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

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Adult Care Home Community Advisory Committee: Submitted  
Alliance Health : Submitted  
Board of Adjustment: Submitted  
Planning Board: Submitted  
GoTriangle Transit Citizen Advisory Committee: Submitted

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

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☒ GoTriangle Citizen Advisory Committee

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

---

☒ Alliance Behavioral Healthcare

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

---

☒ Adult Care Home Community Advisory Committee

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

---

☒ Planning Board

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

---

☒ Board of Adjustment

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

---

☒ None Selected

Andrew

First Name

D

Middle Initial

Puckett

Last Name

2822 CROYDON ST

Street Address

Suite or Apt

RALEIGH

City

NC

State

27610

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (703) 946-5191

Primary Phone

Home: (703) 946-5191

Alternate Phone

andrew.puckett13@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?**

I would like to get involve to influence and assist my county in becoming a more desirable place to live and work

## Work Experience

I attached my professional resume. In summary I started my career as an analyst and now transitioning to be a Scrum Master

## Volunteer Experience

I volunteered for Raleigh City Farm and Raleigh's LGBT Center

## Education

I graduated from Virginia Tech in 2013 with a BS in Information Technologies I'm a certified Agility Health Facilitator as well as a Professional Scrum Master - 1

## Comments

I'm looking to get my feet wet getting involved in the county; looking for an adjutant or supporting position to start.

[Andrew Puckett Resume 2020.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

[REDACTED]

Date of Birth

Gender \*

☒ Male

Ethnicity \*

☒ Asian

☒ Caucasian

---

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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## 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](#).

<https://www.linkedin.com/pub/andrew-puckett/47/3/38a>

## **Skills:**

- Agile Methodology, kanban, MS Office (Excel, Word, PowerPoint, Visio), DCL and Content Publishing, SQL, DB2, RUMBA, Oracle Advance Benefits, Soap, REST, HttpWatch, Fiddler, SAML 2, OIDC, PingFederate Admin, Salesforce, Saleslink, Microsoft Dynamics, Splunk, Loggly, Jira, Confluence, Catalyst

## **Experience:**

### **Fidelity TalentSource - Scrum Master 11/19 - Current**

- Spearheading culture of Agile within Workplace Solutions
- Encouraging best practices of Agile like vertically spliced stories & self-organizing teams
- Facilitating Agile practices like sprint planning, story refinement, retrospection
- Dual role with Systems Analyst responsibilities below

### **Fidelity TalentSource - Systems Analyst - 4/18 - 11/19**

- Reviewed user experience to identify gaps and determine development need
- Onboarded internal applications to RBAC (Role Based Access Controls) java based solution
- Assisted with SOAP & Restful service validation using Soap UI or Swaggers
- Maintain Work intake board to track consumer requests
- Updated Service Now to ensure application ecosystem awareness for Senior Management

### **Zift Solutions - Business Analyst - 9/16 - 4/18**

- Lead implementation for MDF ( marketing development funds ) solution with mid and strategic market clients and their vendors.
  - reviewed gaps between current solution and development need
  - created user stories and identified priority with Agile development team using Jira
  - facilitated meetings series between vendor and clients' multiple marketing related functional teams
- Troubleshooted large equipment manufacturer integrations between client's CRM, our product's CMM, and dealer's CRM solutions
  - troubleshooted multiple groups within client having different use cases with product
  - Worked multiple timezones to accommodate US domestic and International resources
- Worked with Sales to write SoW's and advise on product fit

### **Fidelity Investments - Systems Analyst - 7/13 - 9/16**

- Interacted with vendors and (mid to strategic) clients.
  - Requirements gathering on new SSO product offerings.
  - SSO spec walkthrough; covering inbound and outbound scenarios.
  - Troubleshooting of SSO connection setup using Splunk
- Formulated web-based regression test suite for full ecosystem coverage.
  - Authentication, BU authorization components, and data mining.
- Facilitated outbound migration of vendors to new PingFederate platform.
- Earned WI Green Mile in 2015 from Annual Enrollment Program Manager

## **Certification:**

- Professional Scrum Master I - <https://www.scrum.org/certificates/498398>

## **Education:**

- 2013 Virginia Tech - Business Information Technology

## **Community Service:**

- Development Committee LGBT Center of Raleigh
- Aspire Administrations Lead : Black and Latino Employee Resource Group

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

---

Adult Care Home Community Advisory Committee: Submitted**Please select your first Board preference: \***

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☒ Adult Care Home Community Advisory Committee**Please select your second Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your third Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your fourth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your fifth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your sixth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee

---

Linda

First Name

---

S

Middle Initial

---

Gaviria

Last Name

---

219 TRIMBLE AVE

Street Address

---

Suite or Apt

---

Cary

City

---

NC

State

---

27511

Postal Code

**What district do you live in?**

---

None Selected

---

Mobile: (919) 467-5527

Primary Phone

---

Home: (919) 467-5527

Alternate Phone

---

lindasgav@gmail.com

Email Address

---

Inter-Faith Food Shuttle

Employer

---

Accounting Coordinator

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?

Have done volunteer work helping seniors. My mother was a resident of Glenaire Skilled Nursing in Cary, and there were many nursing residents who did not have family or others advocating for them. My mother passed away recently and I would now like to help other seniors who lack family or other support.

## Work Experience

see attached resume

## Volunteer Experience

Center for Volunteer Caregiving 2002-2018. Helped seniors and adults with disabilities with transportation to medical appointments, shopping, house cleaning, visiting, and also conducted potential care receiver assessments.

## Education

see attached resume

## Comments

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[GaviriaL\\_Resume\\_2020.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?**

☒ Other

**If you selected "Other" above, how?**

a friend

---

Please upload a file

---

## **ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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**LINDA GAVIRIA**  
**Office Administration || Accounting || Executive and Team Support**  
Cary, NC 27511 • (919) 210-3869 • lindasgav@gmail.com • linkedin.com/in/lindasgav

**Cross-functional Administrative Professional leveraging expertise in office coordination, accounting and organization to provide seamless integration of services to the executive or team maximizing efficiency and improving processes.**

**PROFESSIONAL EXPERIENCE**

**Accounting Coordinator**, Inter-Faith Food Shuttle, Raleigh, NC 8/2017 – present

- Accounts Payable: accurate purchase authorization data entry in QuickBooks; process weekly check runs; initiate online account payments; monthly credit card reconciliations.
- Accounts Receivable: generate invoices and post payments; process credit card payments and online donations in Authorize.net; customer collections.
- Banking: process remote deposits (accounts receivable and donations)
- DonorPerfect Donor Database: enter all gifts; produce weekly donation reports; execute month-end reconciliation with QuickBooks.
- Generate and distribute departmental monthly P&Ls

**Executive Assistant**, SDI Communications, LLC, Cary, NC 9/2015 - 2/2017

- Controlled Outlook calendars for Partners to optimize focus and productivity and maximize effective use of time; ensured calendars were managed to allocate time to critical areas.
- Managed consulting engagement projects in a fast-paced environment requiring meticulous attention to detail and coordination with clients resulting in seamless program delivery and high-level client satisfaction.
- Tracked and monitored project deliverables to assure on-time completion.
- Organized travel arrangements to achieve a hassle-free experience at optimal cost benefit.
- Proactively identified consultant needs to ensure smooth operations.
- Updated internal databases with accuracy and completeness to maintain quality control.
- Prepared expense reports within required post-program time frames to ensure timely client invoicing.

**Administrative/Financial Coordinator**, The Center for Volunteer Caregiving, Cary, NC 6/2013 – 9/2015

- Provided compassionate customer service in responding to client and volunteer phone calls and email inquiries creating positive public relations and encouraging new volunteer engagement.
- Increased office organization by developing more efficient volunteer orientation and onboarding system.
- Executed consistently accurate and timely bookkeeping management: accounts payable and receivable; state and federal grant reporting and invoicing; donor database management and gift acknowledgements; preliminary and year-end audit preparation.
- Prepared yearly Charitable Solicitation License renewal paperwork to ensure on-time submission.

**Operations Department Support Assistant**, Qualcomm, Inc., Raleigh, NC 6/2012-5/2013

- Assisted with organizing and implementing events for 450+ staff requiring interdepartmental collaboration: lectures and video presentations; blood drive; staff volunteer projects; community guest presentations, offsite company events.
- Coordinated daily lunch meeting catering (2-12 daily meetings for 4-100 staff); established productive and cost effective relationships with vendors.
- Recorded and distributed weekly department meeting meetings to help guide team project communication strategy; distributed to team and VPs in timely manner.



# **LINDA GAVIRIA**

**Program Coordinator**, Learning Technologies, Inc., Raleigh, NC 3/2011-1/2013

- Coordinated logistics for corporate leadership training and team building programs for 10-1,000 participants creating a smooth process flow.
- Supported Sales Team by executing program sales and staff contracts, planning travel, and coordinating materials; effectively conveyed information to avoid potential problems and delays.
- Edited and proofread training materials for accuracy; ensured timely ordering and delivery to program sites.
- Reviewed and processed post-program executive reports, client evaluations, and expenses.
- Managed accounts payable and receivable, client invoicing, bank and credit card reconciliations, and payroll.

**Office Assistant**, Triangle Psychological Services, PLLC, Cary, NC 6/2009-12/2010

- Managed confidential phone calls, website and email inquiries for practice of 5 therapists with sensitivity to client needs and determined appropriate clinician for services sought.
- Collected new client case information and coordinated appointment schedule in Google Calendar with therapist time constraints and scheduling preferences in mind.

**Office Manager**, Baron Custom Homes, Cary, NC 5/2003-11/2008

- Proactively interacted with Job Superintendent, contractors, vendors, service companies, and local governments during each aspect of building process regarding scheduling, billing, permitting, warranty items and problem solving.
- Answered incoming calls from prospective and current customers with professionalism and tact resulting in positive customer experience.
- Managed construction administration documentation and issued general office correspondence and customer sales closing packages competently and accurately.
- Bookkeeping: managed accounts payable and receivable, payroll, bank and credit card reconciliation, monthly and quarterly tax filing with attention to detail and within deadlines.

## **CORE COMPETENCIES**

Ability to multi-task, strong verbal and written communication skills, customer service expertise, excellent interpersonal skills, effective follow up, high accuracy and attention to detail, flexibility, quick learner, proactive, problem-solving, self-starter, time management, trustworthy, well organized.

## **EDUCATION & CERTIFICATIONS**

**Bachelor of Science, Business Administration**, Mount Olive College, Mount Olive, NC

**Notary Public**

## **TECHNICAL SKILLS**

Adobe Acrobat Pro  
DonorPerfect Online Donor Database  
GiftWorks Donor Management  
Google Drive  
Mac and Windows OS  
Microsoft Office Suite 2019  
Office 365  
QuickBooks Pro 2019  
QuickBooks Online  
SharePoint  
Zoom Web Conferencing

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

---

Adult Care Home Community Advisory Committee: Submitted

Alliance Health : Submitted

Nursing Home Community Advisory Committee: Submitted

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

---

☒ Nursing Home Community Advisory Committee**Please select your second Board preference: \***

---

☒ Alliance Behavioral Healthcare**Please select your third Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your fourth Board preference: \***

---

☒ Commission for Women**Please select your fifth Board preference: \***

---

☒ Historic Preservation Commission**Please select your sixth Board preference: \***

---

☒ Housing Authority

Alexandra

First Name

Kozak

Middle Initial

Last Name

1032 Downing Way Ct.

Street Address

Suite or Apt

Raleigh

City

NC

State

27614

Postal Code

**What district do you live in?**

---

None Selected

Mobile: (919) 812-2358

Primary Phone

Home: (919) 845-1265

Alternate Phone

arkozak@icloud.com

Email Address

Employer

Job Title

---

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

☒ Yes ☐ No

---

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

☒ Raleigh

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## Interests & Experiences

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

I am interested in serving on a Board or Commission in order to give back to my community. I have grown up in Wake County and I am ready to get involved and give back to the County that gave me so much.

---

## Work Experience

I am a local Funeral Director here in Raleigh. I work with many people throughout different counties in the area. I have to be very empathetic, personable, and able to listen. These are all qualities that I think, a Board or Commission will find valuable.

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## Volunteer Experience

I have volunteered throughout my life. In High School, I volunteered with Habitat for Humanity. In my adult life, I have volunteered with animals. I am currently a volunteer with Saving Grace in Wake Forest, NC.

---

## Education

I am a graduate of Fayetteville Technical Community College's Mortuary Science program.

---

## Comments

[updatedAlexandraKozakFuneralDirectorResume\\_\\_3\\_.PDF](#)

Upload a Resume

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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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# Alexandra Kozak

## Funeral Director

**Address** Raleigh, NC, 27614

**Phone** (919)-812-2358

**E-mail** arkozak@icloud.com

Devoted Funeral Director with extensive experience in industry and talent for consoling bereaved families. Patiently counsels families, as well as clients exploring pre-need future funeral options.



### Skills

Licensed Funeral Director in North Carolina

Empathy

Interpersonal skills

Organization

OSHA compliance understanding

Sales management

Great Communication Skills

FTC compliance understanding



### Work History

#### Feb 2018 - **Funeral Director**

##### Current

*Brown-Wynne, Mitchell, & Apex Funeral Homes, Raleigh, NC*

- Perform a variety of tasks during funerals to ensure services run smoothly and as planned.
- Obtain and complete death certificates and other paperwork.
- Organize and submit obituaries.
- Liaise between hospitals, physicians, county coroner, and members of clergy to coordinate final arrangements.
- Arrange funeral/memorial services for grieving families to meet budget and memorialized instructions.
- Display highest level of professionalism and sensitivity when dealing with grieving family members.

- Secure and filed burial permits and made funeral arrangements.
- Participate in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.

**Feb 2016 -  
Jan 2018**

### **Funeral Service Apprentice**

*Bright Funeral Home, Wake Forest, NC*

- Perform a variety of tasks during funerals to ensure services run smoothly and as planned.
- Participates in arrangements, ceremonies and embalming services.
- Embalm, dress, cosmeticize and casket the deceased.
- Transport the deceased to the funeral home.
- Obtain and complete death certificates and other paperwork.
- Organize and submit obituaries.

**Sep 2014 -  
Sep 2015**

### **Funeral Service Apprentice**

*Hall Wynne Funeral Service, Durham, NC*

- Arranged floral offerings and lights, as well as, deliver the arrangements to the family members.
- Greeted family and visitors.
- Supervised funeral processions.
- Performed administrative tasks.

**Jan 2013 -  
Jul 2015**

### **United States Sales Associate**

*Golden Considerations*

- Promoted pre-need funeral and funding.
- Utilized great communication skills to assemble pre-need funeral arrangements, such as writing an obituary, choosing burial plot and/or method and selecting flowers and music.
- File insurance claims.

**Sep 2013 -  
Sep 2014**

### **Sales Associate**

*Marriott Corporation, Morrisville, NC*

- Managed the front desk by registering guests, assigning room and accommodating special requests.
- Arranged and supervised the transportation for guests.
- Maximized sales for new and repeat customer through designated sales management techniques.

**Nov 2010 -  
May 2011**

### **Preschool Teacher**

*New Hope Baptist Preschool, Raleigh, NC*

- Established and implemented policies and procedures.
- Organized and managed the classroom.
- Fostered an environment for learning.
- Applied interpersonal skills, while meeting with parents, faculty and administration.



## Education



May 2017

### **Associate Degree**

*Fayetteville Technical Community College - Fayetteville, NC*



May 2016

### **Diploma**

*Fayetteville Technical Community College - Fayetteville, NC*

---

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

---

Adult Care Home Community Advisory Committee: Submitted**Please select your first Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your second Board preference: \***

---

☒ Commission for Women**Please select your third Board preference: \***

---

☒ Commission for Women**Please select your fourth Board preference: \***

---

☒ Nursing Home Community Advisory Committee**Please select your fifth Board preference: \***

---

☒ Nursing Home Community Advisory Committee**Please select your sixth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee

---

Sybil

First Name

---

C

Middle Initial

---

Phillips

Last Name

---

800 St Mary's S

Street Address

---

Apt # 415

Suite or Apt

---

Raleigh

City

---

NC

State

---

27605

Postal Code

**What district do you live in?**

---

None Selected

---

Mobile: (703) 447-1297

Primary Phone

---

Mobile: (703) 447-1297

Alternate Phone

---

scphillips9@gmail.com

Email Address

---

Retired

Employer

---

Job Title



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

☐ Yes ☐ No

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

☒ Raleigh

---

## Interests & Experiences

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

The Boards and Commissions I have selected represent my interests and experience I have gathered over numerous years and various locations on the East coast. 2021 provides an increase in the needs and commitments in our community.

## Work Experience

I am retired from the federal government and banking industry. During my tenure at Bank of America I was a Senior Vice President of Loan Operations and Vice President of Financial and Expense Management . During my tenure with the Federal Government in Washington DC, I was Director of Portfolio Performance/Risk Management and Director of Student Credit Management.

## Volunteer Experience

I have volunteered with the Make A Wish Foundation when I lived in New York. I volunteered to give seminars at the University of Maryland and high schools in New York on banking/finance basics I volunteered at several hospitals in Northern Virginia and hospice floors at the hospitals. I volunteered at the Duke Cancer Center in Raleigh.

## Education

I have a BS in Finance with emphasis on Corporate Finance and credits toward an MBA toward Corporate Finance.

## Comments

I look forward to providing a commitment to Wake County Boards and/Committees. Please note I have submitted resume via email. Thank you for your consideration.

[Resume\\_SYBIL1.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 \***

☒ Female

**Ethnicity \***

☒ Caucasian

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

☒ Other

**If you selected "Other" above, how?**

Research because of interest to volunteer

Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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# **SYBIL C. PHILLIPS**

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800 St Mary's St # 415 • Raleigh, North Carolina 27605  
• 703-447-1297 • scphillips9@gmail.com

## **CAREER SUMMARY**

Results oriented executive with more than 25 years of executive financial management experience. Demonstrated expertise in analysis and assessment of financial accountability, the management of large financial programs in the public and private sectors, program effectiveness and efficiency, performance, and reengineering of operational processes. Extensive experience in problem solving, identifying and monitoring alternatives for workflows/operations, performance/risk management, strategic planning, operations management, and communications.

## **PROFESSIONAL EXPERIENCE**

**U.S. DEPARTMENT OF EDUCATION  
WASHINGTON, DC**

**2000 To 2009**

### **Director, Portfolio Performance Management Services**

Created and managed a portfolio performance/risk management department for the purpose ensuring performing assets and identifying and mitigating risk of the federally insured/guaranteed student loan portfolio. Provided oversight of compilation and review of data from numerous sources. Conducted analysis and developed recommendations to enable Federal Student Aid/Department of Education to make informed decisions related to the Title IV programs. With a total portfolio in excess of \$600 billion, the Department of Education provides post secondary loans and grants to over 30 million recipients. Responsible for the financial oversight of 35 Guaranty Agencies that provide default aversion activities and the collection of defaulted loans.

- Significantly increased monitoring and review of assets held by lenders and Guaranty Agencies.
- Developed, implemented, and published a cumulative lifetime default rate for student loans.
- Provided guidance and expertise related to the recent legislation, Ensuring Continuing Access to Student Loans Act of 2008, to insure that the development and implementation procedures were effective, efficient and timely for the intake and approval process of the Agreements and accompanying documentation.
- Instrumental and recognized in the success to remove Federal Student Aid from GAO's High Risk List.

### **Director, Student Credit Management**

Directed a loan servicing organization with a portfolio in excess of \$110 billion and approximately nine million customers. Responsibilities included overseeing the management of loan consolidation, repayment, and defaulted loan collections. Managed contracts in excess of \$200 million annually and Federal staff of over 350.

- Provided statistical analysis to the General Accounting Office (GAO) that was instrumental in Federal Student Aid/ Department of Education receiving a clean audit opinion.

- Streamlined the financial and process operations for \$120 billion student loan portfolio held by the U.S. Department of Education with results of contract savings of \$1 billion over a ten-year period.

## **SYBIL C. PHILLIPS**

---

Page two

- Created a data mart to store financial and demographic details for data mining on 10 million borrowers to provide information, analysis results, and recommendations to executive management in order to make informed strategic business decisions.

### **BANK OF AMERICA CHARLOTTE, NORTH CAROLINA**

**1994 To 2000**

#### **Senior Vice President – Loan Operations**

Directed consumer loan operations for the East Coast. The portfolio was in excess of \$40 billion and was comprised of approximately 1.8 million installment and real estate secured loans.

- Managed \$20 million operating budget.
- Reengineered several operational departments that reduced delivery time of services and enhanced customer satisfaction.

#### **Vice President - Non Credit Risk Analysis and Initiatives**

Identified areas of exposure for non-credit risk for the franchise. Evaluated channels of delivery and conveyance tools, i.e. checks and debit cards, to avoid, prevent and detect risk avoidance opportunities. Developed and managed implementation of initiatives to reduce non-credit losses and mitigate non-credit risk.

- Developed a tracking system to identify specific reasons for non-credit losses focusing on the causes and trends in markets and products.
- Evaluated and recommended implementation of various fraud detection tools.

### **LINCOLN SAVINGS BANK, FSB NEW YORK, NEW YORK**

**1988 To 1994**

#### **Director, Strategic Planning and Reengineering**

Developed and managed company-wide strategic planning activities and administration of operational redesign of workflow for all departments. Counseled executive management on strategic and budgetary planning and efficiency/productivity analysis, including workforce planning to insure Company's strategic goals and objectives were accomplished.

- Developed and managed strategic planning function for \$2.3 billion financial institution.
- Improved workflow processes within operations to enhance delivery and productivity.

### **FLORIDA FEDERAL SAVINGS BANK, FSB ST. PETERSBURG, FLORIDA**

**1983 To 1988**

#### **Vice President of Payroll and Pension**

Managed all payroll and pension functions for the largest savings and loan in the Southeast. Centralized payroll function from regional throughout the enterprise to one location. Outsourced payroll function

with cost savings of 30% and increased employee satisfaction with timely and accurate delivery of payroll operations.

---

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

---

Adult Care Home Community Advisory Committee: Submitted**Please select your first Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your second Board preference: \***

---

☒ Historic Preservation Commission**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

---

Peggy

First Name

---

Walker

Middle Initial Last Name

---

705 SOUTHGATE DR

Street Address

---

Suite or Apt

---

RALEIGH

City

---

NC

State

---

27610

Postal Code

**What district do you live in?**

---

None Selected

---

Home: (919) 523-8151

Primary Phone

---

Mobile: (919) 523-8151

Alternate Phone

---

pdhwalker@yahoo.com

Email Address

---

NC Department of  
Environmental Quality

Employer

---

Grants Administrator

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

Interests & Experiences

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

I am looking for an opportunity to engage and contribute in my community

Work Experience

State of North Carolina Families Moving Forward

Volunteer Experience

Jobs for Life Safe Child

Education

Shaw University Divinity School St. Augustine's College

Comments

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender \*

☒ Female

Ethnicity \*

☒ African American

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

☒ Other

**If you selected "Other" above, how?**

---

I researched volunteer committees

---

Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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---

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

---

Adult Care Home Community Advisory Committee: Submitted

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

---

☒ Adult Care Home Community Advisory Committee**Please select your second Board preference: \***

---

☒ Nursing Home Community Advisory Committee**Please select your third Board preference: \***

---

☒ Juvenile Crime Prevention Council**Please select your fourth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your fifth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee**Please select your sixth Board preference: \***

---

☒ Adult Care Home Community Advisory Committee

Eron

First Name

Vizcaya

Last Name

1718 Whirlaway Ct

Street Address

Suite or Apt

Cary

City

NC

State

27519

Postal Code

**What district do you live in?**

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None Selected

Home: (919) 987-4631

Primary Phone

Mobile: (919) 987-4631

Alternate Phone

gep247@gmail.com

Email Address

New York Life

Employer

Agent

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

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## Interests & Experiences

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

I work with many seniors in the community in the area of Long term care insurance and would love to advise and help with protect their rights and help stand up for them when they aren't as able to do it themselves.

## Work Experience

New York Life 7/2019-present Coca Cola Consolidated 2/2016-7/2019 Glacier Fish Company 6/2005 - 1/2016

## Volunteer Experience

Comfort Zone Camp 2020-present Habitat for Humanity 2017-present

## Education

General

## Comments

[Eron\\_Vizcaya\\_Resume2.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

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## Demographics

  
Date of Birth

Gender \*

☒ Male

**Ethnicity \***

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- ☒ Caucasian
  - ☒ Hispanic
- 

**Other**

**How did you become aware of Wake County volunteer opportunities?**

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- ☒ County Website

**If you selected "Other" above, how?**

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Please upload a file

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**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](#).

# Eron Vizcaya

1718 Whirlaway ct. Cary NC 27519 | gep247@gmail.com | 919-987-4631

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## Senior Sales & Operations Leader

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Versatile, results-driven sales leader with 15 years of progressive sales and operations experience in the highly competitive Financial Services, Consumer Packaged Goods (CPG) and Commercial Fishing industries. Strategic visionary and tactical implementer with demonstrated achievements in gaining share under volatile market conditions. High level influencer who accelerates growth with a motivational coaching style and standard of exceptional customer service.

- Account Management
- Selling in a Difficult Environment
- Sales Forecasting
- Time Management
- Leading Front-Line Teams
- Equipment Maintenance and Mechanical Knowledge
- Instructing and Active Learning
- Salesforce
- Excel
- Team Leader On the Emergency Muster Team
- Trained for OSHA Certified Guidelines and Safety Topics

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## PROFESSIONAL EXPERIENCE

New York Life Insurance Company  
**Agent (2019-present)**

*Coca-Cola Bottling Co. Consolidated • Clayton, NC*

**Merchandising Supervisor (May 2018 - 2019)**

**Account Developer (July 2016 - May 2018)**

**Account Developer/Merchandiser Hybrid (April 2016 - July 2016)**

**Merchandiser (February 2016 - April 2016)**

*Joined as a full-time merchandiser and advanced quickly to field account development ultimately managing a \$2.4MM payroll expense for the nation's largest Coca-Cola bottler.*

Currently leading a team of 74 full time and 36 part-time merchandisers, servicing over 250 accounts with a beverage portfolio of over 300 brands.

- While working as an account developer I grew overall sales volume on my route +9% the initial year and when I left, we were sitting at 22% over prior year.
- Won a sales contest and was 1 of 5 account developers within the entire company (14 states & D.C) invited to attend the company sales rally for a chance to win a F-150 based on performance for the year.
- I was assigned the task of training all new employees joining the sales team.

*Glacier Fish Company, LLC • Seattle, WA*

**Head Surimi Tech/Foreman (2009-2016)**

**Freezer Foreman (2008-2009)**

**Fish Meal Operator (2006-2008)**

**Processor (2005-2006)**

*Joined as a processor and advanced quickly to supervisory positions for an international leading commercial fishing company*

- In 2015, while foreman onboard the Alaska Ocean we broke production records in the bearing sea for processing 282 tons of finished product in one day which continued, saving the company millions in fuel and payroll dollars in the process.
- Devised a cargo hold and offload strategy to speed up the time we sat idle in Dutch Harbor and was able to cut dock time from sometimes 110 hours down to 42.
- In 2006, we Increased fish meal production to a record high at the time while maintaining the quality standard we held our selves to during my stint as fish meal operator.

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## PROFESSIONAL DEVELOPMENT

*While working for Glacier Fish company I attended surimi school at Oregon State University*

*During my time at Coca Cola I have opted to take many self-directed Skillsoft training courses that the company offers such as: Time Management, Solving and decision making, Written communication, Personal learning, Managing performance, Emotional intelligence, Effective Selling*