

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

Nursing Home Community Advisory Committee

Please select your second Board preference: *

None Selected

Please select your third Board preference: *

None Selected

Please select your fourth Board preference: *

None Selected

Please select your fifth Board preference: *

None Selected

Please select your sixth Board preference: *

None Selected

Megan

First Name

Douglas

Last Name

Middle Initial

5440 Ironwood Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

What district do you live in?

District 7

Mobile: (919) 696-1934

Primary Phone

Mobile: (919) 745-7514

Alternate Phone

mjdouglas53@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?

I have enjoyed my time on the Nursing Home Committee and feel that my input has been helpful to the administration of the homes I visit.

Work Experience

I have worked as an occupational therapist in various areas of practice including Wake County Public Schools, nursing homes, acute care hospitals.

Volunteer Experience

Hospice volunteer, church committees, Wake County Nursing Home CAC, Habitat for Humanity ReStore

Education

Bachelor of Science in Occupational Therapy, Virginia Commonwealth University, May 1975

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

Megan Douglas

Ethnicity *

Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

Newspaper

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Profile

Which Boards would you like to apply for?

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: *

Jury Commission

Please select your third Board preference: *

United Arts Grants Panels

Please select your fourth Board preference: *

Housing Authority

Please select your fifth Board preference: *

Commission for Women

Please select your sixth Board preference: *

Wake County Steering Committee on Affordable Housing

Alexandra

First Name

Alcantara

Last Name

Middle Initial

2741 Lautenberg Lane

Street Address

Suite or Apt

Willow Spring

City

NC

State

27592

Postal Code

What district do you live in?

None Selected

Home: (917) 344-9649

Primary Phone

Home: (917) 344-9649

Alternate Phone

alex@rubyandcitrine.com

Email Address

Ruby and Citrine LLC

Employer

CEO

Job Title

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

Yes No

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

Unincorporated Wake County

Interests & Experiences

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

I am interested in serving because I want to be more involved in my community and contribute to making it a better place for everyone. As a Hispanic, a mother to a child with a disability, and an active small business owner, I believe it is essential to bring diverse voices and perspectives to the table. I want to ensure that our community's needs and concerns are heard, represented, and reflected in the decisions that affect us all. Throughout my career, I have dedicated myself to building meaningful relationships with people from all walks of life, always striving to understand how I can best serve and support them.

Work Experience

Small business Co-Founder of a Graphic Design Agency with a central office in Cary NC, and Owner of a Family operated Maintenance & Repair business in Willow Spring.

Volunteer Experience

As a student at the School of Visual Arts in NYC, I stayed involved with the Student Affairs department as a Pre-College Orientation Leader. In this role, I guided incoming teens and young adults, helping them navigate the city and campus life and build their first connections within our school community. I also served as a Resident Advisor, supporting college students as a mentor, school advocate, and, when necessary, an enforcer of campus policies. These experiences allowed me to foster meaningful relationships while contributing to a supportive and welcoming environment for students. Through the SVA Helpers program, I participated in various community initiatives, including delivering meals on wheels, serving holiday dinners at local shelters, and organizing clothing and toy drives. Additionally, I worked in the Health and Counseling office as a file clerk and administrative assistant, where I gained a deeper understanding of the mental health challenges faced by students. This experience provided valuable insight into the profound impact such programs have within school systems. Outside of school, I had the pleasure of working with some amazing women in my East Harlem (NYC) underserved community living life with HIV/AIDS through SMART University (SmartUniversity.org) as their project based Art teacher. I currently serve on the board of advisors for the Academy of Creative Design at Enloe High School as Chair, where I've had the privilege of mentoring three outstanding interns from their program over the past two years. Our current focus is on enhancing the program's appeal to prospective students and streamlining the process for students to secure internships within the local community. In September 2024, I was honored to receive the WCPSS School-to-Career Volunteer Award for the Central Region for this work. I've also had the honor of serving on the advisory board for the graphic design department at Wake Tech Community College, contributing to the growth and development of future creative professionals.

Education

BFA from the School of Visual Arts - 2006

Comments

I am excited to express my interest in serving on a Wake County Board or Commission. As a dedicated advocate for public education, affordable housing, diverse representation and someone deeply committed to driving positive change one action at a time, I view this opportunity as a chance to contribute to the future in Wake County.

[Alex Resume_1_.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

Female

Ethnicity *

Hispanic

Other

How did you become aware of Wake County volunteer opportunities?

County Website

If you selected "Other" above, how?

Please upload a file

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Alexandra Alcantara



Alexandra Alcantara

With over a decade of experience in graphic design, content creation, and presentation development, I specialize in crafting impactful visual narratives, mentoring emerging talent, and delivering creative, forward-thinking solutions. My proven ability to communicate ideas effectively and collaborate with diverse teams positions me to make meaningful contributions as a board advisor to the Wake County Board of Education. I aspire to leverage this expertise to support strategic initiatives that enrich education and foster stronger community engagement.



Work Experience

Contact Me

2741 Lautenberg Lane
Willow Spring, NC 27592

917.344.9649

Alex@rubyandcitrine.com

Education

Bachelor of Fine Arts

The School of Visual Arts
2006-2010

Certifications

2024 - WBENC WeTHRIVE
and WeGROW Executive
Educational Programs

Skills

Adobe Creative Suite
Presentation Specialist
PowerPoint – Word – Excel
Bilingual Spanish/ English

Key Qualities

Decisive
Effective Communicator
Team Builder
Time Management
Strategic Thinker
Adaptable
Accountable & Ethical

Ruby + Citrine LLC, CEO & Co-Founder

Raleigh, NC January 2020 – Present

Corporate Events & Content Producer
Presentation Specialist

Driving Growth | Elevating Client Experiences |
Leading an Exceptional Team

- Manage an internal team of 8 employees and a network of 6 contract workers to support our clients
- Responsible for sales and client engagement, leveraging the latest technology and project management platforms
- Special focus on production and design for all events: Corporate and Internal communications
- Work with speakers and C-level executives in presentation development from script to stage

AsquaredCreative LLC, Owner

New York City, NY > Raleigh, NC Jan 2010 – Dec 2019

- Graphic Designer & Presentation Specialist
- Content Producer
- Small Business Consultant
- Software Implementation
- Project Management
- Freelancer liaison for multiple clients

The Jolt Agency, Content Producer & Designer

New York City, NY Dec 2016 - Dec 2019

Association of National Advertisers, Content Manager for Annual Marketing Conference

New York City, NY Nov 2017 - Nov 2018

Tag Creative, Digital Assets Manager & Graphic Designer

New York City, NY Jan 2011 - Jan 2013

Sterling Brands, Admin & Graphic Design Intern

New York City, NY Jul 2003 - Aug 2008

Profile

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Please select your first Board preference: *

Adult Care Home Community Advisory Committee

Please select your second Board preference: *

Juvenile Crime Prevention Council

Please select your third Board preference: *

City of Raleigh Housing Appeals Board

Please select your fourth Board preference: *

Housing Authority

Please select your fifth Board preference: *

Human Services Board

Please select your sixth Board preference: *

Commission for Women

Sharnetta

First Name

Turner

Last Name

Middle Initial

PO BOX 99713

Street Address

Suite or Apt

Raleigh

City

NC

State

27624

Postal Code

What district do you live in?

None Selected

Home: (919) 931-1266

Primary Phone

Home: (919) 931-1266

Alternate Phone

sharn6@hotmail.com

Email Address

Unemployed

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?

After being laid off for a year, I thought about my community and environment and realized I can use my talents & gifts to help others.

Work Experience

Data Integrity/Marketing/ Real Estate/ Hospitality

Volunteer Experience

YMCA/ Homeless Community.

Education

Bachelors of Business Administration with an emphasis in Financial Accounting

Comments

na

[Sharnetta_Turner_2025_1_.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 *

African American

Other

How did you become aware of Wake County volunteer opportunities?

Other

If you selected "Other" above, how?

A Commissioner

Please upload a file

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Sharnetta Turner

(Current Location: Raleigh, NC)

Professional Summary:

- Results-driven professional with extensive experience in data entry and data maintenance, specializing in ensuring data accuracy, compliance, and governance across multiple platforms and industries.
- Proven expertise in order management, sales system implementation, and optimization using tools like Salesforce, SAP (SD, CRM, S/4 HANA), and Microsoft Dynamics 365.
- Skilled in managing end-to-end customer master data processes, system migrations, and supporting business operations through accurate and timely data handling.
- Adept at collaborating with cross-functional teams to execute projects, streamline workflows, and deliver impactful results.
- Strong background in leveraging ETL tools and databases to extract, analyze, and maintain critical business data. Recognized for excellent training, auditing, and process improvement capabilities in dynamic, fast-paced environments.

Key Skills:

- A/R, A/P- Reconciliations
- SAP (SD, MDM, FICO, PM, CRM, s/4 HANA)
- Business Explorer/BEx7
- PeopleSoft (Oracle)/Informatica
- IBM Maximo/ JD Edwards/ MS D365/MES
- Salesforce/BPDH/ Fiori/Esker/Vertex
- ETL- IBM/Oracle Data/ DUNS Matching
- Order Management/SQL
- Microsoft Office/ Data Entry
- Siebel, Citrix, Right Fax, Documentum, Greenshot
- Service-Now/Sharepoint
- Brand Marketing/Event Coordination/ Event Management/Auto Events/Grand Openings (over 15 yrs. Expr-separate portfolio)

Education:

- B.S. in Business Administration and Financial Accounting

Certifications:

- SAP Certification in Business Processes in Sales Order-Sales & Distribution
- SAP Certification in Business Processes in Customer Service

Professional Experience:

Philips Healthcare, (Nashville TN - Remote)

May 2022 - Aug 2024

Customer Master Data SME/Analyst

- Oversaw and facilitated customer Master Data related activities to ensure our customer data is complete, accurate and follows data governance policies. Accomplished all the requirements for the Hierarchy Project.
- Review of customer master setup and change requests and determination of corrective actions needed.
- Submittal of customer master setup and change requests and ensuring requests are reflected correctly in all systems.
- Managed account cleanups and issue resolution with external customers and internal stakeholders.

- Served as the end-to-end master data knowledge expert from a data and system perspective for SAP, Informatica Business Partner Data Hub (BPDH), FIORI, and Salesforce. Support planned and ad-hoc data analysis efforts and issue resolution for master data topics. Partner with downstream stakeholder groups to facilitate end-to-end master data updates.
- Support month-end, quarter-end and year-end close processes for customer master maintenance.
- Ensure established processes in compliance with Philips' Quality Standards of business conduct and followed.
- Acquired proficiency with IGTD Pikes Peak Project (NAM) to drive pricing structure.
- Executed the cutover activities and contract activations in SAP to meet deadlines.

PHARMA Consultant, Raleigh/Durham

Feb 2021 - May 2022

Master Data/Integrity Compliance Specialist

- Oversaw a team to ensure accuracy of account creation; medical license verification; address verification; denied person verification; account updates and team collaboration on newly acquisitions.
- Utilized Medpro, Nursys, FED EX Tool Box, USPS Lookup, Iqvia, Zoom, US Commerce (Denied person list), Veeva, Sharepoint, Salesforce, JIRA, Health Guide USA, OKTA, Vertex, Informatica, Fiori, SAP/SAP S/4 HANA.

Lehigh Hanson-Raleigh NC (Leader in Agriculture)

Jul 2020 - Jan 2021

SAP Administrative Consultant /Data Analyst

- Assisted with SAP Implementation from JDE-System upgrade. ETL- Extrated Data.
- Participated with Blackout period & Go Live. Responsible for Contracts, Quotes, Billing Exceptions Reversals, Purchase Orders, Basware Training, Purchase Requisitions and approvals by plant levels.
- Trained staff on SAP.

Crossmark

&

Brand

Marketing

Jun 2019 - Mar 2020

Headway WFS- Recruiter

Implus, Durham NC

Feb 2019 - May 2019

Master Data Integrity Lead/Trainer

- Implementation Project migration from Sage X3 to Microsoft Dynamics D365.
- Responsible for all Master Data for customers, pricing products, vendors, BoM, UPC creation and maintenance of records.
- Coverage for all of US & Canada.
- UAT for migration into D365. ETL-Oracle Data Integrator. Collaboration with other teams' onsite included production, warehouse logistics, brand protection, legal, compliance, finance, category managers, etc.
- Utilizing Nectari, Salsify, Sage X3, Salesforce and D365. Trained staff on procedures to use for requests relating to Master Data.

Cleaning Service, Cary NC

Jul 2018 - Feb 2019

Accounts Receivable Specialist

- Responsible for all Accounts Receivable. Daily Bank Deposits via FISERVE.
- Received & posted credit card payments. Resolved collections for over \$175,000 within three months of hire.
- Utilized Quick Books for Invoicing and posting.

- Utilized Salesforce to confirm leads and contact info.

SEQIRUS, Holly Springs NC

Jun 2017 - Jun 2018

Data Maintenance Analyst

- Responsible for data clean up in the current CMMS (Maximo) and assist with subsequent data testing in the SAP-PM environment.
- Assisted with documentation control, preparing and managing documents.
- Filing documents to be archived later.
- Ensured accessibility, traceability and accuracy of documents.
- EDI Testing. Validation and preserving historical data. GMP/QMS/DR. Project Edge. ETL- Extracted Data

IBM-RTP

Dec 2016 - Jun

2017

Software Support Scan Analyst

- Responsible for Asset Management monitoring, managing & resolving Software alerts. EDI Support.
- Tracked software and Data validation of servers. Collaboration with System Administrators.
- Troubleshooting and leading to a resolution of Software issues that could cause a Security Breach.
- Monitored accounts include but not limited to SOG (State of Georgia), Carrier Corp. aka UTC-BIS, and ULA (United Launch Alliance)
- ETL- Extracted IBM DATA
- Tools used are included but not limited to Inventory 360, ATP, BRAVO, GACDW, GAPDb, Softlayer, TAD4D, BFI, TRAILS, SCRIP, OSS and ITAR/ULA Security Clearance/Certified.

PCG Consulting

Jan 2016 -

Sept 2016

Data Analyst

- Responsible for onsite review of (ACH), Adult Care Homes across NC functioning as (IMD) Institutions for Mental Disease to determine if facility meets IMD requirements.
- Assisted DMA clinical leads with all hard copy documentation designated for acquisition to electronic files.
- Collaborated with (CMS) centers for Medicare/Medicaid, Department of Health & Human Services and DMA.
- Oversaw download of files, archiving, evaluating, splitting, renaming and entering documents collected from ACH facilities and upload to CRMS NC Survey site. Utilized PDFSAM.
- Analyzed Data & Trends in reference to ACH Audited. Documents included Census, Provider Questionnaire, FL2, Resident Register, 3050R, Care Notes, Physician's Orders/Care Notes, MARs, Hospitalization/ED visits and Resident Questionnaire. CRM.
- ETL-Oracle Data Integrator
- HIPPA Certified.-Docs secured using Zix Mail (SecureMail/Email).
- Trained staff on Audit procedures.

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

Domestic Violence Fatality Review Team

Please select your second Board preference: *

Juvenile Crime Prevention Council

Please select your third Board preference: *

Library Commission

Please select your fourth Board preference: *

Adult Care Home Community Advisory Committee

Please select your fifth Board preference: *

Agricultural Advisory Board

Please select your sixth Board preference: *

Criminal Justice Partnership Advisory Board

Shagufta

First Name

F

Middle Initial

Hakeem

Last Name

108 Kellerhis Dr

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

What district do you live in?

None Selected

Mobile: (919) 931-5089

Primary Phone

Mobile: (919) 931-5089

Alternate Phone

shaguftahakeem@pm.me

Email Address

None

Employer

None

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?

I have previously served in Boards and Commissions that focused on prevention and governmental services. Serving on the commissions above will give me an opportunity to apply my experience in different commissions.

Work Experience

I have 7+ years of experience in the nonprofit, higher education and administration space. This has involved fields such as law, criminal justice, international business and liberal arts.

Volunteer Experience

I have 7+ years of volunteer experience at the food bank and Board of Elections.

Education

I completed my Master's in Liberal Studies at Duke University.

Comments

[SFH_Revised_Resume.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

Shagufta F Hakeem

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

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Shagufta F. Hakeem, M.A.

919-931-5089 | shaguftahakeem@pm.me | [linkedin.com/in/shaguftahakeem](https://www.linkedin.com/in/shaguftahakeem)

CAREER SUMMARY: Seven years of experience in the human services and public health industry with roles in grant management and nonprofit business operations.

EDUCATION

Duke University (Durham, NC)

December 2015

Master of Arts, Liberal Studies

University of North Carolina at Charlotte (Charlotte, NC)

June 2013

Bachelors of Science in Business Administration, International Business

Bachelors of Arts, Criminal Justice

WORK EXPERIENCE

Temporary Solutions 2024

July 2024-December

FVPSA Program Coordinator II

- Reviewed grant applications and contracts for 60+ grantees to ensure grant funding is dispersed appropriately to the agency working for FVPSA
- Maintained correspondence and customer service standards for the agency by making calls, reviewing emails and responding to business requests

Carolina Public Humanities September 2023

February 2023-

Business Services Coordinator

- Organized invoices and focused on accounts payable functions to increase continue education programming and communications, and grant projects
- Led executive staff meetings on social media strategy, Carolina K-12 projects, and board outreach to improve efficiency in communications and organizational goals by 15 percent

Rethink Media 2022

January 2022-June

Senior Grants and Partnerships Associate

- Organized training for member groups and campaigns on media technologies, communications, professional support and public opinion and media analysis
- Implemented contracts and membership orientation for 10+ organizations receiving grant funds from private and public foundations for movement-related projects

Governor's Crime Commission 2021-August 2021

April

VAWA Planner-Crime Victim Services

- Led technical assistance trainings for crime victim services to gather stakeholder information and recommend best practices to improve collaboration across small businesses and nonprofit organizations in anti-violence prevention programs
- Conducted data collection across community-based organizations and community stakeholders to recommend evidence-based practices after completing financial management training
- Managed a budget of \$2 million under the Governor's Crime Commission

Kiran

December

2017-June 2020

Program Manager/Outreach Coordinator

- Improved organizational awareness by attending 20+ tabling events across North Carolina per year and engaged with community organizations focusing on gender, housing and criminal justice via conferences, summits and online events
- Completed **Canva Design School** and **W3C Schools** training and **Northwestern University Nonprofit Essentials certification** to communicate in written, verbal and multimedia platforms (Instagram, YouTube, Facebook, TikTok, email marketing and website) to culturally-specific communities across the South Asian

diaspora and NC region to create awareness about gender-based violence in K-12 communities, religious groups, governmental organizations and local media to increase fundraising and grant funding by 40 percent

- Facilitated 15+ trainings (technical assistance) across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on topics related to intimate partner violence, teen dating violence (juvenile justice), hotline training and volunteer training
- Facilitated 15+ technical assistance trainings across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on intimate partner and domestic violence, teen dating violence and juvenile justice hotline training and volunteer training

NC LiteracyCorps, SCALE

August 2016

- July 2017

AmeriCorps Literacy Specialist

- Conducted data collection on 200 K-12 students to establish learning objectives and goals for academic improvement and implementing Brain Gain curriculum initiatives
- Organized and led seminars for 37 members and teachers on pursuing higher education, racial equity and newsletter communications

UNC Charlotte IT Service Desk

April

2010-May 2013

Senior Technical Assistant

Provided end user support and B2B trainings for faculty, staff, alumni utilizing University applications by cultivating technical support for University applications, software and enterprise applications which led to improved outcomes

- Trained 10-15 team members on implementing end user support for technology, software, and networking projects
- Developed user guides for networking and software installation documentation to improve technical writing skills and contribute to CRM knowledge base
- Resolved 25+ Help Desk tickets within 24 to 48-hour time frame to improve communication and help desk skills to better serve faculty, students and alumni

VOLUNTEER EXPERIENCE

Wake County Board of Elections, Precinct Official

August

2016-Present

- Manage processing ballots, registering voters, researching databases and setting up polling precincts for county elections

Muslim American Public Affairs Council, Volunteer

March 2024-

July 2024

- Managed projects with MAPAC members to improve event planning, organizational efficiency and implementing operational structures for communications, marketing and graphic design

ACCOMPLISHMENTS

- Promoted to Program Manager in 2020 for improving victim services, fundraising and communication goals by 25 percent
- Promoted to Senior Technical Assistant for improving communications and increased responsibilities in identity management and account retention

Profile

Which Boards would you like to apply for?

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

Durham and Wake Counties Research and Production Service District Advisory Committee

Please select your second Board preference: *

United Arts Grants Panels

Please select your third Board preference: *

Juvenile Crime Prevention Council

Please select your fourth Board preference: *

Domestic Violence Fatality Review Team

Please select your fifth Board preference: *

Adult Care Home Community Advisory Committee

Please select your sixth Board preference: *

Nursing Home Community Advisory Committee

Nathaniel

First Name

C

Middle Initial

Drum

Last Name

4004 Grand Manor Court

Street Address

Apartment 305

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

What district do you live in?

None Selected

Home: (828) 234-4485

Primary Phone

Business: (919) 792-4712

Alternate Phone

nathaniel.drum@alumni.wfu.edu

Email Address

North Carolina Business Court

Employer

Judicial Law Clerk (Attorney)

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?

As a new resident of Raleigh, I want to serve on a city board or commission so that I can better make connections throughout the city while working to improve the life of my fellow citizens.

Work Experience

Judicial Services Coordinator for the North Carolina Department of Public Safety
Probation/Parole Officer for the North Carolina Department of Public Safety Judicial Law Clerk (Attorney) at the North Carolina Business Court

Volunteer Experience

Wake County Teen Court Volunteer Presiding and Sentencing Judge American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge American Mock Trial Association (AMTA) Invitational Volunteer Judge MockOn High School Mock Trial Competition Volunteer Judge North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator Wake Forest University Summer Immersion Program Student Life Coordinator Wake Forest University School of Law Admissions & Financial Aid Student Liaison North Carolina Summer Appellate Seminar Participant

Education

University of North Carolina at Chapel Hill, Bachelor of Arts in Political Science Wake Forest University School of Law, Juris Doctor

Comments

[Professional_Resume.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Nathaniel C Drum

Date of Birth

Gender *

Male

Ethnicity *

Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

Current Wake County Volunteer

If you selected "Other" above, how?

Please upload a file

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Nathaniel C. Drum

4004 Grand Manor Ct.; Apt. 305; Raleigh, NC 27612 || (828) 234-4485 || nathaniel.drum@alumni.wfu.edu

Education

Wake Forest University School of Law

Juris Doctor (J.D.), May 2024

Winston-Salem, NC

GPA: 3.60 (Top 17%)

Honors and Awards:

- *Cum Laude* Academic Honors
- Order of the Barristers
- Pro Bono Honor Society
- Wake Forest University Summer Immersion Law Institute Honorarium Recipient
- Dean Suzanne Reynolds Award for the Highest Grade in Legal Research II; Pre-Trial Practice & Procedure; and Trade Secrets & Unfair Competition
- 2024 Cynthia Zeliff Trial Competition Champion
- 2023 Edwin Stanley Moot Court Top 16 Finalist
- 2023 Cynthia Zeliff Trial Competition Semi-Finalist

University of North Carolina at Chapel Hill

Bachelor of Arts in Political Science, May 2018

Chapel Hill, NC

Licenses

North Carolina State Bar

Licensed Attorney

State Bar No. 62898

Admission Date: 10/04/2024

North Carolina Secretary of State

Notary Public

Notary No. 201821100064

Expiration Date: 04/14/2029

Law School Leadership

- Staff Editor for the *Wake Forest Law Review*
- Staff Editor for the *Wake Forest Journal of Business & Intellectual Property*
- Symposium Edition Editor for the *Harvard Journal of Law & Public Policy*
- Teaching Assistant for Contracts I
- National Trial Team Captain
- American Bar Association National Appellate Advocacy Competition Representative
- Expungements Clinic Coordinator for the Wake Forest Law Pro Bono Project
- First Generation Law Society Mentorship Chair

Professional Experience

North Carolina Business Court

Judicial Law Clerk to the Honorable Mark A. Davis

Raleigh, NC

August 2024 – August 2026

- Reviewed the parties' briefs, conducted independent legal research, drafted bench memoranda, and drafted more than a dozen opinions and orders of significance for publication on Lexis and Westlaw
- Researched and conferenced with Judge Davis on multiple issues of first-impression under North Carolina commercial law, including issues involving: choice-of-law, subject-matter jurisdiction, joinder, fiduciary duty, shareholder rights, commercial tort claims, and attorneys' fees award calculations
- Responsible for overseeing the efficient administration of over two dozen complex commercial cases, including class-action disputes, direct and derivative shareholder suits, and administrative law appeals

Restoring Integrity & Trust in Elections

The Fund for American Studies Summer Law Clerk

Washington, DC

June 2023 – July 2023

- Conducted legal research and historical analysis regarding voting rights during various periods of Constitutional change in order to identify areas for potential future litigation
- Drafted, critiqued, summarized, and edited court filings including Amicus briefs, Motions to Dismiss, and Motions for Summary Judgment in ongoing federal and state election litigation cases

North Carolina Court of Appeals

Judicial Extern to the Honorable Hunter Murphy

Raleigh, NC

July 2022 – December 2022

- Drafted bench memoranda, court orders, and judicial opinions for complex criminal and civil cases
- Reviewed and analyzed appellate briefs and conducted legal research in order to prepare Judge Murphy for oral arguments and case conferences

Truist Financial

Mecklenburg County Bar Diversity Law Clerk

Charlotte, NC

June 2022 – July 2022

- Conducted legal research and drafted memoranda regarding class-action liability for electronic service outages and consumer data privacy following corporate mergers and acquisitions
- Compiled and analyzed new and amended state statutes regulating the collection, storage, use, and distribution of consumer data and private information

Moore & Van Allen

Mecklenburg County Bar Diversity Law Clerk

Charlotte, NC

May 2022 – June 2022

- Conducted research and drafted memoranda regarding various issues including contract interpretation, property rights, and evidentiary standards
- Accompanied attorneys to court proceedings and created summary reports regarding civil motions hearings, depositions, and contested bankruptcy hearings

James, McElroy & Diehl

North Carolina State Bar Certified Paralegal

Charlotte, NC

November 2020 – July 2021

- Wrote, reviewed, and edited complaints, answers, and motions relating to all family court matters including child support, child custody, spousal support, and equitable distribution
- Collaborated with attorneys to prepare for trials and motion hearings by writing issue synopses, creating evidence binders, and researching relevant case law and statutes

North Carolina Department of Public Safety

Probation and Parole Officer

Gastonia, NC

April 2020 – December 2020

- Appeared in court and presented case details to the court including steps taken to engage defendants in community activities and the impact of those initiatives on defendants' conduct
- Reviewed case files and met with defendants to make connections with city, county, and state resources and address identified criminogenic needs to reduce the risk of recidivism

North Carolina Department of Public Safety

Judicial Services Coordinator

Newton, NC

July 2019 – April 2020

- Interviewed and elicited information from convicted offenders regarding their contact information, demographics, employment, education, and criminal background
- Filed violations for non-compliance of court-ordered community service and appeared in District Criminal Court alongside the district attorney to testify as to the offender's violations

The McIntosh Law Firm

North Carolina State Bar Certified Paralegal

Davidson, NC

October 2018 – July 2019

- Drafted pleadings, estate planning documents, and correspondence with creditors and financial institutions relating to estate administration matters
- Assisted in client intake interviews, contacted clients with regular case updates, and answered questions regarding the estate administration and probate process

Academic Publications

Wake Forest Law Review Current Issues Blog

March 2024

[*North Carolina's Nesting Doll Dilemma: Attorneys Fees as a Sanction in Family Law Criminal Contempt Proceedings*](#)**Community Service**

Wake County Teen Court Volunteer Presiding and Sentencing Judge

American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge

American Mock Trial Association (AMTA) Invitational Volunteer Judge

MockOn High School Mock Trial Competition Volunteer Judge

North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge

North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator

Wake Forest University Summer Immersion Program Student Life Coordinator

Wake Forest University School of Law Admissions & Financial Aid Student Liaison

North Carolina Summer Appellate Seminar Participant

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: *

None Selected

Please select your third Board preference: *

None Selected

Please select your fourth Board preference: *

None Selected

Please select your fifth Board preference: *

None Selected

Please select your sixth Board preference: *

None Selected

Dawn

First Name

E

Middle Initial

Ronco

Last Name

7908 Wood Cove Court

Street Address

Suite or Apt

Raleigh

City

NC

State

27615

Postal Code

What district do you live in?

None Selected

Mobile: (919) 413-2411

Primary Phone

Home: (919) 413-2411

Alternate Phone

dawneronco@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?

My first career, which began in 1978, was geriatric social work. I have a BSW and worked in hospital discharge planning, then in a SNF/ICF facility. So I have always had an interest in the welfare of older, needy people. My husband had frontotemporal dementia and required long-term care for two years before he died in 2014. My mother has been in memory care in Massachusetts since 2022. I have seen excellent care and poor care. Given my experiences, I feel I could be of good service on this committee.

Work Experience

Medical/geriatric social work, 1978-1983 Manager job placement/coaching company for people with developmental disabilities, 1983-1985 Corporate communications - writing, editing, graphic design, 1985-1988 Owner, publishing service, 1988-1995 Corporate communications management, 1995-2015 Change manager, IT communications, 2015-2020

Volunteer Experience

Meals on Wheels (did for several years in past) Food Bank (occasional Saturday volunteering) Lunch packing for needy (2020-2023) HOA Board secretary/treasurer (2019-present)

Education

BA Social Work, summa cum laude, Salem State College, 1977

Comments

Information above contains all relevant information; do not have a current resume, as I have been retired for several years.

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?

Radio

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](#).

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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

Guy
First Name

W
Middle Initial

Badgett
Last Name

3405 Laura Ashley Cir
Street Address

Suite or Apt

Fuquay Varina
City

NC
State

27526
Postal Code

What district do you live in?

None Selected

Mobile: (919) 520-5093
Primary Phone

Mobile: (919) 520-5093
Alternate Phone

guy.badgett@gmail.com
Email Address

DataNet IT
Employer

Data Center Technician
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:

Fuquay-Varina

Interests & Experiences

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

I have seen many of these facilities and they ALL need improvement in a variety of areas.

Work Experience

US Navy - Operation Specialist Verizon Business - Advanced Technician-Telecom National Power - Field Service Tech / Power Quality Consultant DataNet IT - Data Center Technician II

Volunteer Experience

Mostly coaching youth basketball at Middle School and church leagues I help families, friends and neighbors

Education

Tidewater Community College - A.S. Social Sciences Campbell University - B.S. Psychology

Comments

My name is Guy and I one enjoy helping people and second I am a fixer. By that I mean, I get things done and the whole operation of caring for our elders and those who just need assistance could use a tremendous amount of help.

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

Male

Guy W Badgett

Ethnicity *

Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

Other

If you selected "Other" above, how?

My wife told me.

Please upload a file

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Adult Care Home Community Advisory Committee

Please select your second Board preference: *

Nursing Home Community Advisory Committee

Please select your third Board preference: *

Alliance Behavioral Healthcare

Please select your fourth Board preference: *

Commission for Women

Please select your fifth Board preference: *

Domestic Violence Fatality Review Team

Please select your sixth Board preference: *

Knightdale Land Use Review Board

Willie

First Name

Sanders

Last Name

Middle Initial

508 Laurens Way

Street Address

Suite or Apt

Knightdale

City

NC

State

27545

Postal Code

What district do you live in?

None Selected

Home: (919) 599-0658

Primary Phone

Home: (919) 217-4740

Alternate Phone

wasanders52@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:

Knightdale

Interests & Experiences

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

I am interested in serving on both Adult Care Home and Nursing Home Community Community Advisory Committee enhance my knowledge and skills in being able to appropriately advocate for the rights of adults in nursing homes and adult care settings. Since my retirement in 2009 I have worked extensively with elderly family members until their transitioning. In doing so I have learned much about navigating the health care system, Medicare, Medicaid, and insurance companies, and how to advocate on their behalf.

Work Experience

Wake County Human Services Crisis & Assessment Services (Director), Alcoholism Treatment Center (Supervisor), Psychiatric Institute of Richmond (Mental Health Technician), Vance County Mental Health (Rehabilitative Therapist), and Petersburg State Hospital (Supervisor). Carolina Learning Services (Head Injury - Nurses Aid), Home Instead (Care Professional)

Volunteer Experience

Vance County Domestic Violence Food Bank Corinth Baptist Church Health Care Committee Wake Chapel Church Bible Study Fellowship Wake County Retiree Benefit Committee

Education

Vance Senior High Henderson NC Bachelor of Science East Carolina University Greenville NC Masters Health Administration Strayer University Raleigh NC Covid-19 Certificate John Hopkins University Clinical Pathways to Clinical Research Wake Technical Community College Billing I & II Wake Technical Community College Certified Nursing Assistant Wisdom Health Durham, NC HIPAA Certificate Wake Technical Community College Introduction to Food & Health Stanford University

Comments

Upload a Resume

[Resume.doc](#)

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?

Face Book DHHS

[Resume.doc](#)

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](#).

Willie Sanders

508 Laurens Way, Knightdale, NC 27545 • (919) 217-4740 • wasanders52@gmail.com

PROFESSIONAL PROFILE: Dedicated health services professional / manager with 20 years experience in customer service delivery, HR Generalist, management of the administrative processes, and quality control. Strengths include work planning & prioritization, needs assessments, treatment planning, medical terminology, HIPPA Regulations, Medicaid regulations, eligibility determination, comprehensive knowledge of legal documentation in records, crisis management, access/call center management, initial authorizations for the provider network, public speaking, and presentations.

Summary of Qualifications

- *Demonstrated achiever with exceptional knowledge in program management, program development and public relations.*
- *Exhibit strong analytical, organizational, interpersonal, and communication skills*
- Adaptable and skilled at learning new concepts quickly and working under pressure.

Professional Experience

WAKE COUNTY HUMAN SERVICES, Raleigh, NC

Director – Wake Access Unit and Crisis and Assessment Services Unit (2004-2009/Retired)

Provided leadership 50 employees, managed four programs: Medication Management Clinic, Child Development - Community Policing Program (CDCPP), Crisis Services, and Access Unit/Call Center. Supervised multiple work unit functions and provided back-up support to division directors. Researched trends analyzed data and developed programs based on community needs and funding strategies.

Leadership Responsibility:

- Managed a \$4.4 M annual budget, developed budget requests, business strategies and work plans.
- Researched, planned, and communicated program goals and objectives; evaluated ongoing activities
- Quality assurance. Monitored expenditures, contractual agencies, funding sources, and engaged in continuous quality improvement as it related to consumer access to care, patient registration, crisis management and managed care operations.
- Served on various committees and represented Wake County Human Services (WCHS) and the other departments in a collaborative effort to improve/enhance program services, access to care, meet organizational goals and objectives, improve community relations, and meet the needs of Wake County citizens.
- Collaborated with internal WCHS agencies and external agencies to ensure access of care in the provider network.
- Tracked and reported compliance performance indicators for crisis, access to care units, medication management clinic, and child development community policing program.
- Participated in state audits, Commission on Accreditation of Rehabilitation Facilities (CARF) and Council on Accreditation (COA).
- Ensured consumer access to mental health, substance abuse, and developmental disability services in a timely manner as per state requirements and met outcome measurements.
- Partnered with members of the Local Management Entity (LME) on workflow assessment and redesign of Access Unit, vendor selection of Netsmart, web-based behavioral health software, provider network selection, and quality management.
- Work together with the LME on a telecommunication project to ensure access to appropriate and necessary level of care, produce reports about access to care patterns, trends and to identify gaps in services.
- Trained, participated, and collaborated in Disaster Response with Emergency Management for Wake County.
- Updated departmental organization chart, investigated, and responded to grievances and critical events; served on the Incident Review Committee, responded to departmental appeals and/or grievances in a timely manner with appropriate recommendations and actions taken (follow through).

HR Responsibility:

- Created employee job descriptions.
- Reviewed applications/resumes and selected pre-qualified candidates for interviews.
- Phone interviews; scheduled and coordinated face to face interview times.
- Selected/hired most qualified candidate for open position (s). Responsible for termination of an employee when deemed appropriate.
- Conducted reference checks and salary negotiations.

- Ensured the termination/dismissal as a disciplinary action when appropriate.

Program Manager - Crisis and Assessment Services (1996-2004)

Held full responsibility for diverse range of administrative and clinical activities involving Medicaid practices, HIPPA laws, and crisis management including intake interviews, eligibility determinations, dispositions, diagnosis, triage, medication monitoring, service delivery reviews and resolutions, team building, contract negotiations and monitoring.

- Successfully managed a 24/7 Units: Wake's Crisis Services/Access Unit with excellent track record for customer service delivery, staff management, and records documentation.
- Increased awareness of community resources via public speaking and presentations, events, which included trained healthcare providers on crisis interventions, access to care, authorization process, involuntary commitment law and procedures, mental health laws, and community resources.
- Trained, mentored, and managed employees' performance.
- Delivered a series of well-received, weekly in-service trainings to professional service providers including training in HIPPA laws, Mental Health Reform, crisis management, and clinical skill development.
- Arranged for competent professionals to educate staff during weekly in-service trainings on topics including clinical updates, diagnostic skills, public health issues, documentation, and health and safety, as well as professional growth and development and cultural diversity.
- Maintained excellent internal and external relationships with all staff and personnel, including all local emergency departments, psychiatric hospitals, Department of Health & Human Services, Public Health Department, Wake County Police & Sheriff Department, physicians, and program directors.
- Recognized and commended by manager for overall exemplary performance in management of operations, scheduling, task management, special event coordination, training planning and delivery, and program planning, implementation, and management.
- Managed the separation of Assessment and Crisis Unit Services. Planned, staffed, and implemented services at satellite locations, which resulted in quicker access to services, a decrease in wait time for services, and no-show rate. No show rate went from 55% to 29% (decreased 26%) within 5 months.
- Developed a system for contract monitoring, data collection, and quality control which resulted in decreased errors, improvement in the quality of care, and improvement in selection of qualified staff.

Clinical Experience

- Conducted intake interviews for comprehensive substance abuse and mental health assessments
- Identified potential barriers to accessing services, provided support and advocacy to overcome such barriers.
- Assessed refugees and other immigrants in need of services.
- Monitor and tracked consumer progress
- Participated in treatment planning and clinical supervision.
- Developed or assisted in the development of person-centered plans with consumer, family, and guardians.
- Assisted in the auditing of files in accordance with procedures.
- Determined nature and extend of mental health/substance abuse disorders.
- Triage consumers with substance abuse, mental health, and developmental disabilities to determine priority status of care – emergent, urgent or routine levels of care.
- Conducted crisis assessments to determine treatment disposition and targeted populations, levels of care, developed crisis plans, and family interventions.
- Medication management
- Face-to-face interventions.
- Coordination of care with WCHS agencies, local Emergency Departments, state and private psychiatric hospitals, Magistrates regarding petitions for involuntary commitments, Emergency Management, nursing homes and other community organization.
- Authorized levels of care.
- Provided the clinical supervision for Homeless Services for 2.5 years.

In-Patient Supervisor – Alcoholism Treatment Center (1989-1996)

- Managed 26-bed inpatient and 8-bed Acute Medical Detox Unit.
- Planned and implemented Inpatient and Outpatient Support Groups.
- Coordinated the scheduling of staff, master treatment planning conferences, and patient activities

- Responded to departmental grievances or incidents in a timely manner with appropriate recommendations and follow through.
- Collaborated with internal WCHS programs and external agencies to coordinate treatment and aftercare plans.
- Conducted intensive substance abuse group sessions, family orientation, and lectures.

Substance Abuse Counselor - Alcoholism Treatment Center (1988-1989)

- Conducted social, family and leisure assessments, mental status examinations, daily group therapy, lectures, etc.
- Developed and implemented treatment plans.
- Responsible for admission and discharge planning

Employment Post Retirement

Save Room for Dessert – Owner/CEO, Knightdale NC (2010 -)

Bake nutritious cakes, pies, cakes, and cookies using organic ingredients. Gluten free, vegan, and diabetic friendly deserts and pastries.

Certified Nursing Assistant – Wisdom Health Care Solution, Durham, NC (2014)

Performed home health care to geriatric population. Assist with baths, vitals, meal prep, and medications administration.

Part-time Field & Installation Merchandiser – Hallmark, Raleigh BC (2012)

Perform service work in Hallmark department in various retail stores. Handled stocking, straightening, replenishing, and tracking inventory of Hallmark products. Performed installation and occasional service with building or moving fixtures and moving card displays.

Volunteer Experience

Care Giver (2009- present) Provided care for family members with Alzheimer’s and Dialysis Care until transitioning. Skills: Power of Attorney, care coordination, patient advocate, time management, records management, organizational skills, written and organizational skills. Emergency response, problem solving/decision making, patience, and self-motivation.

Church Food Bank (2019) Registered people. Packed and distributed food aid. Oversee opening and closing of food pantry two times per month.

Bible Study Fellowship (2017) Administration. Registered participants. Maintain class attendance records. Collect and analyze data. Ensure each class received printed study materials, attendance sheets, and room set up. Collect money at end of class. Audio visual aid.

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Currently enrolled in North Carolina Life Insurance Agent Pre-Licensing Course,
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ORGANIZATIONAL AFFILIATIONS

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Willie Sanders

508 Laurens Way, Knightdale, NC 27545 • (919) 217-4740 • wasanders52@gmail.com

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Wake Technical Community College, Raleigh NC (2018)

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Profile

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Adult Care Home Community Advisory Committee

Please select your second Board preference: *

Holly Springs Planning Board

Please select your third Board preference: *

Alliance Behavioral Healthcare

Please select your fourth Board preference: *

Human Services Board

Please select your fifth Board preference: *

Domestic Violence Fatality Review Team

Please select your sixth Board preference: *

Housing Authority

Stephanie

First Name

V

Middle Initial

Hill

Last Name

1134 Kissena Lane

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

What district do you live in?

None Selected

Home: (919) 770-8877

Primary Phone

Home: (919) 770-8877

Alternate Phone

stephaniev.hill@gmail.com

Email Address

UNC Healthcare

Employer

Financial Specialist

Job Title

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

Yes No

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

Apex

Interests & Experiences

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

To help the community

Work Experience

Billing specialist, hiring committee, Auditor

Volunteer Experience

Feed homeless, motivation speaker, food banks, shelters

Education

Some 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

Stephanie V Hill

Other

How did you become aware of Wake County volunteer opportunities?

Other

If you selected "Other" above, how?

Friend

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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

Profile

Which Boards would you like to apply for?

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: *

None Selected

Please select your third Board preference: *

None Selected

Please select your fourth Board preference: *

None Selected

Please select your fifth Board preference: *

None Selected

Please select your sixth Board preference: *

None Selected

PENNY

First Name

E

Middle Initial

LONG

Last Name

5937 Wintergreen Dr

Street Address

Suite or Apt

Raleigh

City

NC

State

27609

Postal Code

What district do you live in?

None Selected

Home: (919) 645-7502

Primary Phone

Home: (919) 645-7502

Alternate Phone

pennylong117@gmail.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

Interests & Experiences

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

I love Seniors! As someone who has taken the event coordinator for senior living certification course I am always looking for ways to be involved with the senior population.

Work Experience

Summary I LOVE Seniors! Looking for my second career working in this industry. Experience in medical terminology, coding, and activity director duties. Strong management, leadership, cross-functional team, analytical, communication and change management skills. High level of business acumen. Critical thinker and problem solver. Skilled at productive relationships with colleagues/clients. Elks Lodge, Raleigh, NC (Aug 22 - Present) Volunteer committee member on several committees planning events including Charity Golf Tournament, Veterans Welcome Home Kits, Wednesday Dinner, Disaster Recovery Kits. Responsible for inventory, distribution and coordination of volunteers. Experience Alvaria, Atlanta, GA Sr. Strategic Client Relationship Manager (June 2023 - Oct 2023) Responsible for customer retention, growth, engagement and adoption, as well as maintaining high levels of customer satisfaction. Advisor and advocate for enterprise-level customers, helping communicate value to the business. Worked closely with C-level customer contacts as well as internal contacts from across the business as the customer liaison. • Reduced case submission by 50% by providing resources for troubleshooting. • Brought client base to green by increasing resolution time by 85%. Conga, Broomfield, Co Partner Account Success Manager (May 2021 - Feb. 2023) Managed strategic partner relationships throughout the lifecycle. Drove and defined success metrics with partners to ensure success in reselling and building pipeline. Created success plans and quarterly business reviews. Developed a clear and concise understanding of the partners strategies, operational maturity, and business goals. Led renewal efforts and upsell/cross sell, renewals, and contract negotiations. • Reengaged a large reseller by initiating account mapping with account executives, leading to an increase in sales of 15% • Created a go to market strategy with resellers to drive engagement leading to a larger increase in product knowledge and increased their portfolio of product line to resell. Conga, Broomfield, Co (Sept. 2019 - May 2021) Enterprise Customer Success Manager Lead strategic planning and product adoption for enterprise level customers. Developed customer and internal relationships to provide broader support for red customers by developing success plans with clear objectives. Worked alongside upper management to promote retention of customers to create an overall positive experience. Ensured product optimization to achieve the highest ROI. Established relationship with sales/renewals to identify upsells and ensure retention. • Led the renewal efforts, including new contract negotiation and pricing for a strategic customer including contract renegotiation that brought a yearly increase to the contract of 20% per year for 5 years. • Maintained a 95% retention rate Lytho, Morrisville, NC Strategic Account Manager (Feb. 2018 - Sept. 2019) Managed relationships with enterprise level customers Developed success plans success plans used to continuously monitor goals, successes and growth opportunities. Oversaw all renewal efforts and responsible for identifying new business opportunities among existing customers and/or identify areas of improvement to maximize growth and reduce churn. • Account manager consistently achieving 100% bonus quarterly. • Successfully advocated for product upgrades leading to 100% retention of top tier customers • Led the efforts in uncovering a contract discrepancy bringing in an additional 10k • 98% Renewal Rate Jaggaer, Morrisville, NC Enterprise Customer Success Manager (Dec. 2013-Nov. 2016) Responsible for 20+ customers (\$4.5M in License Fees) in Higher Education, Bio-Pharma, Hospitals, Commercial and Public Sector. Worked directly with strategic C level customers and top executives to analyze their business process needs, workflow, and system utilization to proactively drive ROI as well as assuring successful KPI's. Built relationships and encouraged new and repeat business opportunities. • Successfully brought strategic, at-risk clients to a referenceable status leading to 100% retention • Instituted and ran internal CSM learning sessions for internal product education creating a more knowledgeable CSM team. • Created a process for beta customers that included monthly meetings with product and strategic customers involved to successfully maintain product needs. Intuit Health (Formerly Medfusion) Cary, NC Strategic Solution Customer Success Manager (May 2008-Nov. 2013) Managed B2B relationship with Intuit merchant services as the liaison between sales, development, and customers for all payment related initiatives such as merchant service onboarding, implementing payment solution into customer systems, and solution support. Oversaw partnership with resellers leading the integration implementation guide development as the relationship manager for reseller. • Instituted and drove beta process for a quick pay solution within the product increasing patient online payments by 85%.

Volunteer Experience

Volunteer event coordinator for the Raleigh Elks Lodge. Volunteer with the Disaster relief team and Veterans Welcome Home Kit Committee

Education

Wake Technical Community College

Comments

[Penny_Long_ResumeMED1V.pdf](#)

Upload a Resume

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

Please upload a file

Demographics

Date of Birth

Gender *

Female

Ethnicity *

Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

Other

If you selected "Other" above, how?

Friend

Please upload a file

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PENNY E. LONG

Raleigh, NC PennyLong117@gmail.com 919.645.7502

Looking to move into my second career in the medical field! I started out working for Wake County Human Services in Accounts Receivable responsible for all mental health, and Medicare/Medicaid billing.

- **Medical Coding Medical Terminology Experience.**

High level of business acumen. Critical thinker and problem solver. Strong management, leadership, cross-functional team, analytical, communication and change management skills.

Prior experience in medical billing, PM and EHR systems. Avid Volunteer at the Raleigh Elks Lodge in Veteran services.

Wake County Human Services, Raleigh, NC
Associate Accounting Technician

(1997 – 2004)

Processing and distribution of multimillion dollar internal and contracted checks for mental health services monthly. Receipt and data entry of non-Medicaid services done by contract agencies. Accounts payable of adult mental health contract Medicaid reimbursement. EFT downloading and posting to Wake County accounting system. Internal support for clinic staff. Heavy client and internal phone contact. Responsible for all Medicare flu billing and payment posting for health department. Maintained change fund for all health department clinics. Filing for approximately 150 private insurance companies and posting of reimbursement.

Executive Center Services, Raleigh, NC
Customer Service Operations Manager

(2005 – 2008)

Managed an eight member staff of customer service representatives. Order taking, sales, and fulfillment for web based companies. Answering service operator for major companies nationwide. Word Processing and legal document editing.

Medfusion, Raleigh, NC
Project Manager

(2008-2010)

Lead Project Manager for larger Client implementations and portal merchant account integration project. Drove EMR/PM integrations streamlining processes. Conducted Remote Web Based and onsite product and project trainings for large clients of 20-60 providers. Developed project plans including milestones, time lines and success metrics for Patient portal implementations.

Intuit Health (Formerly Medfusion), Raleigh, NC
Strategic Solutions and Partner Manager,

(2010- 2013)

Managed relationship with Intuit Payments business division as liaison between sales, development, and client services for all payments related initiatives as they pertain to customers and partners. Served as product SME working on account management both pre and post-sale within the Intuit Portal including integration requirements for Patient Management/Billing systems vendors, such as Allscripts, Centricity, and Greenway.

Partner Relations manager and team leader for Greenway Medical Technologies PrimePatient Portal

implementation team. Certified to implement on Greenway EMR/PM system. Manages deployment of product, training materials and partnership SLAs.

Jaggaer, Morrisville, NC

(Dec. 2013-Nov. 2016)

Enterprise Customer Success Manager

Responsible for 20+ customers (\$4.5M in License Fees) in Higher Education, Bio-Pharma, Hospitals, Commercial and Public Sector. Worked directly with strategic C-level customers and top executives to analyze their business process needs, workflow, and system utilization to proactively drive ROI, as well as assuring successful KPI's. Built relationships and encouraged new and repeat business opportunities.

- **Successfully brought strategic, at-risk clients to a referenceable status leading to 100% retention.**
- **Instituted and ran internal CSM learning sessions for internal product education creating a more knowledgeable CSM team.**
- **Created a process for beta customers that included monthly meetings with product and strategic customers involved to successfully maintain product needs.**
-

Lytho, Morrisville, NC

(Feb. 2018 – Sept. 2019)

Strategic Account Manager

Managed relationships with enterprise-level customers. Developed success plans used to continuously monitor goals, successes and growth opportunities. Oversaw all renewal efforts and was responsible for identifying new business opportunities among existing customers and identifying areas of improvement to maximize growth and reduce churn.

- **Account manager consistently achieving 100% bonus quarterly.**
- **Successfully advocated for product upgrades leading to 100% retention of top tier customers.**
- **Led the efforts in uncovering a contract discrepancy bringing in an additional \$10k.**
- **98% Renewal Rate.**

Conga, Broomfield, CO

(Sept. 2019 – Aug 2021)

Enterprise Customer Success Manager

Led strategic planning and product adoption for enterprise-level customers. Developed customer and internal relationships to provide broader support for customers by developing success plans with clear objectives. Worked alongside upper management to promote retention of customers to create an overall positive experience. Ensured product optimization to achieve the highest ROI. Established relationship with sales/renewals to identify upsells and ensure retention.

- **Led renewal efforts, including new contract negotiation and pricing for a strategic customer, including contract renegotiation that brought a yearly increase to the contract of 20% per year for 5 years.**
- **Maintained a 95% retention rate.**

Conga, Broomfield, CO

(Aug. 2021 – Feb. 2022)

Partner Success Manager

Supported the infrastructure in the Partner Success team, which was accountable for supporting partners through all phases of the client journey. Educated new partners and potential partners on the Conga partner program. Responsible for a variety of activities including building relationships with sales, legal, marketing,

support, renewals, and executive leadership engaging with our client's strategic partners. Aligned partner offerings/initiatives to business units, driving enablement activities and managing the operational structure to support these engagements. Coordinated and monitored the efforts of cross-divisional teams working with partners on specific initiatives.

- **Created an internal system of navigation using shared documents customized for sales, support, and any new reseller manager, to streamline all communications with resellers.**
- **Created an internal repository specifically for each department. Created and ran a Teams channel where anyone needing assistance on or about a reseller could post.**

Conga, Broomfield, CO
Partner Account Manager

(Mar. 2022 – Feb. 2023)

Managed strategic reseller partner relationships throughout the lifecycle. Drove and defined success metrics with partners to ensure success in reselling and building pipeline. Created success plans and quarterly business reviews. Developed a clear and concise understanding of the partners strategies, operational maturity, and business goals. Led renewal efforts and upsell/cross-sell, renewals, and contract negotiations.

- **Reengaged a large reseller by initiating account mapping with account executives, leading to an increase in sales of 15%.**
- **Created a go-to-market strategy with resellers to drive engagement, leading to a larger increase in product knowledge and an increase in their portfolio of product line to resell.**

Alvaria, Atlanta, GA
Strategic Client Relationship Manager

(June 2023 – Oct 2023)

Responsible for customer retention, growth, engagement and adoption, as well as maintaining high levels of customer satisfaction. Advisor and advocate for enterprise-level customers, helping communicate value to the business. Worked closely with C-level customer contacts as well as internal contacts from across the business as the customer liaison.

- **Reduced case submission by 50% by providing resources for troubleshooting.**
- **Brought client base to green by increasing resolution time by 85%.**

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: *

Capital Area Workforce Development Board

Please select your third Board preference: *

Holly Springs Board of Adjustment

Please select your fourth Board preference: *

Keep America Beautiful Advisory Board

Please select your fifth Board preference: *

Apex Board of Adjustment

Please select your sixth Board preference: *

Centennial Authority

Timothy

First Name

Guthrie

Last Name

Middle Initial

334 Leland Crest Dr

Street Address

Suite or Apt

Apex

City

NC

State

27539

Postal Code

What district do you live in?

None Selected

Mobile: (919) 638-6855

Primary Phone

Mobile: (919) 638-6855

Alternate Phone

guthrie759@gmail.com

Email Address

VIGILINT Expeditionary Solutions

Employer

HR Manager

Job Title

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

Yes No

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

Holly Springs

Interests & Experiences

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

I am eager to join the Adult Care Home Community Advisory Committee because I believe in the importance of enhancing the quality of life for residents in care homes. My passion for advocating for vulnerable populations drives me to contribute positively to this community. As an HR manager, I have developed transferable skills that would be invaluable to the committee. My experience in conflict resolution allows me to mediate discussions and foster collaboration among diverse stakeholders. Additionally, my background in training and development equips me to support staff in delivering compassionate care. I am adept at analyzing policies and procedures, ensuring they align with best practices and the needs of residents. By leveraging my skills in communication, empathy, and strategic planning, I hope to make a meaningful impact on the lives of those in adult care homes and help create a supportive environment for both residents and staff.

Work Experience

Legal compliance, HR, Training and Development, dispute resolution, and budgeting

Volunteer Experience

NC Cert Habitat for Humanity Wake County Public Schools- Woods Creek

Education

BA- Political & Social Science - The University of North Carolina at Greensboro Current:
Masters of Legal Studies - Wake Forest University School of Law

Comments

I leave you with one quote "Do not fear failure but rather fear not trying." — Roy T. Bennett

[Guthrie_Timothy_-
_HR_Compliance.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

Timothy Guthrie

Date of Birth

Gender *

Male

Ethnicity *

African American

Other

How did you become aware of Wake County volunteer opportunities?

County Website

If you selected "Other" above, how?

Please upload a file

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TIMOTHY GUTHRIE

Compliance Professional with a emphasis in Law

PROFESSIONAL SUMMARY

HR Manager with experience in employee relations and compliance, expertly navigating multi-state legal frameworks to enhance organizational adherence. Proficient in developing strategic solutions for payroll management and diversity initiatives, leveraging skills in Salesforce and ADP to optimize operational efficiency. Passionate about fostering inclusive work environments and staying ahead of compliance trends to drive sustainable growth.

EMPLOYMENT HISTORY

DISASTER RESPONSE VOLUNTEER *NC Cert*

Nov 2023 - Present
Durham, NC

- ◆ Emergency Response Volunteer with Duke University (DHPC)

HR MANAGER, EMPLOYEE RELATIONS & COMPLIANCE *VIGILINT HEALTH SOLUTIONS*

Mar 2023 - Present
Morrisville, NC

- ◆ Ensure compliance with laws across 35 states, enhancing company-wide legal adherence.
- ◆ Manage multi-state payroll, overseeing \$750k per cycle, ensuring accurate compensation.
- ◆ Managing DBA workers comp claims
- ◆ Providing HR services to C-Suite, hourly and salary employees
- ◆ Coordinate benefits administration, optimizing cost savings during renewals.
- ◆ Develop and implement Affirmative Action Plans, fostering diversity and inclusion due to OFCCP regulations.
- ◆ Conduct investigations and resolve employee issues, maintaining a harmonious workplace.
- ◆ Spearhead multi-state employment law compliance, develop SOPs, and manage complex payroll operations, ensuring legal adherence across 35 states.
- ◆ Revolutionized performance management by implementing digital system with non-bias grading scale, enhancing objectivity and efficiency in evaluations.
- ◆ Conduct in-depth research on legal compliance trends, leveraging resources like BLR and SHRM to stay ahead of regulatory changes and minimize risks.

TRAINING & DEVELOPMENT LEAD *CHARTER COMMUNICATIONS INC*

Apr 2021 - Mar 2023
Morrisville, NC

- ◆ Led a team of 150+, enhancing productivity and morale through supportive management.
- ◆ Designed new hire curriculum with management, ensuring smooth onboarding and alignment.
- ◆ Improved retention rates by surpassing 60 and 90-day new hire milestones.
- ◆ Identified training gaps, tailored solutions, boosting employee competence and effectiveness.
- ◆ Facilitated seamless employee reintegration post-leave, maintaining morale and productivity.

FIELD HR REPRESENTATIVE *THE WELBURN ORGANIZATION CORPORATE OFFICE*

Dec 2018 - Apr 2021
NC

- Prevented the company from laying off staff by re-aligning hiring, cross training and scheduling needs.
- Computed Productivity Ratios for workforce
- Increasing productivity by implementing new incentives, training, and Leadership while maintaining a great retention rate
- Processing all leave of absence
- Oversaw Recruitment marketing
- Re-inventing the onboarding structure with a time-friendly approach to get candidates into production
- Overseen the process of unemployment claims and exit interviews
- Investigated, arbitrated and resolved employee complaints and issues
- Reviewed applications, conducted in-person interviews, and administered tests to evaluate applicants' skills.
- Developed an employee wellness program that reduced FMLA utilization

- Increased compliance & training company-wide by implementing SOPs for each department Spearheaded HR initiatives, reducing FMLA utilization by 47.3% and turnover by 17%. Integrated new payroll vendor, cutting costs by 40% and boosting efficiency.

EDUCATION

MASTERS OF LAW	2026
<i>Wake Forest University School of Law</i>	<i>Winston-Salem</i>
BACHELOR OF ARTS: POLITICAL & SOCIAL SCIENCE	
<i>The University of North Carolina at Greensboro</i>	<i>Greensboro, NC</i>
TRANSFER: GENERAL STUDIES	
<i>Durham Technical Community College</i>	<i>Durham, NC</i>
CERTIFICATION: HR MANAGEMENT	
<i>Duke University</i>	<i>Durham, NC</i>
CERTIFICATE: LEGAL RESEARCH AND WRITING	
<i>Thomson Reut</i>	
CERTIFICATE: CRITICAL GROUP & INDIVIDUAL CRISIS	
<i>International Critical Incident Stress Foundation, Inc.</i>	

SKILLS

Policies implementation, Recruitment Marketing, Legal Research, Federal Contracting Compliance, AAP/EEO Implementation, Federal Per diem regulations, Kronos, Payroll, ADP, PeopleSoft, Salesforce, ERISA Compliance, USERRA Compliance, Stress Management, Emergency Management.

ADDITIONAL INFORMATION

ACCOMPLISHMENTS

- Prevented the company from laying off staff by re-aligning hiring, cross training and scheduling needs
- ♦ Managed the launch of the company into the Canadian market regarding temporary work permits under LMIA
- Computed Productivity Ratios for workforce
- Achieved a 47.3% decrease in FMLA utilization within the first year of Representing the HR Department
- Cut costs by 40% and increased efficiency by integrating a new payroll vendor
- Increasing productivity by implementing new incentives, training, and Leadership while maintaining a great retention rate
- Reduced turnover by 17%
- Negotiated a return to work for employees on strike
- Developed an employee wellness program that reduced FMLA utilization
- Increased compliance & training company-wide by implementing SOPs for each department

PREVIOUS PROJECTS

- ♦ Consulted with management on H1B, and H2B Visas
- ♦ Developed a Leadership Development Program
- ♦ Coordinated with universities on recruitment and sourcing talent
- ♦ Worked with management on reducing \$250K in overtime by planning effectively