

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board

Please select your second Board preference: *

☒ Economic Development Commission

Please select your third Board preference: *

☒ Juvenile Crime Prevention Council

Please select your fourth Board preference: *

☒ Library Commission

Please select your fifth Board preference: *

☒ United Arts Grants Panels

Please select your sixth Board preference: *

☒ Adult Care Home Community Advisory Committee

Matthew

First Name

Abruzzo

Last Name

Middle
Initial

400 W Hargett St.

Street Address

APT 324

Suite or Apt

Raleigh

City

NC

State

27603

Postal Code

What district do you live in?

None Selected

Home: (760) 703-4322

Primary Phone

Home: (760) 703-4322

Alternate Phone

mattabruzzo10@gmail.com

Email Address

Telstraight International,
Incorporated

Employer

Director of Operations

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

Work Experience

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

Volunteer Experience

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

Education

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

Comments

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

[MattAbruzzo_CommunityEngagementResume2025.pdf](#)

Upload a Resume

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

Matthew Abruzzo

Please upload a file

Demographics

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Hispanic

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](#).

Matthew Abruzzo

MATT ABRUZZO

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

Experience:

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

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

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

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

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

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

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

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

Education:

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

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

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board

Please select your second Board preference: *

☒ Wake Forest Planning and Zoning Board

Please select your third Board preference: *

☒ Library Commission

Please select your fourth Board preference: *

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

Please select your fifth Board preference: *

☒ Agricultural Advisory Board

Please select your sixth Board preference: *

☒ Centennial Authority

MelvinFirst Name

JMiddle Initial

JacksonLast Name

8816 Cochran CtStreet Address

Suite or Apt

Wake ForestCity

NCState

27587Postal Code

What district do you live in?

None Selected

Mobile: (408) 667-6192Primary Phone

Business: (919) 515-9243Alternate Phone

drmelvinjackson@gmail.comEmail Address

North Carolina State UniversityEmployer

Assistant Vice Provost/Associate ProfessorJob 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:

☒ Wake Forest

Interests & Experiences

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

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

Work Experience

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

Volunteer Experience

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

Education

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

Comments

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

Melvin J Jackson

[Melvin_J._Jackson_CV.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ African American

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

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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

Melvin J Jackson

Melvin (Jai) Jackson, Ph.D.

(408) 667 6192

drmelvinjackson@gmail.com

EDUCATION:

M.B.A.

Master of Business Administration (May 2025)

Fayetteville State University, Fayetteville, NC

Certificate

Management Development Program

Harvard Graduate School of Education

Ph.D.

Educational Leadership & Research

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

Louisiana Board of Regents/SREB Doctoral Fellow

Louisiana State University, Baton Rouge, LA

M.A.

College Student Development

Appalachian State University, Boone, NC

B.S.

Business Administration/Health Care Management

Appalachian State University, Boone, NC

ADMINISTRATIVE EXPERIENCE:

8/2024 - Present

Assistant Vice Provost for Academic Administration

Office for Faculty Excellence, North Carolina State University

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

- 1/2024 – 8/2024 (Interim) Associate Vice Provost for Inclusive Excellence and Strategic Practice (Interim)
Office for Institutional Equity and Diversity, North Carolina State University
- Spearheaded comprehensive data collection and analysis initiatives to inform strategic decision-making in NC State University faculty diversity and inclusion efforts.
 - Supervised and mentored a diverse team of professionals, providing guidance and support in implementing inclusive excellence practices across various university departments.
 - Demonstrated effective budget management skills, optimizing resources to support inclusive excellence programs and initiatives.
 - Oversaw developing and supervising innovative programs to foster diversity, equity, and inclusion within the university community.
 - Led strategic practices to enhance inclusivity, collaborating with stakeholders to create measurable impact and advance NC State University's commitment to diversity and excellence.
- 3/2021 – 8/2024 Assistant Vice Provost for Faculty Engagement
Office for Institutional Equity and Diversity, North Carolina State University
- Organize and execute visionary initiatives to enhance faculty recruitment, hiring, and success across all disciplines, prioritizing diversity in departments with limited representation.
 - Form strategic collaborations with faculty, diversity directors, and department heads, driving faculty diversity and inclusion efforts at all levels.
 - Pioneer outreach to national organizations and peer institutions to attract diverse faculty, establishing proactive recruitment strategies.
 - Develop and partner with pipeline activities to engage various campus entities, expanding opportunities to reach diverse audiences.
 - Provide transformative leadership in cultural competence education for faculty, ensuring success with students at all levels and within departments.
 - Champion and support programs promoting faculty diversity and inclusion, fostering an inclusive campus climate for faculty of diverse backgrounds.
 - Assess policies to enhance diversity, equity, and inclusion, collaborating closely with other units deeply involved in faculty engagement.
 - Coordinate impactful opportunities for faculty engagement, fostering scholarship and research initiatives related to diversity and inclusion.
 - Create platforms for marginalized and underrepresented faculty and students to showcase academic research, serving as a liaison to affinity groups and committees.
 - Contribute to developing, coordinating, and facilitating comprehensive diversity educational programs for faculty and university administrators.
 - Prepare insightful reports and reviews of programs, projects, and activities related to faculty diversity, meeting strategic university objectives.
- 8/2018 – 2/2021 Director – Graduate Student Success
College of Education, North Carolina State University
- Directed innovative strategies for recruiting top-tier graduate and professional students, showcasing a talent for strategic enrollment management.

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

8/2015 – 5/2018

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

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

5/2013 – 8/2013

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

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

7/2010 – 5/2013

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

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

PUBLICATIONS:

Peer-Reviewed Articles

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

Jackson, M.J., Hilton, A., & McClain, K. (2024). Embracing diversity in higher education: Teaching a driven and determined approach. *Journal of Research Initiatives: Vol. X: Is. X, Article X*.
<https://digitalcommons.uncfsu.edu/jri/> (Accepted for publication)

Mulholland, J., Elrod, L., & **Jackson, M.** (2022). Declining Black student belonging at a PWI: Climate surveys and the constraints of social capital at NC State, 2015-2019 [Conference paper]. *ASHE Annual Conference*.

Morton, B. C., Jackson, K. M., & **Jackson, M. J.** (2020). The Cultural Inability of Me A Conceptual Framework for Accommodating the Roadblock of the Mirror. *Taboo: The Journal of Culture and Education*, 19(3), 112-130. Retrieved September 26, 2020, from <https://digitalscholarship.unlv.edu/taboo/>

Jackson, M., & Jackson, K. (2020). Factors that Influence Emirati Male Achievement in Higher Education. *Journal of Research Initiatives: Vol. 5: Is. 2, Article 4*. <https://digitalcommons.uncfsu.edu/jri/vol5/iss2/4>

Book Chapters

Sy, J. W., & **Jackson, M. J.** (2021). Advising 101: The Art of Laughing at Yourself. In *Advise Your Students With a Sense of Humor: Why (and How to) Be a Funnier and More Effective Academic Advisor and Laugh All the Way to Your Institution*. essay, The Curious Academic Publishing.

Jackson, M. (2019). Escape, Adapt, and Thrive: In Search of the Promised Land. In *No Ways Tired: The Journey for Professionals of Color in Student Affairs: Volume II*. Charlotte, NC: Information Age Publishing.

Jackson, M. (2018). The Road to Change: The Impact of Culture on Leadership. In D. Griffith & M. Cassar, *The Leader Reader* (1st ed.). Burlington, Ontario: Word and Deed Publishing, Incorporated.

Jackson, M. (2018). The International Struggle for Equality. In M. Robinson-Nichols, M. Galloway Burke & L. Hall, *No Ways Tired: The Journey for Professionals of Color in Student Affairs* (1st ed.). Charlotte, NC: Information Age Publishing. (In Press)

Sy, J. & **Jackson, M.** (2018). Considerations for International Higher Education: Revisiting Cultural Competence and Proficiency. NASPA Knowledge Community Publication, March (2018), 41-43.
<https://www.naspa.org/images/uploads/events/2018-naspa-final.pdf>

Jackson, M. (2017). Covert Direction Through Informal Leadership in Higher Education. In C. Rogers, A. Hilton & K. Lomotey, *Innovative Approaches to Educational Leadership: Selected Cases* (1st ed.). New York: Peter Lang.

Jackson, M. (2017). Failure Breeds Opportunities for Success. In A. Robbins, *Empower Now: True Stories from 14 Young Minority Professionals* (1st ed.). Seattle, Washington: CreateSpace Independent Publishing Platform.

Morton, B., **Jackson, M. J.**, Frazier, M., & Varner, K. (2016). Roadblock in the mirror: Recommendations for overcoming the cultural disability of whiteness in non-white educational spaces. In S. Hancock & C.

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

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

TEACHING EXPERIENCE:

- | | |
|-------------------|---|
| 06/2022 – Present | <p>Adjunct Associate Professor - Educational Leadership program
College of Humanities, Education, and Social Sciences, Delaware State University</p> <ul style="list-style-type: none"> – Teach educational doctorate programs focusing on academic leadership in K-12 and higher education. – Advise doctoral candidates on research design and analysis. |
| 01/2021 – Present | <p>Adjunct Associate Professor - Educational Leadership, Policy, and Human Development
College of Education, North Carolina State University</p> <ul style="list-style-type: none"> – Provide teaching, leadership, and service for the Adult Education and Higher Education Administration masters and doctoral programs. – Teach classes focused on policy, culture, diversity, and governance. |
| 01/2020 – Present | <p>Adjunct Associate Professor
College of Education, Wilmington University</p> <ul style="list-style-type: none"> – Teach courses in the College of Education focusing on education leadership, higher education, diversity, equity, and inclusion. – Advise graduate students pursuing doctoral degrees in educational leadership, higher education administration, and student affairs administration. – Develop/Redevelop courses based on curriculum needs and desired student outcomes. |
| 8/2015 – 3/2018 | <p>Assistant Professor, University College
Zayed University, Abu Dhabi, United Arab Emirates</p> <ul style="list-style-type: none"> – Served as a professor teaching pre-major courses within the undergraduate University College – Advised undergraduate students toward successful completion of major/minor degree programs – Promote and support institutional/governmental mission of academic, personal, and professional success amongst students and stakeholders. |
| 1/2015 – 6/2015 | <p>Instructor, School of Education
Louisiana State University, Baton Rouge, LA</p> <ul style="list-style-type: none"> – Graduate instructor providing teaching and instruction to newly enrolled undergraduate students. |

COURSES TAUGHT:

Teaching Adult Learners	College Environments
Student Development Theories	Globalization in Higher Education

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

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

DOCTORAL COMMITTEE EXPERIENCE:

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

College of Education | NC State University
Committee member

Mack, K. (In-progress).

College of Education | NC State University
Committee member

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

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

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

College of Education | Wilmington University
Chair

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

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

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

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

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

College of Education | NC State University
Committee member

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

School of Education | Saint Peters University
Co-Chair

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

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

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

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

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

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

AWARDS & FELLOWSHIPS:

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

CERTIFICATIONS/LICENSES:

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

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

ADVISING EXPERIENCE:

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

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

COMMITTEE INVOLVEMENT & UNIVERSITY SERVICE:

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

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

09/2022 - 05/2023 Co-Chair

Provost's Task Force on Black Faculty Retention and Success

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

08/2020

Facilitator

Chancellor's Racial Equity Summit, NC State University

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

04/2020 - 05/2021 Senator

Staff Senate, NC State University

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

12/2019 - 05/2021 NC State University Cares Team

Partner, College of Education

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

10/2018 - 05/2021 B.U.I.L.D. (Brothers United in Leadership Development) Summit

Committee member

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

01/2019 - 05/2021 College of Education Commencement Committee

Chair

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

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

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

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

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

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

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

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

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

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

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

COMMUNITY SERVICE:

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

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

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

SPONSORED RESEARCH AWARDS:

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

PROFESSIONAL/ORGANIZATIONAL AFFILIATIONS:

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

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

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Capital Area Workforce Development Board

Please select your third Board preference: *

☒ Juvenile Crime Prevention Council

Please select your fourth Board preference: *

☒ Open Space and Parks Advisory Committee

Please select your fifth Board preference: *

☒ United Arts Grants Panels

Please select your sixth Board preference: *

☒ Yates Mill Park Advisory Board

Christina

First Name

Fedak

Last Name

Middle
Initial

2816 Egert Drive

Street Address

Suite or Apt

Haw River

City

NC

State

27285

Postal Code

What district do you live in?

None Selected

Home: (336) 202-1717

Primary Phone

Home: (336) 202-1717

Alternate Phone

threefedaks@gmail.com

Email Address

UNC Health

Employer

HCS Application System
Analyst

Job Title

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

☐ Yes ☒ No

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

None Selected

Interests & Experiences

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

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

Work Experience

See attached resume

Volunteer Experience

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

Education

See attached resume

Comments

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

[Christi2025Resume.pdf](#)
Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Christina Fedak

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


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


CHRISTINA FEDAK

HCS Application System Analyst

CF

CONTACT

 336 - 202 - 1717

 2816 Egert Drive,
Haw River, NC

 threefedaks@gmail.com

EXPERTISE

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

EDUCATION

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

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

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

PROFILE

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

EXPERIENCE

HCS APPLICATION SYSTEM ANALYST
UNC HEALTHCARE

2022 to current

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

REGIONAL TEAM LEAD- CASE INVESTIGATOR
MEDICAL EDGE RECRUITING

2020 to 2022

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

SKILLS

LEADERSHIP



PROJECT MANAGEMENT



SOFTWARE PROFICIENCY



CUSTOMER SERVICE



INTERESTS

- Family
- Travel
- Volunteering
- Sports

CERTIFICATIONS

ARRT (RT) (N)

American Registry of Radiologic Technologists

2010 – current

CNMT

Nuclear Medicine Technology Certification Board

2010 – current

NMTCB (CT)

Nuclear Medicine Technology Certification Board (CT)

2014 – current

Epic

Radiant

2022 – current

Epic

Cupid

2022 – current

EXPERIENCE (continued)

PATIENT SERVICE REPRESENTATIVE

ZOLL MEDICAL CORPORATION

2019- 2022

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

PET/CT TECHNOLOGIST

ALLIANCE HEALTHCARE SERVICES

2019 to 2020

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

NUCLEAR MEDICINE TECHNOLOGIST

ALVARADO HOSPITAL

2013 to 2018

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

REFERENCES

Carla Weiler

General Manager

843-318-1903

Karen Hassen

**Nuclear Medicine
Technologist**

304 - 993 - 2026

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ City of Raleigh Planning Commission

Please select your second Board preference: *

☒ Capital Area Workforce Development Board

Please select your third Board preference: *

☒ Greater Raleigh Convention and Visitors Bureau

Please select your fourth Board preference: *

☒ Economic Development Commission

Please select your fifth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your sixth Board preference: *

☒ Centennial Authority

Sandra

First Name

Rock

Last Name

Middle
Initial

5452 Ingate Way

Street Address

Suite or Apt

Raleigh

City

ND

State

27613

Postal Code

What district do you live in?

None Selected

Mobile: (919) 810-3526

Primary Phone

Business: (919) 410-7358

Alternate Phone

sherrerarock@gmail.com

Email Address

Self Employed

Employer

Owner - Rock Notary and
Consulting Services

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 writing to express my sincere interest in serving on the County Board/Commission. As a proud resident of this county since 1994, I have spent the past three decades deeply rooted in our community—as a parent, educator, and now a public servant. My commitment to service began early in my family life, supporting my children’s education as an ESL Teacher Assistant at their elementary school. That role not only allowed me to contribute to the academic success of students from diverse backgrounds, but also gave me a strong understanding of the challenges and strengths within our community. My husband’s service in the military instilled in our family a strong sense of duty, discipline, and community values—principles I continue to carry with me. Now, as a commissioned Notary Public, I have the privilege of working closely with individuals and families across the county, helping them navigate important legal and personal matters. This position has deepened my understanding of the day-to-day concerns of our residents and strengthened my resolve to serve in a broader capacity. I believe that my background in education, my personal connection to military service, my bilingual (English/Spanish) background and my current role as a Notary Public have uniquely prepared me to contribute meaningfully to the work of the County Board/Commission. I am passionate about continuing to give back to the community that has given so much to my family, and I am ready to listen, learn, and lead with integrity and compassion. Thank you for considering my application.

Work Experience

Professionally, I bring over two decades of administrative, legal, and organizational experience. I served as an Executive Administrative Assistant and later as an Institutional Review Board Administrator, where I managed sensitive ethical reviews for research studies. Most recently, I worked as a Legal Specialist for a respected local non-governmental organization, Family Health International. In this role, I supported legal and compliance functions for global health programs, gaining valuable insight into policy, governance, and community impact. This combination of public service, educational support, and professional experience in legal and administrative roles equips me with a well-rounded perspective and strong organizational and communication skills. My current work as a Notary Public keeps me closely connected to the daily needs of individuals in our community, and I am eager to take on a more active role in helping shape decisions that affect us all.

Volunteer Experience

Over the years, I have remained committed to giving back through volunteer work with organizations that make a meaningful impact. I have proudly volunteered with the U.S. Marine Corps, supporting the Toys for Tots annual fundraising, the North Carolina Special Olympics, supporting events that celebrate and empower individuals with intellectual disabilities through sports and community engagement. Additionally, I have been involved with the Leukemia and Lymphoma Society of Wake County, assisting with fundraising efforts and awareness campaigns to support patients and families affected by blood cancers. These experiences have strengthened my dedication to service and deepened my connection to the broader community.

Education

I hold a Bachelor's degree in Bilingual Executive Administrative Assistance from the University in Panama, where I developed a strong foundation in administrative operations, cross-cultural communication, and organizational support. In addition to my undergraduate studies, I have completed specialized legal assistant training through eCornell, enhancing my knowledge in legal processes, regulatory compliance, and document management. I also hold certifications from Public Responsibility in Medicine and Research (PRIM&R), reflecting my commitment to advancing the highest ethical standards in human subjects research and my experience supporting Institutional Review Board (IRB) operations.

Comments

[Rock_Sandra -
_LegalAdminAssistant.2025.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Hispanic

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](#).

SANDRA HERRERA ROCK

Raleigh, NC • (919) 810-3526 • sherrerarock@gmail.com

PROFESSIONAL PROFILE

LEGAL EXECUTIVE ADMINISTRATIVE ASSISTANT

Dynamic and bilingual Executive Administrative Assistant with 20 years of experience providing comprehensive operational and legal support for executive-level C-Suite staff. Adept at navigating complex regulatory environments, ensuring organizational compliance, and streamlining administrative workflows. Proven ability to liaise with international legal advisors, manage corporate documentation, and support strategic decision-making.

CORE COMPETENCIES

- International Compliance & Regulatory Affairs
 - Risk Management & Mitigation
 - Corporate Document Review & Approval
 - Invoice Processing & Financial Tracking
 - Corporate travel planning, meetings and events
 - Strategic Legal Advisory
 - Process Improvement & Workflow Optimization
 - Stakeholder Communication & Reporting
 - Contract & Lease Review
-

PROFESSIONAL EXPERIENCE

Country Registration Associate

Family Health International (dba FHI360) | 2005-2025

- Played a key role in ensuring organizational compliance in legal matters associated with country project registration outside the U.S. and internationally.
 - Managed international registration processes and provided expertise on pertinent regulations, supporting startup teams in compliance matters related to local country laws.
 - Served as a key team member in strategic decision-making, advising senior leadership on when and how to register in a country and whether to maintain project registration.
 - Documented and maintained all registration and lease-related decisions in a centralized database for improved transparency and tracking.
 - Acted as a liaison between the organization and international legal advisors, ensuring adherence to procurement and payment policies.
 - Exercised discretion in handling confidential legal, strategic, and corporate meeting information for the Executive and General Counsel.
 - Communicated effectively in English and Spanish with colleagues and external partners to facilitate seamless collaboration and compliance.
-

KEY ACHIEVEMENTS

International Compliance & Risk Mitigation

- Resolved past-due international compliance requirements related to registration, local laws, and leases, mitigating risks of penalties and registration cancellations.
- Partnered with local counsel to gather regulatory insights, verify documentation accuracy, and ensure seamless submissions.
- Established structured communication processes with key stakeholders, improving compliance efficiency and reducing delays.

Corporate Document Approval Acceleration

- Addressed approval delays for corporate documents required by international governments for operational registration.
- Implemented a tracking mechanism using MS Planner, documenting each step of the process from submission to final approval.

- Increased transparency and efficiency, minimizing risks and ensuring timely approval of essential corporate documents.

Strategic Legal Advisory & Decision-Making

- Provided legal guidance on leases, country registration strategies, and corporate risk management to senior leadership.
- Advised on whether to maintain or terminate international registrations based on project status and compliance considerations.
- Balanced regulatory obligations with operational needs to support effective project implementation.
- Communicated lessons learned and prepared reports for senior management, ensuring informed decision-making.

Technical Proficiency: Microsoft Office 350 applications: Word, Excel, PowerPoint, MS Planner, SharePoint.

Languages: Fluent in English and Spanish (written and oral)

EDUCATION

Bachelor of Science: Bilingual Executive Secretary, *Universidad Santa Maria La Antigua*, Panamá

Advanced courses in *Building Leadership Character & Working with Legal Professionals* by eCornell, Institutional Review Board (IRB), PRIM&R (Public Responsibility in Medicine and Research) and IRBNet (suite of electronic solutions for Institutional Review Boards, drives compliance and productivity for Administrators, Committee Members, Researchers, and Sponsors)

PROFESSIONAL AFFILIATIONS

National Notary Association

American Society of Notaries

Greater Raleigh Chamber of Commerce

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Library Commission

Please select your third Board preference: *

☒ Capital Area Workforce Development Board

Please select your fourth Board preference: *

☒ None Selected

Please select your fifth Board preference: *

☒ None Selected

Please select your sixth Board preference: *

☒ None Selected

Abigail		Roush
First Name	Middle Initial	Last Name

8829 Juaquin Ln	
Street Address	Suite or Apt
Raleigh	NC
City	State
	27603
	Postal Code

What district do you live in?

None Selected

Mobile: (864) 991-5802	Mobile: (864) 991-5802
Primary Phone	Alternate Phone

abigailroush1@gmail.com
Email Address

S&P Global	Product Manager
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?

The Triangle has been my home for eight years, and I've developed a deep appreciation for everything this community has to offer. I'm excited by the region's growth and potential, and I'm passionate about supporting our diverse population. I believe all residents should have access to essential resources, including social services, food, housing, healthcare, and economic opportunities. I am eager to contribute in a more direct and meaningful way, helping to address these needs and ensure the well-being of our neighbors.

Work Experience

My career has centered around supporting Investor Relations professionals, starting in advisory and consulting roles, progressing into customer success, and now in product management. Throughout, I've led cross-functional teams, shaped strategic communication plans, and managed competing priorities to ensure critical projects reach completion. My product development experience emphasizes continuous improvement—incorporating feedback and iterating on previous work to achieve better outcomes. This mindset of adaptability, collaboration, and progress is what I will bring to the Health & Human Services Board, Library Commission, or Workforce Development Board.

Volunteer Experience

I have been a long-time volunteer with a Raleigh-based nonprofit, Designed For Joy since its founding in 2017, and I currently serve as a member of the Executive Board. Designed For Joy provides a transitional work experience that offers stability through immediate employment and support to women in crisis, addressing challenges like homelessness, food insecurity, domestic violence, trafficking, addiction, and interactions with the justice system. Through this role, I've gained firsthand insight into the gaps in our public services, which has strengthened my commitment to being more involved. Additionally, I volunteer as an affordable housing advocate with Habitat for Humanity of Wake County, and work with the SPCA of Wake County and the Food Bank of Central & Eastern NC.

Education

I hold a Bachelor of Arts in Mathematics and a Bachelor of Arts in Economics from Winthrop University (May 2016), as well as a Graduate Certificate in Quantitative Business Economics from the University of North Carolina at Greensboro (2022).

Comments

[AbigailRoush_Resume_WakeCoBoardsCommissions.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?

WakeUP Wake County website

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Abigail Roush



ABIGAIL ROUSH

(864) 991-5802 | abigailroush1@gmail.com | <https://www.linkedin.com/in/abigailroush/>

Dynamic and solution-oriented professional with extensive experience in stakeholder collaboration, data analysis, and product management. Passionate about leveraging economic and public policy to drive systemic change and community empowerment, with a strong track record of leading community-focused initiatives. Adept at integrating financial strategy with nonprofit goals to foster economic justice, advance social equity, and create lasting community impact.

EXPERIENCE

S&P Global | Raleigh, NC

Product Manager – Investor Relations Digital | Sep 2023 – Present

- Lead a cross functional & multicultural team that owns internally-used onboarding products supporting the digital transformation and adoption of our B2B investor relations workflow management tool.
- Develop clear product requirements, user stories, and acceptance criteria to deliver features using Agile methodology.
- Communicate roadmap to Product leadership and internal stakeholders, driving alignment and understanding of value.
- Strategize with leaders across Product, Technology, Sales, Client Services, and StratOps to prioritize our product roadmap and define our approach to migrate clients from legacy product to new, enhanced offering.
 - Devised data reporting tools via PowerBI dashboards to track migration progress and drive future decision-making.
 - Provide up-to-date onboarding documentation and training to Product and Client Services.
- Designed and established request process for internal access to direct application & admin tools to enhance data security and improve auditing/reporting.

Client Services Senior Associate, Team Lead – Research, Advisory & Specialty Solutions | Sep 2019 – Sep 2023

- Hired and onboarded four new team members in a new center of excellence: Islamabad, Pakistan. Trained the team on our digital Investor Relations workflows, customer service practices, and tools such as Salesforce and Cisco Finesse.
- Revamped the Client Services training program, clarifying our goals, updating our course evaluations, and migrating our program to another platform.
- Established documentation for workflow guides, best practices, and team structure organization.

IHS Markit (Acquired by S&P Global) | Raleigh, NC

Associate – Research and Analysis | Jun 2016 – Jan 2019

- Provided technology-sector investor relations teams with actionable insights on equity markets, shareholder movements, and investor behavior to inform corporate decision-making.
- Collaborated with C-suite executives and boards to address critical challenges through data-driven analysis.
- Conducted detailed market research leveraging tools like FactSet, Morningstar, and Excel to produce tailored reports and shareholder management recommendations.

COMMUNITY ENGAGEMENT

Designed For Joy | Raleigh, NC

Board Member, Fundraising Committee Chair | Jan 2024 – Present

President of the Founding Giving Circle

- **Board Engagement & Strategic Vision:** Actively contribute to shaping the strategic direction of the organization as a highly engaged and collaborative board member. Championed DEI initiatives to foster inclusive community programs.
- **Development Campaigns:** Executed a 6-week giving campaign, crafting the theme, narrative, and content to inspire donor engagement. Created an annual calendar to align fundraising, marketing, and advocacy efforts on economic justice.
- **Fundraising Leadership:** Organized a silent auction for the organization's largest annual fundraiser, successfully raising \$17K for employment programs, and secured over \$10K in direct investments through grant applications.
- **Mission Advocacy & Partnerships:** Champion the organization's mission by sharing its work with my network, securing new supporters, and established a \$44K corporate partnership with S&P Global to expand community reach and impact.

Women's Initiative for Networking & Success (WINS), Mid-Atlantic | S&P Global

Board Member, Nonprofit Partner Management & Volunteer Coordinator | Mar 2023 – Present

- Form strategic partnerships with nonprofits to align DEI initiatives and mission-driven work with corporate resources.
- Coordinate volunteer efforts and professional development workshops, promoting economic empowerment.

Habitat for Humanity of Wake County | Raleigh, NC

Affordable Housing Advocate | Jan 2025 – Present

Food Bank of Central & Eastern North Carolina | Raleigh, NC

Distribution & Community Garden Volunteer | Jul 2021 – Present

EDUCATION

University of North Carolina at Greensboro, Spring 2022 | Graduate Certificate in Quantitative Business Economics

Relevant Coursework – Economic Policies & Impact on Global Outcomes, Data Methods in Economics, Predictive Analytics, Time Series & Forecasting

Winthrop University, Class of 2016 | Bachelor of Arts in Mathematics, Bachelor of Arts in Economics, GPA: 3.859

RECENT PROJECTS

- User Management & Data Control Hub: manages data security and integrity for three internal & external tools.
- CRM Data Migration Tool: enables data readiness for 800 clients, a critical step in the overarching migration process from our legacy product to our new IR workflow management tool.
- CRM Data Import Tool: new innovation designed to automate activity logging and participant matching.
- Authentication Migration Project: coordinated full migration of authentication methods for our flagship application & managed communication plan to internal stakeholders.
- Pendo Admin: established Pendo (product analytics) strategy and governance guidelines for in-app guides and pop-ups. Currently hold 8 certifications from Pendo, including: Product-Led, AI for Product Management, Product Analytics, Digital Adoption, Radical Product Thinking: Vision Setting

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board

Please select your second Board preference: *

☒ Commission for Women

Please select your third Board preference: *

☒ Economic Development Commission

Please select your fourth Board preference: *

☒ Library Commission

Please select your fifth Board preference: *

☒ Raleigh-Durham Airport Authority

Please select your sixth Board preference: *

☒ GoTriangle Board of Trustees

Rachael

First Name

Boone

Last Name

Middle
Initial

8854 Thornton Town Place

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

What district do you live in?

None Selected

Mobile: (919) 538-6374

Primary Phone

Home: (919) 538-6374

Alternate Phone

rboone@beevolvedhr.com

Email Address

BeEvolvedHR

Employer

Founder

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

Interests & Experiences

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

I am interested in serving on a Board or Commission because I am deeply committed to leadership, strategic growth, and creating meaningful impact within organizations and communities. Through my work with BeEvolvedHR, SheEvolved, and various leadership initiatives, I have seen firsthand how strong governance, innovative thinking, and inclusive decision-making can drive lasting change. Serving on a board would allow me to leverage my expertise in HR, strategy, and leadership development to support organizational success, enhance community engagement, and advocate for initiatives that empower individuals and businesses to thrive. I am particularly passionate about fostering collaboration, ensuring operational excellence, and championing initiatives that promote equity, leadership, and sustainable growth

Work Experience

RAE BOONE, CCP, MIS Raleigh, NC (919) 538-6374 hrbpraleigh@gmail.com TACTICAL STRATEGIC HUMAN RESOURCES BUSINESS PARTNER | DIVERSITY AND INCLUSION Align Employees & Organizational Development Plans with Business Vision, Strategies & Performance Measures Strategic HR professional, 360 Certified Coach, and collaborative partner with extensive experience in start-ups, turnarounds, and high-growth organizations. Close gaps between organizational demand and available talent and deliver marked improvements in employee satisfaction/engagement, individual/team performance, and revenue/profit growth by developing comprehensive talent management, leadership development, and workforce planning strategies, programs, and practices. • Planning & Consulting • Talent Acquisitions & Recruitment • Training & Development • Performance Management & Improvement • Employee Relations & Advocacy • Change Management • Downsizing & Reduction-in-Force • HRIS Management, Administration & Improvement • HR Management & Leadership • Diversity & Inclusion Program Manager PROFESSIONAL EXPERIENCE BEEVOLVEDHR USA -HUMAN RESOURCES CONSULTANT FIRM 2015-PRESENT HEAD OF HR BeEvolvedHR: Client: Private (Start-up-Company Acquired February 2022) Spearheaded the launch of the Human Resources organization from the ground up for an e-commerce company. Grew the company from 17 to 150. Worked closely with directors and managers through mentoring, coaching, advising on employee and labor relations, risk management, workforce planning, and appropriate, thorough investigative strategies. Implemented a company-wide benefits program that accommodated employees. The benefits program included medical/dental/vision, EAP, 401(k) retirement plan, life insurance and short-term disability. • Administered the corporate insurance plan ensuring adequate coverage. Adequate coverage was not in place prior. • Completed compensation benchmarking and pay bands for over 50 positions including comprehensive and compliant job descriptions. • Vetted and implemented Paylocity as the company HR and Payroll software. — Integrated open API's to ensure compliance, accuracy, and effectiveness within the department. — Saved the company an estimated \$100k in outside accounting fees • Managed and proactively partnered with the recruiting team, defining a formal recruiting process to build a strong pipeline of candidates with skills and qualifications aligned with the consistently changing needs of the company. — Managed partnerships with outside recruiting agencies when necessary. — Implemented the internal ATS that integrated with Paylocity, saving an estimated \$15k annually. — Handled all recruiting until June 2021 when a recruiting team was established. • Created a comprehensive and automated on-boarding process to enable the HR team to scale with the explosive growth. Protected stakeholder

Rachael Boone

interests by monitoring and implementing changing regulations through company policies, procedures, and practices. • Maintained company employee handbook and company policies and procedures. Implemented employee HR portal Maintained company-wide HR compliance, including annual filings including 5500's, AA, and EEO. • Maintained an excellent partnership with legal counsel ensuring HR knowledge and compliance. • Participated with external partners to facilitate merger activities while performing due diligence for the HR function. BeEvolvedHR: Client Clearwater Analytics (Completed RPO Project) Managed pipeline activity and maintain data integrity, and proactively share data-centric updates with internal stakeholders • Recruited full life cycle, client partnership, candidate generation, and candidate closing. Successfully manage high volume of applicants and close searches against a specified timeline. • Facilitated and led meetings and key initiatives and projects with client groups, and with the recruiting teams, that will continuously improve and scale our recruiting operations and results • Established and maintained meaningful relationships with management and key cross-functional stakeholders internally (e.g., Recruiting, HR, Compensation, and Diversity teams) • Drove offer process - including extending offers, negotiations, closing candidates, and generating offer letters • Engaged in diversity and inclusion hiring strategies • Demonstrated Data Integrity and ability to understand Data to help influence hiring BeEvolvedHR: Client Circassia Pharmaceutical/ Consultant (Completed Project) Led HR for NA Business partnering with Business Leaders, reporting to Global VP of HR in the UK. 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October 2015-Presnet Human Resources Trainer: Client: Fred Pryor & North Carolina State University Traveled across the US and facilitating HR & D & I courses: HR Law, FMLA, ADA, Workers Compensation, FLSA, and HR Essential Courses, Payroll Law, and Emotional Intelligence, Unconscious Bias. Ettain Group: Client: CISCO Durham, NC February 2015- October 2015 Global Program Manager, Diversity Equity, and Inclusion Advised & partnered with Talent Acquisition and Leadership & Team Intelligence teams to integrate, consult and create awareness of the CISCO's solutions designed to attract, develop, and retain diverse talent. • Worked enterprise-wide across business functions & geographies at multiple levels of the organization, partner with Talent Acquisition and Talent Management to work externally with participants, stakeholders, and vendors such as GEM, NSBE, SHPE) • Facilitated successful execution of enterprise-wide recruiting strategies for early in career and professionals. • Responsible for the program lifecycle for identified work, from planning to execution. • Worked enterprise-wide across business functions & geographies at multiple

levels of the organization, partner with Talent Acquisition and Talent Management to work externally with participants, stakeholders, and vendors such as GEM, NSBE, SHPE) • Appointed to co-lead the Next Generation Leaders Program focused on strengthening diversity leadership development across Cisco enterprise-wide. • Brought new ways of thinking to identify, attract and recruit diverse talent. Interfaced with Employee Resource Groups (ERG) and external partners through events and meetings to successfully attract and recruit talent. Continuously seeks new ways to engage, attract and excite and develop talent. • Oversaw and assisted in managing ERG spending, vendor statistics, and shared costs supporting enterprise initiatives and programs. Produce reporting and tracking of D&I spend to Senior Director. Thermo Fisher Scientific, Durham, NC November 2009 – January 2015 Human Business Partner/Director Provided strategic HR leadership, solutions, process knowledge advice, and HR consultation to support a standalone business within Thermo Fisher. A member of the executive leadership team. Acted independently as HR head to strategize and provide initiatives promoting the organization's long-term stability and success. A highly matrix environment. • Trusted advisor to coach business/functional leadership groups on issues, including applying HR policies and processes, restructuring, and complex employee issues. Coached employees on people management, career development, personal leadership, and 360 assessments. • Integrated I&D into all business/HR processes, systems, and tools, building accountability into recruitment, retention, and development. S • Consulted with Business Unit and/or functional leaders in areas such as organizational assessment, succession planning, organizational structure, and workforce planning change management to strengthen overall organizational capability. • Led Employee Engagement Task Force – Team of 5 • Drove diversity recruitment efforts within established division guidelines working with the Recruiting COE. Partner with managers in developing hiring and compensation strategies Partnered with Talent Acquisition to recruit diverse talent slated from targeted schools throughout the US. • Implemented behavioral-based interviewing and streamlined interviewing process to reduce phone screens by 54% and face to face interviews by 63%. • Managed HR metrics, including weekly, monthly headcount reports, vacancy reports, new starters, and exit interviews reporting monthly and quarterly. • Grew grassroots D&I initiatives into robust programs that ensure all employees feel included within a standalone business. • Lead and manage TF Black and Women's ERGs by supporting goals, plans, and initiatives while ensuring compliance to ERG policies, practices, and guidelines. Human Resources Consultant Doe & Ingalls (Acquired by Thermo Fisher Scientific) 2009 – 2012 Partnered and support talent management programs, including leadership development, succession planning, and performance management. • Strong customer service mindset with the desire and ability to understand the client needs and deliver exceptional client service at all levels. • Trusted Advisor creates strategic partnerships with leaders to effectively align with, influence, and support key business objectives. • Knowledge of applicable employment law, FMLA, ADA, EEO, FLSA OFCCP regulation. • Informed and counseled clients on HR policies, procedures, performance management, recruitment, employee relation issues, and matters relating to employment law. EDUCATION Master of Science (MS), Information Science, minor in Project Management, North Carolina Central University, Durham, NC Bachelor of Arts (BA), Public Administration, minor in Business, North Carolina Central University, Durham, NC Diversity and Inclusion Certificate Cornell University 2021 Master Series for Distinguished Leader (MSDL) Skinner Institute Certified Leadership Coach John Maxwell Institute

Volunteer Experience

Served as Vice President of Communications for the PTA, Wake County Public Schools. Led employment workshops through the ESC in Northampton County. Currently a Board Member for Ronald McDonald House Charities and a supporter of St. Jude, The Woman's Club of Raleigh.

Education

Master of Science, Information Science Project Management, North Carolina Central University, Durham, NC Bachelor of Arts, Public Administration Business Minor, North Carolina Central University, Durham, NC Certified Career Coach

Comments

[Head_of_HR2022.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ Current Wake County Volunteer

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](#).

Rachael Boone

RAE BOONE, CCP, MIS

Raleigh, NC

(919) 538-6374

hrbpraleigh@gmail.com

TACTICAL| STRATEGIC HUMAN RESOURCES BUSINESS PARTNER | DIVERSITY AND INCLUSION

Align Employees & Organizational Development Plans with Business Vision, Strategies & Performance Measures

Strategic HR professional, 360 Certified Coach, and collaborative partner with extensive experience in start-ups, turnarounds, and high-growth organizations. Close gaps between organizational demand and available talent and deliver marked improvements in employee satisfaction/engagement, individual/team performance, and revenue/profit growth by developing comprehensive talent management, leadership development, and workforce planning strategies, programs, and practices.

- Planning & Consulting
- Training & Development
- Employee Relations & Advocacy
- Downsizing & Reduction-in-Force
- HR Management & Leadership
- Talent Acquisitions & Recruitment
- Performance Management & Improvement
- Change Management
- HRIS Management, Administration & Improvement
- Diversity & Inclusion Program Manager

PROFESSIONAL EXPERIENCE

BEEVOLVEDHR USA –HUMAN RESOURCES CONSULTANT FIRM

2015-PRESENT

HEAD OF HR

BeEvolvedHR: Client: Private (Start-up-Company Acquired February 2022)

Spearheaded the launch of the Human Resources organization from the ground up for an e-commerce company. Grew the company from 17 to 150. Worked closely with directors and managers through mentoring, coaching, advising on employee and labor relations, risk management, workforce planning, and appropriate, thorough investigative strategies. Implemented a company-wide benefits program that accommodated employees. The benefits program included medical/dental/vision, EAP, 401(k) retirement plan, life insurance and short-term disability.

- Administered the corporate insurance plan ensuring adequate coverage. Adequate coverage was not in place prior.
- Completed compensation benchmarking and pay bands for over 50 positions including comprehensive and compliant job descriptions.
- Vetted and implemented Paylocity as the company HR and Payroll software. — Integrated open API's to ensure compliance, accuracy, and effectiveness within the department. — Saved the company an estimated \$100k in outside accounting fees
- Managed and proactively partnered with the recruiting team, defining a formal recruiting process to build a strong pipeline of candidates with skills and qualifications aligned with the consistently changing needs of the company. — Managed partnerships with outside recruiting agencies when necessary.
 - Implemented the internal ATS that integrated with Paylocity, saving an estimated \$15k annually.
 - Handled all recruiting until June 2021 when a recruiting team was established.
- Created a comprehensive and automated on-boarding process to enable the HR team to scale with the explosive growth. Protected stakeholder interests by monitoring and implementing changing regulations through company policies, procedures, and practices.
- Maintained company employee handbook and company policies and procedures. Implemented employee HR portal
- Maintained company-wide HR compliance, including annual filings including 5500's, AA, and EEO.
- Maintained an excellent partnership with legal counsel ensuring HR knowledge and compliance.
- Participated with external partners to facilitate merger activities while performing due diligence for the HR function.

BeEvolvedHR: Client Clearwater Analytics (Completed RPO Project)

Managed pipeline activity and maintain data integrity, and proactively share data-centric updates with internal stakeholders

- Recruited full life cycle, client partnership, candidate generation, and candidate closing. Successfully manage high volume of applicants and close searches against a specified timeline.

- Facilitated and led meetings and key initiatives and projects with client groups, and with the recruiting teams, that will continuously improve and scale our recruiting operations and results
- Established and maintained meaningful relationships with management and key cross-functional stakeholders internally (e.g., Recruiting, HR, Compensation, and Diversity teams)
- Drove offer process - including extending offers, negotiations, closing candidates, and generating offer letters
- Engaged in diversity and inclusion hiring strategies
- Demonstrated Data Integrity and ability to understand Data to help influence hiring

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Led HR for NA Business partnering with Business Leaders, reporting to Global VP of HR in the UK. Provided HR expertise directly to Sales, Marketing, IT, and Finance, including a strong understanding of a commercial organization. Reorganized and downsized a non-revenue generating business function.

- Advised, mentored/coached, and guided all management levels, developing positive employee engagement capability and leadership skills.
- Coached, consult, and advise on talent reviews and driving the annual merit planning cycle working with business leaders.
- Build credibility and trust among employees. Resolve employee concerns through compassion, a systematic approach, clear documentation, and follow-through.
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- Rolled out the company's first HR policies and procedures, acting as interim NA leader, working directly with the company's president after Business dissolved from Bayer Science.
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Ettain Group: Client: CISCO Durham, NC

February 2015- October 2015

Global Program Manager, Diversity Equity, and Inclusion

Advised & partnered with Talent Acquisition and Leadership & Team Intelligence teams to integrate, consult and create awareness of the CISCO's solutions designed to attract, develop, and retain diverse talent.

- Worked enterprise-wide across business functions & geographies at multiple levels of the organization, partner with Talent Acquisition and Talent Management to work externally with participants, stakeholders, and vendors such as GEM, NSBE, SHPE)

- Facilitated successful execution of enterprise-wide recruiting strategies for early in career and professionals.
- Responsible for the program lifecycle for identified work, from planning to execution.
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- Brought new ways of thinking to identify, attract and recruit diverse talent. Interfaced with Employee Resource Groups (ERG) and external partners through events and meetings to successfully attract and recruit talent. Continuously seeks new ways to engage, attract and excite and develop talent.
- Oversaw and assisted in managing ERG spending, vendor statistics, and shared costs supporting enterprise initiatives and programs. Produce reporting and tracking of D&I spend to Senior Director.

Thermo Fisher Scientific, Durham, NC

November 2009 – January 2015

Human Business Partner/Director

Provided strategic HR leadership, solutions, process knowledge advice, and HR consultation to support a standalone business within Thermo Fisher. A member of the executive leadership team. Acted independently as HR head to strategize and provide initiatives promoting the organization's long-term stability and success. A highly matrix environment.

- Trusted advisor to coach business/functional leadership groups on issues, including applying HR policies and processes, restructuring, and complex employee issues. Coached employees on people management, career development, personal leadership, and 360 assessments.
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- Consulted with Business Unit and/or functional leaders in areas such as organizational assessment, succession planning, organizational structure, and workforce planning change management to strengthen overall organizational capability.
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2009 – 2012

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- Strong customer service mindset with the desire and ability to understand the client needs and deliver exceptional client service at all levels.
- Trusted Advisor creates strategic partnerships with leaders to effectively align with, influence, and support key business objectives.
- Knowledge of applicable employment law, FMLA, ADA, EEO, FLSA OFCCP regulation.
- Informed and counseled clients on HR policies, procedures, performance management, recruitment, employee relation issues, and matters relating to employment law.

EDUCATION

Master of Science (MS), Information Science, minor in Project Management, North Carolina Central University, Durham, NC

Bachelor of Arts (BA), Public Administration, minor in Business, North Carolina Central University, Durham, NC

Diversity and Inclusion Certificate Cornell University 2021

Master Series for Distinguished Leader (MSDL) Skinner Institute

Certified Leadership Coach John Maxwell Institute

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board

Please select your second Board preference: *

☒ Triangle Transit Authority Board

Please select your third Board preference: *

☒ Wake Technical Community College Board of Trustees

Please select your fourth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your fifth Board preference: *

☒ City of Raleigh Planning Commission

Please select your sixth Board preference: *

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

PATRYCE

First Name

RISPRESS

Last Name

Middle
Initial

514 OLD SCARBOROUGH LN

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

☒ District 2

Home: (919) 862-7567

Primary Phone

Home: (919) 862-7567

Alternate Phone

ms_ris@yahoo.com

Email Address

PAK ACCOUNTING

Employer

ACCOUNTING
MGR/CONTROLLER

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?

it is a way to give back to my community and be a part of it

Work Experience

business owner accountant

Volunteer Experience

Current: Treasurer of NMBAA RDU Chapter, Prior member of: Adult home care advisory, Treasurer NC TREIA. And Compass Youth board member

Education

BA~ MSA in accounting

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

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

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?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Library Commission

Please select your third Board preference: *

☒ Apex Planning and Zoning Board

Please select your fourth Board preference: *

☒ Economic Development Commission

Please select your fifth Board preference: *

☒ None Selected

Please select your sixth Board preference: *

☒ None Selected

Jeffrey (Jeff)
First Name

S
Middle Initial

Reichard
Last Name

103 Charlemagne Court
Street Address

Suite or Apt

Cary
City

NC
State

27511
Postal Code

What district do you live in?

None Selected

Mobile: (919) 616-0342
Primary Phone

Home: (919) 616-0342
Alternate Phone

reichjs@gmail.com
Email Address

UNC Health
Employer

Executive Director,
Pharmacy Operations
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:

☒ Cary

Interests & Experiences

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

I am interested in serving my community, and utilizing my professional skills and experiences to benefit Wake County and its residents. I have had the opportunity to live and work in Wake County for the past 3 years, and prior to in Forsyth County. Outside of my job, I have volunteered time in community organizations to benefit the counties which I reside. I would be excited to contribute to the success of Wake County by serving on this Board.

Work Experience

Healthcare Executive - 10+ years (pharmacist by training); responsible for system pharmacy operations at UNC Health

Volunteer Experience

Board Member, Homeless Shelters, Transitional Housing - 5+ years; focus on finances, healthcare strategies, and long-term strategic planning Pharmacy Organization's in North Carolina and Nationally - 10+ years

Education

BS - Auburn University PharmD - UNC Chapel Hill MS - UNC Chapel Hill

Comments

Thank you for your consideration.

[Reichard_Curriculum_Vitae.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

Jeffrey (Jeff) S Reichard

Gender *

☒ Male

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

Researching opportunities to become involved in my County

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Jeff Reichard, PharmD, MS, BCOP

103 Charlemagne Court Cary, NC 27511 · 919.616.0342 (cell) · reichjs@gmail.com

EXPERIENCE

UNC Health

System Executive Director, Integrated Pharmacy Operations

February 2022 – Present

Summary: Reports to Chief Pharmacy Officer for UNC Health. The Executive Pharmacy Leader for Investigational Drug Services, Outpatient Pharmacy Services (Home Delivery Pharmacy, Retail Pharmacy, Specialty Pharmacy Services, and Transitions of Care), and Integrated Pharmacy Supply Chain Management (Procurement, Sterile Compounding, Centralized Distribution). Responsible for 240+ team members at nearly two dozen pharmacy locations, \$600 million in yearly revenue, and \$400 million in yearly drug spend.

Key accomplishments:

- Drive for the advancement and sustainable, scaling of national leading pharmacy services
 - Oversee hiring of two directors in last 12 months, who have both received high performance scores from 360 reviews (i.e., team, peers, leaders, executives)
 - Generate 20% increase in net patient revenue over prior year for outpatient pharmacies
 - Reduced drug inventory by nearly \$2M for acute care managed inventory sites
- Design successful or re-engaged business ventures to bring financial, quality, and customer satisfaction to existing partners through invested relationship building
 - Added and scaled contract pharmacy relationships which generated 80% additional operating margin back to Entities (\$2.5M operating margin)
 - Serve as pharmacy content leader for Organization's 'Go-to-market enterprises' in outpatient pharmacy i.e., contract pharmacy, direct-to-employer, specialty pharmacy
 - Re-negotiate contracts on behalf of health-system to increase value i.e., retail reconciliation/analytics for retail reconciliation, cost of goods evaluation tool
- Focus on the customer through innovation strategies to center workflows on customer perspective such as texting/digital engagement, integration customer solutions into electronic health record, considering health equity into operational design
 - Launched bi-directional texting which replaced live agent calls with 3,000 texts per month
 - Sponsor turning local projects into system solutions to create operational excellence including system-wide inventory management solution and DSCSA compliance
- Served as executive sponsor for system pharmacy well-being initiative, personally leading a front-line team through the ASHP Well-Being Ambassador program
- Engage Department leaders in strategic planning to mature core business elements and demonstrate the Department as a national leader in quality, safety, finance, and operations
 - Lead the Pharmacy Enterprise to gain approval of a \$25 million capital investment to relocate the organization's high volume / specialty pharmacy and IDS operations to a 60,000 sq. ft. next-generation facility
 - Completion of prior year strategic plan led to a 30-basis points improvement in Division's balanced scorecard

- Accelerated the expansion of cognitive services into multiple outpatient pharmacies to diverse revenue streams, including immunization services, hormonal contraceptives, and nicotine replacement therapies whereas prior no services were available

System Director of Pharmacy

December 2019 – January 2022

Summary: Leadership responsibility for specialty and home delivery pharmacy services within the health care system. Focus on strategy and execution to work collaboratively with teams to ensure patient care is optimized for all patients who receive these services. Responsible for 65 team members, \$315 million in yearly drug revenue, and \$230 million in yearly drug spend.

Novant Health

July 2013 – November 2019

Senior Director of Pharmacy

Summary: Leadership responsibility for all outpatient pharmacy services throughout the entire health system including hospital-based infusion centers, investigational drug services, inpatient and outpatient oncology services, specialty pharmacies, home delivery, and community pharmacies. Consistently ranked a top-tiered engaged leader for respective teams. Responsible for 225 team members, \$700 million in yearly revenue, and \$280 million in yearly drug spend.

Senior pharmacy leader for: (1) 12 hospital-based infusion centers where over 1,200 referring providers generated 40,000 visits and charges of \$375 million in 2019; (2) 15 cancer centers with over 130,000 encounters annually and drug expense over \$120 million; (3) 10 community pharmacies, supporting 450,000 prescriptions annually in collaboration with 580 medical group practices; and (4) strategic developer and thinker behind specialty pharmacy across integrated health-system. First five year specialty pro forma completed in 2018 doubled performance \$227 million (actual) v. \$107 million (budgeted).

Director of Pharmacy

Summary: Oversight for the health-systems hospital-based infusion centers, inpatient and outpatient oncology services, and specialty pharmacies. Focused strategy to work collaboratively with facility and clinical pharmacy teams to ensure patient care is optimized for all patients who receive services in these ambulatory care settings. Responsible for 115 team members and \$240 million in yearly drug spend.

Pharmacy Oncology Manager

Summary: Directed 11 outpatient oncology pharmacies and inpatient services across the Novant Health footprint. Oversaw 40 team members in the outpatient oncology pharmacies and \$110 million in annual drug spend.

Acute Operations Pharmacy Manager

Summary: Pharmacy leader for acute operations at Clemmons Medical Center, Kernersville Medical Center, Medical Park Hospital, and the Triad Offsite Surgical Centers, working in coordination with Director at Forsyth Medical Center a 1,000 tertiary care hospital. Responsible for 50 team members and \$30 million in annual drug spend.

EDUCATION AND TRAINING

Master of Science in Pharmaceutical Sciences (focus in Pharmacy Leadership)

University of North Carolina at Chapel Hill, June 2011 – June 2013

Specialty Residency, Health-System Pharmacy Administration

University of North Carolina Hospitals and Clinics, July 2012 – June 2013

Pharmacy Practice Residency

University of North Carolina Hospitals and Clinics, June 2011 – June 2012

Doctor of Pharmacy

University of North Carolina at Chapel Hill, August 2007 – May 2011

Bachelor of Science

Auburn University, August 2003 – May 2007

LICENSURE AND CERTIFICATIONS

North Carolina Licensed Pharmacist (License # 21789), Active

Board Certification – Pharmacotherapy (License #3121591), Inactive

Board Certification – Oncology (License #5150833), Active

PEER-REVIEWED PUBLICATIONS

Barriers and facilitators associated with implementing interventions to support oral anticancer agent adherence in academic and community cancer center settings

Muluneh B, Muir M, Collins J, Proco D, Mackler E, Bryant A, Wood W, Tilkens M, Reichard J, Foster M, Gatwood J, Wheeler S, Zullig L, Lafata J; PLOS ONE July 2023

Clinical Outcomes of Oral Anticancer Regimens in NSCLC Patients Managed in an Integrated Health-System Specialty Pharmacy Program

Tysinger K, Miller K, Nelkin H, Reichard J; *Pharmacy Times* 2022

Securing Specialty Oncology Contracts in a Data-Driven World

Reichard J, Vest MH, McMillen K. 2020 *Pharmacy Times* 2020

Impact of specialty pharmacy taking ownership of the prior authorization process of multiple sclerosis specialty medications to increase access to infusible disease-modifying therapy (DMT)

Whetstone M; Reichard J; Sigmon S *Journal of Drug Assessment*, 2019, VOL. 8, NO. S1, 26

Strategies for Successful IDN-based Specialty Pharmacy: The Financial Perspective

Reichard J; Maki W *Specialty Pharmacy Times* August 2019

Insider Advice on Building a Successful IDN-Based Specialty Pharmacy

Lounsbery B; Reichard J; Schardt G *Specialty Pharmacy Times* January 2019

Maximize Revenue In Infusion Services

Reichard J and Sigmon S *Pharmacy, Purchasing, and Products* November 2018;
15(11)36-45

ASHP-HOPA guidelines on the roles and responsibilities of the pharmacy technician in ambulatory oncology pharmacy

Bergsbaken J, Roman D, Earl M, McBride A, Olin J, Peele A and Reichard J
Am J Health-Syst Pharm. July 2018

USP <800> Compliance in Outpatient Infusion Clinics

Berrios V, Smith D, and Reichard J *Pharmacy, Purchasing, and Products.* Dec 2017;
14(12)2-3

Pharmacy workload benchmarking: Establishing a health-system outpatient infusion productivity metric

Reichard J, Garbarz D, Teachey A, Allgood J, and Brown J *J Oncol Pharm Practice.* 2017

ASHP Statement on the Roles of Pharmacy Technicians

Schultz JM, Jeter CK, Martin NM, Mundy TK, Reichard J, Van Cura JD *Am J Health-Syst Pharm.* 2016; 73:928-30

Medication Safety Pharmacy Technician in a Large, Tertiary care, Community Hospital

Brown K, Bergsbaken J, Reichard J *Am J Health Syst Pharm* February 15, 2016 73:188-191

Pharmacy-Initiated Transitions of Care Services: An Opportunity to Impact Patient Satisfaction

Reichard J, Savage S, and Eckel S *Hospital Pharmacy* 2015;50(10)

Developing, Delivering, and Communicating Pharmacy Customer Service Standards

Reichard J and Brown K. *North Carolina Pharmacist* Winter 2014;95(1):26-27

Lean Methods to Improve Medication Reconciliation

Tadjalli S and Reichard JR *Pharmacy, Purchasing, and Products* May 2014; 11(5):2-6

Expansion of Immunizing Authority for Pharmacists in North Carolina

Reichard J and Gates A. *North Carolina Pharmacist* Fall 2013;93(4):10-11

An Introduction to Pharmacy Clinical Decision Support

UHC Pharmacy Council Medication Use Informatics and Technology Committee
April 2013

Prospective Student Pharmacist Interest in a Rural Pharmacy Curriculum

O'Connor S, Reichard J, Thrasher KA, and Joyner PU *American Journal of Pharmaceutical Education* 2012;76 (6): Article 105

PRESENTATIONS

Exploring Oral Therapies for the Treatment of Chronic Lymphocytic Leukemia

Reichard J, Hanna K. *Asembia Pharmacy Summit May 2022*

An Operational Check-Up: Reviewing the Status of Quality Metrics in Specialty Pharmacy

Reichard J. *Asembia Pharmacy Summit May 2022*

The Perfect Pitch: Selling Specialty Pharmacy Within Your Health System

Reichard J, James M. *Acentrus Specialty Conference April 2022*

Applying the Latest Evidence in Targeting JAK2 in Myelofibrosis: Clinical Updates for the Specialty Pharmacy

Reichard J, Koselke E. *Asembia Pharmacy Summit May 2021*

Specialty Pharmacy Insights: Key takeaways from the Acentrus Specialty Conference

Reichard J. Breland B. Diamantides E. *Becker's Healthcare Podcast April 2021*

Authenticity in Healthcare Leadership

Reichard J. *UNC Eshelman School of Pharmacy Masters' Leadership Seminar March 2021*

Development and Implementation of a Balanced Scorecard to Drive Specialty Pharmacy Performance

Reichard J. Summerlin C. *Acentrus Quarterly Clinical Meeting March 2021*

Visualize the Role of Digital Platforms for Consumer Engagement

Reichard J. *Rx-to-OTC Switch Conference February 2021*

Pipeline Power: Keeping Your Eye on What's Next

Reichard J. Chisholm J, Hinkle T. *Acentrus Specialty Conference January 2021*

AMCP Specialty Connect Symposium: Hepatocellular Carcinoma: The Evolving Treatment Landscape and Cost Utilization Strategies

Reichard J. Peele A, Session J. *Pharmacy Times Continuing Education @ AMCP Nexus 2020 November 2020*

Specialty Pharmacy: Essential Takeaways from 2020

Reichard J. *Medicom Guest Lecture Series September 2020*

Clinical Pharmacy Practice in Specialty Pharmacy and Transforming Clinical Excellence into Improved Specialty Pharmacy Performance

Reichard J et al. *Acentrus Quarterly Clinical Meeting August 2020*

Updates in Myelofibrosis: The Significance of JAK Inhibitors in Therapy

Reichard J, Darling J. *Asembia Pharmacy Summit May 2020*

Clinicians and Their Involvement in Establishing Value-Based Programs

Reichard J, Peele A, Goldberg S. *Presentation at HOPA Value of Cancer Care Forum: Pharmacy's Call to Action Summer 2019*

Harness the Power of Business Intelligence to Impact Your Oncology Practice

Reichard J. *Presentation at HOPA Practice Management Meeting Fall 2018*

Creating Oncology Content Experts to Support the Development and Growth for a PGY2 Oncology Residency Program

Reichard J, Edwards A, Nelkin H, Nweke G, Brown M. Jay. *Pharmacy Quality Alliance Annual Meeting Poster Presentation 2018*

Informatics Pearls 2017: Bytes of Informatics MCM Session

Reichard J. *Presentation at ASHP Midyear Clinical Meeting 2017*

Outpatient Oncology Productivity Modeling

Reichard J. *Presentation at HOPA Practice Management Meeting Fall 2017*

To Infinity and Beyond! Pharmacy Technicians as Informaticists

Reichard J. Shaw B, Giacomelli B, Tillotson S. *Presentation at ASHP Midyear Clinical Meeting, 2015*

Taking the Time: Using a Time-Motion Study to Evaluate the Value of an Automation Interface

Reichard J. Wolfe A, Granko B *Presentation at ASHP Summer, 2013*

GRANTS

Stover (MPI), Vest (MPI)

1/01/2022 – 12/31/2022

Hematology/Oncology Pharmacy Association (HOPA) - \$45,000

Patient-centered Pharmacy Pathway for Oral Chemotherapy (P3OC)

The goal is to conduct a mixed methods study to develop a patient-centered pathway in the electronic health record for systematically tracking symptoms during oral chemotherapy. We will conduct a Delphi panel with pharmacists (clinical and specialty) to select key symptoms to assess during oral chemotherapy, interview patients about key symptoms, conduct usability testing of the EHR Smart Form with pharmacists, and conduct a small pilot study.

Stover (MPI), Vest (MPI)

1/01/2022- 12/31/2022

Cancer and Aging Research Group (CARG) - \$20,000

National competition for pilot funds from the NIA R33 Cancer and Aging Research Group (CARG) Infrastructure Grant (R21AG059206/R33AG059206).

Patient-centered Pharmacy Pathway for Oral Chemotherapy (P3OC) for older adults. The goal is to conduct a mixed methods study to develop a patient-centered pathway in the electronic health record for systematically tracking symptoms during oral chemotherapy for adults age 65 and older. We will interview older adults about key symptoms to assess, and conduct a small pilot study.

PROFESSIONAL ACTIVITIES

American College Health Executives

Member, 2022-Present

American Society of Health – System Pharmacists

Member, Medication Management Services 2018-2019

Member, Section of Inpatient Care Practitioners Committee on Nominations
2015-2019

Member, HOPA / ASHP Guidelines on Role and Responsibilities of the Pharmacy
Technician in Ambulatory Oncology Pharmacy 2016-2018

Member, Section Advisory Group on Mgmt of the Pharmacy Enterprise 2016-2017

Chair, Section of Inpatient Care Practitioners on Pharmacy Technicians and
Support Services, 2014 – 2015

Vice-Chair, Section of Inpatient Care Practitioners on Pharmacy
Support Services, 2013 – 2014

Advisory Group Member, Section of Inpatient Care Practitioners on Pharmacy
Support Services, 2012 – 2013

Hematology/Oncology Pharmacy Association

Member, HOPA Practice Management Program Committee, 2017-2021

Vice-Chair, HOPA ONS Work Force, 2019

Member, HOPA / ASHP Guidelines on Role and Responsibilities of the Pharmacy
Technician in Ambulatory Oncology Pharmacy 2016-2018

Member, HOPA Reimbursement Work Group, 2016-2017

North Carolina Association of Pharmacists

Health-System Practice Academy, Chair 2023-2024

Health-System Practice Academy, Chair-Elect 2022-2023
Health-System Practice Academy Executive Team, 2021-2022
Member-at-large, Health-Systems Forum, 2019-2020
Immediate Past Chair, New Practitioner Network, 2017 – 2018
Chair-Elect, New Practitioner Network, 2016 – 2017
Chair-Elect, New Practitioner Network, 2015 – 2016
Member-at-large, New Practitioner Network, 2012 – 2015
Secretary, New Practitioner Network, 2013-2014

VOLUNTEERING AND SERVICE

Families Moving Forward

Board of Director, 2021-Present
Board Treasurer, 2023-Present

Habitat For Humanity, Forsyth County

Board of Director, 2017-2019

North Carolina Association of Pharmacists

Board of Director, 2023-Present

HONORS AND AWARDS

ASHP Best Practices Award, 2021. Pharmacist-Led Program Leads to Safe and Efficient Outpatient Initiation of AML Venetoclax-Based Regimen
HOPA Travel Grant - 2018
Howard and Mescal Ferguson Scholarship – 2009-2011
Phi Lambda Sigma – 2010
Eagle Scout – November 2000

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Citizen's Energy Advisory Commission

Please select your second Board preference: *

☒ Capital Area Workforce Development Board

Please select your third Board preference: *

☒ Industrial Facilities and Pollution Control Financing Authority

Please select your fourth Board preference: *

☒ None Selected

Please select your fifth Board preference: *

☒ None Selected

Please select your sixth Board preference: *

☒ None Selected

CeCe

First Name

Grant

Last Name

Middle
Initial

4700 Riverwood Cir

Street Address

#335

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

What district do you live in?

None Selected

Mobile: (202) 905-9014

Primary Phone

Mobile: (202) 905-9014

Alternate Phone

cece248@gmail.com

Email Address

Sierra Club

Employer

Director, Industrial
Decarbonization

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 was raised in a household of public service and have volunteered for various civic organizations over the past 40 years. The desire to use my education and expertise to serve the public is a deeply held personal value.

Work Experience

I have 15 years of experience working in city, state, and federal governments. I also have several years of experience working in workforce development, transportation, and environmental policy.

Volunteer Experience

Appointed, Montgomery County Charter Commission Appointed, Maryland Climate Advisory Council Appointed, Montgomery County Grants Advisory Member Elected, Montgomery County Democratic Central Committee

Education

M.P.S. George Washington University, Legislative Affairs M.A. Wayne State University, Communications B.A. Business Administration

Comments

I've relocated from Maryland and have lived in the Triangle area for two years. I love my new home and would like to become civically engaged. Thank you for your consideration. (Note: I just bought a new home in Wake Forest and will be moving in April.)

[CeCe_Grant_NC_Resume.docx.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ 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](#).

Professional Experience

Executive Director, DC Vote, Washington, D.C.

2023 - present

Develop and execute the overall strategic, policy, and communications plans for the organization while expanding the capacity through robust fundraising from individual donors, foundations, and corporate partners. Uplift the issue of full voting rights for DC to a level of awareness with coalition partners and activists across the country. Serve as spokesperson for the organization with national and local media.

Director of Government Affairs, Dream.Org, Washington, DC

2021 – 2023

Spearhead overall government affairs programs by communicating with lobbyists, electeds, industry, and key stakeholders on organizational policy priorities. Convene roundtables and policy forums to highlight issues and position organization as a thought leader. Collaborate with national advocacy groups to build strategic coalitions and political power. Realize bipartisan and bicameral support on climate change, criminal justice reform, and economic equity.

National Campaign Director

Created an innovative, nationwide Common Ground on Climate campaign to develop political consensus among both parties for "common sense" state and local policy solutions. Demonstrated excellent cross-functional management strategies across our campaign, digital, communications, and policy functions. Advanced legislative objectives in Southern states by nurturing solid relations with state-based partners and consultants.

State Director, Conservation Voters of South Carolina, SC

2019 – 2020

Organized 12 candidate events and workshops across South Carolina for execution of our "Change the Climate" Presidential Engagement program. Formulated a statewide platform for environmental justice organizations and convened a policy forum to launch the initiative and build sense of community.

Executive Director, The Transit Network, Washington, D.C.

2014 – 2018

Oversaw transportation ballot initiatives across several states by delivering strategic policy analysis, technical assistance and staff trainings. Influenced legislation for additional transporting funds by devising and driving tactical plans and processes. Launched a national survey project, convening 63 transit advocacy groups across 37 states. Prepared budgets, reports, budget proposals, and presentation materials for sponsors by reviewing grant guidelines and identifying project costs.

Legislative Assistant, Senator Gary Peters, Washington, D.C.

2012– 2014

Served as Senior Advisor to Congressman focusing on Health, transportation, education, environmental and labor policy and legislation. Collaborated with regional governments and stakeholder organizations to implement policy and appropriations proposals in the district. Write legislation, congressional reports, and speeches, scheduled town hall meetings to address issues in the district.

- Secured \$1.3M federal grant to construct the Troy/Birmingham Multi-modal Transit Centers, providing suburban connections to regional transit services.
- Realized \$3.5 B profit in economic growth of City of Detroit and restored loss of \$25 M TIGER funding for M1 Rail streetcar in Detroit by actively engaging with Congressional delegation, business leaders, and Obama Administration.

Regional Organizing Manager, Transportation for America, Washington, D.C.

2010 - 2012

Supervised field staff to execute campaign strategy and media programs in different states. Partnered with the White House Office of Public Engagement to organize Transportation Town Halls in 14 states across the country to promote the passage of MAP-21.

Program Analyst, U.S. Department of Transportation, Office of the Secretary, Washington, D.C.

2009 - 2010

Wrote and edited reports to Congress, policy drafts, FOIA requests, response letters and memos. Communicated with key staff to acquire clearances through Policy, Government Affairs, and Counsel.

Master of Professional Studies (M.P.S.) Legislative Affairs | George Washington University, Washington, DC

Master of Arts in Communication Affairs | Wayne State University, Detroit, MI

Bachelor of Arts in Business Administration | Baker College, Flint, MI

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board

Please select your second Board preference: *

☒ United Arts Grants Panels

Please select your third Board preference: *

☒ Council on Fitness and Health

Please select your fourth Board preference: *

☒ Historic Preservation Commission

Please select your fifth Board preference: *

☒ Juvenile Crime Prevention Council

Please select your sixth Board preference: *

☒ Planning Board

Durwin

First Name

Z

Middle Initial

Carr

Last Name

273 Glendale Circle

Street Address

Suite or Apt

Sanford

City

NC

State

27332

Postal Code

What district do you live in?

None Selected

Home: (919) 721-3085

Primary Phone

Business: (919) 891-3353

Alternate Phone

dz@getflooded.net

Email Address

Flooded

Employer

Owner

Job Title

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

☐ Yes ☒ No

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

☒ Unincorporated Wake County

Interests & Experiences

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

I am a business owner and I am interested in get my community involved, job experience for young adults and encouraging career choices for those who need guidance.

Work Experience

PSAV-I have experience in audio/visual and sound tech companies. Audio/Visual for corporate events and private parties. Musical Director- I was also a musical director for major religious organizations local and abroad for over 20 years. Flooded- I currently own a screen printing, embroidery, DTF, garment decorating company

Volunteer Experience

NC BEACN- This is a Black Chamber Commerce in our local area which promote economic empowerment for black youth. HOPE OUTREACH- This is a orphan based organization that recruits adults to adopt under privilege and under service infants in Uganda.

Education

Cape Fear Community College, Wilmington, NC Omega Recording School of Rockville MD

Comments

This is a great opportunity to empower people who are looking to enhance their lives through work experience and on-the-job training.

[DZ_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

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

Word of mouth

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Durwin Carr

Worship Director

w www.dzcarr.com
c 919-721-3085
e mr.dzcarr@gmail.com
273 Glendale Circle, Sanford, NC 27332

EDUCATION



JUNE 1992 **Burgaw, NC**
Graduated from Pender High School

August 1993 **Wilmington, NC**
Cape Fear Comm. College
Drafting & Design

JUNE 1998-1999 **Sanford, NC**
Central Carolina Community College
Video and Broadcast Technique

January 2004 -2006 **Rockville, MD**
Omega Recording Studio
Audio Engineering Arts

January 2007 - 2008 **Frederick, MD**
Frederick Community College
Video Techniques

SKILLS



Fluent in guitar, piano, organ, bass guitar, drums, banjo, vocals, Hymns, Contemporary Christian Music, Gospel, Southern Gospel and other genres. Also experience in Microsoft Office and Pro-tools, Ableton Live, Illustrator, Photoshop, Premier Video Editing, Reason, Logic X Pro, Universal Audio,

AREAS OF EXPERTISE

20 years of leading worship, Directing musical bands, organizing large groups of singers and musicians, instructiong workshops, auditions, leading budgets, organizing major events, equipping venues, writing scripts, producing albums, arranging songs, recruiting musicians & singers, arranging concerts for different genres, leading mission trips for worship workshops, 20 years of studio engineering in multi-million dollar studios, 10 years of audio & visual productions, computer graphics, art & design

WORK EXPERIENCE



1990-1991
Coastal Carolina Studios **Wilmington, NC**
Engineering Assistant

1992-1993
Orange Grove Baptist Church **Durham, NC**
Musician

1994-1995
Shirley Ceaser **Various Locations**
Bassist

1995-2002
Christian Provision Ministries
Pastor Charles Mellette 919-774-9462 **Sanford, NC**
Musical Director

2004-2009
New Dimension Worship Center **Frederick, MD**
Pastor Alexander Hardy 301-228-2277
Musical Director

2007-2009
Weinberg Center for the Arts **Frederick, MD**
Stage Manger

2009-2015
Christian Provision Ministries
Pastor Charles Mellette 919-774-9462 **Sanford, NC**
Musical Director

2011-Current
All Nations Tabernacle
Pastor Charles Alexander 919-264-0591 **KnightDale, NC**
Musician

2016-2018
Hope Community Church
Pastor Mike Lee 919-532-0620 **Raleigh, NC**
Worship Director

Profile

Which Boards would you like to apply for?

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Wake County Steering Committee on Affordable Housing

Please select your second Board preference: *

☒ Jury Commission

Please select your third Board preference: *

☒ Housing Authority

Please select your fourth Board preference: *

☒ Wake Technical Community College Board of Trustees

Please select your fifth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your sixth Board preference: *

☒ Juvenile Crime Prevention Council

Utica

First Name

Cason

Last Name

Middle
Initial

44 Coneflower Ct

Street Address

Suite or Apt

Clayton

City

NC

State

27520

Postal Code

What district do you live in?

☒ District 7

Home: (919) 413-1854

Primary Phone

Mobile: (919) 413-1854

Alternate Phone

uvcason@yahoo.com

Email Address

Yardi Systems Inc.

Employer

Team Lead

Job Title

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

☐ Yes ☒ No

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

None Selected

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

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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