

Profile

Which Boards would you like to apply for?

Juvenile Crime Prevention Council: Submitted

Please select your first Board preference: *

☒ Fire Commission

Please select your second Board preference: *

☒ WakeMed Hospital Board of Directors

Please select your third Board preference: *

☒ Wake Technical Community College Board of Trustees

Please select your fourth Board preference: *

☒ Juvenile Crime Prevention Council

Please select your fifth Board preference: *

☒ Aircraft Noise Abatement Committee

Please select your sixth Board preference: *

☒ Citizen's Energy Advisory Commission

SatishSGarimella

First NameMiddle InitialLast Name

207 Spencor Mill Rd

Street AddressSuite or Apt

MorrisvilleNC27560

CityStatePostal Code

What district do you live in?

☒ District 7

Mobile: (919) 699-1043

Home: (919) 468-8220

Primary PhoneAlternate Phone

garimella@gmail.com

Email Address

GSK

EmployerJob 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:

☒ Morrisville

Interests & Experiences

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

First, it is a privilege to serve the people of Wake County . Community is important to me. Addressing the problems and needs of individual residents and their families inspires me, and I recognize the value and positives I contribute. As well, there is nothing better than the feeling of making a difference in people's lives . It is in that moment that you realize the importance of public service in cultivating and strengthening the bonds of community that are vital to Morrisville and Wake County residents. Second, my training, experience, and skills in engineering and executive leadership make me well-suited to service on the council. I have built strong relationships with both public and private sector leaders in Morrisville and beyond. These qualities help explain our success over the past seven years

Work Experience

o 23 + years of experience of IT industry with proven track record of success that requires a wide range of skill set, roles and industry verticals experience. o 20+ Years of experience in Telecom sector and expertise in Trouble Ticketing and Trouble Management systems. o Experienced in a broad spectrum of IT support including trouble resolution, administration and monitoring IT platforms, analysis, design, troubleshooting, customizations and implementation of software applications including systems/networks/databases and Remedy applications.

Volunteer Experience

Town Council , Morrisville HOA President of Breckenridge , 1140 homes from last 5 years
Board of Directors at The Friends of the North Carolina Museum of Natural Sciences Wake
County Fire Commission

Education

BS in Electronics MS in Computer Science

Comments

Upload a Resume

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

Please upload a file

Satish S Garimella

Demographics

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Asian

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

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?

Juvenile Crime Prevention Council: 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

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.

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.

Volunteer Experience

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

Education

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

Comments

[SFH_Revised_Resume.docx](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Shagufta F Hakeem

Ethnicity *

☒ Asian

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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Shagufta F. Hakeem, M.A.

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

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?

Juvenile Crime Prevention Council: 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
First Name

C
Middle Initial

Drum
Last Name

4004 Grand Manor Court
Street Address

Apartment 305
Suite or Apt

Raleigh
City

NC
State

27612
Postal Code

What district do you live in?

None Selected

Home: (828) 234-4485
Primary Phone

Business: (919) 792-4712
Alternate Phone

nathaniel.drum@alumni.wfu.edu
Email Address

North Carolina Business Court
Employer

Judicial Law Clerk (Attorney)
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?

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.

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

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

Education

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

Comments

[Professional Resume.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

Nathaniel C Drum

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Caucasian

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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Nathaniel C. Drum

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

Education

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

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

- 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

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

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**

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

Profile

Which Boards would you like to apply for?

Juvenile Crime Prevention Council: Submitted

Please select your first Board preference: *

☒ Wake County Steering Committee on Affordable Housing

Please select your second Board preference: *

☒ Jury Commission

Please select your third Board preference: *

☒ Housing Authority

Please select your fourth Board preference: *

☒ Wake Technical Community College Board of Trustees

Please select your fifth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your sixth Board preference: *

☒ Juvenile Crime Prevention Council

Utica

First Name

Cason

Last Name

Middle
Initial

44 Coneflower Ct

Street Address

Suite or Apt

Clayton

City

NC

State

27520

Postal Code

What district do you live in?

☒ District 7

Home: (919) 413-1854

Primary Phone

Mobile: (919) 413-1854

Alternate Phone

uvcason@yahoo.com

Email Address

Yardi Systems Inc.

Employer

Team Lead

Job Title

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

☐ Yes ☒ No

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

None Selected

Interests & Experiences

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

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

Work Experience

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

Volunteer Experience

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

Education

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

Comments

[resume.docx](#)

Upload a Resume

[Utica Resume_1_.pdf](#)

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

Please upload a file

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?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Utica Cason

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

Professional Experience

Yardi Systems, Inc., Raleigh, North Carolina

PROJECT MANAGER 2008-PRESENT

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

Reliant Monitoring Services, Cary, North Carolina

DISPATCHER 2013-2019

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

Education

SUNY-Empire State College, Saratoga Springs, NY

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

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

Wake Technical Community College, Raleigh, NC

Human Services Technology, 1999-2000

Medical Assistant, 1996-1998

GED, 1994

Certified Occupancy Specialist (COS)-NAHMA 2008

Additional Experience

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

**Volunteer
Experience**

SOAR Outreach, Raleigh, NC

Founder/CEO 2014-present

Establish administrative policies for the day-to-day operation of the nonprofit. Establish and maintain relationships with various organizations to enhance the organization's mission. Report to the Board of Directors to seek their involvement in policy decision and fundraising.

Supervise collaborate with the organization staff and volunteers. implement strategic planning and implementation. Oversee the organization board, marketing, and communication efforts. Review and approve contracts for services. Plan and oversee the annual budget.

***City of Raleigh Citizen Police Academy
2018***

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

Volunteer Interviewer, 2014-2017

***Neighbor 2 Neighbor,
Jobs for Life Mentor, 2016***

***Wake Technical Community College
Advisory Board, 2016***

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

Justice Served NC, Inc., Raleigh, North

Carolina

Assistant Director & Program Manager 2011-2013

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

Utica Cason

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

CAREER OBJECTIVE

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

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

SKILLS, KNOWLEDGE AND ABILITIES

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

PROFESSIONAL EXPERIENCE

Mortgage Case Management Team Lead | Yardi Systems, Inc., Raleigh, North Carolina **2022-present**

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

Real Estate Agent | FAB Realty Group, Fayetteville, North Carolina **April 2024 – October 2024**

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

Rent Relief Case Auditor and Case Supervisor | Yardi Systems, Inc., Raleigh, North Carolina **2021-2022**

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

Project manager | Yardi Systems, Inc., Raleigh, North Carolina **2019-2021**

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

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

Helpdesk Coordinator	2017-2019
<ul style="list-style-type: none">❖ Provided remote and on-site troubleshooting for software support❖ Provided advanced Customer Service and Support❖ Communicated with high profile customers in a professional and courteous manner❖ Gathered customer’s information and determine the issue by elevating and analysing symptoms❖ Followed standard process and procedures❖ Resolved user problems independently or in conjunction with other Help Desk staff.❖ Responsible for Help Desk ticket response and resolution time❖ Fulfilled ticket requests, completing the transaction, and forwarding the requests	

Technical Account Manager	2010-2017
<ul style="list-style-type: none">❖ Provide technical support and assist with problem management tickets for customers providing guidance on the best approach.❖ Capture new product requirements and provide detailed feedback to the product team.❖ Maintain regular communication with the client and ensure all inquiries are being resolved satisfactorily and timely.❖ Managed the technical relationship with the client with the following responsibilities❖ Understand client needs, business requirements, and priorities. Proactively owning and driving client implementations❖ Assists the product manager with analysis and prioritization of product defects and enhancement requests for scheduling to future software releases. Participates in functionality testing of new software features❖ Established strong relationships across all employee levels at various clients, ranging from administrative to senior.❖ Oversee all client communications relating to the technical engagement❖ Follow up with key account business partners on work performed to measure level of customer satisfaction.	

Leasing Agent Drucker & Falk Property, Raleigh, North Carolina	2009 – 2010
<ul style="list-style-type: none">❖ Facilitated lease-up initiatives by showcasing available units and converting prospects into long-term tenants.❖ Managed tenant relations by responding to service inquiries, conflict resolution, and promoting resident retention.❖ Executed comprehensive leasing procedures including application screening, background checks, and lease execution.❖ Developed property marketing campaigns using digital platforms, and advertising to attract qualified applicants.❖ Processed rental applications and maintained compliance with Fair Housing Act regulations throughout leasing cycle.❖ Collected security deposits, issued receipts, and ensured accuracy in rental payment records and financial systems.❖ Coordinated move-in logistics, and welcome orientation to streamline new resident onboarding experience.❖ Organized leasing files, re-certification documents, and maintenance records to ensure operational readiness and audits.	

Affordable Technical Account Manager	2008-2010
<ul style="list-style-type: none">❖ Provided customer/client service with regards to technical support with software issues and assist clients with implementation of real estate and accounting software. Consisted of setup, implementation, upgrades, and ongoing software support for live clients. Assisted with client and company projects❖ Supported different modules (core, residential, affordable, and maintenance)❖ Composed and executed an on-boarding new employee program❖ Responsible for development of management plans, assembled project teams, and assign responsibilities.	

DISPATCHER Reliant Monitoring Services, Cary, North Carolina	2013-2019
<ul style="list-style-type: none">❖ Dispatched and scheduled installers to perform work order assignments for pre-trial electronic/alcohol monitoring devices for local government and law enforcement agencies❖ Communicated timely and effectively with (installers) to ensure a high level of service.	

MORE EXPERIENCE

Property Manager United Property Management, Raleigh, North Carolina	2007 – 2008
Property Manager Excel Property Management, Raleigh, North Carolina	2003 – 2007
Office Assistant IV Raleigh Housing Authority, Raleigh, North Carolina	2000 – 2003

VOLUNTEER EXPRIENCE

SOAR Outreach, Raleigh, NC, Founder/CEO	2014-present
<ul style="list-style-type: none">❖ Establish administrative policies for the day-to-day operation of the non-profit and Implement strategic planning and implementation. Establish and maintain relationships with various organizations to enhance the organization’s mission. Report to the Board of Directors to seek their involvement in policy decision and fundraising. Supervise collaborate with the organization staff and volunteers. Oversee the organization board, marketing, and communication efforts. Review and approve contracts for services. Review and submit grant proposal for funding. Plan and oversee the annual budget.❖ City of Raleigh Citizen Police Academy 2018❖ City of Raleigh Summer Youth Employment Program Volunteer Interviewer, 2014-2017❖ Neighbor 2 Neighbor, Jobs for Life Mentor, 2016❖ Wake Technical Community College, Advisory Board, 2016❖ City of Raleigh Neighbourhood College & Citizens Leadership Academy, 2013-2014❖ Justice Served NC, Board Member, Program Manager, and Assistant Director 2011-2013❖ Step-Up Ministry, Life Skills Co-Partner, 2002❖ At-Large Board Member, Wake County Juvenile Crime Prevention Council Nov 2019-present❖ Advisory Board Member, Activate Good 2020-present	

EDUCATION

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