

---

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

---

Centennial Authority: Submitted**Please select your first Board preference: \***

---

☒ Centennial Authority**Please select your second Board preference: \***

---

☒ Cary Planning and Zoning Board**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

---

Pamela

First Name

---

Townsend

Last Name

---

114 Lochview Dr

Street Address

---

Suite or Apt

---

Cary

City

---

NC

State

---

27518

Postal Code

**What district do you live in?**

---

None Selected

---

Home: (919) 452-7268

Primary Phone

---

Home: (919) 452-7268

Alternate Phone

---

pbtj2004@gmail.com

Email Address

---

WSP USA

Employer

---

Senior Vice President

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 believe I can provide value to the Centennial Authority through my experience and background managing a \$200 M+ business operations , responsible for overall profitability, success of major infrastructure projects, marketing, business development and human resources.

## Work Experience

A registered professional engineer, and civil/structural engineer by training, I am a Senior Vice President with WSP, a global engineering and consultant firm. I am currently the Southern States District Manager, responsible for all business lines, including facilities, transportation, water, environment and energy.

## Volunteer Experience

I have held many volunteer positions through my career (refer to resume). I am currently a Gubernatorial appointment to the NC Works Commission. I am on the NC Chamber Board, the NCSU Board of Visitors, and the NCSU Engineering Foundation Board, where I chair the Advocacy committee.

## Education

BS Civil Engineering -- NCSU (1984 Valedictorian) MS Civil Engineering -- NCSU 1987

## Comments

I look forward to serving on this important Board , providing thought leadership for the future of this important venue for the RTP and State.

[pamelatownsendwakecountycommissioners62019.docx](#)

Upload a Resume

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

Please upload a file

---

## Demographics



Date of Birth

Gender \*

☒ Female

Ethnicity \*

☒ Caucasian

---

Other

How did you become aware of Wake County volunteer opportunities?

☒ 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](#).



## Pamela Townsend, PE

Ms. Townsend has a proven track record of managing profitable operations, meeting client expectations, and longstanding employee loyalty in the A/E industry. She has over 30 years of diversified leadership experience, including program and project management experience with federal, state, and local governments as well as commercial and industrial clients throughout the South. Her managerial strengths include the four key areas of leadership: Strategy; Fiscal responsibility; Operations/Technology; and Marketing.

### EDUCATION:

MS, Civil Engineering,  
North Carolina State  
University, 1987 (Structures  
major)  
BS, Civil Engineering,  
North Carolina State  
University, 1984  
(Valedictorian, College of  
Engineering)

### REGISTRATIONS:

Professional Engineer,  
North Carolina, South  
Carolina, Alabama,  
Georgia, Mississippi,  
Arkansas  
National Council of  
Examiners for Engineering  
and Surveying (NCEES),

### YEARS OF EXPERIENCE: 33

### RECENT AWARDS:

2016 North Carolina State  
University College of  
Engineering Distinguished  
Alumna  
2017 NCSU Civil  
Engineering Hall of Fame  
inductee

### RECENT AWARDS:

2016 Triangle Business

### RELEVANT EXPERIENCE

**August, 2016 – present WSP USA (formerly WSP | Parsons Brinckerhoff).** Senior Vice President and Southeast Region Business Manager for this international engineering and professional services consulting firm of 36,000 employees. Responsible for strategic business development, client service delivery and financial performance for the Southeast.

**2014 – August 2016 Dewberry Engineers, Inc.** Senior Vice President. Worked with the CEO, COO and Service Line leadership on growth and organizational strategy, for this 2000-person privately held A/E firm. Operational responsibilities for the Raleigh, Charlotte, Atlanta and Danville, VA offices, including transportation, civil and MEPS services.

**2008 – 2014 AECOM, Inc.** Held various senior leadership positions for this publicly traded, 45,000-person A/E firm. Responsible for the overall operations and profitability, strategic direction, business development and human resources for the following organizational units:

#### **Senior Vice President/Southern States and Florida**

**Transportation District Manager** – Geography included North and South Carolina, Georgia, Tennessee, Alabama and Florida. Annual Revenue - \$120M. Geopolitical lead for the Southern States District, responsible for strategy, positioning and company branding.

#### **Senior Vice President/Southern States District General**

**Manager** – District “CEO” responsible for Transportation, Water/Wastewater, Environment, and Facilities Business lines for North and South Carolina, Tennessee, Georgia, Alabama. Annual Revenue-\$120 M.

#### **Vice President/Southern States District Transportation**

**Manager.** Geography included North and South Carolina, Georgia, Tennessee, Alabama and Louisiana. Annual Revenue - \$50 M.

Journal Women in Business STEM Leader  
2014 Professional Engineers of NC Distinguished Engineer Award.  
2009 Triangle Business Journal's Women in Large Business award.  
2009 WTS Triangle Chapter Woman of the Year

#### **AFFILIATIONS:**

North Carolina Chamber, Director 2013- Present  
North Carolina Engineers Political Action Committee, Chair 2014-2018  
President, Professional Engineers of NC Education Foundation 2014-2015  
WTS National Scholarship Board, Past director;  
Scholarship Committee Chair  
Consulting Engineers Council of North Carolina, Past Director  
Past President, Professional Engineers of North Carolina

**1998-2008 Earth Tech (Acquired by AECOM).** Manager for the North Carolina (transportation, water/wastewater, environment business lines) Operations and South Carolina (transportation). Promoted to Vice President in 2000.

**1989-1998 Rust Environment and Infrastructure (Acquired by Earth Tech).** Project and Program Manager for Environmental and transportation projects for federal, state, local and private clients. (1995 promoted to North Carolina operations manager.)

**1986-1989 Wilbur Smith and Associates.** Project Engineer for structural and transportation NEPA projects.

**1984-1986 Kimley Horn and Associates.** Project Engineer for structural projects.

#### **APPOINTMENTS**

Ms. Townsend's commitment to community service and her profession include several appointments:

**2017-Present. NC Works Commission.** Gubernatorial Appt.

**2017-Present. NC State University Board of Visitors**

**2014- 2016. Joint Legislative Blue Ribbon Commission to study the Building and Infrastructure Needs of the State ,** NC House appointment.

**2015- Present. NC State University Engineering Foundation Board. Advocacy Committee Chair.**

**2009-2012. JOBS (Joining our Business and Schools) Commission.** Gubernatorial Appointment.

**2011-2012. NC Governor's Education Transformation Commission.** Gubernatorial Appointment.

**2012-2015. NCSU Civil Engineering Advisory Board.**

**1998-2000. Town of Cary Comprehensive Transportation Plan Advisory Committee**

---

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

---

Centennial Authority: Submitted  
Historic Preservation Commission: Submitted  
Human Services Board: Submitted  
Library Commission: Submitted  
Open Space and Parks Advisory Committee: Submitted  
United Arts Grants Panels: Submitted

**Please select your first Board preference: \***

---

☒ United Arts Grants Panels

**Please select your second Board preference: \***

---

☒ Centennial Authority

**Please select your third Board preference: \***

---

☒ Open Space and Parks Advisory Committee

**Please select your fourth Board preference: \***

---

☒ Library Commission

**Please select your fifth Board preference: \***

---

☒ Historic Preservation Commission

**Please select your sixth Board preference: \***

---

☒ Human Services Board

Christopher

First Name

Pereira

Last Name

Middle Initial

2509 laurelcherry street

Street Address

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (704) 564-4339

Primary Phone

Home: (704) 564-4339

Alternate Phone

crjpereira85@gmail.com

Email Address

Wells Fargo Bank, NA

Employer

VP, Strategic Sourcing  
Consultant

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 in citizen empowerment and involvement, and in giving back. I have a wide array of experiences that I believe will help me to contribute to any number of boards.

## Work Experience

I'm a banker and lawyer, and former college professor.

## Volunteer Experience

Legal Aid of North Carolina (current), Leukemia and Lymphoma Society (former), Habitat for Humanity (former)

## Education

BA Political Science, Appalachian State University BSBA Marketing, Appalachian State University JD, Wake Forest University School of Law

## Comments

---

[resume\\_2021.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

[REDACTED]

Date of Birth

Gender \*

☒ Male

Ethnicity \*

☒ Asian

---

Other

How did you become aware of Wake County volunteer opportunities?

☒ County Website

If you selected "Other" above, how?

---

Please upload a file

---

## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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



# CHRISTOPHER R. PEREIRA

2509 Laurelcherry Street • Raleigh, NC 27612 • 704.564.4339 • crjpereira85@gmail.com

## EXPERIENCE

### Strategic Sourcing Consultant, WELLS FARGO BANK, N.A., Charlotte, NC

May 2015 – present

#### Strategic Sourcing Consultant II

November 2016 - present

- Serves as primary contract negotiator for all Wells Fargo Digital Platform commercial transactions, and in that role specializes in drafting, reviewing and negotiating all types of technology contracts, including licensing agreements (software, hardware, appliance (software preloaded on hardware)), transaction documents (software/hosted technology schedules, maintenance services agreements, implementation services statements of work), software as a service (SaaS), platform as a service (PaaS) (public, private and hybrid), infrastructure as a service (IaaS), hosted technology deals (including cloud computing, application services and application programming interfaces (APIs)), subscription agreements, software development kits (SDKs), evaluations, proofs of concept (POCs), statements of work (for consulting and general professional services), data protection agreements, end user licensing agreements (EULAs) and end user software agreements (EUSAs)
- Supports the Consumer Small Business Banking (CSBB, formerly Community Bank), Strategy, Digital & Innovation (SDI, formerly Payments, Virtual Solutions & Innovation (PVSII)) and Wells Fargo Technology (WFT) lines of business (LOBs), as well as various other enterprise-wide groups that need to engage in digital channels
- Frequently negotiates complex legal matters, including terms and concepts around licensing, payments (PCI DSS), e-commerce (eSign, eVerify), artificial intelligence (AI), bots and machine learning, privacy and data protection (GDPR, CCPA, personally identifiable information (PII)), APIs, cloud services, social media, information security, code reviews, source code escrow, license metrics, license swaps, confidentiality (including confidential supervisory information (CSI)), warranties, limitation of liability, indemnification, intellectual property and work product ownership, free and open source software (FOSS) and service level agreements (SLAs)
- Extensive experience leading negotiations around customer experience (CX), digital marketing (including serving as enterprise sourcing subject matter expert (SME) for social media management vendors/platforms), fraud prevention and protection (including experience with general and country code top level domain monitoring, phishing and vishing, and serving as enterprise sourcing SME for enterprise anti-fraud suite of products), and electronic signatures and verifications (including serving as enterprise sourcing SME for e-signature, a role that included running the request for proposal (RFP) for an enterprise wide e-signature solution that delivered over \$15MM in cost avoidance for Wells Fargo, serving as lead contract negotiator with the industry leader in e-signature, and currently managing the contract relationship with the enterprise's e-signature vendor, a role that has become particularly critical during the COVID pandemic as multiple LOBs have come to rely on e-verification products such as remote online notarization and mobile identity verification)
- Serves as the project manager for dozens of simultaneous sourcing efforts, collaborating with multiple LOBs in order to negotiate with vendors for both pricing and terms, obtain approval from various internal regulatory stakeholders within the enterprise (including operational risk, Supplier Management, Third Party Organization, the professional services clearinghouse, Third Party Hosted Services, Technology Standards Center, Technology Assets Operations, WFT, Information Security, Enterprise Architecture and the Software License Compliance Team), and present to executive leadership across various LOBs to obtain approval and achieve full execution of finished deals
- Serves as the enterprise sourcing SME on several large (over \$5MM annual spend) strategic vendor relationships, and as such has provided executive level briefings and white papers to WF's CEO and SEVP over WFT
- Frequently negotiates multimillion dollar deals with leading national and international technology and software vendors
- Responsible for over \$35MM in savings and cost avoidance for the enterprise since late 2016
- Conducts reviews of strategic vendor relationships and collaborates with LOBs to recognize and identify future savings and cost avoidance opportunities
- Frequently conducts sourcing events to seek further enterprise savings, both by leveraging the enterprise's relationship and position with vendors and by consolidating needs from multiple LOBs to realize volume discounts when possible
- Possesses a high level of experience and comfort conducting RFPs, Requests for Information (RFIs), Requests for Quotation (RFQs) and Reverse Auctions
- Possesses and exhibits a high level of familiarity with fintech companies, concepts, products and trends
- Reviews existing contracts with an eye towards reducing risk, process improvement, template improvement, facilitating decision making between multiple stakeholders, and ensuring compliance with contract terms, Wells Fargo aims and initiatives and governmental regulation
- Frequently works with Wells Fargo Accelerator program (Wells Fargo's startup incubator), including contracting with startups that have participated in the program, and have built familiarity with venture capital with respect to technology startups generally and with the technology startup accelerator/incubator model and process specifically

- Led Wells Fargo Strategic Sourcing in received Shared Success awards in 2020 (WF's peer recognition program)

**Strategic Sourcing Consultant I**

May 2015 – November 2016

- Worked within Supply Chain Management group of the Finance organization of Wells Fargo, supporting enterprise-wide sourcing efforts
- Managed sourcing relationships by drafting and negotiating contracts between bank LOBs and vendors
- Guided various agreements from inception to execution, including master service agreements, category attachments, country attachments, schedules, statements of work, amendments, change orders, escrow agreements, partnership deals, marketing agreements, non-disclosure agreements, software licensing agreements and terminations
- Extensive experience negotiating professional services engagements, particularly with large consulting firms, developing expertise in setting and developing rate cards, resource levels, SLAs, project plans and implementation timelines
- Developed strong familiarity with mergers, acquisitions and divestitures, and supported both integration and separation of large and small business units
- Extensive project management and process improvement experience from helping to develop pilot program for revamping the enterprise customer complaint system, which included designing and implementing best practices for managing outward facing vendors to ensure compliance with federal regulations
- Worked frequently with Credit Card, Virtual Channels, Technology, Consumer Lending, Community Bank, Market Data, Marketing, Wholesale, Wealth and Investment Management and Event/Sponsorship lines of business

**Attorney & Principal, LAW OFFICE OF CHRISTOPHER R. PEREIRA, Charlotte, NC**

April 2012 - Present  
(pro bono May 2015 - Present)

- Practice focused on contract law, small business startup and incorporation, copyright and trademarks, regulatory compliance, media law, privacy law, data protection, e-commerce, nonprofit startup and incorporation
- Provided consulting for litigation matters
- Advised clients in numerous niche spaces, including payments, fintech, venture capital funding, breweries, neighborhood development corporations, and 501c3 organization

**Adjunct Professor, QUEENS UNIVERSITY, Charlotte, NC**

Fall 2013 – Fall 2017

- Instructor of *Media Law and Ethics* and *Mass Communication Theory* courses to upper-level undergraduates
- Research interests include internet privacy, the evolution of first amendment rights in the digital age, copyrights and the free use of IP, and the general effect of the proliferation of digital literacy on society

**Litigation Attorney, TOWER LEGAL SOLUTIONS, Charlotte, NC**

May 2013 – May 2015

- Senior review attorney and frequent team lead, provided guidance, instruction and reviewed the work of other attorneys
- Supervisory role
- SME for litigation regarding collateralized debt obligations (CDOs) for major financial institution clients and sourcing patterns in anti-trust litigation
- Lead Spanish language review, interpreting Spanish language documents and Portuguese language documents, including master services agreements, transaction documents and licensing agreements
- Audited bank files to examine compliance with federal regulatory statutes including the Bank Secrecy Act, Dodd-Frank, the Exchange Act, and Sarbanes-Oxley, as well as with various regulations from the Office of the Comptroller of the Currency (OCC), Committee on Foreign Investment in the United States (CFIUS), Federal Reserve Board, Federal Deposit Insurance Corporation (FDIC), Financial Industry Regulatory Authority (FINRA), the Securities and Exchange Commission (SEC) and various state banking regulators
- Reviewed and advised on bank compliance with federal regulations in the financial services industry, including suspicious activity reports (SARs), matters requiring attention (MRAs), matters requiring immediate attention (MIRAs) and matters requiring board attention (MRBAs)
- Audited pharmaceutical and medical device company files to examine compliance with state and federal regulatory statutes surrounding consumer protection, fraud and antitrust matters

**Contract Review Attorney, CAROLINA LEGAL STAFFING, Charlotte, NC**

July 2012 – May 2013

- Frequently lead teams of reviewers as part of larger reviews, and in that role gave instruction and guidance to team members, reviewed work output and made sure team production goals and deadlines were met
- Supervisory role
- SME regarding compliance with state utility regulations and applicable law for litigation over merger that created the largest electric-power holding company in the country
- Assisted in defense in patent infringement case between two of the world's leading tablet manufacturers
- Reviewed and advised on bank compliance with state and federal regulations in the financial services industry, including SARs, MRAs, MIRAs, and MRBAs
- Reviewed and advised on utilities' compliance with multiple state utility regulations, including reviewing site plans, maintenance records and high-level correspondence with respect to several aspects of the energy

industry, including physical generator plant construction and maintenance and consumption and contracting for renewable energy

- Contract Counsel, CARDINAL INNOVATIONS HEALTHCARE SOLUTIONS, Kannapolis, NC** May 2012 – July 2012
- Advised on suitability and qualification of medical providers in newly opening catchment areas
  - Audited medical professionals to verify certifications and background checks met state standards for Medicaid contracts
  - Guided contracts from drafting to execution, tracking certification steps and collaborating with the finance department through the use of Sharepoint and Excel
  - Performed under pressure to meet deadlines set by the state government for providing behavioral health Medicaid coverage
  - Ensured compliance with state regulatory guidelines in regards to sourcing practices and Medicaid funding for Cardinal as well as for medical professional partners
- Contract Counsel, DISCOVERY READY, Charlotte, NC** August 2011 – May 2012
- Audited and analyzed risk from collected records of client financial institutions
  - Examined and advised on the compliance of clients with federal and state regulatory requirements
  - Performed electronic discovery work on a number of leading software platforms, including extensive metadata analysis
  - For client's large antitrust cases, critically evaluated contracts and records to look for patterns in sourcing strategy and evidence of horizontal conspiracy in numerous fields, including medical device supply, energy consumption/grid supply and consumer electronics
  - SME on confidentiality, privilege and data protection
- Contract Counsel, MCGUIREWOODS LLP, Charlotte, NC** February 2011 – August 2011
- Prepared defensive litigation strategy for client financial institutions in the areas of consumer lending, CDO liability and employment discrimination
  - Analyzed risk exposures for a major financial institution by reviewing contracts for their Supply Chain division, including master service agreements and statements of work for software support, various integrated logistics contracts and office supply contracts, including a number of contracts with software and management consulting firms concerning services and products used by the institution
  - Investigated and examined several major financial institutions' practices concerning residential mortgage backed securities and other CDOs and analyzed risk exposure and liability
  - Determined legal responsiveness through attention to detail and conducted first-pass review, second-pass review and quality control review
  - SME on confidentiality, privilege and data protection
- Associate, JAMES B. WILSON, JR. AND ASSOCIATES, Winston-Salem, NC** September 2009 – April 2010
- Screened, deposed, advised and interacted with clients in a bilingual general practice law office
  - Mediated and negotiated with adverse parties
  - Drafted various contracts, motions and pleadings and prepared cases for litigation
  - Analyzed and coordinated cases on criminal defense, civil asset forfeiture, residential and commercial real estate, small business incorporation and landlord-tenant issues
- Law Clerk, COOK COUNTY STATE'S ATTORNEY'S OFFICE, Chicago, IL** May 2009 – January 2010
- Investigated, evaluated and advised on compliance with federal and state regulatory guidelines on campaign finance, fraud and anti-money laundering statutes for prosecution through the Special Prosecutions Bureau, Government and Financial Crimes Division
  - Participated in long-term criminal prosecution of organized auto theft ring operating under the cover of a towing and salvage company and in bait car sting operations in conjunction with the Chicago Police Department through the Special Prosecutions Bureau, Auto Theft Division
  - Represented the county during witness preparation, pleas, motions, bench trials and sentencing hearings under Section 711 license in the Criminal Prosecutions Bureau, Felony Trials Division
  - Conducted extensive legal research on federal circuit court precedent regarding entrapment, illegal search and seizures and the components of lawful police stops
  - Participated in the prosecution of defendants accused of violent felony offenses

#### EDUCATION

---

##### **WAKE FOREST UNIVERSITY SCHOOL OF LAW, Winston-Salem, NC**

Juris Doctor

- **Honors: Wake Forest Law Faculty Scholar**
- **1L & 2L Representative**, Wake Forest Student Bar Association
- Studied Comparative Constitutional and Family Law under Supreme Court Justice Ruth Bader Ginsburg during Wake Forest study abroad at Ca' Foscari University, Venice, Italy

**APPALACHIAN STATE UNIVERSITY, Boone, NC**

Bachelor of Science Business Administration in Marketing

Bachelor of Arts in Political Science

- **Honors: Holland Fellowship, Dean's List, Borrelli Family Leadership Award with Distinction**
- **Student Body Vice President**
- **President**, Student Senate
- **President**, Delta Chi social fraternity, Appalachian State Chapter

FUDAN UNIVERSITY, Shanghai, China

International Business

- Participated in accelerated business and industrial immersion program in Beijing, Shanghai, Chengdu and Hong Kong
- Worked in a collaborative setting with Chinese students to research and prepare a detailed study on the Chinese automobile industry
- Took instructions in Mandarin Chinese, traditional Chinese etiquette and Chinese business etiquette

#### SKILLS, CERTIFICATIONS, DISTINCTIONS AND INTERESTS

---

**Member**, North Carolina Bar (**Active**; Bar #: 43988), Wake County Bar, American Bar Association

Proficient in Spanish (written and oral)

Proficient with Microsoft Office suite (Word, Excel, Outlook, Powerpoint), SAP Ariba, IBM Emptoris, Beeline, Oracle Business Intelligence, Tableau, Sharepoint, Relativity, Concordance, Catalyst, Cricket, Kroll

**Volunteer**, North Carolina Legal Aid

Familiar with HTML and SQL

2+ years of management experience in previous jobs (supervisory roles w/ hiring/firing capacity and budget responsibility), can provide upon request

**Eagle Scout**, Boy Scouts of America

---

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

---

Capital Area Workforce Development Board: Submitted  
Centennial Authority: Submitted  
Durham and Wake Counties Research and Production Service District Advisory Committee: Submitted  
Greater Raleigh Convention and Visitors Bureau: Submitted  
Human Services Board: Submitted  
Library Commission: Submitted  
Planning Board: Submitted  
GoTriangle Board of Trustees: Submitted  
Wake Technical Community College Board of Trustees: Submitted

**Please select your first Board preference: \***

---

☒ Capital Area Workforce Development Board

**Please select your second Board preference: \***

---

☒ Human Services Board

**Please select your third Board preference: \***

---

☒ Library Commission

**Please select your fourth Board preference: \***

---

☒ Keep America Beautiful Advisory Board

**Please select your fifth Board preference: \***

---

☒ Commission for Women

**Please select your sixth Board preference: \***

---

☒ GoTriangle Board of Trustees

Donna

First Name

Ford

Last Name

Middle Initial

2315 Brasstown Ln

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (301) 752-3377

Primary Phone

Mobile: (301) 752-3377

Alternate Phone

lildonna68@hotmail.com

Email Address

State of NC

Employer

IT Business 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:**

☒ Apex

---

## Interests & Experiences

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

It is an excellent way to positively affect community change.

## Work Experience

Customer Service Rep Network Engineer Tax Auditor IT Business Analyst

## Volunteer Experience

I have volunteered at church as a teacher. I have volunteered at nursing homes. I have also volunteered at outreach programs feeding the homeless.

## Education

Associate Degree - Electronic Engineering Technology Bachelor Degree - Accounting Masters Degree - Business Administration (MBA) Master's Certificates - Project Management and Commercial and Government Contracting

## Comments

[dfresume-updated.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

---

**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](#).

# DONNA FORD

(H) (301) 752-3377 | msdonna68@gmail.com | 2315 Brasstown Lane Apex NC 27502

## SKILLS & ABILITIES

- Project Management
- Peer mentoring and training
- Reports generation and analysis
- Hardware and software configurations
- Time management Skills
- Written and oral communication
- Engineering documentation
- Vendor-specific technologies
- Strong analytical skills
- Data synchronization
- Telephony
- UAT Testing

## EXPERIENCE

### **IT Business Analyst**, NC Department of Revenue, November 2020-Present

Raleigh, NC

- Uses professional concepts in accordance with company objectives to solve complex problems in creative and effective ways
- Demonstrates expertise in functional area business processes and understands assigned and cross functional areas
- Plans, coordinates and conducts the analysis of client business processes and functional requirements and the preparation of appropriate documentation to communicate and validate the information
- Acts as a liaison between business clients and technical staff and/or with development staff throughout the development life cycle
- Provides on-going project management and status reporting at all levels
- Analyzes business requirements, system capabilities, and the end-to-end operating model to integrate and release new technology products, features, services and applications into current end user service, process, and support models
- Performs functional testing of installed products or systems for requirements traceability
- Participates in development and UAT phases of all new reports and report enhancements
- Maintains a formal system of evaluating all telephony resources for licenses and capacity reports

### **Tax Revenue Auditor**, NC Department of Revenue, November 2019-November 2020

Raleigh, NC

- Applied the internal Revenue Code and North Carolina Revenue Laws across multiple NC tax schedules



- Applied auditing and accounting principles and practices in the review of a taxpayer's books, records and returns
- Communicated comprehensive information on matters of a complex nature in a concise manner
- Investigated tax compliance issues of a substantial variety and complexity
- Communicated and resolved technical and controversial tax matters with professional judgement utilizing tax research skills as needed
- Maintained effective working relationships with taxpayers, CPA's, Attorneys, and employees
- Extensive knowledge of Microsoft Office Applications
- Tested tax software, worked with project managers to ensure testing protocols were properly implements and adhered to rigorous testing schedule

**Administrative Specialist I**, NC Department of Revenue, July 2019-November 2019  
Raleigh, NC

- Timely posted and corrected taxpayer submissions that were flagged by the system
- Evaluated suspended items to enable posting by the Department of Revenue systems
- Used the Error Correction application to aid in correcting suspended items
- Worked with other divisions as needed to ensure taxpayer items were posted according to administered guidelines
- Used a clerical degree of tax knowledge for a variety of tax schedules

**Network Engineer III**, Verizon Business, May 2018-December 2018  
Cary, NC

- Provided Tier II technical support to the Global Transport Network Operations Center for the Verizon Wireline/Verizon Wireless/XO networks by managing customer devices, providing root cause solutions, and resolving configuration issues
- Understood, reviews, and creates action plans for planned and unplanned network issues
- Performs root cause analysis, complex implementations, and network configurations
- Responsible for identifying, troubleshooting, and successfully resolving all transport network incidents concerning the SONET OMS Platform, Cisco 15454, Fujitsu FW9500, Ciena 6500
- Created and successfully executes system maintenance requests for various network augmentations such as node additions, fiber splicing, card replacements, software upgrades, light level testing and ring balancing

**Senior Technician**, Verizon Communications, July 2014-May 2018  
Cary, NC

- Performed software upgrades to Verizon Network Elements: Alcatel-Lucent (DMX, WaveStar, Lambda Unite, FT-2000), Fujitsu (FW9500, FW4500, FW4100, FLM2400), Cisco 15454, Adtran (Opti6100, TA3000), Coriant 7100

- Monitored alarms, created repair tickets for the field and central offices, troubleshot and repaired maintenance issues
- Trained new technicians/occasional management relief
- Projects: Upgraded Lucent FT2000 for the Verizon Business network – 100% completion  
Reset transponders on the Coriant 7100 network elements – 100% completion  
Upgraded the CPU/DCC hardware cards and software versions for the Fujitsu Flashwave 4500  
Upgraded the Adtran TA5000 for Verizon Telecom HSI group – 100% completion  
Project managed DACS IV project – Created maintenance tickets/Created and maintained Excel Spreadsheets to track inventory and project progress of hard drive replacements/Initiated weekly progress conference calls/Advised upper management of progress
- Systems used: Network Monitoring Analysis (NMA), Repair, NetSmart 1500 and 500, Cisco CTC, Oracle, Adtran OptiApps, Tirks, Junos Pulse, Microsoft Office

**Central Office Technician**, Verizon Communications, January 2009-June 2014

Ashburn, VA

- Performed proactive software upgrades on network elements to ensure quality customer service: Alcatel-Lucent DMX, Lambda Unite Ft-2000, Fujitsu Flashwave 4100, 4500, 9500, Wavestar 2.5, Metro Eon, and Tellabs 7100.
- Troubleshot network elements to restore communications when failed.
- Trained technicians on procedures for the proactive team.
- Project Managed Alcatel Lucent Controller Card Replacements - Created maintenance tickets for field dispatch/Created and maintained Excel spreadsheet for inventory tracking/Created shipping labels for the shipment of the controller cards/Escalated with dispatch and field management when necessary/Updated upper management on project progress
- Systems Used: Wfa-C, V-repair, Tirks, SharePoint, Netsmart 500 and 1500.

**Long Distance Technician**, Verizon Global Networks, July 2003-January 2009

Arlington, VA

- Provisioned long distance data circuits - (Frame Relay, ATM, Private Line) 10M Ethernet, OC48, OC12, OC3, DS1, DS3, Network-Network Interface Trunks (NNI), User-Network Interface Trunks (UNI), Permanent Virtual Circuits (PVC).
- Occasional management relief and Peer-Peer Training
- Projects: Verizon Wireless – Pretested circuits/Verified cross-connects/Worked with vendors to complete head to head tested/Adhered to provisioning schedule/Initiated weekly conference calls with design engineers, field technicians, Vendors, service managers, and management personnel
- Systems used: Naviscore Optical GUI (INC), XNG, Actiview Order Manager, Hekimian React 2001, Naviscore, Remedy, Netsmart.

**Central Office Technician**, Verizon Advance Data, Inc., May 2000-July 2003

Washington, DC

- Performed routine monitoring and troubleshooting of circuits on the Lucent CBX 9000, CBX 500, Siemens Tandem, and Newbridge switches.
- Tested, analyzed, and provided fault resolution for troubles within data circuits via Hekimian React.
- Tracked, analyzed and reviewed system alarms and created trouble reports for Frame Relay, TLS, SMDS, and ATM circuits.
- Occasional management relief Systems Used: Foreview, BNS, Openview, Wfa-C, DNMS, Hekimian React, Ncon, Newbridge/Alcatel, Naviscore, Tirks, Vrepair.

**Customer Service Administrator**, Bell Atlantic - Maryland, September 1998 -May 2000  
Silver Spring, MD

- Created maintenance tickets, updated customers with testing results, tested Plain Old Telephone Service (POTS), Centrex, and ISDN lines
- Made corrections to database systems
- Accessed on-line systems: LFACS, SOACS, EXACT, LMOS, SWITCH, WFA-C, WFA-DO

**Consultant, Bell Atlantic**, March 1992-September 1998

Washington, DC

- Handled requests for new residential telephone service, upgrades and disconnections
- Discussed, investigated, and resolved billing issues
- Exceeded annual sales requirements by 105%
- Participated in the Winners Circle - 1994, 1995,1996

**EDUCATION AND TRAINING**

Masters of Business Administration - MBA

Business Administration, University of Phoenix Arlington, VA 2013

Bachelor of Science

Accounting

Strayer University, Suitland MD 2003

Graduated Cum Laude

- Masters Certificate, Project Management IT
- Masters Certificate, Government and Commercial Contracting

Villanova University Online, 2003

Associate

Electronic Engineering Technology TESST College, Laurel MD 1989

Verizon Certificates

- Optical Transport Networks, 2015
- Reconfigurable Optical Add-Drop Multiplexer (ROADM), 2015
- DMX Access Multiplexer Turn-up and Provisioning, 2011

- DWDM Essentials, 2011
- Tellabs 7100 ROADM Turn-up and Testing, 2010
- Network Synchronization, 2010
- Lambda Unite Multiservice Switch, 2010
- Business Imperatives – Driving Growth and Business Performance Program
- Interconnecting Cisco Network Devices, 2006
- Introduction to Cisco Network Technologies, 2006