

Profile

Which Boards would you like to apply for?

Jury Commission: 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

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

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?

Jury Commission: Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Library Commission

Please select your third Board preference: *

☒ Jury Commission

Please select your fourth Board preference: *

☒ Board of Adjustment

Please select your fifth Board preference: *

☒ Planning Board

Please select your sixth Board preference: *

☒ Open Space and Parks Advisory Committee

Gloria

First Name

G

Middle
Initial

Hope

Last Name

2926 Suncrest Village Ln

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

What district do you live in?

None Selected

Mobile: (919) 601-6958

Primary Phone

Mobile: (919) 601-6958

Alternate Phone

gghope5@gmail.com

Email Address

North Carolina Department
of Environmental Quality

Employer

Environmental Specialist I

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 want to serve my local area and ensure that citizens like myself have a voice in local and community proceedings. I also would like to put my knowledge and education to work in becoming involved with local politics, events, and processes.

Work Experience

Environmental Specialist I: North Carolina Department of Environmental Quality Graduate Research Assistant: Appalachian State University Research Consultant: SRS Real Estate Partners Research Assistant: Southeast Regional Climate Center

Volunteer Experience

Library Volunteer: Duraleigh Library Volunteer: #Fight4Her NC

Education

Master's Degree (5/2025): Appalachian State University (expected) GIS Certificate (5/2025): Appalachian State University & North Carolina State University (expected) Bachelor's Degree (05/2022): University of North Carolina at Chapel Hill

Comments

Thank you for considering my application!

[Gloria_Hope_GIS_Resume_10_07.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?

☒ County Website

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Gloria Hope

2926 Suncrest Village Lane

Raleigh, NC 27616

(919) 601-6958

gghope5@gmail.com

SKILLS

- Geographic information software: ArcGIS Suite, QGIS, GeothinQ
- Python, Arcade, and R programming languages
- Microsoft Office Suite
- Environmental modeling using Matlab
- Adobe Photoshop & Creative Cloud

EXPERIENCE

North Carolina Department of Environmental Quality - *Intern/Environmental Specialist I*

June 2024 - Present

- Used ArcGIS StoryMaps to create informative public-facing maps
- Used ArcGIS Online to create interactive & user-friendly webmaps
- Corrected river basin plans and other documents for grammar and punctuation

Appalachian State University - *Graduate Research Assistant*

August 2023 - Present

- Facilitated exams and provided feedback
- Assisted faculty with research objectives in political geography
- Digitized course content

SRS Real Estate Partners - *Research Consultant*

June 2022 - July 2023

- Used Adobe Photoshop to create maps from aerial imagery showing real estate markets
- Used ArcGIS Pro to create maps showing overviews of markets within urban areas
- Managed projects from 10+ real estate agents seeking information for clients
- Used ArcGIS Online to create client-facing web maps and webapps

Sonder Energy - *Intern*

March 2022 - May 2022

- Used specialized software to identify land suitable for potential development
- Reached out to and communicate with landowners as part of acquisition process
- Identified aspects that define land suitability for solar plant development

Southeast Regional Climate Center - *Research Assistant*

July 2021 - May 2022

- Generated datasets and tables using software and programming languages
- Generated maps using GIS software, programming scripts, and a combination of both
- Communicated findings and analyses of datasets, tables and maps
- Created, edited and submitted research-related documentation

EDUCATION

Appalachian State University - *MA Geography (expected)*

August 2023 - May 2025

Major: Geography; Thesis Option

North Carolina State University - *Graduate Certificate (incomplete)*

August 2022 - May 2023

Focus: Geographic Information Systems Technology

University of North Carolina at Chapel Hill - *BA Geography*

August 2018 - May 2022

Major: Geography, Concentration: Geographic Information System

Minor: French

Designated with Honors and Distinction, completed Senior Honors Thesis

PUBLISHED PAPERS

Hope, Gloria. 2022. Mold Growth by Climatological Factors In the Southeastern United States.

<https://doi.org/10.17615/pcm2-x411>

Profile

Which Boards would you like to apply for?

Jury Commission: Submitted

Please select your first Board preference: *

☒ Board of Adjustment

Please select your second Board preference: *

☒ Raleigh-Durham Airport Authority

Please select your third Board preference: *

☒ Historic Preservation Commission

Please select your fourth Board preference: *

☒ Water Partnership

Please select your fifth Board preference: *

☒ Garner Board of Adjustment

Please select your sixth Board preference: *

☒ Adult Care Home Community Advisory Committee

Jennifer

First Name

Charleston

Middle Initial

Last Name

5417 Quetzel Ct.

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

None Selected

Home: (984) 222-9906

Primary Phone

Mobile: (984) 222-9906

Alternate Phone

charlestonj82@gmail.com

Email Address

Ellis D. Jones Funeral Directors

Employer

Project 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:

☒ Garner

Interests & Experiences

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

Serving on a Board or Commission is a meaningful opportunity to contribute my skills and experience to benefit the community. With my background in project management, particularly within the funeral industry and government contracting, I have developed a strong understanding of operational excellence, financial oversight, and strategic planning. This experience enables me to support effective decision-making, policy development, and accountability—qualities essential to impactful board service. Additionally, I am motivated by the chance to work collaboratively with others who share a commitment to community development and to lend my insights on areas such as organizational efficiency, stakeholder engagement, and public service enhancement.

Work Experience

Volunteer Experience

NAACP NATIONAL URBAN LEAGUE RALEIGH-WAKE CITIZENS COUNCIL NC FUNERAL DIRECTORS & MORTICIANS ASSOCIATION

Education

H.S. DIPLOMA-WAKE EARLY COLLEGE OF HEALTH & SCIENCES B.A. POLITICAL SCIENCE-NORTH CAROLINA CENTRAL UNIVERSITY A.A.S FUNERAL SERVICE-FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Comments

[Resume_Charleston.pdf.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

Jennifer Charleston

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

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Jennifer Charleston

JENNIFER CHARLESTON

charlestonj82@gmail.com

984-222-9906

EDUCATION

NORTH CAROLINA CENTRAL UNIVERSITY B.A. POLITICAL SCIENCE

Certifications

Lean Six Sigma

Certified Notary Public

EXPERIENCE

Project Manager (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2022 - Present

- Oversee all logistics aspects of funeral operations, including transportation, staffing, scheduling, and resource allocation.
 - Coordinate with families to ensure personalized and smooth funeral services, addressing their specific needs and preferences.
 - Review monthly financial reports to make sure the firm is remaining on track to meet sales goals
 - Monitor A/R & A/P and allocating resources accordingly
 - Navigate through degrees of ambiguity and translated strategic opportunities into tangible next steps.
 - Use detail-oriented technical writing to communicate complex information clearly and concisely.
 - Use subject matter expertise to establish and implement program management frameworks and best practices.
 - Manage a team of 11 staff members, including drivers, assistants, and other logistics personnel, providing training and supervision.
 - Implement process improvements that enhanced operational efficiency, resulting in reduced lead times and improved service quality.
 - Ensure compliance with all relevant industry regulations and guidelines to maintain the highest standards of service.
- Managing and preparing project budgets, monitoring progress, and keeping stakeholders informed throughout the project lifecycle

Apprentice Funeral Director (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2021- 2022

- Increased revenue by promoting different funeral service options, products and merchandise.
- Promoted funeral home in community, visiting nursing homes, and assisted living facilities regularly to offer informational workshops.
- Coordinated detailed preparation and care of human remains.
- Planned and executed strategies to increase business and drive profit growth.
- Developed forward-thinking training programs based on current and expected business demands.
- Facilitate professional development with visual aides & hands on technical training.
- Engage with team to define project scope, timelines, resources, and requirements.
- Negotiate and create acceptable funeral contracts, handles contracts, legal documents, and collection of monies or insurance in accordance with company policies.
- Facilitate quarterly meetings regarding sales & client experience goals.

Business Manager (Part-Time)

JIAR Funeral Home Durham, NC | 2019 - 2023

- Directed daily operations of two departments, overseeing a team of 6 employees and optimizing workflow processes.
- Developed and executed strategic plans that resulted in increase in annual revenue over 5 years.
- Led cross-functional teams to achieve key performance indicators (KPIs), including cost reduction and sales growth
- Implemented new software system that streamlined inventory management and reduced operational costs .
- Conducted regular financial analysis to monitor budget adherence and identify opportunities for cost savings.
- Built and maintained strong relationships with clients, resulting in increase in client retention and referrals.
- Provided leadership and mentoring to team members, resulting in improved productivity and job satisfaction.
- Collaborated with marketing team to develop and execute successful campaigns that increased brand visibility and customer engagement.

Office Coordinator (Full-Time)

Ellis D. Jones & Sons, Inc. Durham, NC | 2018 - 2021

- Oversaw all aspects of office operations, ensuring seamless daily functioning and efficient workflow.
- Implemented process improvements that enhanced efficiency and reduced operational cost.
- Streamlined scheduling and coordination of meetings, appointments, and travel arrangements.
- Developed and maintained office policies, ensuring adherence to company guidelines and industry standards.
- Managed office supplies and inventory, reducing expenses through strategic procurement.
- Successfully led the transition to a paperless filing system, improving accessibility and organization of documents.
- Established positive relationships with vendors, negotiating contracts and managing vendor partnerships.
- Assisted with budget planning, expense tracking, and financial reporting for the office.
- Coordinated office events and team-building activities to foster a collaborative and engaging work environment.

Project Manager (Contract)

Hatton Media Group Raleigh, NC | 2018- Present

- Directed a team of 4 creatives, including designers, copywriters, and videographers, in the planning and execution of media campaigns.
- Led cross-functional collaboration between content creation, design, and marketing departments, resulting in cohesive and compelling media assets.
- Managed project budgets, tracked expenses, and negotiated vendor contracts, achieving cost savings.
- Oversaw the development of multimedia content, including videos, graphics, and written materials, ensuring alignment with brand guidelines and campaign objectives.
- Collaborated with clients and internal stakeholders to define project scopes, objectives, and deliverables, while managing expectations and providing regular updates.
- Worked closely with sponsors to understand their vision, provide creative input, and deliver media solutions.
- Oversaw project logistics, including location scouting, talent booking, equipment rental, and budget allocation.
- Developed and maintained relationships with vendors, freelancers, and talent, fostering a network of resources for media production.

Director of Corporate and Foundation Relations (Full-Time)

Harris Outreach, Inc. Raleigh, NC | 2018 - 2019

- Developed and implemented a comprehensive corporate and foundation relations strategy resulting increased in funding and partnerships over the past.
- Cultivated and maintained relationships with key corporate partners and foundation representatives, resulting in major grants and sponsorships.
- Lead a team of professionals, providing guidance and direction in securing funding, developing proposals, and ensuring grant compliance.
- Successfully secured and managed grants supporting specific programs or initiatives.
- Collaborated with internal teams to gather data and information necessary for grant applications and reporting, ensuring alignment with program objectives.
- Negotiated partnership agreements and sponsorship packages, tailoring proposals to meet the unique needs and interests of donors.
- Implemented stewardship strategies to maintain positive relationships with current donors, resulting in donor retention rate.
- Track and report on the impact of corporate and foundation funding, providing regular updates to donors and senior leadership.
- Represented the organization at fundraising events, conferences, and donor meetings, effectively communicating the mission and impact of the organization.
- Determined & communicated implications of changing trends to clients.
- Month end close responsibilities include journal entries, G/L account reconciliations, SEC schedules, variance analysis, and reporting.

Assistant Director of Operations | 2016 - 2018

Harris Outreach, Inc. Raleigh, NC

- Lead a team of 3 operations managers and 2 supervisors, overseeing daily operations, performance metrics, and process improvements.
- Collaborate with the Director of Operations to develop and implement strategic initiatives to enhance efficiency, reduce costs, and improve customer satisfaction.
- Streamlined workflows and optimized resource allocation, resulting in an increase in operational efficiency.
- Developed and implemented training programs for staff to ensure compliance with industry standards and best practices. Spearheaded continuous improvement projects resulting in cost savings annually.
- Assisted in budget planning and monitoring, ensuring adherence to financial targets.
- Acted as a point of escalation for operational issues, resolving challenges and ensuring seamless operations.
- Became well versed in managing resources (personnel and financial) to optimize the outcome of the programs and projects for which they are responsible.

Senior Accountant | 2014- 2015

Harris Outreach, Inc. Raleigh, NC

- Led a team of 2 accountants and financial analysts, overseeing their day-to-day activities and providing guidance on complex accounting issues.
- Managed the month-end and year-end closing processes, ensuring accuracy and compliance with GAAP and company policies.
- Prepared and analyzed financial statements, including income statements, balance sheets, and cash flow statements, providing insights to support executive decision-making.
- Conducted in-depth financial analysis to identify cost-saving opportunities and areas for revenue growth.
- Collaborated with auditors to facilitate successful external audits, resulting in clean audit reports
- Implemented process improvements that streamlined financial reporting, reducing monthly close time and minimizing errors.

Staff Accountant | 2012- 2014

Harris Outreach, Inc. Raleigh, NC

- Assisted in day-to-day accounting operations, including accounts payable, accounts receivable, and payroll processing.
- Prepared and maintained financial reports, ledgers, and spreadsheets.
- Conducted account reconciliations and identified discrepancies for correction.
- Supported the senior accounting team in various financial analysis tasks.
- Participated in annual budgeting and forecasting processes.

Profile

Which Boards would you like to apply for?

Jury Commission: Submitted

Please select your first Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your second Board preference: *

☒ Housing Authority

Please select your third Board preference: *

☒ Housing Authority

Please select your fourth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your fifth Board preference: *

☒ Criminal Justice Partnership Advisory Board

Please select your sixth Board preference: *

☒ Alliance Behavioral Healthcare

LamarCox

First NameMiddle InitialLast Name

8007 river water ct

Street AddressSuite or Apt

RaleighNC27616

CityStatePostal Code

What district do you live in?

None Selected

Home: (919) 329-2610

Home: (919) 329-2610

Primary PhoneAlternate Phone

sodagrape335@gmail.com

Email Address

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:

None Selected

Interests & Experiences

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

I won't to make change to serve my community where I have experience and know the why the public thi KS cause I been On both sides of the fence know both sides story

Work Experience

Volunteer Experience

Education

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

None Selected

If you selected "Other" above, how?

Please upload a file

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