolina at Chapel Hill, Bachelor of Arts in Political Science Wake Forest University School of Law, Juris Doctor

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## Comments

[Professional Resume.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:

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Please upload a file

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## Demographics

Nathaniel C Drum

Date of Birth

**Gender \***

☒ Male

**Ethnicity \***

☒ Caucasian

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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**

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# Nathaniel C. Drum

4004 Grand Manor Ct.; Apt. 305; Raleigh, NC 27612 || (828) 234-4485 || [nathaniel.drum@alumni.wfu.edu](mailto:nathaniel.drum@alumni.wfu.edu)

## Education

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### Wake Forest University School of Law

Juris Doctor (J.D.), May 2024

Winston-Salem, NC

GPA: 3.60 (Top 17%)

#### Honors and Awards:

- *Cum Laude* Academic Honors
- Order of the Barristers
- Pro Bono Honor Society
- Wake Forest University Summer Immersion Law Institute Honorarium Recipient
- Dean Suzanne Reynolds Award for the Highest Grade in Legal Research II; Pre-Trial Practice & Procedure; and Trade Secrets & Unfair Competition
- 2024 Cynthia Zeliff Trial Competition Champion
- 2023 Edwin Stanley Moot Court Top 16 Finalist
- 2023 Cynthia Zeliff Trial Competition Semi-Finalist

### University of North Carolina at Chapel Hill

Bachelor of Arts in Political Science, May 2018

Chapel Hill, NC

## Licenses

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### North Carolina State Bar

Licensed Attorney

State Bar No. 62898

Admission Date: 10/04/2024

### North Carolina Secretary of State

Notary Public

Notary No. 201821100064

Expiration Date: 04/14/2029

## Law School Leadership

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- Staff Editor for the *Wake Forest Law Review*
- Staff Editor for the *Wake Forest Journal of Business & Intellectual Property*
- Symposium Edition Editor for the *Harvard Journal of Law & Public Policy*
- Teaching Assistant for Contracts I
- National Trial Team Captain
- American Bar Association National Appellate Advocacy Competition Representative
- Expungements Clinic Coordinator for the Wake Forest Law Pro Bono Project
- First Generation Law Society Mentorship Chair

## Professional Experience

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### North Carolina Business Court

Judicial Law Clerk to the Honorable Mark A. Davis

Raleigh, NC

August 2024 – August 2026

- Reviewed the parties' briefs, conducted independent legal research, drafted bench memoranda, and drafted more than a dozen opinions and orders of significance for publication on Lexis and Westlaw
- Researched and conferenced with Judge Davis on multiple issues of first-impression under North Carolina commercial law, including issues involving: choice-of-law, subject-matter jurisdiction, joinder, fiduciary duty, shareholder rights, commercial tort claims, and attorneys' fees award calculations
- Responsible for overseeing the efficient administration of over two dozen complex commercial cases, including class-action disputes, direct and derivative shareholder suits, and administrative law appeals

### Restoring Integrity & Trust in Elections

The Fund for American Studies Summer Law Clerk

Washington, DC

June 2023 – July 2023

- Conducted legal research and historical analysis regarding voting rights during various periods of Constitutional change in order to identify areas for potential future litigation
- Drafted, critiqued, summarized, and edited court filings including Amicus briefs, Motions to Dismiss, and Motions for Summary Judgment in ongoing federal and state election litigation cases

### North Carolina Court of Appeals

Judicial Extern to the Honorable Hunter Murphy

Raleigh, NC

July 2022 – December 2022

- Drafted bench memoranda, court orders, and judicial opinions for complex criminal and civil cases
- Reviewed and analyzed appellate briefs and conducted legal research in order to prepare Judge Murphy for oral arguments and case conferences

**Truist Financial**

Charlotte, NC

Mecklenburg County Bar Diversity Law Clerk

June 2022 – July 2022

- Conducted legal research and drafted memoranda regarding class-action liability for electronic service outages and consumer data privacy following corporate mergers and acquisitions
- Compiled and analyzed new and amended state statutes regulating the collection, storage, use, and distribution of consumer data and private information

**Moore & Van Allen**

Charlotte, NC

Mecklenburg County Bar Diversity Law Clerk

May 2022 – June 2022

- Conducted research and drafted memoranda regarding various issues including contract interpretation, property rights, and evidentiary standards
- Accompanied attorneys to court proceedings and created summary reports regarding civil motions hearings, depositions, and contested bankruptcy hearings

**James, McElroy & Diehl**

Charlotte, NC

North Carolina State Bar Certified Paralegal

November 2020 – July 2021

- Wrote, reviewed, and edited complaints, answers, and motions relating to all family court matters including child support, child custody, spousal support, and equitable distribution
- Collaborated with attorneys to prepare for trials and motion hearings by writing issue synopses, creating evidence binders, and researching relevant case law and statutes

**North Carolina Department of Public Safety**

Gastonia, NC

Probation and Parole Officer

April 2020 – December 2020

- Appeared in court and presented case details to the court including steps taken to engage defendants in community activities and the impact of those initiatives on defendants' conduct
- Reviewed case files and met with defendants to make connections with city, county, and state resources and address identified criminogenic needs to reduce the risk of recidivism

**North Carolina Department of Public Safety**

Newton, NC

Judicial Services Coordinator

July 2019 – April 2020

- Interviewed and elicited information from convicted offenders regarding their contact information, demographics, employment, education, and criminal background
- Filed violations for non-compliance of court-ordered community service and appeared in District Criminal Court alongside the district attorney to testify as to the offender's violations

**The McIntosh Law Firm**

Davidson, NC

North Carolina State Bar Certified Paralegal

October 2018 – July 2019

- Drafted pleadings, estate planning documents, and correspondence with creditors and financial institutions relating to estate administration matters
- Assisted in client intake interviews, contacted clients with regular case updates, and answered questions regarding the estate administration and probate process

**Academic Publications**

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Wake Forest Law Review Current Issues Blog

March 2024

[\*North Carolina's Nesting Doll Dilemma: Attorneys Fees as a Sanction in Family Law Criminal Contempt Proceedings\*](#)**Community Service**

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Wake County Teen Court Volunteer Presiding and Sentencing Judge

American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge

American Mock Trial Association (AMTA) Invitational Volunteer Judge

MockOn High School Mock Trial Competition Volunteer Judge

North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge

North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator

Wake Forest University Summer Immersion Program Student Life Coordinator

Wake Forest University School of Law Admissions &amp; Financial Aid Student Liaison

North Carolina Summer Appellate Seminar Participant

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ None Selected

Please select your third Board preference: \*

☒ None Selected

Please select your fourth Board preference: \*

☒ None Selected

Please select your fifth Board preference: \*

☒ None Selected

Please select your sixth Board preference: \*

☒ None Selected

Dawn	E	Ronco
First Name	Middle Initial	Last Name

7908 Wood Cove Court		
Street Address	Suite or Apt	
Raleigh	NC	27615
City	State	Postal Code

What district do you live in?

None Selected

Mobile: (919) 413-2411	Home: (919) 413-2411
Primary Phone	Alternate Phone

dawneronco@gmail.com
Email Address

Retired	
Employer	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

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## Interests & Experiences

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

My first career, which began in 1978, was geriatric social work. I have a BSW and worked in hospital discharge planning, then in a SNF/ICF facility. So I have always had an interest in the welfare of older, needy people. My husband had frontotemporal dementia and required long-term care for two years before he died in 2014. My mother has been in memory care in Massachusetts since 2022. I have seen excellent care and poor care. Given my experiences, I feel I could be of good service on this committee.

## Work Experience

Medical/geriatric social work, 1978-1983 Manager job placement/coaching company for people with developmental disabilities, 1983-1985 Corporate communications - writing, editing, graphic design, 1985-1988 Owner, publishing service, 1988-1995 Corporate communications management, 1995-2015 Change manager, IT communications, 2015-2020

## Volunteer Experience

Meals on Wheels (did for several years in past) Food Bank (occasional Saturday volunteering) Lunch packing for needy (2020-20232) HOA Board secretary/treasurer (2019-present)

## Education

BA Social Work, summa cum laude, Salem State College, 1977

## Comments

Information above contains all relevant information; do not have a current resume, as I have been retired for several years.

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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:

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Please upload a file

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## Demographics

Date of Birth

**Gender \***

☒ Female

**Ethnicity \***

☒ Caucasian

**Other**

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

☒ Radio

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

Please upload a file

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

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Profile

Which Boards would you like to apply for?

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Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your third Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your fourth Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your fifth Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your sixth Board preference: \*

☒ Adult Care Home Community Advisory Committee

Guy  
First Name

W  
Middle Initial

Badgett  
Last Name

3405 Laura Ashley Cir  
Street Address

Suite or Apt

Fuquay Varina  
City

NC  
State

27526  
Postal Code

What district do you live in?

None Selected

Mobile: (919) 520-5093  
Primary Phone

Mobile: (919) 520-5093  
Alternate Phone

guy.badgett@gmail.com  
Email Address

DataNet IT  
Employer

Data Center Technician  
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:**

☒ Fuquay-Varina

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## Interests & Experiences

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

I have seen many of these facilities and they ALL need improvement in a variety of areas.

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## Work Experience

US Navy - Operation Specialist Verizon Business - Advanced Technician-Telecom National Power - Field Service Tech / Power Quality Consultant DataNet IT - Data Center Technician II

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## Volunteer Experience

Mostly coaching youth basketball at Middle School and church leagues I help families, friends and neighbors

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## Education

Tidewater Community College - A.S. Social Sciences Campbell University - B.S. Psychology

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## Comments

My name is Guy and I one enjoy helping people and second I am a fixer. By that I mean, I get things done and the whole operation of caring for our elders and those who just need assistance could use a tremendous amount of help.

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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:

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Please upload a file

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## Demographics

Date of Birth

**Gender \***

☒ Male

Guy W Badgett

**Ethnicity \***

---

☒ Caucasian

---

**Other**

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

---

☒ Other

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

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My wife told me.

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Please upload a file

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

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Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ Nursing Home Community Advisory Committee

Please select your third Board preference: \*

☒ Alliance Behavioral Healthcare

Please select your fourth Board preference: \*

☒ Commission for Women

Please select your fifth Board preference: \*

☒ Domestic Violence Fatality Review Team

Please select your sixth Board preference: \*

☒ Knightdale Land Use Review Board

Willie

First Name

Sanders

Last Name

Middle  
Initial

508 Laurens Way

Street Address

Suite or Apt

Knightdale

City

NC

State

27545

Postal Code

What district do you live in?

None Selected

Home: (919) 599-0658

Primary Phone

Home: (919) 217-4740

Alternate Phone

wasanders52@gmail.com

Email Address

Retired

Employer

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:**

☒ Knightdale

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## Interests & Experiences

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

I am interested in serving on both Adult Care Home and Nursing Home Community Community Advisory Committee enhance my knowledge and skills in being able to appropriately advocate for the rights of adults in nursing homes and adult care settings. Since my retirement in 2009 I have worked extensively with elderly family members until their transitioning. In doing so I have learned much about navigating the health care system, Medicare, Medicaid, and insurance companies, and how to advocate on their behalf.

## Work Experience

Wake County Human Services Crisis & Assessment Services (Director), Alcoholism Treatment Center (Supervisor), Psychiatric Institute of Richmond (Mental Health Technician), Vance County Mental Health (Rehabilitative Therapist), and Petersburg State Hospital (Supervisor). Carolina Learning Services (Head Injury - Nurses Aid), Home Instead (Care Professional)

## Volunteer Experience

Vance County Domestic Violence Food Bank Corinth Baptist Church Health Care Committee Wake Chapel Church Bible Study Fellowship Wake County Retiree Benefit Committee

## Education

Vance Senior High Henderson NC Bachelor of Science East Carolina University Greenville NC Masters Health Administration Strayer University Raleigh NC Covid-19 Certificate John Hopkins University Clinical Pathways to Clinical Research Wake Technical Community College Billing I & II Wake Technical Community College Certified Nursing Assistant Wisdom Health Durham, NC HIPAA Certificate Wake Technical Community College Introduction to Food & Health Stanford University

## Comments

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Upload a Resume

[Resume.doc](#)

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

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Please upload a file

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## 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?

Face Book DHHS

[Resume.doc](#)

Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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## **Willie Sanders**

508 Laurens Way, Knightdale, NC 27545 • (919) 217-4740 • wasanders52@gmail.com

**PROFESSIONAL PROFILE:** Dedicated health services professional / manager with 20 years experience in customer service delivery, HR Generalist, management of the administrative processes, and quality control. Strengths include work planning & prioritization, needs assessments, treatment planning, medical terminology, HIPPA Regulations, Medicaid regulations, eligibility determination, comprehensive knowledge of legal documentation in records, crisis management, access/call center management, initial authorizations for the provider network, public speaking, and presentations.

### ***Summary of Qualifications***

- *Demonstrated achiever with exceptional knowledge in program management, program development and public relations.*
- *Exhibit strong analytical, organizational, interpersonal, and communication skills*
- Adaptable and skilled at learning new concepts quickly and working under pressure.

### **Professional Experience**

WAKE COUNTY HUMAN SERVICES, Raleigh, NC

**Director – Wake Access Unit and Crisis and Assessment Services Unit** (2004-2009/Retired)

Provided leadership 50 employees, managed four programs: Medication Management Clinic, Child Development - Community Policing Program (CDCPP), Crisis Services, and Access Unit/Call Center. Supervised multiple work unit functions and provided back-up support to division directors. Researched trends analyzed data and developed programs based on community needs and funding strategies.

#### ***Leadership Responsibility:***

- Managed a \$4.4 M annual budget, developed budget requests, business strategies and work plans.
- Researched, planned, and communicated program goals and objectives; evaluated ongoing activities
- Quality assurance. Monitored expenditures, contractual agencies, funding sources, and engaged in continuous quality improvement as it related to consumer access to care, patient registration, crisis management and managed care operations.
- Served on various committees and represented Wake County Human Services (WCHS) and the other departments in a collaborative effort to improve/enhance program services, access to care, meet organizational goals and objectives, improve community relations, and meet the needs of Wake County citizens.
- Collaborated with internal WCHS agencies and external agencies to ensure access of care in the provider network.
- Tracked and reported compliance performance indicators for crisis, access to care units, medication management clinic, and child development community policing program.
- Participated in state audits, Commission on Accreditation of Rehabilitation Facilities (CARF) and Council on Accreditation (COA).
- Ensured consumer access to mental health, substance abuse, and developmental disability services in a timely manner as per state requirements and met outcome measurements.
- Partnered with members of the Local Management Entity (LME) on workflow assessment and redesign of Access Unit, vendor selection of Netsmart, web-based behavioral health software, provider network selection, and quality management.
- Work together with the LME on a telecommunication project to ensure access to appropriate and necessary level of care, produce reports about access to care patterns, trends and to identify gaps in services.
- Trained, participated, and collaborated in Disaster Response with Emergency Management for Wake County.
- Updated departmental organization chart, investigated, and responded to grievances and critical events; served on the Incident Review Committee, responded to departmental appeals and/or grievances in a timely manner with appropriate recommendations and actions taken (follow through).

#### ***HR Responsibility:***

- Created employee job descriptions.
- Reviewed applications/resumes and selected pre-qualified candidates for interviews.
- Phone interviews; scheduled and coordinated face to face interview times.
- Selected/hired most qualified candidate for open position (s). Responsible for termination of an employee when deemed appropriate.
- Conducted reference checks and salary negotiations.

- Ensured the termination/dismissal as a disciplinary action when appropriate.

#### **Program Manager - Crisis and Assessment Services (1996-2004)**

Held full responsibility for diverse range of administrative and clinical activities involving Medicaid practices, HIPPA laws, and crisis management including intake interviews, eligibility determinations, dispositions, diagnosis, triage, medication monitoring, service delivery reviews and resolutions, team building, contract negotiations and monitoring.

- Successfully managed a 24/7 Units: Wake's Crisis Services/Access Unit with excellent track record for customer service delivery, staff management, and records documentation.
- Increased awareness of community resources via public speaking and presentations, events, which included trained healthcare providers on crisis interventions, access to care, authorization process, involuntary commitment law and procedures, mental health laws, and community resources.
- Trained, mentored, and managed employees' performance.
- Delivered a series of well-received, weekly in-service trainings to professional service providers including training in HIPPA laws, Mental Health Reform, crisis management, and clinical skill development.
- Arranged for competent professionals to educate staff during weekly in-service trainings on topics including clinical updates, diagnostic skills, public health issues, documentation, and health and safety, as well as professional growth and development and cultural diversity.
- Maintained excellent internal and external relationships with all staff and personnel, including all local emergency departments, psychiatric hospitals, Department of Health & Human Services, Public Health Department, Wake County Police & Sheriff Department, physicians, and program directors.
- Recognized and commended by manager for overall exemplary performance in management of operations, scheduling, task management, special event coordination, training planning and delivery, and program planning, implementation, and management.
- Managed the separation of Assessment and Crisis Unit Services. Planned, staffed, and implemented services at satellite locations, which resulted in quicker access to services, a decrease in wait time for services, and no-show rate. No show rate went from 55% to 29% (decreased 26%) within 5 months.
- Developed a system for contract monitoring, data collection, and quality control which resulted in decreased errors, improvement in the quality of care, and improvement in selection of qualified staff.

#### **Clinical Experience**

- Conducted intake interviews for comprehensive substance abuse and mental health assessments
- Identified potential barriers to accessing services, provided support and advocacy to overcome such barriers.
- Assessed refugees and other immigrants in need of services.
- Monitor and tracked consumer progress
- Participated in treatment planning and clinical supervision.
- Developed or assisted in the development of person-centered plans with consumer, family, and guardians.
- Assisted in the auditing of files in accordance with procedures.
- Determined nature and extend of mental health/substance abuse disorders.
- Triaged consumers with substance abuse, mental health, and developmental disabilities to determine priority status of care – emergent, urgent or routine levels of care.
- Conducted crisis assessments to determine treatment disposition and targeted populations, levels of care, developed crisis plans, and family interventions.
- Medication management
- Face-to-face interventions.
- Coordination of care with WCHS agencies, local Emergency Departments, state and private psychiatric hospitals, Magistrates regarding petitions for involuntary commitments, Emergency Management, nursing homes and other community organization.
- Authorized levels of care.
- Provided the clinical supervision for Homeless Services for 2.5 years.

#### **In-Patient Supervisor – Alcoholism Treatment Center (1989-1996)**

- Managed 26-bed inpatient and 8-bed Acute Medical Detox Unit.
- Planned and implemented Inpatient and Outpatient Support Groups.
- Coordinated the scheduling of staff, master treatment planning conferences, and patient activities

- Responded to departmental grievances or incidents in a timely manner with appropriate recommendations and follow through.
- Collaborated with internal WCHS programs and external agencies to coordinate treatment and aftercare plans.
- Conducted intensive substance abuse group sessions, family orientation, and lectures.

#### **Substance Abuse Counselor - Alcoholism Treatment Center (1988-1989)**

- Conducted social, family and leisure assessments, mental status examinations, daily group therapy, lectures, etc.
- Developed and implemented treatment plans.
- Responsible for admission and discharge planning

#### **Employment Post Retirement**

#### **Save Room for Dessert – Owner/CEO, Knightdale NC (2010 -)**

Bake nutritious cakes, pies, cakes, and cookies using organic ingredients. Gluten free, vegan, and diabetic friendly deserts and pastries.

#### **Certified Nursing Assistant – Wisdom Health Care Solution, Durham, NC (2014)**

Performed home health care to geriatric population. Assist with baths, vitals, meal prep, and medications administration.

#### **Part-time Field & Installation Merchandiser – Hallmark, Raleigh BC (2012)**

Perform service work in Hallmark department in various retail stores. Handled stocking, straightening, replenishing, and tracking inventory of Hallmark products. Performed installation and occasional service with building or moving fixtures and moving card displays.

#### **Volunteer Experience**

**Care Giver (2009- present)** Provided care for family members with Alzheimer's and Dialysis Care until transitioning. Skills: Power of Attorney, care coordination, patient advocate, time management, records management, organizational skills, written and organizational skills. Emergency response, problem solving/decision making, patience, and self-motivation.

**Church Food Bank (2019)** Registered people. Packed and distributed food aid. Oversee opening and closing of food pantry two times per month.

**Bible Study Fellowship (2017) Administration.** Registered participants. Maintain class attendance records. Collect and analyze data. Ensure each class received printed study materials, attendance sheets, and room set up. Collect money at end of class. Audio visual aid.

#### **Education & Trainings**

Currently enrolled in North Carolina Life Insurance Agent Pre-Licensing Course,  
North Carolina Health Insurance Agent Pre-Licensing Course (4/29/2020)

#### **Master of Health Services Administration**

Strayer University, Raleigh, NC (2007)

#### **Bachelor of Science in Therapeutic Recreation**

East Carolina University, Greenville, NC (1981)

#### **HIPPA Administration Certificate**

Wake Technical Community College, Raleigh, NC

#### **Certified Nursing Assistant**

Wisdom Health Academy, Durham NC (2014)

#### **Billing I & II Certificate**

Wake Technical Community College, Raleigh, NC (2016)

#### **Wedding Planner Certificate**

Wake Technical Community College, Raleigh NC (2018)



**ORGANIZATIONAL AFFILIATIONS**

2016 Minority Women's Health Alliance

**References Available Upon Request**

## **Willie Sanders**

508 Laurens Way, Knightdale, NC 27545 • (919) 217-4740 • wasanders52@gmail.com

**PROFESSIONAL PROFILE:** Dedicated health services professional / manager with 20 years experience in customer service delivery, HR Generalist, management of the administrative processes, and quality control. Strengths include work planning & prioritization, needs assessments, treatment planning, medical terminology, HIPPA Regulations, Medicaid regulations, eligibility determination, comprehensive knowledge of legal documentation in records, crisis management, access/call center management, initial authorizations for the provider network, public speaking, and presentations.

### ***Summary of Qualifications***

- *Demonstrated achiever with exceptional knowledge in program management, program development and public relations.*
- *Exhibit strong analytical, organizational, interpersonal, and communication skills*
- Adaptable and skilled at learning new concepts quickly and working under pressure.

### **Professional Experience**

WAKE COUNTY HUMAN SERVICES, Raleigh, NC

**Director – Wake Access Unit and Crisis and Assessment Services Unit** (2004-2009/Retired)

Provided leadership 50 employees, managed four programs: Medication Management Clinic, Child Development - Community Policing Program (CDCPP), Crisis Services, and Access Unit/Call Center. Supervised multiple work unit functions and provided back-up support to division directors. Researched trends analyzed data and developed programs based on community needs and funding strategies.

#### ***Leadership Responsibility:***

- Managed a \$4.4 M annual budget, developed budget requests, business strategies and work plans.
- Researched, planned, and communicated program goals and objectives; evaluated ongoing activities
- Quality assurance. Monitored expenditures, contractual agencies, funding sources, and engaged in continuous quality improvement as it related to consumer access to care, patient registration, crisis management and managed care operations.
- Served on various committees and represented Wake County Human Services (WCHS) and the other departments in a collaborative effort to improve/enhance program services, access to care, meet organizational goals and objectives, improve community relations, and meet the needs of Wake County citizens.
- Collaborated with internal WCHS agencies and external agencies to ensure access of care in the provider network.
- Tracked and reported compliance performance indicators for crisis, access to care units, medication management clinic, and child development community policing program.
- Participated in state audits, Commission on Accreditation of Rehabilitation Facilities (CARF) and Council on Accreditation (COA).
- Ensured consumer access to mental health, substance abuse, and developmental disability services in a timely manner as per state requirements and met outcome measurements.
- Partnered with members of the Local Management Entity (LME) on workflow assessment and redesign of Access Unit, vendor selection of Netsmart, web-based behavioral health software, provider network selection, and quality management.
- Work together with the LME on a telecommunication project to ensure access to appropriate and necessary level of care, produce reports about access to care patterns, trends and to identify gaps in services.
- Trained, participated, and collaborated in Disaster Response with Emergency Management for Wake County.
- Updated departmental organization chart, investigated, and responded to grievances and critical events; served on the Incident Review Committee, responded to departmental appeals and/or grievances in a timely manner with appropriate recommendations and actions taken (follow through).

#### ***HR Responsibility:***

- Created employee job descriptions.
- Reviewed applications/resumes and selected pre-qualified candidates for interviews.
- Phone interviews; scheduled and coordinated face to face interview times.
- Selected/hired most qualified candidate for open position (s). Responsible for termination of an employee when deemed appropriate.
- Conducted reference checks and salary negotiations.

- Ensured the termination/dismissal as a disciplinary action when appropriate.

#### **Program Manager - Crisis and Assessment Services (1996-2004)**

Held full responsibility for diverse range of administrative and clinical activities involving Medicaid practices, HIPPA laws, and crisis management including intake interviews, eligibility determinations, dispositions, diagnosis, triage, medication monitoring, service delivery reviews and resolutions, team building, contract negotiations and monitoring.

- Successfully managed a 24/7 Units: Wake's Crisis Services/Access Unit with excellent track record for customer service delivery, staff management, and records documentation.
- Increased awareness of community resources via public speaking and presentations, events, which included trained healthcare providers on crisis interventions, access to care, authorization process, involuntary commitment law and procedures, mental health laws, and community resources.
- Trained, mentored, and managed employees' performance.
- Delivered a series of well-received, weekly in-service trainings to professional service providers including training in HIPPA laws, Mental Health Reform, crisis management, and clinical skill development.
- Arranged for competent professionals to educate staff during weekly in-service trainings on topics including clinical updates, diagnostic skills, public health issues, documentation, and health and safety, as well as professional growth and development and cultural diversity.
- Maintained excellent internal and external relationships with all staff and personnel, including all local emergency departments, psychiatric hospitals, Department of Health & Human Services, Public Health Department, Wake County Police & Sheriff Department, physicians, and program directors.
- Recognized and commended by manager for overall exemplary performance in management of operations, scheduling, task management, special event coordination, training planning and delivery, and program planning, implementation, and management.
- Managed the separation of Assessment and Crisis Unit Services. Planned, staffed, and implemented services at satellite locations, which resulted in quicker access to services, a decrease in wait time for services, and no-show rate. No show rate went from 55% to 29% (decreased 26%) within 5 months.
- Developed a system for contract monitoring, data collection, and quality control which resulted in decreased errors, improvement in the quality of care, and improvement in selection of qualified staff.

#### **Clinical Experience**

- Conducted intake interviews for comprehensive substance abuse and mental health assessments
- Identified potential barriers to accessing services, provided support and advocacy to overcome such barriers.
- Assessed refugees and other immigrants in need of services.
- Monitor and tracked consumer progress
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#### **Wedding Planner Certificate**

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**ORGANIZATIONAL AFFILIATIONS**

2016 Minority Women's Health Alliance

**References Available Upon Request**

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ Holly Springs Planning Board

Please select your third Board preference: \*

☒ Alliance Behavioral Healthcare

Please select your fourth Board preference: \*

☒ Human Services Board

Please select your fifth Board preference: \*

☒ Domestic Violence Fatality Review Team

Please select your sixth Board preference: \*

☒ Housing Authority

Stephanie

First Name

V

Middle Initial

Hill

Last Name

1134 Kissena Lane

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

What district do you live in?

None Selected

Home: (919) 770-8877

Primary Phone

Home: (919) 770-8877

Alternate Phone

stephaniev.hill@gmail.com

Email Address

UNC Healthcare

Employer

Financial Specialist

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:**

☒ Apex

---

## Interests & Experiences

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

To help the community

---

## Work Experience

Billing specialist, hiring committee, Auditor

---

## Volunteer Experience

Feed homeless, motivation speaker, food banks, shelters

---

## Education

Some College

---

## Comments

---

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:

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Please upload a file

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## Demographics

Date of Birth

---

## Gender \*

☒ Female

---

## Ethnicity \*

☒ African American

Stephanie V Hill

---

**Other**

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

---

☒ Other

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

---

Friend

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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](#).



Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ None Selected

Please select your third Board preference: \*

☒ None Selected

Please select your fourth Board preference: \*

☒ None Selected

Please select your fifth Board preference: \*

☒ None Selected

Please select your sixth Board preference: \*

☒ None Selected

PENNY

E

LONG

First Name

Middle Initial

Last Name

5937 Wintergreen Dr

Street Address

Suite or Apt

Raleigh

City

NC

State

27609

Postal Code

What district do you live in?

None Selected

Home: (919) 645-7502

Home: (919) 645-7502

Primary Phone

Alternate Phone

pennylong117@gmail.com

Email Address

Employer

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

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## **Interests & Experiences**

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

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I love Seniors! As someone who has taken the event coordinator for senior living certification course I am always looking for ways to be involved with the senior population.

## Work Experience

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Summary I LOVE Seniors! Looking for my second career working in this industry. Experience in medical terminology, coding, and activity director duties. Strong management, leadership, cross-functional team, analytical, communication and change management skills. High level of business acumen. Critical thinker and problem solver. Skilled at productive relationships with colleagues/clients. Elks Lodge, Raleigh, NC (Aug 22 – Present) Volunteer committee member on several committees planning events including Charity Golf Tournament, Veterans Welcome Home Kits, Wednesday Dinner, Disaster Recovery Kits. Responsible for inventory, distribution and coordination of volunteers. Experience Alvaria, Atlanta, GA Sr. Strategic Client Relationship Manager (June 2023 – Oct 2023) Responsible for customer retention, growth, engagement and adoption, as well as maintaining high levels of customer satisfaction. Advisor and advocate for enterprise-level customers, helping communicate value to the business. Worked closely with C-level customer contacts as well as internal contacts from across the business as the customer liaison. • Reduced case submission by 50% by providing resources for troubleshooting. • Brought client base to green by increasing resolution time by 85%. Conga, Broomfield, Co Partner Account Success Manager (May 2021 – Feb. 2023) Managed strategic partner relationships throughout the lifecycle. Drove and defined success metrics with partners to ensure success in reselling and building pipeline. Created success plans and quarterly business reviews. Developed a clear and concise understanding of the partners strategies, operational maturity, and business goals. Led renewal efforts and upsell/cross sell, renewals, and contract negotiations. • Reengaged a large reseller by initiating account mapping with account executives, leading to an increase in sales of 15% • Created a go to market strategy with resellers to drive engagement leading to a larger increase in product knowledge and increased their portfolio of product line to resell. Conga, Broomfield, Co (Sept. 2019 – May 2021) Enterprise Customer Success Manager Lead strategic planning and product adoption for enterprise level customers. Developed customer and internal relationships to provide broader support for red customers by developing success plans with clear objectives. Worked alongside upper management to promote retention of customers to create an overall positive experience. Ensured product optimization to achieve the highest ROI. Established relationship with sales/renewals to identify upsells and ensure retention. • Led the renewal efforts, including new contract negotiation and pricing for a strategic customer including contract renegotiation that brought a yearly increase to the contract of 20% per year for 5 years. • Maintained a 95% retention rate Lytho, Morrisville, NC Strategic Account Manager (Feb. 2018 – Sept. 2019) Managed relationships with enterprise level customers Developed success plans success plans used to continuously monitor goals, successes and growth opportunities. Oversaw all renewal efforts and responsible for identifying new business opportunities among existing customers and/or identify areas of improvement to maximize growth and reduce churn. • Account manager consistently achieving 100% bonus quarterly. • Successfully advocated for product upgrades leading to 100% retention of top tier customers • Led the efforts in uncovering a contract discrepancy bringing in an additional 10k • 98% Renewal Rate Jaggaer, Morrisville, NC Enterprise Customer Success Manager (Dec. 2013-Nov. 2016) Responsible for 20+ customers (\$4.5M in License Fees) in Higher Education, Bio-Pharma, Hospitals, Commercial and Public Sector. Worked directly with strategic C level customers and top executives to analyze their business process needs, workflow, and system utilization to proactively drive ROI as well as assuring successful KPI's. Built relationships and encouraged new and repeat business opportunities. • Successfully brought strategic, at-risk clients to a referenceable status leading to 100% retention • Instituted and ran internal CSM learning sessions for internal product education creating a more knowledgeable CSM team. • Created a process for beta customers that included monthly meetings with product and strategic customers involved to successfully maintain product needs. Intuit Health (Formerly Medfusion) Cary, NC Strategic Solution Customer Success Manager (May 2008-Nov. 2013) Managed B2B relationship with Intuit merchant services as the liaison between sales, development, and customers for all payment related initiatives such as merchant service onboarding, implementing payment solution into customer systems, and solution support. Oversaw partnership with resellers leading the integration implementation guide development as the relationship manager for reseller. • Instituted and drove beta process for a quick pay solution within the product increasing patient online payments by 85%.

**Volunteer Experience**

Volunteer event coordinator for the Raleigh Elks Lodge. Volunteer with the Disaster relief team and Veterans Welcome Home Kit Committee

**Education**

Wake Technical Community College

**Comments**

[Penny\\_Long\\_ResumeMED1V.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 \***

☒ Caucasian

**Other**

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

☒ Other

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

Friend

Please upload a file

**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](#).

# PENNY E. LONG

Raleigh, NC   **Pennylong117@gmail.com**   919.645.7502

---

Looking to move into my second career in the medical field! I started out working for Wake County Human Services in Accounts Receivable responsible for all mental health, and Medicare/Medicaid billing.

- **Medical Coding Medical Terminology Experience.**

High level of business acumen. Critical thinker and problem solver. Strong management, leadership, cross-functional team, analytical, communication and change management skills.

Prior experience in medical billing, PM and EHR systems. Avid Volunteer at the Raleigh Elks Lodge in Veteran services.

---

**Wake County Human Services, Raleigh, NC**  
Associate Accounting Technician

**(1997 – 2004)**

Processing and distribution of multimillion dollar internal and contracted checks for mental health services monthly. Receipt and data entry of non-Medicaid services done by contract agencies. Accounts payable of adult mental health contract Medicaid reimbursement. EFT downloading and posting to Wake County accounting system. Internal support for clinic staff. Heavy client and internal phone contact. Responsible for all Medicare flu billing and payment posting for health department. Maintained change fund for all health department clinics. Filing for approximately 150 private insurance companies and posting of reimbursement.

**Executive Center Services, Raleigh, NC**  
Customer Service Operations Manager

**(2005 – 2008)**

Managed an eight member staff of customer service representatives. Order taking, sales, and fulfillment for web based companies. Answering service operator for major companies nationwide. Word Processing and legal document editing.

**Medfusion, Raleigh, NC**  
Project Manager

**(2008-2010)**

Lead Project Manager for larger Client implementations and portal merchant account integration project. Drove EMR/PM integrations streamlining processes. Conducted Remote Web Based and onsite product and project trainings for large clients of 20-60 providers. Developed project plans including milestones, time lines and success metrics for Patient portal implementations.

**Intuit Health (Formerly Medfusion), Raleigh, NC**  
Strategic Solutions and Partner Manager,

**(2010- 2013)**

Managed relationship with Intuit Payments business division as liaison between sales, development, and client services for all payments related initiatives as they pertain to customers and partners. Served as product SME working on account management both pre and post-sale within the Intuit Portal including integration requirements for Patient Management/Billing systems vendors, such as Allscripts, Centricity, and Greenway.

Partner Relations manager and team leader for Greenway Medical Technologies PrimePatient Portal

implementation team. Certified to implement on Greenway EMR/PM system. Manages deployment of product, training materials and partnership SLAs.

### **Jaggaer, Morrisville, NC**

*(Dec. 2013-Nov. 2016)*

#### **Enterprise Customer Success Manager**

Responsible for 20+ customers (\$4.5M in License Fees) in Higher Education, Bio-Pharma, Hospitals, Commercial and Public Sector. Worked directly with strategic C-level customers and top executives to analyze their business process needs, workflow, and system utilization to proactively drive ROI, as well as assuring successful KPI's. Built relationships and encouraged new and repeat business opportunities.

- **Successfully brought strategic, at-risk clients to a referenceable status leading to 100% retention.**
- **Instituted and ran internal CSM learning sessions for internal product education creating a more knowledgeable CSM team.**
- **Created a process for beta customers that included monthly meetings with product and strategic customers involved to successfully maintain product needs.**
- 

### **Lytho, Morrisville, NC**

*(Feb. 2018 – Sept. 2019)*

#### **Strategic Account Manager**

Managed relationships with enterprise-level customers. Developed success plans used to continuously monitor goals, successes and growth opportunities. Oversaw all renewal efforts and was responsible for identifying new business opportunities among existing customers and identifying areas of improvement to maximize growth and reduce churn.

- **Account manager consistently achieving 100% bonus quarterly.**
- **Successfully advocated for product upgrades leading to 100% retention of top tier customers.**
- **Led the efforts in uncovering a contract discrepancy bringing in an additional \$10k.**
- **98% Renewal Rate.**

### **Conga, Broomfield, CO**

*(Sept. 2019 – Aug 2021)*

#### **Enterprise Customer Success Manager**

Led strategic planning and product adoption for enterprise-level customers. Developed customer and internal relationships to provide broader support for customers by developing success plans with clear objectives. Worked alongside upper management to promote retention of customers to create an overall positive experience. Ensured product optimization to achieve the highest ROI. Established relationship with sales/renewals to identify upsells and ensure retention.

- **Led renewal efforts, including new contract negotiation and pricing for a strategic customer, including contract renegotiation that brought a yearly increase to the contract of 20% per year for 5 years.**
- **Maintained a 95% retention rate.**

### **Conga, Broomfield, CO**

*(Aug. 2021 – Feb. 2022)*

#### **Partner Success Manager**

Supported the infrastructure in the Partner Success team, which was accountable for supporting partners through all phases of the client journey. Educated new partners and potential partners on the Conga partner program. Responsible for a variety of activities including building relationships with sales, legal, marketing,

support, renewals, and executive leadership engaging with our client's strategic partners. Aligned partner offerings/initiatives to business units, driving enablement activities and managing the operational structure to support these engagements. Coordinated and monitored the efforts of cross-divisional teams working with partners on specific initiatives.

- **Created an internal system of navigation using shared documents customized for sales, support, and any new reseller manager, to streamline all communications with resellers.**
- **Created an internal repository specifically for each department. Created and ran a Teams channel where anyone needing assistance on or about a reseller could post.**

### **Conga, Broomfield, CO**

***(Mar. 2022 – Feb. 2023)***

Partner Account Manager

Managed strategic reseller partner relationships throughout the lifecycle. Drove and defined success metrics with partners to ensure success in reselling and building pipeline. Created success plans and quarterly business reviews. Developed a clear and concise understanding of the partners strategies, operational maturity, and business goals. Led renewal efforts and upsell/cross-sell, renewals, and contract negotiations.

- **Reengaged a large reseller by initiating account mapping with account executives, leading to an increase in sales of 15%.**
- **Created a go-to-market strategy with resellers to drive engagement, leading to a larger increase in product knowledge and an increase in their portfolio of product line to resell.**

### **Alvaria, Atlanta, GA**

***(June 2023 – Oct 2023)***

Strategic Client Relationship Manager

Responsible for customer retention, growth, engagement and adoption, as well as maintaining high levels of customer satisfaction. Advisor and advocate for enterprise-level customers, helping communicate value to the business. Worked closely with C-level customer contacts as well as internal contacts from across the business as the customer liaison.

- **Reduced case submission by 50% by providing resources for troubleshooting.**
- **Brought client base to green by increasing resolution time by 85%.**



Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ Capital Area Workforce Development Board

Please select your third Board preference: \*

☒ Holly Springs Board of Adjustment

Please select your fourth Board preference: \*

☒ Keep America Beautiful Advisory Board

Please select your fifth Board preference: \*

☒ Apex Board of Adjustment

Please select your sixth Board preference: \*

☒ Centennial Authority

Timothy

First Name

Guthrie

Last Name

Middle Initial

334 Leland Crest Dr

Street Address

Suite or Apt

Apex

City

NC

State

27539

Postal Code

What district do you live in?

None Selected

Mobile: (919) 638-6855

Primary Phone

Mobile: (919) 638-6855

Alternate Phone

guthrie759@gmail.com

Email Address

VIGILINT Expeditionary Solutions

Employer

HR Manager

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:**

☒ Holly Springs

---

## Interests & Experiences

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

I am eager to join the Adult Care Home Community Advisory Committee because I believe in the importance of enhancing the quality of life for residents in care homes. My passion for advocating for vulnerable populations drives me to contribute positively to this community. As an HR manager, I have developed transferable skills that would be invaluable to the committee. My experience in conflict resolution allows me to mediate discussions and foster collaboration among diverse stakeholders. Additionally, my background in training and development equips me to support staff in delivering compassionate care. I am adept at analyzing policies and procedures, ensuring they align with best practices and the needs of residents. By leveraging my skills in communication, empathy, and strategic planning, I hope to make a meaningful impact on the lives of those in adult care homes and help create a supportive environment for both residents and staff.

## Work Experience

Legal compliance, HR, Training and Development, dispute resolution, and budgeting

## Volunteer Experience

NC Cert Habitat for Humanity Wake County Public Schools- Woods Creek

## Education

BA- Political & Social Science - The University of North Carolina at Greensboro Current:  
Masters of Legal Studies - Wake Forest University School of Law

## Comments

I leave you with one quote “Do not fear failure but rather fear not trying.” — Roy T. Bennett

[Guthrie\\_Timothy\\_-  
\\_HR\\_Compliance.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

Timothy Guthrie

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?**

---

Please upload a file

---

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

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Timothy Guthrie

# TIMOTHY GUTHRIE

*Compliance Professional with a emphasis in Law*

## PROFESSIONAL SUMMARY

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HR Manager with experience in employee relations and compliance, expertly navigating multi-state legal frameworks to enhance organizational adherence. Proficient in developing strategic solutions for payroll management and diversity initiatives, leveraging skills in Salesforce and ADP to optimize operational efficiency. Passionate about fostering inclusive work environments and staying ahead of compliance trends to drive sustainable growth.

## EMPLOYMENT HISTORY

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### DISASTER RESPONSE VOLUNTEER

Nov 2023 - Present

*NC Cert*

*Durham, NC*

- ♦ Emergency Response Volunteer with Duke University (DHPC)

### HR MANAGER, EMPLOYEE RELATIONS & COMPLIANCE

Mar 2023 - Present

*VIGILINT HEALTH SOLUTIONS*

*Morrisville, NC*

- ♦ Ensure compliance with laws across 35 states, enhancing company-wide legal adherence.
- ♦ Manage multi-state payroll, overseeing \$750k per cycle, ensuring accurate compensation.
- ♦ Managing DBA workers comp claims
- ♦ Providing HR services to C-Suite, hourly and salary employees
- ♦ Coordinate benefits administration, optimizing cost savings during renewals.
- ♦ Develop and implement Affirmative Action Plans, fostering diversity and inclusion due to OFCCP regulations.
- ♦ Conduct investigations and resolve employee issues, maintaining a harmonious workplace.
- ♦ Spearhead multi-state employment law compliance, develop SOPs, and manage complex payroll operations, ensuring legal adherence across 35 states.
- ♦ Revolutionized performance management by implementing digital system with non-bias grading scale, enhancing objectivity and efficiency in evaluations.
- ♦ Conduct in-depth research on legal compliance trends, leveraging resources like BLR and SHRM to stay ahead of regulatory changes and minimize risks.

### TRAINING & DEVELOPMENT LEAD

Apr 2021 - Mar 2023

*CHARTER COMMUNICATIONS INC*

*Morrisville, NC*

- ♦ Led a team of 150+, enhancing productivity and morale through supportive management.
- ♦ Designed new hire curriculum with management, ensuring smooth onboarding and alignment.
- ♦ Improved retention rates by surpassing 60 and 90-day new hire milestones.
- ♦ Identified training gaps, tailored solutions, boosting employee competence and effectiveness.
- ♦ Facilitated seamless employee reintegration post-leave, maintaining morale and productivity.

### FIELD HR REPRESENTATIVE

Dec 2018 - Apr 2021

*THE WELBURN ORGANIZATION CORPORATE OFFICE*

*NC*

- Prevented the company from laying off staff by re-aligning hiring, cross training and scheduling needs.
- Computed Productivity Ratios for workforce
- Increasing productivity by implementing new incentives, training, and Leadership while maintaining a great retention rate
- Processing all leave of absence
- Oversaw Recruitment marketing
- Re-inventing the onboarding structure with a time-friendly approach to get candidates into production
- Overseen the process of unemployment claims and exit interviews
- Investigated, arbitrated and resolved employee complaints and issues
- Reviewed applications, conducted in-person interviews, and administered tests to evaluate applicants' skills.
- Developed an employee wellness program that reduced FMLA utilization

- Increased compliance & training company-wide by implementing SOPs for each department Spearheaded HR initiatives, reducing FMLA utilization by 47.3% and turnover by 17%. Integrated new payroll vendor, cutting costs by 40% and boosting efficiency.

## EDUCATION

<b>MASTERS OF LAW</b> <i>Wake Forest University School of Law</i>	<b>2026</b> <i>Winston-Salem</i>
<b>BACHELOR OF ARTS: POLITICAL &amp; SOCIAL SCIENCE</b> <i>The University of North Carolina at Greensboro</i>	<i>Greensboro, NC</i>
<b>TRANSFER: GENERAL STUDIES</b> <i>Durham Technical Community College</i>	<i>Durham, NC</i>
<b>CERTIFICATION: HR MANAGEMENT</b> <i>Duke University</i>	<i>Durham, NC</i>
<b>CERTIFICATE: LEGAL RESEARCH AND WRITING</b> <i>Thomson Reut</i>	
<b>CERTIFICATE: CRITICAL GROUP &amp; INDIVIDUAL CRISIS</b> <i>International Critical Incident Stress Foundation, Inc.</i>	

## SKILLS

Policies implementation, Recruitment Marketing, Legal Research, Federal Contracting Compliance, AAP/EEO Implementation, Federal Per diem regulations, Kronos, Payroll, ADP, PeopleSoft, Salesforce, ERISA Compliance, USERRA Compliance, Stress Management, Emergency Management.

## ADDITIONAL INFORMATION

### ACCOMPLISHMENTS

- Prevented the company from laying off staff by re-aligning hiring, cross training and scheduling needs
- ♦ Managed the launch of the company into the Canadian market regarding temporary work permits under LMIA
- Computed Productivity Ratios for workforce
- Achieved a 47.3% decrease in FMLA utilization within the first year of Representing the HR Department
- Cut costs by 40% and increased efficiency by integrating a new payroll vendor
- Increasing productivity by implementing new incentives, training, and Leadership while maintaining a great retention rate
- Reduced turnover by 17%
- Negotiated a return to work for employees on strike
- Developed an employee wellness program that reduced FMLA utilization
- Increased compliance & training company-wide by implementing SOPs for each department

### PREVIOUS PROJECTS

- ♦ Consulted with management on H1B, and H2B Visas
- ♦ Developed a Leadership Development Program
- ♦ Coordinated with universities on recruitment and sourcing talent
- ♦ Worked with management on reducing \$250K in overtime by planning effectively

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ None Selected

Please select your third Board preference: \*

☒ None Selected

Please select your fourth Board preference: \*

☒ None Selected

Please select your fifth Board preference: \*

☒ None Selected

Please select your sixth Board preference: \*

☒ None Selected

William		Lamb
First Name	Middle Initial	Last Name

415 Calvin Road		
Street Address	Suite or Apt	
Raleigh	NC	27605
City	State	Postal Code

What district do you live in?

☒ District 5

Home: (919) 819-3338	Home: (919) 819-3338
Primary Phone	Alternate Phone

william.e.lamb@gmail.com
Email Address

Retired	
Employer	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?**

Long Term Careus and particularly assisted living has been a focus issue for my whole career.

## Work Experience

NC Division of Aging (30 years) UNC Institute on Aging (13 years)

## Volunteer Experience

Friends of Residents in Long Term Care Hospice of Wake County Wake Adult Care Home CAC  
NC Coalition on Aging NC AARP National Consumer Voice for Quality LTC

## Education

BA Wake Forest MSW UNC-CH MPA NCSU

## Comments

[LAMBWILLIAMMale05-22-1948\\_Bill\\_Lamb\\_Resume\\_Short.doc](#)

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 \***

☒ Male

**Ethnicity \***

---

☒ Caucasian

---

**Other**

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

---

☒ Other

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

---

I've worked in Aging

---

Please upload a file

---

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## **William E. Lamb, MSW, MPA**

[William.e.lamb@gmail.com](mailto:William.e.lamb@gmail.com)

919-834-4280 (H)

919-819-3338 (M)

Bill retired from public service in November of 2011. He had worked UNC Institute on Aging as the Associate Director for Public Service from July of 2000 until his retirement. At the IoA he had lead responsibility for the State Aging Conference and the Senior Leadership Initiative. He came to the Institute after a 30-year career working in the North Carolina Department of Health and Human Services. He retired as the Chief of Planning for the NC Division of Aging. Prior to 2000 he held a variety of planning and administrative positions in the NC Division of Social Services and the NC Division of Aging. In retirement, he teaches as an adjunct professor at NCSU and is a consultant to several public and private aging programs.

Highlights of Bill's work with the Department of Health and Human Services include: being one of the first state consultants to work with the Medicaid Community Alternatives Program for Disabled Adults; initiating the Medicaid Enhanced Care Program in Adult Care Homes and local Social Services Departments; producing three legislatively mandated State Aging Services Plans; producing *North Carolina Comes of Age*, a demographic profile of older North Carolinians; and providing staff support to the Home and Community Care Advisory Committee, the Long-Term Care Roundtable, and the Long Term Care Advisory Committee of the NC Institute of Medicine.

Bill received his Bachelor of Arts degree from Wake Forest University in 1970; a Master of Social Work degree from the University of North Carolina at Chapel Hill in 1974; and a Master of Public Administration degree from North Carolina State University in 1981. He has been a past president of the North Carolina Association of Social Workers and of the UNC School of Social Work Alumni Association and he served on the NC Social Work Certification and Licensure Board from 2002 – 2008 (Chair from 2005 – 2008). Bill serves on the boards of Resources for Seniors in Wake County, Wake County's Gold Coalition, the Triangle J Regional Aging Advisory Committee and on the NCSU School of Social Work Advisory Committee. Bill is also a very active volunteer with Friends of Residents in Long Term Care having served twice as the board chair. He currently serves as the President of the NC Coalition on Aging and in January 2013 he assumed the president's officer with the National Consumer Voice for Quality Long Term Care. He is a volunteer with the NC SHIIP program and remains an AARP volunteer.

Profile

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Please select your second Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your third Board preference: \*

☒ Alliance Behavioral Healthcare

Please select your fourth Board preference: \*

☒ Council on Fitness and Health

Please select your fifth Board preference: \*

☒ Population Health Task Force

Please select your sixth Board preference: \*

☒ Library Commission

Juliana

First Name

C

Middle Initial

Eike

Last Name

2033 Cartier Ruby Ln

Street Address

Suite or Apt

Raleigh

City

NC

State

27610

Postal Code

What district do you live in?

None Selected

Home: (910) 274-5736

Primary Phone

Home: (910) 274-5736

Alternate Phone

jceike@outlook.com

Email Address

Currently Seeking Employment in Medical Social Work

Employer

Baker at Annelore's German Bakery

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 interested in serving on a Board of Commission as it relates to the health and wellness of older adults specifically. I graduated from UNC Chapel Hill's School of Social Work with a Masters degree last year. I am seeking additional volunteer opportunities and experiences to further my knowledge about how our local government supports older adult mental health and physical care, provides resources to families of older adults, and creates joyful experiences for older adults as they age. In addition, I am interested in learning more about the numerous stakeholders who are engaged at the community and state level as it pertains to nursing home operations and regulations. I want to expand my knowledge of individuals directly working in the medical or governmental field on these issues/topics and form professional relationships with them. As a recent graduate, I am excited to begin my professional career in social work. My enthusiasm and dedication to this population will be an asset to the team.

## Work Experience

Over the past three years, I have completed internships at Glenaire Retirement Community, which spanned an entire year, The Farm at Penny Lane, and Farmington Woods Magnet Elementary School. Please see attached resume for complete work experience.

## Volunteer Experience

## Education

Masters in Social Work attained at the University of North Carolina at Chapel Hill. Bachelors of Science in Social Work attained at Appalachian State University. High School Diploma attained at Pender High School.

## Comments

[Eikejc\\_Resume\\_OFFICIAL.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

---

## Demographics

Date of Birth

### Gender \*

☒ Female

### Ethnicity \*

☒ Caucasian

---

## Other

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

☒ County Website

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

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Juliana Eike  
Jceike@outlook.com  
Raleigh, NC 27610  
(910)-274-5736

**EDUCATION:**

**University of North Carolina at Chapel Hill, *Chapel Hill, NC*** **August 2021 – May 2024**  
Master of Social Work

**MSW COURSEWORK**

Human Development I & II – Infancy to Adulthood	Adult Mental Health Theory and Practice
Confronting Oppression	Treatment of Trauma and Violence
Social Work Practice w/ Individuals, Families, and Groups	Evaluation of Social Work Interventions
Social Work Practice w/ Organizations and Groups	Health Access and Health Disparity
Differential Diagnosis	Care of the Dying and Bereaved Throughout the Lifespan

**Appalachian State University, *Boone, NC*** **August 2016 – May 2020**  
Bachelor of Science in Social Work (GPA 3.7) with minor in Cultural Anthropology

**BSW COURSEWORK**

Social Work Practice with Individuals & Families	Cultural Anthropology
Social Work Practice in Communities & Organizations	Anthropology of Media
Death, Dying & Living	Arts of Resistance

**WORK EXPERIENCE:**

**Glenaire Retirement Community [*Cary, NC*]** **August 2023 – April 2024**  
Field Placement/Intern

- Completed intake and quarterly assessments with residents (PHQ-9, BIMs, Trauma, Social History) in a manner that demonstrated empathy, compassion, and dignity for the resident.
- Attended daily staff clinical meetings that updated the team on changes in medical conditions, progress with therapy, hospitalizations, care planning concerns, family/resident histories, and the implementation of interventions.
- Used narrative therapy techniques when meeting regularly with certain residents to address symptoms of depression and anxiety, or concerns about residents' adjustment to significant medical or mental health changes.
- Shadowed the Glenaire chaplain's grief support group, caregiver support group, and their spiritual care sessions with resident's who were actively dying.
- Completed a research evaluation on the agency's use of the trauma assessment regarding its application and inclusion in resident's care planning and intervention selection.
- Conducted myself in an ethical manner as outlined by the NASW Code of Ethics by informing patients about confidentiality, explaining my professional role, and completing all documentation required by Glenaire and UNC School of Social Work.
- Advocated for/with patients and their families regarding their preferred plan of care at Glenaire skilled nursing and communicated insurance coverage information if necessary.

- Sought clarity from my supervisor during weekly supervision sessions regarding resource allocation and communication with patients and their families to maintain the highest level of person-centered care.

**The Farm at Penny Lane [Chapel Hill, NC]**

**May 2023 – August 2023**

Field Placement/Intern

- Co-facilitated Moving Through Life with Psychosis group consisting of 30 minutes of movement and circle work, emphasizing social/emotional skill learning and practicing.
- Engaged with participants in groups (Harvest Crew, Emotional Resiliency Skills, Yoga & Breathing, Healthy Cooking & Lunch, Music over Mind, and Creative Writing)
- Partially oversaw the referral process and outreach communications with families and individuals interested in becoming participants of the farm.
- Engaged in meaningful and appropriate conversations with participants by highlighting confidentiality, and using active listening, empathy, and cultural humility.
- Conducted weekly supervision sessions to evaluate my interactions with participants regarding appropriate language usage, discussions about suicide (risks, signs, behaviors), and explaining my professional role to participants.
- Completed essential farm tasks such as cleaning, washing dishes, organizing rooms, making copies of flyers, and garden work.

**Farmington Woods Magnet Elementary School [Cary, NC] August 2022 – December 2022**

Field Placement/Intern

- Distributed nutritional snacks/food items to students via the powerpacks program.
- Facilitated small group check-ins with 4<sup>th</sup> grade students.
- Interviewed a student for the purpose of creating and analyzing a process recording.
- Shadowed threat and suicide assessments conducted by student services staff.
- Attended Wake County Board of Education sessions.

**Watauga County Project on Aging [Boone, NC]**

**January 2020 – March 2020**

Field placement/Intern

- Assessed and engaged with participants of the senior center, their families, groups, and organizations providing resources to older adults in the community.
- Analyzed, monitored, and evaluated intervention and program processes and their outcomes.
- Engaged in agency policy practice, while applying the NASW Code of Ethics, laws/regulations, and ethical research.

**Western Youth Network [Boone, NC]**

**August 2018 – March 2019**

Service Learning/Volunteer

- Tutored and mentored middle school students on various subjects in After School Program.
- Fund-raised through social work course “Working with Groups” to provide students with various sports equipment and hygiene supplies.

**Hospitality House [Boone, NC]**

**January 2018 – March 2018**

Service Learning

- Prepared food for large meals and served those meals to local community members.
- Assisted families in choosing healthy pantry items.

**Annelore’s German Bakery, Cary, NC**

**September 2021 – Current**

**Olympia Restaurant, Wilmington, NC**  
**Sunrise Grill, Boone, NC**

**September 2020 – July 2021**  
**June 2019 – August 2020**

## **CERTIFICATES & TRAININGS:**

### **2021-2024**

- Possibilities as Plots: Reconstructing and Redefining Reality Through Narrative Therapy
- Mental Health First Aid Certified
- Ethics in End-of-Life Care
- Trauma Integrated Behavioral Health
- Cultural Sensitivity and Humility in Cognitive Behavioral Therapy
- Diversity in Neurodivergence: Girls and Women with Autism
- Alcohol, Buprenorphine, Cannabis, and other ABC's of Substance Use Disorder Treatments
- Consortium for Clinical Education and Practice Core Orientation

### **2018-2020**

- Healthy Living with Your Brain and Body: Tips from the Latest Research
- 10 Warning Signs of Alzheimer's
- Approaching Alzheimer's: First Responder Training
- Dementia Conversations: Driving, Doctor Visits, Legal and Financial Planning
- Legal and Financial Issues
- Effective Communication Strategies
- Understanding Alzheimer's and Dementia
- Understanding and Responding to Dementia-Related Behavior

## **HOBBIES & INTERESTS**

- Empowering and uplifting black, indigenous, and marginalized voices, narratives, and knowledge structures.
- Deconstructing dominant cultural narratives to better identify and address white supremacy, discrimination, and bias within my personal life and the social work field.
- Narrative therapy, Equine therapy, and Animal-assisted therapy.
- Self-care through painting, crafting, journaling, reading, and baking.

## **References:**

1. **Ann-Marie Masiewicz**-----phone: (919)-271-7759 email: [AMasiewicz@glenaire.org](mailto:AMasiewicz@glenaire.org)
2. **April Parker** -----phone: (919)-962-6452 email: [aparker2@unc.edu](mailto:aparker2@unc.edu)
3. **Matt Ballard**-----phone: (919)-966-0933 email: [matthew\\_ballard@med.unc.edu](mailto:matthew_ballard@med.unc.edu)
4. **Michele Patak-Pietrafesa**----phone: (919)-962-6491 email: [patak@unc.edu](mailto:patak@unc.edu)

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ Nursing Home Community Advisory Committee

Please select your third Board preference: \*

☒ Juvenile Crime Prevention Council

Please select your fourth Board preference: \*

☒ Housing Authority

Please select your fifth Board preference: \*

☒ Alliance Behavioral Healthcare

Please select your sixth Board preference: \*

☒ Triangle Transit Authority Board

Vanessa		Funderburk
First Name	Middle Initial	Last Name

4732 Royal Troon Drive	6	
Street Address	Suite or Apt	
Raleigh	NC	27604
City	State	Postal Code

What district do you live in?

None Selected

Mobile: (919) 271-9994	Business: (919) 623-2265
Primary Phone	Alternate Phone

vanessa.funderburk@wake.gov
Email Address

Wake County Health and Human Services	Permanency Services Supervisor
Employer	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?**

Always had a passion and interest in adult care licensure. I was an Adult Home Specialist. I would like to be on the volunteer side and believe my past and present experience in Adult Services and Child Welfare will be an asset.

## Work Experience

See Resume

## Volunteer Experience

Food Banks, Senior Centers, Title One Schools

## Education

BSW MA (Agency Counseling)

## Comments

[resumevb.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

---

## Demographics

Date of Birth

**Gender \***

☒ Female

**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

---

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

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# VANESSA FUNDERBURK

4732 Royal Troon Drive, Raleigh, NC 27604 · 919-271-9994

**vfunderburk48@att.net**

## EXPERIENCE

### SEPTEMBER 2015-CURRENT

#### **PERMANENCY SERVICES SUPERVISOR, WAKE COUNTY HEALTH & HUMAN SERVICES**

Supervise a team of five (5) permanency services social workers providing child welfare services to children in the custody of WCHHS. Responsible for participating in key decisions on all cases and effective operation of the team and liaison with the community. Engages in the planning and development of Permanency Services through the following tasks reviews and assigns new case referrals for service; participates in meetings designed to support and achieve permanency and wellbeing for youth in care; reviews cases for progression and alignment with established plans and court orders; maintains unit data around core functions and prepares reports accordingly; develops and maintains partnerships with community groups and external service providers; participates in workgroups tasked with implementing policy, developing protocols, and other special projects; attends court hearings and testifies as needed; works collaboratively with Guardian Ad Litem, county attorneys, and other service providers

### JUNE 2014 – SEPTEMBER 2015

#### **ADULT FOSTER CARE SUPERVISOR, GUILFORD COUNTY DEPARTMENT OF SOCIAL SERVICES**

Responsible for the supervision and leadership of fourteen (14) staff and oversight for Adult Services program (Adult Home Specialist/Guardianship/Placement/Indigent Burial) which ensure compliance of stated and local within Adult Care Home Facilities, ensured the protection of rights and advocacy for the incompetent adult.

### MAY 2011-MAY 2014

#### **HUMAN SERVICES SENIOR PRACTITIONER, WAKE COUNTY HEALTH & HUMAN SERVICES**

Responded to allegations of child abuse and neglect. Performed safety and risk assessments for the children named and made referrals for follow-up services when necessary. Initiated removal of children from their homes through the juvenile court process in extreme cases. Developed a protection/service plan with families, provide preventive services to ensure children can remain in their own homes if possible. Prepared court reports and court testimony. Back-up Child & Family Team Facilitator, and volunteer speaker occasionally educating the faith partners/community about the needs of foster care and adoption.

### JANUARY 2008-MAY 2011

#### **SOCIAL WORKER III, DURHAM COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Conducted family assessments/investigations regarding child abuse, neglect, and dependency, evaluated request for child welfare services. Completed assessments, identified whether children needed protection from abuse or neglect and developed a protection/service plan with the family. Provided counseling and preventive services to ensure that children could remain in their homes. Assisted school-age children with developing academics, career, and personal/social skills.**

### MAY 1999-DECEMBER 2007

#### **HUMAN SERVICES SENIOR PRACTITIONER, WAKE COUNTY HEALTH & HUMAN SERVICES**

Assured that adult care homes, and adult day care programs operated within applicable state regulations and laws. Provided case management services to 20 residents in adult care homes who are recipients of state/county special assistance, and who require extensive or total assistance with eating, toileting and/or ambulation. Counseled consumers and families as needed to help them understand the licensure rules. (Team Leader/Supervisor rotation 2004 & 2007).

## EDUCATION

### MAY 2006

**MASTER'S DEGREE AGENCY COUNSELING, NORTH CAROLINA CENTRAL UNIVERSITY**

**DECEMBER 1997**

**BACHELOR OF SOCIAL WORK, NORTH CAROLINA A & T STATE UNIVERSITY**

**REFERENCES**

**Kimberly Herrington 919-622-5715**

**Britt Mobley 301-825-3276**

**Judge Ashleigh Parker 919-451-1147**

Profile

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Please select your first Board preference: \*

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Please select your fourth Board preference: \*

☒ Council on Fitness and Health

Please select your fifth Board preference: \*

☒ Housing Authority

Please select your sixth Board preference: \*

☒ Triangle Transit Authority Board

Vanessa

First Name

Buchanan Funderburk

Middle  
Initial

Last Name

4732 Royal Troon Drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27604

Postal Code

What district do you live in?

None Selected

Mobile: (919) 271-9994

Primary Phone

Business: (919) 623-2265

Alternate Phone

vfunderburk48@att.net

Email Address

Wake County Health &  
Human Services

Employer

Permanency Services  
Supervisor (CW Foster Care)

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 able to assist now, after having been an Adult Care Home Specialist. I am able to be an advocate for the residents and families. I have experience in Adult Care Licensure, Guardianship, Adult Foster Care and Adult Day Care.

## Work Experience

SEE RESUME

## Volunteer Experience

Food Banks, Senior Centers, Title One schools (reading book to children)

## Education

BSW MA (Agency Counseling)

## Comments

[resumevb.docx](#)

Upload a Resume

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---

## Demographics

Date of Birth

**Gender \***

☒ Female

Vanessa Buchanan Funderburk

**Ethnicity \***

---

☒ African American

---

**Other**

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

---

☒ County Website

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

---

---

Please upload a file

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4732 Royal Troon Drive, Raleigh, NC 27604 · 919-271-9994

**vfunderburk48@att.net**

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### MAY 2011-MAY 2014

#### **HUMAN SERVICES SENIOR PRACTITIONER, WAKE COUNTY HEALTH & HUMAN SERVICES**

Responded to allegations of child abuse and neglect. Performed safety and risk assessments for the children named and made referrals for follow-up services when necessary. Initiated removal of children from their homes through the juvenile court process in extreme cases. Developed a protection/service plan with families, provide preventive services to ensure children can remain in their own homes if possible. Prepared court reports and court testimony. Back-up Child & Family Team Facilitator, and volunteer speaker occasionally educating the faith partners/community about the needs of foster care and adoption.

### JANUARY 2008-MAY 2011

#### **SOCIAL WORKER III, DURHAM COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Conducted family assessments/investigations regarding child abuse, neglect, and dependency, evaluated request for child welfare services. Completed assessments, identified whether children needed protection from abuse or neglect and developed a protection/service plan with the family. Provided counseling and preventive services to ensure that children could remain in their homes. Assisted school-age children with developing academics, career, and personal/social skills.**

### MAY 1999-DECEMBER 2007

#### **HUMAN SERVICES SENIOR PRACTITIONER, WAKE COUNTY HEALTH & HUMAN SERVICES**

Assured that adult care homes, and adult day care programs operated within applicable state regulations and laws. Provided case management services to 20 residents in adult care homes who are recipients of state/county special assistance, and who require extensive or total assistance with eating, toileting and/or ambulation. Counseled consumers and families as needed to help them understand the licensure rules. (Team Leader/Supervisor rotation 2004 & 2007).

## EDUCATION

### MAY 2006

**MASTER'S DEGREE AGENCY COUNSELING, NORTH CAROLINA CENTRAL UNIVERSITY**



**DECEMBER 1997**

**BACHELOR OF SOCIAL WORK, NORTH CAROLINA A & T STATE UNIVERSITY**

**REFERENCES**

**Kimberly Herrington 919-622-5715**

**Britt Mobley 301-825-3276**

**Judge Ashleigh Parker 919-451-1147**

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: \*

☒ Adult Care Home Community Advisory Committee

Please select your second Board preference: \*

☒ None Selected

Please select your third Board preference: \*

☒ None Selected

Please select your fourth Board preference: \*

☒ None Selected

Please select your fifth Board preference: \*

☒ None Selected

Please select your sixth Board preference: \*

☒ None Selected

PENNY

E

LONG

First Name

Middle Initial

Last Name

5937 Wintergreen Dr

Street Address

Suite or Apt

Raleigh

City

NC

State

27609

Postal Code

What district do you live in?

None Selected

Home: (919) 645-7502

Primary Phone

Home: (919) 645-7502

Alternate Phone

pennylong117@gmail.com

Email Address

Employer

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 love Seniors! As someone who has taken the event coordinator for senior living certification course I am alsway lookign for ways to be involved with the senior population.

## Work Experience

## Volunteer Experience

Volunteer event coordinator for the Raleigh Elks Lodge

## Education

## Comments

[Penny\\_Long\\_ResumeMED1V.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

**Ethnicity \***

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☒ 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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**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](#).

# PENNY E. LONG

Raleigh, NC   **Pennylong117@gmail.com**   919.645.7502

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Looking to move into my second career in the medical field! I started out working for Wake County Human Services in Accounts Receivable responsible for all mental health, and Medicare/Medicaid billing.

- **Medical Coding Medical Terminology Experience.**

High level of business acumen. Critical thinker and problem solver. Strong management, leadership, cross-functional team, analytical, communication and change management skills.

Prior experience in medical billing, PM and EHR systems. Avid Volunteer at the Raleigh Elks Lodge in Veteran services.

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**Wake County Human Services, Raleigh, NC**  
Associate Accounting Technician

**(1997 – 2004)**

Processing and distribution of multimillion dollar internal and contracted checks for mental health services monthly. Receipt and data entry of non-Medicaid services done by contract agencies. Accounts payable of adult mental health contract Medicaid reimbursement. EFT downloading and posting to Wake County accounting system. Internal support for clinic staff. Heavy client and internal phone contact. Responsible for all Medicare flu billing and payment posting for health department. Maintained change fund for all health department clinics. Filing for approximately 150 private insurance companies and posting of reimbursement.

**Executive Center Services, Raleigh, NC**  
Customer Service Operations Manager

**(2005 – 2008)**

Managed an eight member staff of customer service representatives. Order taking, sales, and fulfillment for web based companies. Answering service operator for major companies nationwide. Word Processing and legal document editing.

**Medfusion, Raleigh, NC**  
Project Manager

**(2008-2010)**

Lead Project Manager for larger Client implementations and portal merchant account integration project. Drove EMR/PM integrations streamlining processes. Conducted Remote Web Based and onsite product and project trainings for large clients of 20-60 providers. Developed project plans including milestones, time lines and success metrics for Patient portal implementations.

**Intuit Health (Formerly Medfusion), Raleigh, NC**  
Strategic Solutions and Partner Manager,

**(2010- 2013)**

Managed relationship with Intuit Payments business division as liaison between sales, development, and client services for all payments related initiatives as they pertain to customers and partners. Served as product SME working on account management both pre and post-sale within the Intuit Portal including integration requirements for Patient Management/Billing systems vendors, such as Allscripts, Centricity, and Greenway.

Partner Relations manager and team leader for Greenway Medical Technologies PrimePatient Portal

implementation team. Certified to implement on Greenway EMR/PM system. Manages deployment of product, training materials and partnership SLAs.

### **Jaggaer, Morrisville, NC**

*(Dec. 2013-Nov. 2016)*

#### **Enterprise Customer Success Manager**

Responsible for 20+ customers (\$4.5M in License Fees) in Higher Education, Bio-Pharma, Hospitals, Commercial and Public Sector. Worked directly with strategic C-level customers and top executives to analyze their business process needs, workflow, and system utilization to proactively drive ROI, as well as assuring successful KPI's. Built relationships and encouraged new and repeat business opportunities.

- **Successfully brought strategic, at-risk clients to a referenceable status leading to 100% retention.**
- **Instituted and ran internal CSM learning sessions for internal product education creating a more knowledgeable CSM team.**
- **Created a process for beta customers that included monthly meetings with product and strategic customers involved to successfully maintain product needs.**
- 

### **Lytho, Morrisville, NC**

*(Feb. 2018 – Sept. 2019)*

#### **Strategic Account Manager**

Managed relationships with enterprise-level customers. Developed success plans used to continuously monitor goals, successes and growth opportunities. Oversaw all renewal efforts and was responsible for identifying new business opportunities among existing customers and identifying areas of improvement to maximize growth and reduce churn.

- **Account manager consistently achieving 100% bonus quarterly.**
- **Successfully advocated for product upgrades leading to 100% retention of top tier customers.**
- **Led the efforts in uncovering a contract discrepancy bringing in an additional \$10k.**
- **98% Renewal Rate.**

### **Conga, Broomfield, CO**

*(Sept. 2019 – Aug 2021)*

#### **Enterprise Customer Success Manager**

Led strategic planning and product adoption for enterprise-level customers. Developed customer and internal relationships to provide broader support for customers by developing success plans with clear objectives. Worked alongside upper management to promote retention of customers to create an overall positive experience. Ensured product optimization to achieve the highest ROI. Established relationship with sales/renewals to identify upsells and ensure retention.

- **Led renewal efforts, including new contract negotiation and pricing for a strategic customer, including contract renegotiation that brought a yearly increase to the contract of 20% per year for 5 years.**
- **Maintained a 95% retention rate.**

### **Conga, Broomfield, CO**

*(Aug. 2021 – Feb. 2022)*

#### **Partner Success Manager**

Supported the infrastructure in the Partner Success team, which was accountable for supporting partners through all phases of the client journey. Educated new partners and potential partners on the Conga partner program. Responsible for a variety of activities including building relationships with sales, legal, marketing,

support, renewals, and executive leadership engaging with our client's strategic partners. Aligned partner offerings/initiatives to business units, driving enablement activities and managing the operational structure to support these engagements. Coordinated and monitored the efforts of cross-divisional teams working with partners on specific initiatives.

- **Created an internal system of navigation using shared documents customized for sales, support, and any new reseller manager, to streamline all communications with resellers.**
- **Created an internal repository specifically for each department. Created and ran a Teams channel where anyone needing assistance on or about a reseller could post.**

### **Conga, Broomfield, CO**

***(Mar. 2022 – Feb. 2023)***

Partner Account Manager

Managed strategic reseller partner relationships throughout the lifecycle. Drove and defined success metrics with partners to ensure success in reselling and building pipeline. Created success plans and quarterly business reviews. Developed a clear and concise understanding of the partners strategies, operational maturity, and business goals. Led renewal efforts and upsell/cross-sell, renewals, and contract negotiations.

- **Reengaged a large reseller by initiating account mapping with account executives, leading to an increase in sales of 15%.**
- **Created a go-to-market strategy with resellers to drive engagement, leading to a larger increase in product knowledge and an increase in their portfolio of product line to resell.**

### **Alvaria, Atlanta, GA**

***(June 2023 – Oct 2023)***

Strategic Client Relationship Manager

Responsible for customer retention, growth, engagement and adoption, as well as maintaining high levels of customer satisfaction. Advisor and advocate for enterprise-level customers, helping communicate value to the business. Worked closely with C-level customer contacts as well as internal contacts from across the business as the customer liaison.

- **Reduced case submission by 50% by providing resources for troubleshooting.**
- **Brought client base to green by increasing resolution time by 85%.**