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

Capital Area Workforce Development Board: Submitted
City of Raleigh Planning Commission: Submitted
Domestic Violence Fatality Review Team: Submitted
Population Health Task Force: Submitted
Commission For Women: Submitted

Please select your first Board preference: *

☒ Commission for Women

Please select your second Board preference: *

☒ Population Health Task Force

Please select your third Board preference: *

☒ Council on Fitness and Health

Please select your fourth Board preference: *

☒ Capital Area Workforce Development Board

Please select your fifth Board preference: *

☒ Domestic Violence Fatality Review Team

Please select your sixth Board preference: *

☒ Economic Development Commission

Dori

First Name

Robertson

Last Name

12009 Shavenrock Pl

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

What district do you live in?

☒ District 7

Mobile: (919) 522-4332

Primary Phone

Home: (919) 845-2479

Alternate Phone

dori.m.robertson@gmail.com

Email Address

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?

After a break in my volunteer activities, I'm available to become involved again. I hope to improve the lives of those in my community because I believe the saying that we are only as strong as our weakest link. We need to increase the number of contributing individuals in our community by giving them greater and equal opportunity, offering safe environments, and providing access to education. When there are more contributors, our community soars. I know that Wake County is a wonderful place to live, and I want to help that become a reality for more of our residents.

Work Experience

2016-2020: Sales & Marketing Manger (ED&D /Eurofins MET Labs), Management, Sales, Marketing, Business Development, Operations 2007-2016: Business Owner/Independent Contractor (Sidekick Business Services), Marketing, Business Development, Accounting, Operations Prior: Stay-at-home mom; earlier experience office management

Volunteer Experience

Children of Chernobyl: Board Member, host family (10+ years) Wake County: Guardian ad Litem (7+ years) Wake County Schools: Tutoring, room parent, chaperon (15+ years) Asbury United Methodist Church: Teacher, Leader, Board Member, Actor, Organizer

Education

Associates, Computer Science Bachelors, Business & Marketing

Comments

[Dori_Robertson_Resume_2019_August.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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 which are found at the link below.

<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Dori Robertson

dori.m.robertson@gmail.com

919.522.4332

12009 Shavenrock Place, Raleigh, NC 27613

SUMMARY OF QUALIFICATIONS

Product safety compliance Sales & Marketing Professional for NRTL and ISO 17025 Accredited Lab. Responsible for defining, managing, and implementing strategies and processes to impact growth and increase brand awareness.

KEY CAPABILITIES

- NRTL Product Safety Testing & Certification Sales
- Environmental & Performance Testing Sales
- CE Mark & Compliance Assistance Sales
- Field Labeling Sales
- Business Development & Partner Identification
- Account & Relationship Management
- Strategic Thinking & Tactical Implementation
- Sales, Marketing & Operations Management
- Planning, Analyzing, Forecasting & Reporting
- Quality Assurance & Customer Service
- Proposal Coordination & Production
- Marketing Strategy, Messaging & Execution
- Team Leadership & Development
- Problem Solving & Dispute Resolution

PROFESSIONAL EXPERIENCE

Eurofins MET Laboratories SE/CertifiGroup/ED&D Sales & Marketing Manager

2015-Present
Cary, NC

- Product Safety Testing & Certification Sales Manager for NRTL & ISO 17025 Accredited Lab.
- Achieved percentage growth goals in three departments and exceeded overall growth goal of 15% topline.
- Managed B2B Partner Program, securing signed commitments from 83% of contacts.
- Led Sales Team in achieving the highest selling year in services division history.
- Improved Pay-per-click rates by 2% above industry standard, leading to increased leads and quotes.
- Evaluated, managed, and attended B2B and consumer trade shows and networking events to generate leads and increase brand awareness.
- Prospecting of cold and warm leads, and account management of personal leads.
- Led daily employee, weekly team, and monthly departmental meetings.
- Responsible for developing sales and marketing team, setting goals, and identifying learning experiences.
- Provide support to team by reviewing quotes, approving pricing, and resolving customer concerns.
- Operational lead in equipment division, leading to the best 6-month string in division history.

SideKick Business Services Independent Consultant & Owner

2007-2015
Raleigh, NC

- Provided services in the Telecommunications, Medical, Technology, and Automotive industries.
- Pursued and developed partnerships for the launch of a mobile audiology unit, securing commitments from 90% of contacts.
- Established a physician referral marketing program, managed development of associated marketing pieces, and participated in educational sessions leading to increased referrals.
- Managed key referrer relationships of over 80 physicians through consistent face-to-face visits, resulting in increased referrals and revenue generation over prior year.

- Initiated consistent face-to-face visits to over 20 ophthalmologists, retina specialists, and optometrists to increase brand recognition and awareness of specialized low-vision services, resulting in a waiting list of new patients.
- Via nurturing campaign, cost-effectively identified industry professionals and KOLs interested in audiology technology and obtained commitments from those interested in serving on an advisory board.
- Identification, attendance, and logistical coordination for B2B and consumer trade shows and special events to generate leads and increase awareness.
- Researched and developed strategies for messaging, social media promotions, and ad campaigns offering cost-effective solutions to attract potential customers and grow the subscriber base.
- Managed and executed all aspects of the marketing mix, including: communications, database & information management, report generation, performance metrics, website content, SEO maintenance, digital & inbound campaigns, domain management, collateral development, and Pay-per-Click campaigns to develop customer loyalty and satisfaction.
- Evaluated options and implemented a patient management system capable of generating performance metrics while balancing cost, value, and ease of use.
- Established office procedures and administered human resources policies to create a successful environment for patients and employees.
- Worked with the CEO and foreign investors at the earliest stages to research, plan, and launch a new audiology practice, including budgeting, branding, hiring, and securing a location.
- Editing of various communications, including white papers, e-learning modules, press releases, and proposals.

Longent, LLC**Marketing Coordinator, Office Manager & Advisor****2009-2011****Raleigh, NC**

- Provided marketing, business development, and accounting services in Technology industry.
- Identified new business opportunities and potential partners via trade shows and networking.
- Account management of customers to ensure satisfaction.
- Coordinated team efforts of successful bid responses of over \$10 million and produced and edited final product.
- Evaluated and established accounting, reporting, and administrative infrastructures to support rapid growth and improved cash management.
- Managed rebranding campaign to improve industry perception and increase brand recognition which included messaging, logo development, basic print collateral, and initial website design.
- Worked with CEO to identify targets and develop a marketing strategy.
- Hired and trained administrative and accounting staff.

EDUCATION & TRAINING**BS Business Administration-Marketing, Strayer University, Summa Cum Laude****AS Computer Science, Commonwealth College, Summa Cum Laude****Work of Leaders Certification****Managing for Results Training****Managing Problem Performance Training**

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: ***

☒ Open Space and Parks Advisory Committee**Please select your third Board preference: ***

☒ Wake Technical Community College Board of Trustees**Please select your fourth Board preference: ***

☒ Cary Planning and Zoning Board**Please select your fifth Board preference: ***

☒ City of Raleigh Planning Commission**Please select your sixth Board preference: ***

☒ Greater Raleigh Convention and Visitors Bureau

Gloria

First Name

J.

Middle Initial

Jones

Last Name

1300 Tribute Center Drive

Street Address

Apt. 417

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

What district do you live in?

None Selected

Mobile: (919) 673-1882

Primary Phone

Home: (919) 615-1041

Alternate Phone

gloriaj0820@gmail.com

Email Address

Coldwell Banker HPW

Employer

Realtor

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 relocated to North Carolina and it was one of the best decisions I have ever made. I would be honored to be a part of a team to help shape the county and state to continue its phenomenal growth.

Work Experience

My professional background has been in finance and academia. I am currently a Realtor. My past experience includes being a former Loan Officer for Chase Bank, and management positions at for-profit and non-profit post secondary education level.

Volunteer Experience

Here in Raleigh I volunteer through the Activate Good organization.

Education

Roosevelt University - Master in Human Resource Management, Graduate Certificate in Training and Development and Bachelor's in Professional Studies.

Comments

I will be honored to serve.

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

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☒ None Selected**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Glenda

First Name

T

Middle Initial

Underwood, PHR

Last Name

121 South Woodstone Dr

Street Address

Suite or Apt

Clayton

City

NC

State

27527

Postal Code

What district do you live in?

None Selected

Mobile: (919) 631-8432

Primary Phone

Business: (919) 634-1456

Alternate Phone

glenda.t.underwood@lowes.com

Email Address

Lowe's Home Improvement

Employer

Talent Acquisition Parter

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 aligned with Talent needs and dedicated to our local economy. Without great Talent our economy will slow and negatively impact our local municipalities as well as our state.

Work Experience

16 years of HR and Talent Leadership

Volunteer Experience

Active volunteer for Dress for Success of the Triangle

Education

BSBA - University of Mount Olive PHR certification from HR Certification Institute

Comments

Upload a Resume

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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?

I was contact by Pat Sturdivant

Please upload a file

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☒ None Selected**Please select your third Board preference: ***

☒ None Selected**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Chanda

First Name

R

Middle Initial

Armstrong

Last Name

1225 Evolve Drive

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

None Selected

Home: (919) 818-8014

Primary Phone

Business: (919) 859-8315

Alternate Phone

chanda.armstrong@dhhs.nc.gov

Email Address

NCDHHS: Vocational
Rehabilitation Services

Employer

Unit Manager

Job Title

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

☐ Yes ☒ No

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

☒ Garner

Interests & Experiences

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

To assist with enhancing and advocating employment for individuals with disabilities and citizens of wake county, supporting the local workforce development through strategic planning, advocacy, partnering with local businesses throughout NC, and to help meet the needs of citizens of NC.

Work Experience

Volunteer Experience

Education

Comments

Please see attached resume

[Chanda_s_2020_Resume.docx](#)

Upload a Resume

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Please upload a file

Demographics



Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

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Chanda R. Armstrong

Objective

To obtain a Unit Manager position utilizing excellent utilizing Analytical, Interpersonal, and Communication skills to plan, direct, manage Vocational Rehabilitation and Independent Living to deliver quality services, outcome goals, supervision and professional development. Promote employment opportunities for consumers with disabilities.

Education

2010–2012 Winston-Salem State University Winston-Salem, NC

- Master of Science in Rehabilitation Counseling

2003 –2005 Webster University Myrtle Beach, SC

- Master of Arts in Counseling

2001 – 2003 Shaw University Raleigh, NC

- Bachelor of Arts in Psychology

Work Experience

2020 – present Vocational Rehabilitation Services Raleigh, NC

- Unit Manager

Demonstrated ability to organize and direct the delivery of Vocational Rehabilitation and Independent Living services in a unit office serving an area with mixed rural/urban characteristics.

Provides professional supervisory and managerial work in organizing and directing delivery of Vocational Rehabilitation and Independent Living services to the population of people with disabilities.

Directs the daily activities of the VR and IL staff to ensure the most effective and efficient service delivery.

Provides administrative, clinical and case management supervision including training and technical assistance, personnel administration, and evaluation and planning.

Demonstrate the ability to design and implement action plans to develop personnel and programs. Works cooperatively with Cumberland County school system, several community rehabilitations programs, DSS, NC Commerce System, and Workforce Development Board.

Demonstrate ability to lead by example including; comprehensive understanding of the field of rehabilitation counseling and demonstrate excellence in service delivery, thorough knowledge of casework policy and procedures, demonstrate skills in oral and written communication, ability to inspire others to work together toward shared goals.

Demonstrate ability to mentor, coach, and teach in a supportive climate as well as knowledge of and ability to tactfully utilize confrontation techniques as necessary.

Responsible for understanding of professional ethics and demonstrate application in supervisory experience.

Demonstrate a diverse background in the field of rehabilitation including working cooperatively with advocacy groups and an array of community resources to serve a diverse population of consumers.

2018 – 2020 Vocational Rehabilitation Services Fayetteville, NC

- Unit Manager

Demonstrated ability to organize and direct the delivery of Vocational Rehabilitation and Independent Living services in a unit office serving an area with mixed rural/urban characteristics.

Provides professional supervisory and managerial work in organizing and directing delivery of Vocational Rehabilitation and Independent Living services to the population of people with disabilities.

Directs the daily activities of the VR and IL staff to ensure the most effective and efficient service delivery.

Provides administrative, clinical and case management supervision including training and technical assistance, personnel administration, and evaluation and planning.

Demonstrate the ability to design and implement action plans to develop personnel and programs. Works cooperatively with Cumberland County school system, several community rehabilitation programs, DSS, NC Commerce System, and Cumberland County Workforce Development Board.

Ability to ensure that all aspects of the unit's work is in compliance with Federal, State, and Division regulations and policies.

Considerable knowledge of administrative management principles, methods of program planning and budgeting, and thorough knowledge of casework management.

Demonstrate ability to lead by example including; comprehensive understanding of the field of rehabilitation counseling and demonstrate excellence in service delivery, thorough knowledge of casework policy and procedures, demonstrate skills in oral and written communication, ability to inspire others to work together toward shared goals.

Demonstrate ability to mentor, coach, and teach in a supportive climate as well as knowledge of and ability to tactfully utilize confrontation techniques as necessary.

Responsible for understanding of professional ethics and demonstrate application in supervisory experience.

Demonstrate a diverse background in the field of rehabilitation including working cooperatively with advocacy groups and an array of community

resources to serve a diverse population of consumers.

Ability to establish and maintain collaborative working relationships with consumers, division leaders, staff, and peer professionals in public and private programs representing a variety of caseload type.

2013 – 2018 Vocational Rehabilitation Raleigh, NC

- Assistant Unit Manager

Serve as acting Unit Manager in the absence of the Manager.

Attend and actively participate in monthly regional management team meetings in the absence of the Unit Manager. Receive and note information to be used with the Unit Manager and unit employees.

Assist Unit Manager with planning, implementing, and evaluating the technical and administrative components of a diverse rehabilitation program consisting of multiple caseloads, third party programs and rehabilitation services.

Comprehensive knowledge of federal and state laws governing the delivery of rehabilitation services. In-depth ability to interpret medical records and psychological data in planning and developing rehabilitative services.

Responsible for the onboarding of new and transfer employees to NC Vocational Rehabilitation to acclimate their ongoing development and retention.

Secure employment opportunities for individuals with disabilities through training, coaching and modeling dual customer approach.

Teaching the Dual Customer process and actively develop relationships with employers in local community.

Knowledgeable of the community, local job markets and community resources. Supervise and/or conduct the evaluation of diagnostic data to determine eligibility, development of written plans of services in conjunction with the consumer.

Provide supportive counseling; monitor the consumer's progress; and work directly with community partners in order to secure employment opportunities for individuals with disabilities.

Manage vacant caseloads as needed to provide case management services include coordination of all rehabilitation services, employment services and maintenances of case records according to Federal regulations. Interpret agency policies and procedures and apply it in the office.

Assist Unit Manager with modifying and implementing new procedures with policy changes. Share information from agency management with employees through monthly staff meeting, memos, and verbal communication.

Provide employees with input in the development of new policies.

Maintain administrative policies and establishing their applications within the unit.

Monitor and work closely with counselors to ensure OMS goals are met. Monitoring on a weekly basis the VR action alerts to assist counselors with minimizing eligibility errors.

Meet with counselors on a weekly basis for supervision to include review of casework, case management, and approvals to ensure service delivery in a timely matter.

Responsible for working with staff reviewing administrative management of authorizations for service delivery, P-card purchases, travel, and imprest cash.

Utilize good customer service and interpersonal skills to work in diverse background in the field of rehabilitation including collaborating with advocacy groups, local community rehabilitation programs, NC Works, Wake County Project search team, other DHHS agencies, public school system, Universities and Community Colleges to serve diverse population of consumers.

Twenty-Two years of Management experience that include excellent Analytical, Interpersonal, and Communication skills.

Assist Unit Manager with organizing and direct the delivery of Vocational Rehabilitation and Independent Living services in the unit office. Assist Unit Manager with managing Independent Living Rehabilitation Program to provide an alternative to institutionalization, improve functioning in the family, home, and community.

Monitor IL services provided directly, purchased or coordinated through other community agencies. Ten years of experience working with individuals with disabilities.

Responsible for assisting with the daily supervision, leadership and assigned casework supervision and approval of VR casework for counselors. Independent Living counselors, and transition counselors.

Provide case management services including coordination of all rehabilitation services, employment services, documentation of progress and adjustment, and maintenances of case records according to Federal and NC State government regulations.

Administrative management duties include personnel administration, personal development of staff advancement through internal and/or external training opportunities, team building activities and mentoring and onboarding of new staff, assist with the performance management process according to DHHS policy.

Responsible for remaining current and knowledgeable of ADA, Section 504, and other laws affecting individuals with disabilities. Collaborate with Wake Technical Community College for the implementation of Project Search program, educate and work with students from the community college with developmental disabilities to secure competitive

employment and to gain work experience.

Collaborate with Universities, Community Colleges, Community Rehabilitation Program, NC Works, and other community agencies to coordinate services for individuals with disabilities. Serve as a liaison to Community Rehabilitation Programs within Wake County.

Communicate appropriately with community partners and other government agencies regarding services for individuals with disabilities.

Advise consumers/students and assist with planning and development of goal directed educational and vocational plans that respect their disability.

Coordinate with Rehabilitation Engineers, North Carolina Assistive Technology to arrange accommodations and modifications for individuals with disabilities. Teach and promote staff development for all employees.

Develop and implement new onboarding orientation for new employees to educate regarding disability awareness.

Coordinate and participate in orientation for potential new consumers for Vocational Rehabilitation.

Monitor employees' performance through the NC VIP and adjusting as needed. Investigate complaints from referral sources, vendors, consumers, and employees carrying out proper procedures and giving feedback as necessary.

Responsible for assisting with the daily supervision, leadership and assigned case work supervision and approval for VR Counselors.

Managed a general caseload to include students and adult individuals with various disabilities to include Learning Disabilities, Physical Disabilities, Mental Health Disabilities, and Deaf and Hard of Hearing.

Provide case management services including coordination of all rehabilitation services, employment services, documentation of progress and adjustment, and maintenances of case records according to Federal and NC State government regulations.

Administrative management duties include- personnel administration, personal development of staff advancement through internal and/or external training opportunities, team building activities and mentoring and onboarding of new staff, assist with the performance management process according to DHHS policy.

Responsible for providing services to students and adult individuals with disabilities to include supportive counseling on post-secondary educational training programs, accurate information about various services available such as financial aid, disability support services, academic success centers, student support services, and registration assistance. Perform initial evaluations.

Evaluate diagnostic data to include medical records, psychological and neurological evaluations, psycho-educational evaluations, and other

comprehensive evaluations to determine eligibility for Vocational Rehabilitation Services.

Review students' transcripts, assess students' data, postsecondary institutions and other relative documentation as needed to determine appropriate course of study.

Inform and advise students for selection of program and courses, assist in developing an academic plan for postsecondary education, and recommend coursework relevant to academic plan.

Make recommendations and referrals to other sources to assist students/adults /Veterans with disabilities.

Responsible for remaining current and knowledgeable of ADA, Section 504, and other laws affecting students and adult individuals with disabilities.

Knowledgeable understanding of professional ethics and demonstrate application in supervisory experience.

Knowledgeable and able to demonstrate the ability to mentor, coach, and teach in a supportive climate as well as knowledge of and ability to tactfully utilize confrontation techniques.

Serve as the Safety officer of DHHS building and ensure safety of staff and consumers is maintained through identification and correction of safety hazards and provisions of safety training resulting in no preventable accidents.

2012 – 2013 Vocational Rehabilitation Raleigh, NC

- Rehabilitation Counselor II

Manage an adult Substance Abuse caseload with dual diagnosis.

Provide information regarding specific areas of study as well as general knowledge of college and program requirements.

Responsible for providing a broad range of personal and academic counseling to facilitate the development of students/veterans and adults with disabilities entering and progressing through their academic programs.

Provide case management services including coordination of all rehabilitation services, employment services, documentation of progress and adjustment, and maintenances of case records according to Federal and NC State government regulations.

Develop a written plan of service in conjunction with the students/Veterans/Adults with disabilities.

Partner directly with community partners and employers in order to enhance employment opportunities for individuals with disabilities.

Counsel students/veterans/ and adult consumers in determining educational and vocational goals, course selection, program requirements, and how to access information on this topic.

Counsel students/Veterans/adult consumers regarding personal problems including crisis interventions and refer them to student services or community resources as appropriate.

Coordinate services with Community Rehabilitation Programs in the local area. Responsible for remaining current and knowledgeable of ADA, Section 504, and other laws affecting students and adult individuals with disabilities.

Provide information regarding specific areas of study as well as general knowledge of college and program requirements.
Serve as a liaison to local community colleges to ensure accommodations for students and individuals with disabilities.

Responsible for informing and counseling students and adults individuals on selection of programs and courses, assisting in development of an academic plan, recommendation of relevant coursework for their academic plan.

Provide information regarding specific areas of study as well as general knowledge of college and program requirements.

2008 – 2012 Vocational Rehabilitation Roxboro, NC

- Rehabilitation Counselor I

Manage a caseload with both Physical and Mental disabilities

Responsible for informing and counseling students /veterans/and adults individuals on selection of programs and courses, assisting in development of an academic plan, recommendation of relevant coursework for their academic plan.

Serve as a liaison to local community colleges to ensure accommodations for students and individuals with disabilities.

Perform initial evaluations. Evaluate diagnostic data to include medical records, psychological and neurological evaluations, psychoeducational evaluations, and other comprehensive evaluations to determine eligibility for Vocational Rehabilitation Services.

Provide information regarding specific areas of study as well as general knowledge of college and program requirements.

Responsible for providing a broad range of personal and academic counseling to facilitate the development of students/veterans and adults with disabilities entering and progressing through their academic programs.

Provide case management services including coordination of all rehabilitation services, employment services, documentation of progress and adjustment, and maintenances of case records according to Federal and NC State government regulations.

Perform initial evaluations. Evaluate diagnostic data to include medical records, psychological and neurological evaluations, psychoeducational evaluations, and other comprehensive evaluations to determine eligibility for Vocational Rehabilitation Services.

Develop a written plan of service in conjunction with the students/Veterans/Adults with disabilities.

Partner directly with community partners and employers in order to enhance employment opportunities for individuals with disabilities

Coordinate servers with Community Rehabilitation Programs in the local area.

Responsible for remaining current and knowledgeable of ADA, Section 504, and other laws affecting students and adult individuals with disabilities.

1996 –2007 Wal-Mart Raleigh, NC

▪ Customer Service Manager

Assist Management with the supervision of Cashiers to ensure that Customer transactions are quickly and accurately processed

Ensure effective communication with Customers to answer questions and provide requested assistance

Participated in the development, success, and recognition of Associates by following Wal-Mart procedures for training, performance evaluations, and hiring and promotion processes

Assisted Management with mentoring, teaching, assigning duties, and communicating with hourly Associates appropriately and effectively

Volunteer

September 2004 –January 2005

Eleventh Judicial District Re-Entry, Inc., Juvenile Services

Experience

Co-Facilitated a group of students who were placed on probation

August 2003 – November 2003

Wake Regional Juvenile Detention Center, Raleigh, NC

Co-Facilitator of a group that addressed the complex needs of at-risk youth

References

Available Upon Request

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Capital Area Workforce Development Board: Appointed**Please select your first Board preference: ***

☒ Capital Area Workforce Development Board**Please select your second Board preference: ***

☒ Capital Area Workforce Development Board**Please select your third Board preference: ***

☒ Capital Area Workforce Development Board**Please select your fourth Board preference: ***

☒ Capital Area Workforce Development Board**Please select your fifth Board preference: ***

☒ Capital Area Workforce Development Board**Please select your sixth Board preference: ***

☒ Capital Area Workforce Development Board

Jo Anne

First Name

Honeycutt

Last Name

5625 Dillard Drive

Street Address

Suite or Apt

Cary

City

NC

State

27518

Postal Code

What district do you live in?

None Selected

Business: (919) 533-7068

Primary Phone

Mobile: (919) 868-0067

Alternate Phone

jahoneycutt@wcpss.net

Email Address

Wake County Public School
System

Employer

CTE Director

Job Title

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

☐ Yes ☒ No

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

☒ Cary

Interests & Experiences

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

CTE has a primary focus of workforce development which aligns with the mission and work of the Capital Area Workforce Development Board. This will ensure collaboration and cooperation around major initiatives.

Work Experience

CTE Director for Wake County 2017-present CTE Director for North Carolina 2011-2017 CTE Director for Johnston County 2006-2011

Volunteer Experience

Johnson Memorial Church Advance CTE Board National Technical Honor Society Board

Education

Masters in Education, NC State University Bachelors in Business Management, NC State University

Comments

Upload a Resume

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

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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?

Partnership

Please upload a file

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

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

Capital Area Workforce Development Board: Appointed

Please select your first Board preference: *

☒ Capital Area Workforce Development Board**Please select your second Board preference: ***

☒ None Selected**Please select your third Board preference: ***

☒ None Selected**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Mark

First Name

Bertoncino

Middle Initial

Last Name

7000 Oakville Lane

Street Address

Suite or Apt

New Hill

City

NC

State

27562

Postal Code

What district do you live in?

None Selected

Home: (919) 449-6844

Primary Phone

Home: (919) 449-6844

Alternate Phone

mark.bertoncino@buhlergroup.com

Email Address

Buhler Inc.

Employer

Director of Customer Service

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 very passionate about Apprenticeship Programs and workforce development in general. I was made aware of an opening, soon to be vacated by an apprenticeship program colleague, and requested the opportunity to join.

Work Experience

September 2015 - Present: Customer Service Director, Buhler Aeroglide / Buhler Inc.; Cary NC 2008 - 2015: Manager of Sales and Operations, Madern USA; Apex NC 2007- 2008: Land Development Manager, Olde Towne Development; Raleigh NC 2001 - 2007: Land Development Manager, Wakefield Development; Raleigh NC

Volunteer Experience

2012 - Present: North Carolina Triangle Apprenticeship Program, positions held: Vice Chair, Chairman

Education

'95 - '00: Virginia Tech; General Studies, Mathematics, Economics, Engineering '95: Alexis I Dupont HS; HS Diploma

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Current Wake County Volunteer

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Capital Area Workforce Development Board**Please select your second Board preference: ***

☒ City of Raleigh Planning Commission**Please select your third Board preference: ***

☒ Keep America Beautiful Advisory Board**Please select your fourth Board preference: ***

☒ Wake Technical Community College Board of Trustees**Please select your fifth Board preference: ***

☒ Board of Adjustment**Please select your sixth Board preference: ***

☒ Criminal Justice Partnership Advisory Board

Peter

First Name

R

Middle Initial

Rajkovich

Last Name

4690 Simms Creek Rd

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

What district do you live in?

None Selected

Home: (210) 793-1750

Primary Phone

Mobile: (210) 793-1750

Alternate Phone

peter.rajkovich@duke-energy.com

Email Address

Duke Energy

Employer

Engineering Technologist III
DTUG

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 have a natural desire to help, but more importantly learn, listen, understand. We are living in the midst of some trying times and we need more resources now than ever. The gap between minorities and basic resources needed for a modern day education is growing. The COVID-19 pandemic caused the entire Country's school system to shut down. Students from properly funded schools living in higher income areas have access to laptops and internet, some dont. I want to make sure as a County we are doing our job to assure equal resources for our youth while cultivating a culture of acceptance and persaverance to one common goal, the betterment of the community and its inhabitants.

Work Experience

the last two and a half years I have been with Duke Energy as an Engineering Technologist III. Priot to that I was employeeed by UC Synergetic (now Pike Engineering) for just over 2 years. Immediately upon graduation I relocated to Raleigh and started working at Pike Electric as an underground lineman.

Volunteer Experience

Throughout college I worked at Knoxville Area Rescue Mission and Appalachian Outreach. Most of my volunteering now is done through youth sports in Durham. Athletics gave me a chance at a succesful life, i want to give back as much as possible through that avenue.

Education

Bachelor's Degree in Cross-Cultural Sociology

Comments

I look forward to the opportunity to serve and better the community I live in. We have a wonderful opportunity to assist the net generation of students to strive for things we could not fathom. Its up to us to make sure we allow for the equal opportunity and advancement of our community.

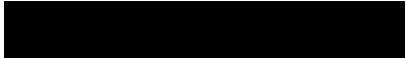
[Resume.doc](#)

Upload a Resume

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

Please upload a file

Demographics



Date of Birth

Gender *

☒ Male

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

If you selected "Other" above, how?

New Interest and Research

Please upload a file

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Peter R. Rajkovich

931 Allister Rd, Durham, NC 27703

210-793-1750

Peter.Rajkovich@Duke-Energy.com

Education

Carson-Newman University - Jefferson City, Tennessee

Aug 2012 - May 2015

Major: Cross Cultural Sociology

Graduated May 2015

San Joaquin Delta College - Stockton, California

May 2011 - May 2012

Associates Degree in Sociology

Graduated May 2012

Centenary College of Louisiana - Shreveport, Louisiana

Aug 2010 - April 2011

Major: Sociology

Work Experience

Duke Energy - Engineering Technologist III

2018-Present

Raleigh, North Carolina

Designed work orders to supply power to residential and commercial customers, using both OH and UG company standards. Emphasis on UG high voltage vault work. Coordinating projects with multiple entities. (COR, NC DOT, WCPSS)

UC Synergetic - Distribution Specialist II

2016-

2018

Raleigh, North Carolina

Working with Major Projects Coastal Plains I worked with my team to write precise and safe designs for the customer. Effectively coordinating ROW, easements, vegetation management and outages to deliver a safe and quality product for Duke Energy.

Pike Electric - Underground Line Technician

2015-2016

Raleigh, North Carolina

In conjunction with engineer's designs, installed power for new subdivisions, shopping centers, and commercial/residential buildings. Setting and terminating transformers, pedestals, and street lights, in coordination with plans.

Accomplishments/Accolades

- Effectively designed, planned and coordinated multiple Municipal, County, Government projects.
- Aided in power restoration throughout Florida, South Carolina, and North Carolina during Hurricanes Matthew, Irma, and Florence.

Summary of Qualifications

- Excellent interpersonal skills with various socio-economic and cultural groups
- Skilled in Maximo/BOUD and Microsoft Office programs (Word, Excel)
- Proficient task manager, coordinating work and prioritizes assignments for maximum results.

- Outstanding leadership abilities developed through experiences involving construction and engineering.

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: ***

☒ None Selected**Please select your third Board preference: ***

☒ None Selected**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Harold

First Name

T.

Middle Initial

Keen

Last Name

1121 Boyette Rd.

Street Address

Suite or Apt

Four Oaks

City

NC

State

27524

Postal Code

What district do you live in?

None Selected

Business: (919) 938-2690

Primary Phone

Mobile: (919) 634-1750

Alternate Phone

hkeen@ksbankinc.com

Email Address

KS Bank

Employer

President/CEO

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?

Work Force Development.

Work Experience

1990 - present. President - KS Bank. A community bank based in Smithfield, NC with offices in Wake, Johnston, Wilson and Wayne Counties.

Volunteer Experience

Trustee - North Carolina State Employees Retirement and Local Government Employees Retirement.
Member - North Carolina Banking Commission. Chairman/Board Member - North Carolina Bankers Association. Chairman/Board Member - Johnston County Airport Authority. Board Member - Smithfield/Selma (now Triangle East) Chamber of Commerce.

Education

AAS Accounting - Johnston Community College

Comments

[Harold_T_Keen_08_2019.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 *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Current Wake County Volunteer

If you selected "Other" above, how?

Please upload a file

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

HAROLD T. KEEN

PRESIDENT/CEO – KS BANK

1121 Boyette Road ♦ PO Box 23 ♦ Four Oaks, NC 27524

Cell: (919) 634-1750 ♦ Work: (919) 938-3101

hkeen@ksbankinc.com

Personal:

- Date of Birth – April 28, 1948
- Born and raised in Four Oaks where he lives on his family farm today with his family
- Married to Barbara Allen Keen (also from Four Oaks)
- Children – Catherine K. Hock, Daughter; Noah Hock, Son-In-Law; and Matthew Keen, Son
- Granddaughter – Clara Hock
- Member of Four Oaks First Baptist Church

Education:

- 1954 – 1966 Johnston County Schools
- 1974 – 1976 Johnston Community College, A.A.S. Degree in Accounting
- 1976 – 1978 Barton College

Military Service:

- 1967 – 1971 United States Army
Helicopter Pilot – Vietnam, 1969
Awarded BRONZE STAR MEDAL
Instructor Pilot, 1970
- 1975 – 1993 North Carolina National Guard
Instructor Pilot, 1975 - 1992
Safety Officer
Retired Rank: Chief Warrant Officer Four (CW4)

Work Experience:

- 1990 - Present President/CEO, KS Bank
- 1975 – 1990 Branch Administration, Loan Administration
Raleigh Federal Savings Bank, Raleigh, NC
(Smithfield Savings & Loan Association 1975 – 1983)
- 1971 – 1974 Contract Coordinator
Creative Industrial Training, Charlotte, NC

Civic & Community:

- Four Oaks First Baptist Church
 - Member, 1960 – Present
 - Deacon, 1975 – Present
- South Johnston High School Advisory Board, 1999 – Present
- Four Oaks Downtown Revitalization Committee, Present
- The Uptown Selma Business Partnership, Present

Past Civic & Community:

- North Carolina Bankers Association
 - Chairman, 2001 - 2002
 - Director, 1999-2003, 2014 – 2016
- North Carolina Banking Commission Member, 2005 – 2013
- North Carolina Teachers' and State Employees' Retirement System Board of Trustees, 2004 – 2013
- Coastal Pines of Carolina Girl Scouts Board of Directors, 2006 – 2013
- Johnston County Education Foundation
 - Founding Member, 1990
 - President, 1992
 - Director, 1990 – 2017
- Johnston County Airport Authority
 - Member, 1979 – 2004
 - Chairman, 2002 – 2004
- Four Oaks Civitan Club
 - Member, 1974 - 2000
 - President, 1976
 - Little League Baseball, Umpire 1974 – 1994
 - Little League Baseball, Coach 1994 – 1998
- Community Bankers Association – North Carolina
 - Director, 1994 – 1997
- Johnston County Board of Elections
 - Member, 1982 – 1984
- Downtown Smithfield Development Corporation
 - Founding Member, 1979
 - Director, 1979 – 1984

Awards:

- HONORARY HERO AWARD
Johnston County Schools, 1996
- ORDER OF LONG LEAF PINE
State of North Carolina, 2000
Governor Jim Hunt States Highest Award
- DISTINGUISHED CITIZENS AWARD
Triangle East Chamber of Commerce, 2010
- POLITICAL LEADERSHIP AWARD
North Carolina Bankers Association, 2017

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: ***

☒ Garner Planning and Appearance Commission**Please select your third Board preference: ***

☒ Housing Authority**Please select your fourth Board preference: ***

☒ Wake County Steering Committee on Affordable Housing**Please select your fifth Board preference: ***

☒ Economic Development Commission**Please select your sixth Board preference: ***

☒ Citizen's Energy Advisory Commission

Wanda

First Name

Basden

Last Name

355 Mariah Towns Way

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

None Selected

Mobile: (919) 395-7688

Primary Phone

Home: (919) 395-7688

Alternate Phone

basden1200@aol.com

Email Address

Dept of Public Safety

Employer

Human Resource
Representative

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?

To Make a difference in society and environment we as people will live from generation to generation. My focus is to improve any process with the team and update any current ones.

Work Experience

A highly experience professional who has demonstrated the ability to lead diverse teams to new levels of success in a variety of highly competitive industries, cutting-edge markets, and fast-paced environments. Specialties: * Talent Management * Developing and Empowering People, Recognition Programs * Mergers/Consolidations * Recruitment/Placement, On boarding, New Hire Orientation * Retention * Organizational Development * Training Implementation and Development * Education & Development * Employee Relations Issues * Compensation Analysis * Benefits * Succession Planning • Management Coaching/Career Coaching • Business Development• Relationship Management • Project Management • Product Development •Training and Teambuilding/Lean Six Sigma Methodology

Volunteer Experience

Volunteered at Richardson B. Harrison/Southgate libraries for job search, resume assistance and online applications.

Education

MBA-Master of Business Administration

Comments

Very excited for the opportunity to serve

[Wanda_resume-20.docx](#)

Upload a Resume

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

Please upload a file

Demographics



Date of Birth

Gender *

☒ Female

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

Please upload a file

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Wanda Basden

355 Mariah Towns Way

Garner, NC 27529

(919) 395-7688

basden1200@aol.com

SUMMARY OF PROFESSIONAL QUALIFICATION

A highly experience professional who has demonstrated the ability to lead diverse teams to new levels of success in a variety of highly competitive industries, cutting-edge markets, and fast-paced environments. Professional with in-depth, hands-on knowledge of recruiting and selection tools and best practices; strong interpersonal communications, including negotiation and presentation skills; advanced organizational, time management and project management skills; excellent team leadership abilities; advanced computer skills including Microsoft Office, working knowledge of electronic recruitment systems and related concepts and system capabilities and knowledge of relevant legal and compliance requirements

- Management Coaching/Career Coaching · Staff Training/Recruitment
- Business Development · Relationship Management · Project Management
- Product Development · Training and Teambuilding

Recent Accomplishments

- Spearheaded the successful job fairs at the Employment Security Commission Office and Joblink with the placements of over 150 employees that were previously unemployed.

- Successfully Implemented systems in USA, Asia and Australia that produced operational improvements, increased customer satisfaction and enhanced profitability with cost savings of 250K

- Enhanced the public image and recognition of the ESC within the business community through new business development, community outreach, and aggressive networking.

Skills: Lotus Notes, Adobe, ADP, Visio, Oracle, Proficient in Microsoft Word, Excel, PowerPoint, Access, Kenexa, MRP, Workforce Plus, SAS, SAP/Beacon

PROFESSIONAL EXPERIENCE

Department of Public Safety

HR Generalist

Jan. 2019-current

This position is located at the Correction Enterprises Administration Office on Yonkers Road in Raleigh, NC. This position independently serves as the Correction Enterprises Recruiter in areas of position recruitment, qualification review, NEOGOV operation and salary recommendation. This position is also responsible for providing centralized

recruitment services for the various industries within Correction Enterprises. This position provides quality customer service to applicants and hiring managers in recruitment and retention of qualified diverse applicants for Correction Enterprises. The position manages, coordinate and carry out all personnel functions either independently or in conjunction with Management and representative at Pre D conferencing meetings. Also, the contact during the absence of the HR Manager. Completion of the EEODF training program.

The Human Resource Generalist will perform job functions independently and must use sound judgment and rationale in decision making as it pertains to the scope of human resources. This position will work closely with the management team and ensure that pertinent information is made available and that routine updates are supplied for key issues effecting staff. The HR Technician II functions as primary Benefits, Family and Medical Leave, Voluntary Shared Leave and Random CDL Drug & Alcohol coordinator for Correction Enterprises, experience gathering, compiling and processing actions in the State's Integrated HR-Payroll System, Worker's Compensation system (CorVel), and working closely with Fiscal Services/Payroll for time administration, Annual Enrollments for EE, consultation for benefits/coverage, identifying qualifying life events, Parental Leave The position is accountable for posting and advertising job vacancies, preparing hiring packages, and assisting with orientation on benefits for new employees. • Providing consultation to employees on the Family Medical Leave policy, Voluntary Shared Leave policy, and Short-Term Disability policy, Parental Leave • One on one Counsels employees on benefit options when on a Leave of Absence (LOA). • Presenting state benefits, retirement, and instructs on Integrated HR-Payroll System's Employee Self-Service during monthly Orientation Program. • Keeping an inventory of benefits literature and forms.

- Acting as a liaison for insurance/benefit agents who wish to be on campus for open enrollments or visitation with employees. • Approving and processing requests for Family Medical Leave, BEACON Data Maintainer, this position: • Maintains FMLA Workbench in BEACON. Data entry in BEACON to process Leave of Absences for FMLA, Extended Illness, Short-Term Disability and Reinstatements for assigned departments using detailed documentation and understanding of the appropriate actions to be processed and when. • Uses the HRIS for data entry of leave balances and documents on employee's timesheet for a Leave of Absence (LOA). As the Retirement Counselor

- Position is required to have knowledge of the log-in process and skills of Orbit, the State Retirement's online database. Initiates required forms for retirement. Required to file employee documents for active and separated employees created by this Position. One on One counseling for Retirements Also Workers Compensation Coordinator: •Gather accident paper work to key claims into third-party claim system. •Discuss return to work options with consultant, nurse case managers, and employees' hiring authorities. •Process Leave of Absence (LOA) actions in the Integrated HR/Payroll system. •Ensure leave and holiday exhaustion is in accordance with policy. •Evaluate leave balances, holidays due, and proper use of leave types. •Obtain proper documentation from work location and employee to comply with applicable Federal Laws and NC State Government Laws

- Provide advice and technical support to employees about leave policies as well as leave functions in the Integrated HR/Payroll system applicable to leave of absence and leave

without pay. •Coordinate work with salary administration specialists. •Serve as the Voluntary Shared Leave contact for Correctional Enterprise the position will also provide consultation, technical assistance, advocacy and support to employees and management on a wide variety of issues including benefits administration, time and leave issues, payroll, and a variety of HR policies and procedures. The Benefits Specialist administers and maintains insurance benefits and the retirement program. Duties include advising employees of their benefit options and eligibility in a comprehensive and timely manner to avoid payroll and benefit enrollment delays; preparing all retirement papers and counseling employees regarding retirement options; assisting employees with payroll issues.

Department of Transportation

HR Generalist

Jan. 18-Jan. 20

- The primary purpose of this position is to serve as one of three Human Resources generalists for the Division of Motor Vehicles. This position will serve as the primary contact for issues relating to personnel policies and procedures and is the personnel program liaison for DMV managers, supervisors and employees within the assigned section(s). Under the guidance and direction of the DMV HR Manager, this position is responsible for updating, tracking and monitoring detailed HR program data and information, including but not limited to, organizational charts, salary analysis, job descriptions and vacancy information.
- The position reviews routine HR documentation, including job descriptions, postings, justifications, hiring documentation, and salary recommendations to determine adherence to related HR policies and procedures and to offer guidance to managers and supervisors regarding HR action requirements.
- The HR Technician responds to questions from section managers, supervisors and employees and communicates with the DMV HR Manager and central NCDOT HR staff to resolve related issues. This position plays a key role in coordinating the hiring process with management from posting to approval for positions within the assigned section. This includes reviewing postings for consistency and accuracy, advising management on recruitment and selection requirements; and setting salaries in accordance with salary administration policies and procedures.
- The position is responsible for preparing requisitions for job postings in NeoGov and entering a variety of HR actions, including new hires, transfers, reassignments, separations, leave of absence, etc. in the BEACON HR information system.
- The position prepares and submits NCID account requests for new employees as well as current employees not having NCID access; establishes and maintains employee personnel records for employees in assigned section(s); prepares confidential correspondence and personnel related reports; and ensures that new employees receive information regarding employee orientation.

Department of Public Safety

Retirement Specialist

Oct. 2016-Jan. 2018

- This position is assigned to the Department of Public Safety's (DPS) Disability/Retirement section of the Central Human Resources office. The purpose of this position is to administer the Retirement/Death Benefits Program for DPS. My position serves as the liaison between the NC Department of Treasurer, Retirement System Division and DPS employees; reviewing retirement applications to ensure timeliness, accuracy and ensuring all DPS and Department of Treasurer procedural requirements have been met.
- This position processes retirement applications from employees, submits form to DPS Payroll for completion and then provides a complete package to the Retirement System.
- Provides counsel and guidance to employees through the entire retirement process, death and withdrawal of funds from retirement. This position utilize BEACON/SAP and Orbit NC daily to research, monitor, and track all applications. Daily maintenance of incoming/outgoing application database tracker will also be required.
- Responsible for running monthly reports to identify employee deaths and reporting those deaths to the Retirement System. In this position, I'm required to complete all necessary documentation to determine final payroll status as well as final benefits statements to the work location to be given to the family/beneficiary/estate.
- Responsible for working all separation actions for Retirements, Deaths and Long-Term Disability in the BEACON/SAP System. This includes processing any leave payouts due to the employee and/or estate.
- Interpret, apply, implement and communicate a variety of policies, procedures and regulations preferably in the program area of assignment.
- Process actions for separation and death including initialization of payouts for retirement, death, withdrawing from the retirement system
- Ability to foster positive working relationships with other staff and agency personnel and maintain the database as needed. HR experience in the area of Retirements/Disability, knowledge of employee benefits, BEACON/SAP system, North Carolina Retirement, and Disability Income Plan of NC. Experience using Microsoft Word, PowerPoint, Access, Excel, and Outlook, experience processing a variety of actions within BEACON/SAP.

Department of Public Safety

Disability Specialist

2016

- Complete all necessary documentation to determine disability for short term and Long-Term Disability in the BEACON/SAP System.
- Assist the Disability section with setting up new files, sending approved/denied letters to employees and maintain the database as needed. HR experience in the area of Retirements/Disability, knowledge of employee benefits, BEACON/SAP system, North Carolina Retirement, and Disability Income Plan of NC.
- Experience using Microsoft Word, PowerPoint, Access, Excel, and Outlook, experience processing a variety of actions within BEACON/SAP. This position will utilize BEACON/SAP and Orbit NC daily to research, monitor, and track all applications. Knowledge and experience with HR policies and benefits as well

- Interpret and apply standard HR policies, procedures, and regulations to a variety of personnel transactions.
- Gather, compile, and evaluate position, employee, and pay information.
- Exercise good judgment in evaluating situations and making recommendations concerning employee, position, and pay issues.
- Strong organizational skills, high attention to detail with emphasis on accuracy, and the ability to successfully multi-task including ability to work independently.
- This position is responsible for processing claims for short and long term disability and other work peripheral to managing disability programs.
- Responsible for providing a case management approach to determine eligibility; process claims; draft correspondence to employees, retirees, beneficiaries and public employers regarding benefits; and research and apply relevant legislation to assigned cases.
- Process all types of disability plans associated with the Disability Income Plan of NC. Review and analyze disability medical documentation with a focus on the various dates; such as, the date of disability, last date worked, last date leave exhausted, to determine eligibility for disability benefits.
- Ensure all applicable medical forms are prepared for the Medical Board review. member's physician; last day worked and/or; last exhausted leave.

Department of Treasurer
Retirement Counselor

2014-2015

- Explained and applied interpretations of laws, codes, AG opinions to members as provided in procedural guides related to the Teachers' and State Employees' Retirement System, Local Governmental Employees' Retirement System, former Law Enforcement Officer's Retirement System, Separate Insurance Benefits Plan for Law Enforcement Officers, Register of Deeds' Supplemental Pension Fund and the Disability Income Plan of North Carolina, Legislative Retirement System, Legislative Retirement Fund, Consolidated Judicial Retirement System
- Assist, counsel, and advised members, their dependents, or other involved parties of the benefits programs to determine entitlement, eligibility, privileges, obligations, options and benefits, and explains the applicable provisions, forms, and processes.
- Counseled members regarding reemployment, Faulkenbury Class Action; Bailey Class Action suit; all forms; transfer between systems; equitable distribution and child support; Discontinued Service Retirement Allowances.
- Assisted members regarding problems associated with the accuracy of and timely completion of appropriate forms; requests printouts of earnable allowances; provides instructions and guidance regarding compliance of non-receipt of annual Statement of Income; acknowledges receipt of information. •
- Researched individual case resolution independently or under the direction of a Retirement Benefit Counselor depending upon the complexity of the particular situation.
- Advised members in a variety of organizational structures requiring a general knowledge of personnel regulations and practices, payroll policies, salary plans, and the earning of sick, vacation, bonus, and longevity earnings. •

Wake County Human Services

Career Counselor/Case Management

2012-Present

- Partnered with local businesses and organizations to create short-term subsidized work experiences for participants.
- Coordinated with other organizations and schools for participant training, i.e. CareOne, Wake Technical Community College, Johnson Community College
- Prepared and lead employment workshops and/or individual career counseling in order to help participants address their barriers to employment.
- Provided career guidance and counseling after conducting a thorough individual assessment. Also provide case management with a focus on helping customers to prepare for employment that leads to self-sufficiency.
- Coordinated with partners/employers/Human Services to address quality of life issues; coordinates and facilitates meetings; recruits and encourages clients participation in programs and ESC processes;
- Coordinated supportive services such as child care, transportation, HUD and track obligations of funds; assist customers in working with other community and social service organizations by serving as an advocate for the customer; ensures case record documentation is current, accurate, thorough and compliant with the law, regulations, and established policies and procedures; prepare reports related to program activities.
- Strong leadership skills including high levels of consultation and collaboration with executives and staff.
- Create Strategic Vision focused on local dynamics; not just compliance
- Link WIA investments directly to vision and strategies
- Refinement: Reviewed, Retool/Redirected Strategies based on economic, workforce imperatives
- Interviewed benefits recipients at specified intervals to certify their eligibility for continuing benefits.
- Interpreted and explained information such as eligibility requirements, application details, payment methods, and applicants' legal rights.
- Interview and investigate applicants for public assistance to gather information pertinent to their applications

IBM (Manpower)

IBM Immigration Case manager

20012

- Preparing and filing H-1B visa petitions for IBM India employees coming to the United States to work on IBM projects. Filing H-1B visa petitions (including CAP cases, Amendments, Extensions and CAP-Exempt cases.)
- Duties included: evaluating individual cases; completing immigration forms using INS Zoom immigration software; writing letters of support; interacting with employees over the phone, internet chat and email; mailing petitions to the United States Citizenship and Immigration.
- Prepared and processed all immigration petitions, visas, and visa extensions.
- Communicated with all foreign nationals regarding all stage of their nonimmigrant and immigrant status (including documentation, strategy, and case progression).

- Pro-actively collaborate with management and internal/external counsel on various facets of technical immigration matters, such as visa requirements, and updates in immigration law and processes.
- Implemented compliance activities associated with immigration programs including oversight and periodic internal audits and updates of all immigration files and postings.
- Coordinated closely with the US Staffing & Onboarding Teams to manage the US inbound immigration program for employees who require work visas/work authorization for employment in the US.

Employment Security Commission

2009-2011

Employment Consultant

- Responsible for training needs, placement services, assessments, job development contacts for ESC/Joblink Center.
- The job duties required knowledge of the Division of Workforce Solution and its functions, and/or of case management, counseling and interviewing techniques. Duties also require the ability to analyze, interpret, and evaluate information and conflicting opinions, and the ability to apply the provisions of the Employment Security laws; Worker Opportunity Tax Credit, Food Stamps, Job Training Partnership Act (JTPA), North American Free Trade Agreement (NAFTA), Work First, and Trade Adjustment Assistance (TAA), and other statutes governing programs administered by the Division of Workforce Solutions rules, regulations, and procedures to specific cases. These duties also require the ability to communicate orally and in written form effectively.
- Provided career development assistance and refer to support services such as WIA programs. Plan, develop and manage program to assist universal and special needs populations in obtaining employment, training with high levels of consultation and collaboration with executives and staff.
- Duties include providing guidance and knowledge in the areas of temporary recruitment and retention to ESC managers while ensuring budget adherence.
- Advertised vacant positions on the Jobconnector website and through the posting of vacancy announcements, internet postings and various publications. Screen and refer qualified applicants to hiring managers.
- Communicated orally with individuals from various socio-economic backgrounds and intellectual levels in order to explain and provide information on ESC laws, rules, regulations and procedures and to obtain information from claimants/third parties.
- Assisted hiring managers with the full range of recruitment and selection activities including but not limited to developing vacancy announcements, conducting credentialing and referral of applicants and reviewing and approving the selection recommendations.
- Responsible for complying with compensation policies, conducting and developing training materials for workshops.
- Interpreted and applied laws, regulations, and operating procedures in order to determine eligibility for Unemployment Benefit program entitlements and continuing eligibility and to provide information to claimants and to make appropriate referrals.

Value Options

2007-2008

Clinical Services Assistant II

- Research and identify new providers for recruitment into the Value Options provider network. Initiate written and/or telephonic requests to providers for credentialing information. Responsible for the coordination and implementation of activities necessary for the identification, review and selection of mental health, substance abuse treatment, EAP, and disability providers in support of Value Options network development.
- Perform research and problem resolution on issues related to provider complaints, claims reported to have been processed incorrectly, coordinating credentialing paperwork, provider communications or verification of information as requested. Create and/or request reports for network management. Review and analyze provider information and status through database queries. Regularly review all network management reports (i.e. denial reports, disenrollment grids, pend reports, credentialing status reports) and research information regarding providers and the area(s) served. Research files and databases to address provider questions. Resolve customer/member/provider claims issues through investigation and problem solving. Follow-up on inquiries as needed, referring problems to other appropriate Value Options personnel as identified. Research provider rate increase requests.

Parexel (Contract Manpower)

2007

Human Resource Assistant

- Scheduled employees for required training and maintain records for all staff
- Assisted the HR Consultant in the recruitment process (checking references, scheduling interviews, posting positions)
- Processing personnel actions to include new hires, terminations, promotions, transfers, identify staff vacancies and recruit, interview and select applicants.
- Records management creating, maintaining and updating employee and personnel files and processing I-9 documents through the E-Verify.
- Maintains technical job applicant pools by studying current and projected job needs and qualifications; identifying and qualifying sources; researching, targeting, and cold-calling potential candidates; profiling, resume management, skill set matching and tracking.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.

Fidelity Investments

2005-2007

Human Resource Specialist/Benefits

- Coordinated and administered employee benefits programs applicable to retirement plans, medical, term life insurance, disability and death policies
- Audited monthly pension payroll for existing and new retirees
- Processed benefits to include new enrollments, changes and terminations
- Acted as liaison for employees and agencies with benefit vendors within a call center environment
- Partnered with management to ensure proper compliance with FMLA

- Completed training program on Affirmative Action Procedures, COBRA Laws, EEOC and Labor Laws-Health and Welfare Certification, Human Resource Certification, COBRA Certification.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization, represent organization at personnel-related hearings and investigations.

Nortel Networks

1995-2005

Project Manager

Managed project resources, progress, completion timeframes and budget with results that include:

- 100 percent increase in policy issuance productivity*
- 150 percent increase in application processing output*
- 100 percent reduction in delivery billing for hardware shipping*
- 100 percent in reduction of documentation shipping billing*
- Implemented systems in USA, Asia and Australia that produced operational improvements, increased customer satisfaction and enhanced profitability*
- Analyzed system requirements, capacity, cost, and customer needs to determine feasibility of project and develop system plan.
- Coordinated with departments to determine and monitor scope, budget and schedules for major construction projects.
- Controlled and managed project milestones and budgets from planning through construction and initial operations.
- Prepared critical path method schedules for complex building projects, budgeting, estimating, cost analysis and control. Implements a system for review, and reports on project status..
- Strong leadership skills on strategic planning, development and implementation of software delivery and ensuring alignment of departmental plans including the testing of the software prior to general availability.
- Established supplier relationship strategy and “Cold called” design architects to be persuasive selling the electronic software delivery concept. 85% of VoIP software can now be delivered electronically which eliminates media, labor and shipping costs. Potential savings of \$250K per release.
- Addressed a gap with end use/client requirements. Worked with end users to understand needs and pinpointed the phase of the product lifecycle where engagement was needed.
- Provided technical support and instruction to staff or customers regarding equipment standards, assisting with specific, difficult in-service engineering

EDUCATION

MBA, Business Administration HRM, Strayer University, Raleigh, NC

BS, Organizational Management and Business, St. Augustine’s College, Raleigh, NC

Bioworks-Certification in Biotechnology, Wake Technical Community College, Raleigh, NC

PROFESSIONAL AFFILIATIONS

♦ Alpha Kappa MU National Honor Society/Golden Key International Graduate Honor Society ♦ Graduated Cum Laude
♦ Project Management Leadership Seminar-Sтивен Covey ♦ Customer Commendation Awards, NC Governor's Award, Bravo Awards, FEMA Certificate (Emergency Management 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: ***

☒ None Selected**Please select your third Board preference: ***

☒ None Selected**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Gail

First Name

L

Middle Initial

McDougal

Last Name

101 Windrock Lane

Street Address

Suite or Apt

Cary

City

NC

State

27518

Postal Code

What district do you live in?

None Selected

Business: (919) 533-7072

Primary Phone

Mobile: (704) 472-8933

Alternate Phone

gmcDougal@wcpss.net

Email Address

Wake County Public School
System

Employer

School-to-Career Specialist

Job Title

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

☐ Yes ☐ No

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

None Selected

Interests & Experiences

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

Work Experience

Volunteer Experience

Education

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

None Selected

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**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 which are found at the link below.

<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

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

Capital Area Workforce Development Board: Submitted

Please select your first Board preference: *

☒ Commission for Women**Please select your second Board preference: ***

☒ Capital Area Workforce Development Board**Please select your third Board preference: ***

☒ Domestic Violence Fatality Review Team**Please select your fourth Board preference: ***

☒ Cary Planning and Zoning Board**Please select your fifth Board preference: ***

☒ Cary Zoning Board of Adjustment**Please select your sixth Board preference: ***

☒ None Selected

Lauren

First Name

R

Middle Initial

Gordon

Last Name

118 Carostone Ct

Street Address

Suite or Apt

Cary

City

NC

State

27513

Postal Code

What district do you live in?

None Selected

Mobile: (828) 384-7291

Primary Phone

Fax: (828) 556-1484

Alternate Phone

lrkgordon@gmail.com

Email Address

3M

Employer

Finance

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 passionate about serving and bettering my community. There is a great need for gender diversity and inclusion among appointed and elected representatives in Wake County.

Work Experience

3M (Current) - Commercial Operations Senior Associate Klooster-Ransom Public Relations (2016-2017) - Co-Founder GEICO (2009 - 2016) - Claims & Customer Service Manager

Volunteer Experience

Fight for NC - Campaign communication - 2020

Education

BA - Communication - Virginia Tech 2009 MBA - General Business Administration - Monash University (Melbourne, Australia) 2017

Comments

[Gordon_Resume_Oct_2019.pdf](#)

Upload a Resume

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

Please upload a file

Demographics


Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Lauren Gordon, MBA

118 Carostone Ct, Cary, NC 27513
lrkgordon@gmail.com
828-384-7291

Executive Summary

Dedicated, resourceful, and dynamic leader with over **9 years of global experience in managing teams and projects, pricing and operational strategy, and data analysis**. Purposefully curated myriad of work and life experiences to provide innovative, effective solutions and yield successful results in high pressure, deadline-driven environments.

Professional Experience

3M, Senior Associate – Finance & Commercial Operations

Cary, North Carolina • July 2018 – Present

- Lead process improvement efforts using root cause analysis to identify gaps and create procedural roadmaps eliminating inefficiencies and enhancing business performance
- Strengthen strategic business relationships with internal and external partners by maintaining a strong sense of urgency, organization, and tactful prioritization throughout the life of each agreement from forecasting, pricing, contract processing and billing, obtaining signatures to successful implementation
- Analyze customer and competitor data and utilize innovative pricing techniques to provide pricing solutions that portray value and technological competitive advantage

Consulting Contracts & Projects

Melbourne, VIC, Australia • June 2016 – September 2017

GE (General Electric), Management Consultant

- Created actionable recommendations resulting in GE Australia's Renewable Energy Product Development Strategy Director securing a multi-year customer performance contract
- Developed multiple pricing models and created strategic implementation plan for pricing throughout product evolution to capture over 9M in annual value for the client
- Analyzed large data sets to provide product value, competitive analysis, market size, and prioritization matrix to improve market reach and identify new product applications

Monash Institute of Medical Engineering (Research, Medical Engineering), Business Analyst

- Engaged and built rapport with client and relevant contributors to create and manage project scope, requirements, processes, and goals
- Conducted market research and field interviews with key stakeholders and translated findings into tangible deliverables aligning with client objectives
- Performed data analysis to identify product feasibility, target markets, product form, function, pricing, risks, competitive landscape, revenue streams, and path to market for optimal product commercialization

Cultural Infusion (Non-Profit, Education), Strategy and Planning Intern

- Performed internal and external organizational analysis to identify inefficiencies and offer strategic recommendations improving staffing and human resources procedures and results
- Crafted compelling business cases to effectively present complex problems paired with innovative solutions to senior leadership
- Launched and oversaw implementation of proposed changes and provided coaching, support, and guidance to staff at tactical and operational levels

LivingSocial, Business Development Specialist

Salt Lake City, UT • April 2015 – October 2015

- Exceeded sales quotas by identifying needs of clients throughout the western United States and creating innovative promotions to meet customer marketing goals
- Built and maintained lasting B2B relationships by becoming a subject matter expert and implementing expertise to deliver highest quality product to customers
- Increased annual territory sales by 15% and improved sales process by analyzing prior strategies and streamlining actions

GEICO, Insurance Claims Operations & Customer Service Supervisor

Virginia Beach, VA & Ventura, CA • August 2009 - March 2015

- Successfully managed Ventura County's direct repair facility by analyzing and implementing cost reduction and negotiation strategies to improve company-specific facility spending by over 10%
- Completed Lean Six Sigma training to improve technical and analytical skills and meet ever-increasing performance goals
- Motivated team in improving productivity, quality, customer relations to become number one team overall in 2012 (of 40) in GEICO's Virginia Beach customer service department
- Spearheaded management trainee retention group to improve quality of work life and connect new members of the management team across the company with senior management
- Mentored numerous supervisor candidates providing developmental and performance coaching

Education

Monash Business School Melbourne, VIC, Australia

Master of Business Administration (MBA), December 2017 • GPA: 3.7, High Distinction

Virginia Tech Blacksburg, VA, USA

Bachelor of Communication, 2009 • GPA: 3.2

Community Involvement & Significant Achievements

Managing Innovation Award, Monash Business School (2016)

Monash Postgrad Association, Executive Committee (2016-2017)

Monash MBA Student Society, Founder & Executive Committee Member (2016-2017)