NEIGHBORHOOD ADVISORY COMMITTEE
3 year term

The committee was established to advise City Council on neighborhood needs within the City of Asheville's zoning and planning jurisdiction. The committee works to strengthen neighborhood identity and resilience by facilitating communication and cooperation between Asheville's neighborhoods and City offices. The committee also works on special projects as assigned or directed by City Council.

The current vacancies are for one at-large representative, one representative who resides in the 28801 zip code, and one representative who resides in the 28803 or 29704 zip code; please indicate zip code on application.

Neighborhood Advisory Committee - (3 year term)

Spencer Hardaway -**NOT** eligible for reappointment
Representing 28803 or 28704 zip code
Has served two terms
To expire 07-01-21

Mike Wasmer -Eligible and _____
Representing at-large
Has served one unexpired and one full term
To expire 07-01-21

Joseph Fioccola -**NOT** eligible for reappointment
Representing 28801 zip code
Has served two terms
To expire 07-01-21

CURRENT MEMBERS	TERM EXPIRES	APPOINTED	TERMS	RESIDENT	RACE	HOMEOWNER/RENTER	SEX	AREA	OCCUPATION
Sharon Sumrall (representing 28805 zip code) ornamentalgardens@gmail.com	07-01-23	12-08-20	1	City	W	H	F	East	Landscape Contractor/Garden Designer Self
Greta Bush (representing at-large) greta.bush@gmail.com	07-01-22	06-11-19	1	City		H	F	East	Marketing Manager Syracuse Univ. (remote)
Bobbette Mays (Vice Chair) (representing at-large) bobbettemays@charter.net	07-01-22	06-11-19	1	City	B	H	F	South	Retired
Spencer E. Hardaway (representing 28803 or 28704 zip code) seh1219@aol.com	07-01-21	06-19-18	2	City	AA	H	M	South	Pastor
Mike Wasmer (representing at-large) wasmer.silver@gmail.com	07-01-21	06-19-18	1 unexp.	City	W	H	M	Central	Self Employed
Joseph Fioccola (representing 28801 zip code) byronb@buncombe.main.nc.us	07-01-21	06-19-18	2	City	W	H	M	Central	Retired
Anna Sexton (Chair) (rep. 28806 or 28728 zip code) sexton.aes@gmail.com	07-01-22	06-11-19	1 unexp.	City	W		F	West	Planner J.M Teague Eng. & Planning
Wendy Haner wendyhaner@icloud.com	07-01-23	01-12-21	1	City	W	H	F	North	Retired

City Council Liaison - Vijay Kapoor

Peter Abzug peter.abzug@gmail.com	07-01-23	01-12-21	1	City	W	H		M	East	Owner/Principal Photographer Inside Exposure Photography

City Council Liaison - Vijay Kapoor

NEIGHBORHOOD ADVISORY COMMITTEE

Name	Male	Female	Black	White	Other	North	East	South	West	Central	City	County	Home owner
Bush		X					X				X		Y
Mays		X	X					X			X		Y
Hardaway	X		X					X			X		Y
Wasmer	X			X						X	X		Y
Ficcola	X			X						X	X		Y
Sexton		X		X					X		X		
Sumrall		X		X			X				X		Y
Haner		X		X		X					X		Y
Abzug	X			X			X				X		Y

Neighborhood Advisory Committee - Resource List

APPLICANT LName	APPLICANT FName	EMAIL	DATE SUBMITTED APPLICATION	RESIDENT	HOMEOWNER	RACE	SEX	AREA	OCCUPATION	INTEREST IN OTHER BOARDS
Bonnie	**Snyder Hamrick**	bonnie@highcotton.com	09-25-20	City	Y	W	F	Central	Owner/CEO High Cotton, Inc.	
Sandra K.	**Smith**	sks9145@aol.com	12-23-20	City	Y	W	F	North	Consultant Business Owner	
Juan Pablo	**Chalarca**	jp@bryceashe.com	05-27-21	City	Y			West	SVP of Operations Qubits Energy	

Appt. 6/19/18
Exp 7/1/21

City of Asheville

BOARDS & COMMISSIONS

Application Form

Applicants are strongly urged to attend several meetings of a board prior to applying

Name of board or commission: Neighborhood Advisory Council

Your name: Mike Wasmer Home Phone #: 828-808-7292

Street address: 135 South Grove City: Asheville Zip Code: 28801

Mailing address (if different): _____

Employer: Self employed

Your position: _____ Office Phone #: _____

Resident of City Asheville County Buncombe Race Caucasian* Sex M ✔ F ___* Age 38 *

Are you a Homeowner or a Renter? * Homeowner

Residence location (check one): Central ✔ North ___ South ___ East ___ West ___

Are you aware of any potential conflicts of interest that may arise during your service on this board (i.e., property interest, business interest, etc.)? If so, please explain: None

_____. Potential conflicts of interest do not preclude appointments.

Please indicate the area(s) of expertise that you can bring to the above board(s), and then in detail list education, experience, reasons for your interest, and other factors that support your interest in serving **Applicants are encouraged to provide a cover letter and/or a brief resume. Please use additional sheets if necessary.**

Please See Attached.

→

Signature: [signature]

Date: 6/7/17

E-Mail: Wasmer.silver@gmail.com

Fax #: _____

Return to:

Sarah Terwilliger, Deputy City Clerk
Post Office Box 7148
Asheville, N.C. 28802-7148

E-Mail: sterwilliger@ashevillenc.gov
Telephone: 259-5839
Fax #: 259-5499

* This information is requested for the sole purpose of assuring that a cross section of the community is appointed.

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My expertise in city matters has been derived from over a year of neighborhood organizing involving pressures facing the South French Broad Neighborhood. Spending time canvassing my neighborhood elicited in me a joy for learning our city's vibrant history, and an awareness of the city's many challenges. I have the desire and capacity to hear and make heard the concerns of Asheville residents. I have nearly a decade of experience in the Asheville region. I did not know a thing about this city before I arrived in 2008 for some simple living and dirty work on a botanical garden in Yancy County. Eventually my wife and I delved into some off-grid living on our own homestead in Madison County which gradually shifted into a commuter's life. About 2 years ago, city living started sounding a lot simpler and we now happily call the the South French Broad Neighborhood our Home. I have seen the city of Asheville tranform over the last 9 years, several of them experiencing the city from afar. These past two years have been a flurry of activity and have elicited numerous challenges for Asheville's citizens. The last thing I expected upon leaving an isolated mountain life was to jump headlong into local organizing. It took the prospect of Central Business District expansion across the street and a Duke Energy substation down the road to spur an interest in municipal planning and neighborhood organizing. The potential of 14 storey construction behind my neighbor's homes started conversations that continue to this day. The types of pressures faced by Asheville neighborhoods are immense and varied. I have found that many of my neighbors have much to say about the changes they see but don't have the time or faculty to reach out to city staff or council. One of Asheville's oldest neighborhoods was being pinched between transmission lines and towering development. A number of my neighbors are the first and only owners of the houses that they occupy to this day. Many retirees in my neighborhood have been employed in integral roles that helped keep this city afloat through some of Asheville's toughest times. It appeared my neighborhood to receive the back end of a blossoming downtown. Upon learning of the challenges my neighborhood faced, one of the first meetings I attended was that of the Neighborhood Advisory Council. They received me kindly and heard my concerns and helped to alleviate the feeling that our neighborhood would be facing these struggles alone. I have found NAC to be consistently supportive and informative, providing references and encouragement to any and all residents. That is why I want to become a part of the Neighborhood Advisory Committee, to empower Asheville residents in making our city the best it can be for all of us. I participated in creating a Plan on a Page for my neighborhood as well as attending several Comprehensive Plan meetings. I am an active member of the Energy Innovation Task Force and a member of the Technology Subcommittee. I have been following I26 corridor concerns, attending and contributing to those meetings as well. I am part of a stakeholder collaborative that is working with Duke Energy to find a solution to Asheville's substation challenge. I frequently attend city council meetings to maintain a sense of council's goals as well as the sounding board that public comment provides. I have come to know a number of city staff in the Planning and Urban Development office. I have a gained a good deal of experience in a variety of city zoning types and purposes, as well as a working understanding of many tenets of the Unified Development Ordinance. My education consists of a classical training in studio arts and art history at a small private college in my hometown of Springfield, Illinois. I went on to study metalsmithing in Albequerque at the University of New Mexico. My education continued after my undergrad degree as I was offered the opportunity to rejoin my junior college, this time as a teacher. For two years I studied even harder as I taught Art History as well as painting, drawing and sculpture. One thing my art education did not give me was the marketing and business side of the equation necessary for making a living in the arts. What my arts education did provide was an acute eye for detail coincident with big picture thinking. While I have not made a living as an artist, the knowledge of tools and materials I gained provided a firm segue into

employment in home improvement. I have spent several years working with family to renovate homes, interspersed with more creative ventures. Through this experience, I have gained a great variety of skills and knowledge about building. Asheville has been a great opportunity to indulge that interest, with many large projects to watch sprout up around the city.

Michael Wasmer

Home Improvement, Land Restoration, Art & Advocacy

135 S Grove St
Asheville, NC 28801
(828) 808-7292
mdwasmer@yahoo.com

EXPERIENCE

Home Remodeling & Renovation, Springfield IL, Asheville NC
2005 - 2008, 2009- PRESENT

- Family owned business restoring neglected homes
- Specialty in plumbing, electrical, tile work, painting
- Coordinate with contractors and permit office

Silversmith, Albuquerque NM, Springfield IL, Asheville NC
1999 - present

- Hand-fabricated, heirloom-quality jewelry
- Consigned at Corner Stone Minerals, Blue Rage of Asheville, and Harvest Moon, Hot Springs NC

Mountain Gardens, Celo NC — *Garden Apprentice*
JUNE 2008 - AUGUST 2009

- 35 year old, permaculture homestead and botanical garden
- Attended all aspects of plant care, propagation, tree maintenance
- Maintained alternative water and electrical systems
- Various construction projects, alternative and standard

Benedictine University, Springfield IL — *Art Instructor*
2000-2002

- Drawing I, 3D Design, Painting I & II, Art History I & II
- Student outreach and advising

EDUCATION

Barkslip Fruit School, Asheville NC
April 2013

University of New Mexico, Albuquerque NM — *BA, Studio Arts*
1998-2000

Springfield College Illinois, Springfield IL — *AA, Studio Arts*
1996 - 1998

SKILLS

Coordinator -
Neighborhood social justice activist

Working knowledge of local flora & exotic invasives

Greatly enjoy land-clearing and outdoor work

Problem Solver -
Investigate alternatives to find better solutions

VOLUNTEER WORK

2008-2012
Organic Grower's School

PROJECTS

South French Broad Neighborhood Advocate

2016 - present

- Liaison between residents and city staff
- Coordinate neighborhood effort to resist Duke Energy substation on the corner of Asheland Ave and Hilliard Ave
- Member of a stakeholder collaborative, working with Duke Energy to find an acceptable solution to Asheville's substation needs.
- Organize neighborhood meetings and social events
- Frequent attendee of City Council meetings
- An active member of the Energy Innovation Taskforce and a member of the Technology subcommittee
- Regular participant and contributor to I-26 Corridor meetings with particular interest in Haywood interchange and Burton Street community

Off-Grid Solar Home Renovation & Land Restoration

2012 - 2015

- Total gut and restoration of home in Madison County, NC
- Installation of photovoltaic array and battery bank
- Installation of fruit tree and shrub orchard with home-scale shiitake production
- Continuous trail-blazing, tree management, removal of invasive exotic plant species

REFERENCES

Helen Hyatt - city advocate
770-316-8780

Ryan Cooper - commercial organics composting coordinator
434-284-3056

Joe Hollis - proprietor of Mountain Gardens
828-675-5664

City of Asheville

BOARDS & COMMISSIONS

Application Form

Applicants are strongly urged to attend several meetings of a board prior to applying

Name of board or commission: Neighborhood Advisory Committee

Your name: Bonnie Snyder Hamrick Home Phone #: 843-816-1255

Street address: 26 Richie St. City: Asheville Zip Code: 28801

Mailing address (if different): _____

Employer: High Cotton, Inc

Your position: Owner/CEO Office Phone #: 828-251-1234

Resident of City X County _____ Race white * Sex M___F_✔_* Age 62 *

Are you a Homeowner or a Renter? * Homeowner

Residence location (check one): Central ✔ North _____ South _____ East _____ West _____

Are you aware of any potential conflicts of interest that may arise during your service on this board (i.e., property interest, business interest, etc.)? If so, please explain: _____
_____. Potential conflicts of interest do not preclude appointments.

Please indicate the area(s) of expertise that you can bring to the above board(s), and then in detail list education, experience, reasons for your interest, and other factors that support your interest in serving **Applicants are encouraged to provide a cover letter and/or a brief resume. Please use additional sheets if necessary.**

We live in Montford and enjoy our very mixed community. Our business office is on Charlotte St in North Asheville. Having run my business for 30+ years, I feel like I can bring some business expertise to the table along with a strong desire to keep our neighborhood informed and well represented with our City. I have been seeking ways that I can give back to our community through volunteer work.
My degree is a BS in Marketing from Miami University, Oxford Ohio. I moved to Asheville from SC in 2004 and raised my children here. I lived in North Asheville from 2004-2015, then spent 3 years in East Asheville, before moving back to Montford in 2018.
If I could be of help, I would be interested in talking! And let me know if you would like more detail on my past or a resume.
Thank you and i look forward to talking with you.

Return to:

Sarah Terwilliger, Deputy City Clerk
Post Office Box 7148
Asheville, N.C. 28802-7148

E-Mail: sterwilliger@ashevillenc.gov
Telephone: 259-5839
Fax #: 259-5499

Signature: Bonnie Snyder Hamrick

Date: Sept 25 2020

E-Mail: bonnie@highcotton.com

Fax #: 000-000-0000

* This information is requested for the sole purpose of assuring that a cross section of the community is appointed.

City of Asheville

BOARDS & COMMISSIONS

Application Form

Applicants are strongly urged to attend several meetings of a board prior to applying

Name of board or commission: Neighborhood Advisory Committee Zip Code 28804

Your name: Sandra K Smith Home Phone #: 8506981027

Street address: 14 Skyland Circle City: Asheville Zip Code: 28804

Mailing address (if different): _____

Employer: Business Owner

Your position: Consultant Office Phone #: 8506981027

Resident of City Asheville County Buncombe Race White * Sex M___F_✔_* Age 75 *

Are you a Homeowner or a Renter? * Homeowner

Residence location (check one): Central ____ North _✔__ South _____ East _____ West _____

Are you aware of any potential conflicts of interest that may arise during your service on this board (i.e., property interest, business interest, etc.)? If so, please explain: N/A
_____. Potential conflicts of interest do not preclude appointments.

Please indicate the area(s) of expertise that you can bring to the above board(s), and then in detail list education, experience, reasons for your interest, and other factors that support your interest in serving **Applicants are encouraged to provide a cover letter and/or a brief resume. Please use additional sheets if necessary.**

Please see resume and reason for interest.

See attached

eSigned via SeamlessDocs.com
Sandra K Smith
Key: df76721a9fe98f612aa1f40250fc57B

Return to:

Sarah Terwilliger, Deputy City Clerk
Post Office Box 7148
Asheville, N.C. 28802-7148

E-Mail: sterwilliger@ashevillenc.gov
Telephone: 259-5839
Fax #: 259-5499

Signature: _____

Date: _____

E-Mail: sks9145@aol.com

Fax #: _____

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Application to serve on the Neighborhood Advisory Committee:

Thank you for the opportunity to submit my interest in serving on the Neighborhood Advisory Committee for Zip Code 28804.

My career experience and dedication to the betterment of any project or board position held has had a strong impact on the community I served. I believe that it is very important to step up to the plate and offer what is needed for the future of our communities and its members. (Please review my resume for organizations I have supported in my career.)

As a consultant, I choose my own hours allowing me time to volunteer for this worthwhile position. I have served needs in cities, regions and local communities. I have always been involved and take great joy in giving back to the world.

I am detail oriented and take pleasure in completing projects and assignments.

I have spoken with Brenda Mills to get a better understanding of this position. She was very forthcoming and detailed the task expectations in her description of this important position.

Thank you for your consideration. You would not be disappointed in my service and enthusiasm for this position on the Neighborhood Advisory Committee.

Respectfully,

Sandra Kaye Smith

SANDRA KAYE SMITH

14 Skyland Circle ♦ Asheville, N.C. 28804 ♦ 850-698-1027 ♦ SKS9145@aol.com

DIRECTOR OF BUSINESS DEVELOPMENT

PURPOSE

To support a position that highlights my core competencies and years of service to the greater community.

CORE QUALIFICATIONS

- Strategic Planning & Execution
- Research & Documentation
- Integrity & Innovation
- Planning & Accountability
- Project Development
- Policies & Procedures

PROFESSIONAL EXPERIENCE

SANDRA K. SMITH, LLC
Professional Sales Training & Development 2017 – Current
Owner
Train entry level and senior sales associates on state of the art techniques for current challenges in the marketplace. Develop presentation programs and initiatives for various industries and organizations, including, but not limited to non-profits.

LANDRUM HUMAN RESOURCES, Pensacola, FL 1997 – 2017
Since 1973, Landrum Human Resources provided skilled and unskilled employees for full time permanent, temporary and contract management. Landrum offers HR training, outsourcing and consulting.
Director of Business Development
Managed at highest level, entire sales and marketing function for this premier staffing agency with strong federal, state and corporate alliances. Directed twenty support staff and two sales staff in recruitment, business development and selection processes for areas of specialization.

- Maintained 85% market share, 72% forward share and 47% profit margins, surpassing all targets for 19 years, consistently exceeding goal and highest super goal level
- Consistently exceeded two level year-end goals with gross of sales $30 – $36 million annually in a highly competitive job market
- Designated as Company Spokesperson for television, radio and newspaper media coverage
- Identified and managed Federal Government contracts. Negotiated & managed lucrative FEMA contracts during hurricane season that require dedicated, 24/7 focus
- Recognized by the National TempNet organization for creation of dynamic and revenue-generating sales and marketing programs in customer service and service recovery
- Created a formal process for annual evaluation of Landrum employees
- Collaborated with senior management in the development and implementation of annual strategic plan for sales, marketing and operations
- Mentored staff of 20 people, forming a cohesive team and effective processes, resulting in consistent achievement of goals, job satisfaction and a positive work environment

EDUCATION & PROFESSIONAL DEVELOPMENT

- Clyde A. Erwin High School 1963, Asheville, N.C. – College Preparatory
- East Carolina University 1963 – Coursework toward Psychology Degree
- Sales Seminars – Tracy, Ziegler, Edwards, Hopkins
- Philanthropic Campaigns – Guiding Principles
- The Birkman Method – Birkman International
- Xerox Professional Selling Skills
- Learning International Professional Selling & Coaching Skills
- SBA Government Workshops
- SHRM monthly certifications in HR courses: Strategic HR Leadership; Fairness in the Workplace; Employee Retention, Cyber Security; Risk Management & Wellness
- RFP's - How to Write Your Way to Business
- National and Regional Yearly Sales Seminars
- Time Management
- Train the Trainer
- Human Resource Seminars & Courses
- Siddha Yoga Workshops, Courses & Intensives
- Microsoft Word, PowerPoint, Outlook E-mail, Internet (Intermediate). Excel (Basic)
- Training in Logistics, Project Development, Leadership, Public Speaking, Succession Planning, Staff Coaching
- Executive Coaching
- John Maxwell Leadership Training
- Effective Meetings Workshops
- On-Boarding Procedures
- Resume Workshops

AFFILIATIONS & PERSONAL INTERESTS

- Rotary International – International Fundraising Chair, Program, Community Relations & Reporter
- Society of Human Resource Management – Community Relations Chair, Fundraising Chair
- Lion's Club International – Vice President, International Fundraising Chair
- International PRASAD Project – Ganeshpuri, India Eye Camp Communications Coordinator 1999
- United Way – Fundraising Committee
- WSRE Public Television – Board of Directors, Television Personality, Capital Campaign Leader Major Gift Donors
- Pensacola Opera Guild – Event Logistics Coordinator, Fundraising Committee
- SYDA Foundation – Past Area Liaison Ft. Walton Beach C&M Group
- Escambia County Food Stamp Program – Career & Motivational Workshops
- Pensacola Jr. College – Advisory Board, Business Department, Foundation Committee
- University of West Florida – Guest Speaker Career Workshops, Etiquette Class Teacher
- TempNet – Guest Speaker, Sales and Operations Training, Conference Chair, Planning Committee
- Global Corner – Development Committee, Board of Directors
- Skills USA – Judge
- Career Academy University – Development Committee
- Pensacola Museum of Art – Board of Directors, Executive & Governance Committee, Board Secretary, Community Engagement and Spokesperson

- Personal Interests – Spending Time with Family, Meditation, Scriptural Studies, Contemplation, Journaling, Yoga & Nautilus Exercise, Gardening, Decorating, Painting with Acrylics, Cooking, Reading, Research, Developing Community Outreach Programs

City of Asheville

BOARDS & COMMISSIONS

Application Form

Applicants are strongly urged to attend several meetings of a board prior to applying

Name of board or commission: NEIGHBORHOOD ADVISORY COMMITTEE

Your name: Juan Pablo Chalarca Home Phone #: 480-387-0637

Street address: 32 CLINGMAN PLACE City: ASHEVILLE Zip Code: 28801

Mailing address (if different): _____

Employer: Qubits Energy

Your position: SVP of Operations Office Phone #: _____

Resident of City ASHEVILLE County Baucombe Race _____ * Gender Identity: *

Are you a Homeowner or a Renter? * Homeowner Age:

Residence location (check one): Central ____ North ____ South ____ East ____ West ✔____

Are you aware of any potential conflicts of interest that may arise during your service on this board (i.e., property interest, business interest, etc.)? If so, please explain: ~~No conflicts of interest.~~ _____. Potential conflicts of interest do not preclude appointments.

Please indicate the area(s) of expertise that you can bring to the above board(s), and then in detail list education, experience, reasons for your interest, and other factors that support your interest in serving **Applicants are encouraged to provide a cover letter and/or a brief resume. Please use additional sheets if necessary.**

I have a master's degree in leadership and want to offer my experience as a business leader and entrepreneur to give a voice to our neighborhoods so the city can engage with them and offer them services that supports their needs and unique culture.

Return to:

City Clerk's Office
PO Box 7148
Asheville, NC 28802-7148

Email: boards@ashevillenc.gov
Telephone: 259-5839
Fax #: 259-5499

Signature: Juan Pablo Chalarca

Date: 05/27/2021

E-Mail: jp@bryceashe.com

Fax #: 4803870637

* This information is requested for the sole purpose of assuring that a cross section of the community is appointed.

JP Chalarca

Asheville, North Carolina
480-387-0637 § jp@bryceashe.com § LinkedIn Profile

Dynamic senior leader and entrepreneur with more than 25 years of experience running successful organizations. Demonstrated expertise managing teams to achieve world-class levels of excellence. Proven experience reducing risk, improving quality, developing business and strategic plans, performance improvement plans, metrics analysis, and policies and procedures. Solid staff management and development experience providing training and coaching to improve individual and team performance.

Budgeting Cost / Benefit Analysis OSHA, Health & Safety Change Management Regulatory Risk Mitigation New Product Launches Requirements Planning Reporting Scheduling Resource Management Milestone Development Team Leadership / Motivation Training Process Improvement Business Case Development Costing Pricing RFPs Training / Development Workforce Planning Cross-Functional Team Integration Internal Performance Metrics Subcontractor Management Client Relations Subcontractor Requisition Vendor Sourcing Critical Path Analysis Budget / Cost Tracking Forecasting Enterprise-Wide Programs Client Liaison Global Projects Communications Vendor Management Conflict Mediation/Resolution Government Contracts

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Qubits Energy Asheville, North Carolina 10/2019 – Present
Qubits Energy provides a collection of products and services for power control that offer high performance real-time communications.

Senior Vice President of Operations
Responsible the company's day-to-day operations including accounting, AP/AR, finance, HR, IT, training, compliance, and risk management. Accountable for ensuring that the company's quality, health and safety, and environmental policies are sustained and complied with and that all employees within the company are aware of them and their own responsibilities relating to them.
Achievements:

- Realized approximately 30K in cost savings in first month by updating the travel policy and procedure.
- Established the Project Management Office and the methodology by which it operates.
- Wrote and implemented all policies and procedures related to the company's quality and safety requirements per OSHA requirements within 30 days of hire.

REVSPRING Phoenix, Arizona 3/2017 – 2/2021
Revenue acceleration provider serving healthcare and financial services clients with cashflow and ROI improvement solutions.

Quality & Continuous Improvement Director
Lead the quality initiatives across multiple manufacturing facilities. Responsible for the development of the quality policies and procedures to achieve customer satisfaction. Identify and justify the resources necessary to reach the quality objectives. Provide training in quality topics to team members, set the example for no compromise in quality, monitor specification conformity on development and production processes, establish a continuous improvement program, act as champion and leader in the identification and resolution of problems via analysis of root causes using Lean/Six Sigma methodologies.
Achievements:

- Developed a new training curriculum comprised of 5 hours of instruction in quality management principles and methods within 30 days of hire.
- Developed a Corrective and Preventive Action process to identify non-conformances that included automated workflows and reporting.
- Developed standard operating procedures to capture customer satisfaction via automated surveys using the Net Promoter Score methodology.
- Developed and led Critical Vendor Management and Audit program.

Gabriel's Angels Phoenix, Arizona 5/2018 – 5/2019
Gabriel's Angels provides pet therapy to over 15,200 of Arizona's at-risk children and youth annually.

Board Member

Responsible for setting the organization's strategic direction and helping to ensure resources are adequately funded to carry out the program's infrastructure needs as well as establishing policies for how financial resources will be acquired and spent.

Achievements:

- Piloted an online fund-raising process via LinkedIn and raised over $1500 in less than 10 days of deployment.

GENERAL DYNAMICS HEALTH Phoenix, Arizona 5/2013 – 3/2017

Health solutions provider offering cost-effective and secure client healthcare programs.

Program Manager

Managed project to establish a tier three-level contact center. Directed development of technical processes, staff training, and financial and business policies and procedures. Led 200 employees launching center generating $10 million in annual revenue. Provided budget oversight, staff supervision and monitor service level performance. Reviewed program to meet contractual requirements. Maintained communications with internal and external stakeholders.

Achievements:

- Exceeded Service Level Agreement requirements and maintained budget control.
- Prepared Requests for Proposals, white papers, summary documents and evaluations for the ARC team.

GENERAL DYNAMICS HEALTH Phoenix, Arizona 8/2012 – 5/2013

Quality Assurance Manager

Enhanced quality and customer service by utilizing data analysis and continuous improvement methodologies including DMAIC, Lean and Six Sigma to meet and exceed customer requirements. Worked with customers and stakeholders to identify service and support requirements and fulfill client's needs. Developed quality plan and incorporated initiatives into the Quality Management System.

Achievements:

- Implemented LEAN-based best practices earning superior quality scores and CSAT results above 90% for more than 16 consecutive months.
- Assisted with internal and registration / certification audits to meet ISO 9001:2008 requirements.
- Measured project deliverables utilizing industry standard quality control practices to ensure process stability, accuracy and timeliness.

VANGENT / GENERAL DYNAMICS COMPANY Phoenix, Arizona 2/2012 – 8/2012

Deputy Program Director

Supported Program Director in managing multi-channel contact center. Provided leadership and program direction to more than 100 staff members. Guided CDC-INFO program for strategic, financial and engineering operations. Maintained help desk operations for FDA Office of Emergency Operations contact center and the Vaccine Management Business Improvement Project. Scheduled and tracked order management and deliverables for customer reports. Perform risk assessments and provided issue mitigation and resolution. Developed center policies and procedures.

Achievements:

- Utilized Six Sigma to increase operational efficiency and improve call center quality performance by 30%.
- Lead Quality Assurance and Surveillance Program and developed QA/QC plan as a certified ISO 9001:2008 Internal Auditor. Coordinated audits with independent evaluators and maintained ISO 9001 certification team.

VANGENT / GENERAL DYNAMICS COMPANY Phoenix, Arizona 9/2009 – 2/2012

Continuous Improvement Manager

Led Quality Assurance and Continuous Improvement Program for the CDC-INFO and the Food and Drug Administration contact centers handling more than two million calls and 300,000 e-mails. Utilized Six Sigma fundamentals to provide process stability and accuracy. Developed statistical analysis to ensure compliance with ISO 9001:2008 quality standards. Provided staff and supervisor training and coaching to master process improvement methodologies and tools. Reviewed Spanish-language services for quality assurance. Implemented ISO 9001:2008 certification standards.

Achievements:

- Developed process improvements to exceed customer service standards by 14% with a 94% satisfaction rating.
- Recognized by the GSA with a Citizen Service Award. Achieved world-class customer satisfaction scores for the contact center from independent third-party assessors.

EDUCATION

Master of Science in Organizational Change and Leadership
Pfeiffer University, Charlotte, North Carolina

Bachelor of Science in Psychology
University of Florida, Gainesville, Florida

PROFESSIONAL TRAINING

Certified Manager of Quality / Organizational Excellence

Six-Sigma Greenbelt, Master Black Belt, Design for Six Sigma and Benchmarking

ISO 9001:2008 Internal Auditor

AFFILIATIONS

American Society for Quality

Toastmaster Competent Communicator

COMPUTER SKILLS

Microsoft Office Suite, SharePoint, Tableau, Minitab, Salesforce, GitHub, PowerBI

LANGUAGES

English, Spanish, Italian

PRESENTATIONS

Lessons Learned from the Difficult Road to Achieving World Class Service on CDC-INFO

21st Annual Service Quality Conference