

**WOMEN’S ADVISORY BOARD**

**Vote on Nominees listed below, nominated at the December 3, 2024 meeting.**

**One (1) three-year term expiring November 30, 2027.**

<b>Nominees</b>	<b>Round 1</b>	<b>Round 2</b>	<b>Round 3</b>	<b>Round 4</b>
<b>Olga Stemmer District 5</b>				
<b>Michelle Tokpah District 1</b>				

# Women's Advisory Board

## Nominees At-A-Glance

**One (1) Three-year term expiring November 30, 2027**

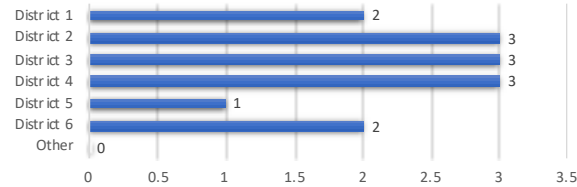
<b>Name</b>	<b>District</b>	<b>Gender</b>	<b>Ethnicity</b>
Stemmer, Olga	5	Female	Hispanic
Tokpah, Michelle	1	Female	African American

# WOMEN'S ADVISORY BOARD DEMOGRAPHICS

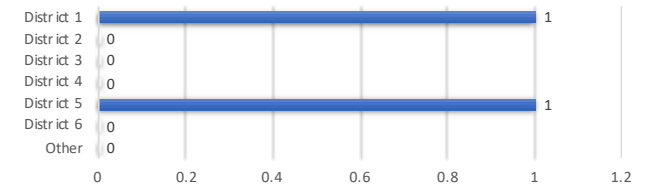
## Districts

	Members	Nominees
District 1	2	1
District 2	3	0
District 3	3	0
District 4	3	0
District 5	1	1
District 6	2	0
Other	0	0
<b>Total</b>	<b>14</b>	<b>2</b>

Members by District



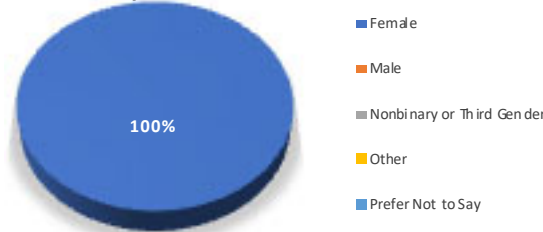
Nominees by District



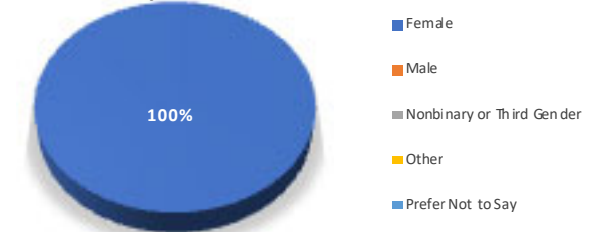
## Gender

	Members	Nominees
Female	14	2
Male	0	0
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
<b>Total</b>	<b>14</b>	<b>2</b>

Members by Gender



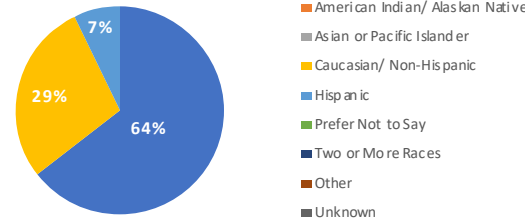
Nominees by Gender



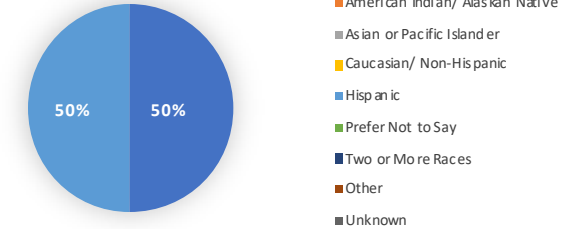
## Ethnicity

	Members	Nominees
African-American	9	1
American Indian/ Alaskan Native	0	0
Asian or Pacific Islander	0	0
Caucasian/ Non-Hispanic	4	0
Hispanic	1	1
Prefer Not to Say	0	0
Two or More Races	0	0
Other	0	0
Unknown	0	0
<b>Total</b>	<b>14</b>	<b>2</b>

Members by Ethnicity



Nominees by Ethnicity



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**Statement to Applicants**

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

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Women's Advisory Board: Submitted

Olga

First Name

Better

Middle  
Initial

Stemmer

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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Olga Better

olga.better@gmail.com

Email Address

5230 Furman PL

Home Address

Charlotte

City

NC

State

28210

Postal Code

**What Mecklenburg County District do you live in? Please verify below. \***

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 5**How long have you been a resident of Mecklenburg County? Please include months, or years.**

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7 years

**My age range is (please select one): \***

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 30 to 45**Ethnicity \***

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 Hispanic**Gender \***

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 Female

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**Interests & Experiences**

## Education

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Master's of Science in Bioinformatics and Genomics at University of North Carolina at Charlotte Bachelor's of Science, in Biological Sciences, Botany, and Chemistry at North Carolina State University

Atrium Health

Employer

Senior Research Associate

Occupation

## Business and civic experience

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- Cystic Fibrosis Foundation volunteer, Pack for a Purpose volunteer, Wake-Med Volunteer, and Boys and Girls Volunteer - Saint Raphael Catholic Church volunteer and Catechist for the Youth Group - Habitat for Humanity Volunteer - Society of Hispanic Professional Engineers (SHPE) Active Member

## Area of expertise and interests/skills

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Programming and Bioinformatics

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## Additional Information

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

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No

**Why are you interested in serving on the board(s) to which you are applying?**

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I want to use my skill set to help women in Mecklenburg have more equality and opportunity in Charlotte.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

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Yes  No

**Hours Per Month Available for Position**

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5 - 10 hours

**How did you learn of the vacancy? \***

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Word of Mouth

[OMB\\_CV\\_9082023\\_MS\\_long.doc](#)

Upload a Resume

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## Disclosure

**Are you a Mecklenburg County resident?**

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Yes  No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email clerk@mecknc.gov before submitting an application.)**

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Yes  No

**Are you a current vendor with Mecklenburg County?**

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Yes  No

**• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.**

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Yes  No

#### **Disclaimer**

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**I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.**

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I Agree

**Signature of Applicant (Sign Your Legal Name):**

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Olga Better Stemmer

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#### **Board Specific Questions**

**Olga Better Stemmer**

5230 Furman Place  
Charlotte, NC 28210

olga.better@gmail.com  
704.352.2856

**PROFESSIONAL OBJECTIVE AND SUMMARY**

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Creative, organized, results oriented person devoted to improving the human condition while using my technical and communication skills in a Biological Sciences position where I can help our center maintain its competitive advantage.

Professional proficiency & formal training in the following:

- Database Management
- SAS
- Data Analysis and Statistical Inference
- Confocal Microscope
- Fluorescence microscope
- LC Mass/ Spec
- RT-PCR
- Bacterial Cultivation/ Collection
- digital PCR
- Illumina Sequencing
- Sequence Alignment
- Python / R
- SQL
- Fluent Spanish
- Strong communications skills



## EDUCATION

University of North Carolina at Charlotte, Charlotte NC

2017-2019

Master's of Science in Bioinformatics and Genomics, GPA: 3.5

North Carolina State University, Raleigh NC

2004-2007

Bachelor's of Science, *cum laude*, in Biological Sciences, Botany, and Chemistry, GPA: 3.6

## PROFESSIONAL EXPERIENCE

Senior Research Associate and Lab Manager, Atrium Health, Charlotte NC

2020-Present

-Assist the HOT LAB Research teams in:

- Work with the Coordinators and Technicians to implement and managed a weekly schedule for all anticipated biospecimen from the PCD study.
- Collect and process PCD biospecimen according to their different protocol.
- Conducting a variety of investigations in the planning and budgeting, development and implementation of experimental procedures and specialized laboratory techniques in the analysis of materials under experimentation.
- Research and development of CHIP data using R code to identify novel mutations that can lead to blood test to the identification of patients who are at high risk for complications in Multiple Myeloma.
- Training new hires in the different protocol for collection and PCD biospecimen processing.
- Management of PCD Study coordinating and processing team
- Research and development of novel treatment for Multiple Myeloma using Carfilzomib.

- Acquired skills:

- Harvested and maintained cell culture lines from human blood for culture or other analysis.
- Data Analysis and Statistical Inference
- Python
- Database management

Lab Research Analyst and Lab Manager, Duke University, Durham NC

2013-2017

-Assist the CAGPM Research teams in:

- Conducting a variety of investigations in the planning and budgeting, development and implementation of experimental procedures and specialized laboratory techniques in the analysis of materials under experimentation. This includes both human subject and animal model experiments.
- Participating in model systems experimentation including preparation of reagents, conduct of experiments, collection and processing of samples, performance of microbiological and molecular testing, data analysis and statistical inference.
- Evaluating and interpreting collected data and prepare reports and analyzes setting forth progress, adverse trends and appropriate recommendations or conclusions.
- Assisting in the development of advanced molecular diagnostic assays.
- Assisting in the Data Analysis and Statistical Inference of experimental data.
- Contributing to drafting and maintaining protocol related SOPs.

- Assist Ophthalmology Research teams in:

- Research and development of blood tests for the identification of patients who are at high risk for complications of Age-related Macular Degeneration and characterization of the biopathology of Neovascular Age-Related Macular Degeneration

- Acquired skills:

- Harvested and maintained cell culture lines from human blood and tissue samples for culture or other analysis.
- Performed Immunocytochemistry, protein extraction, RNA isolation, and RT-PCR
- Harvested and culture microbiology specimens for a number of different studies.
- digital PCR
- TLDA qPCR
- Management of the GAD3 Lab
- Data Analysis and Statistical Inference
- Python

- Database management
- SAS
- SQL
- R

**Research Associate, Parion Sciences, Durham NC**

**2007-2012**

- Assist Pulmonary Research teams in:

- Research and development aspects of novel pulmonary drugs for cystic fibrosis and COPD.
- Characterization of the mechanism-of-action of Parion's compounds using a novel experiment
- Development and the standardization of Mucolytics Assay
- Initial research and development of protocols for a Mucolytics Assay

- Assist Ocular Research teams in:

- Coordination of a team of scientists, consultants, and opinion leaders in a pre-clinical ophthalmic drug development program
- Development and utilization of in vitro and in vivo models to screen a compound library, resulting in the selection of a lead compound while training lab personnel in primary screening.

- Acquired skills:

- Harvested and maintained cell culture lines from mammalian, canines, rats, and non-human primate lines.
- Performed Air Surface Liquid assay to measure durability of compounds and Ussing assay to measure potency of compounds.
- Performed primary screening assays (bioelectric measurements, drug transport, drug durability, and drug metabolism)
- Assessed drug solubility and stability while summarized experiments in lab notebooks and computer data entry.
- Participated in a team of 12+ employees during the movement of a lead drug from preclinical to human trials.
- Collected data that was presented in the American Thoracic Society International Conference in 2009 in California
- Collected data that was the primary source of research data used to take lead drug from preclinical studies to human trials.
- Conceived new methods for primary screening of novel compounds using a confocal microscope.

**Intern, Biolex Inc, Pittsboro NC**

**2006-2007**

Assisted scientists with:

- Western Blots according to SDS-PAGE
- Silver Stains & Coomassive Blue stain
- Bradford Protein & ELISA Assays

- HPLC&PCR
- LC Mass/Spec & Protein Purifications
- Chemical analyses by titration

- Revised protocol for protein purification; processed hundreds of tissue samples; created organizational spreadsheets.
- Conceived experimental design for new projects while maintaining documentation of procedures and results.

## LEADERSHIP ACTIVITIES

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- The National Society of Collegiate Scholars, Gamma Beta Phi, and Dean's List
- 2006-2024
- Cystic Fibrosis Foundation volunteer, Pack for a Purpose volunteer, Wake-Med Volunteer, and Boys and Girls Volunteer
- Saint Raphael Catholic Church volunteer and Catechist for the Youth Group
- Habitat for Humanity Volunteer
- Society of Hispanic Professional Engineers (SHPE) Active Member

## Publications

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- 2015 -2024:  
Becker-Drep S, Kistler CE, Ward K, Killeya-Jones LA, **Better OM**, Weber DJ, Zimmerman S, Nicholson BP, Woods CW, Sloane PS. Pneumococcal Carriage and Vaccine Coverage among Residents of Retirement Communities. *Journal of the American Geriatric Society*, 2015.
- Chen LF, Knelson LP, Gergen MF, **Better OM**, Nicholson BP, Woods CW, Rutala WA, Weber DJ, Sexton DJ, Anderson DJ; CDC Prevention Epicenters Program. A Prospective Study of Transmission of Multi-drug Resistant Organisms (MDRO) between Environmental Sites & Hospitalized Patients.
- Lydon EC, Bullard C, Aydin M, **Better OM**, Mazur A, Nicholson BP, Tsalik EL. (2019). A host gene expression approach for identifying triggers of asthma exacerbations. *PloS one*, 14(4), e0214871. doi:10.1371/journal.pone.0214871
- Micah T. McClain<sup>1-3</sup>, Bradley Nicholson<sup>2</sup>, Thomas Burke<sup>1</sup>, Sunil Suchindran<sup>4</sup>, Ricardo Henao<sup>1</sup>, Timothy Veldman<sup>1</sup>, **Olga M. Better**<sup>1</sup>, Stephanie Dobos<sup>2</sup>, Ephraim L. Tsalik<sup>1-3</sup>, Larry Park<sup>2</sup>, Lori Hudson<sup>1</sup>, Geoffrey S. Ginsburg<sup>1</sup>, and Christopher W. Woods<sup>1-3</sup>. Host-based gene expression signatures diagnose acute respiratory viral infection during the presymptomatic phase in an index-cluster cohort.
- Bryan D. Kraft, MD1-3\*, Ashlee M. Valente, PhD4, Ephraim L. Tsalik, MD, PhD2,4,5, Micah T. McClain, MD, PhD2,4,5, Marshall Nichols, MS4, Thomas Burke, PhD4, Ricardo Henao, PhD4, Erik J. Soderblom, PhD6, J. Will Thompson, PhD6, M. Arthur Moseley, PhD6, Lori L. Hudson, PhD4, Timothy Veldman, PhD4, **Olga M. Better, BS4**, Mert Aydin, MS4, Anna Mazur, MS4, Karen E. Welty-Wolf, MD1,2, Claude A. Piantadosi, MD1,2, Geoffrey S. Ginsburg, MD, PhD7, and Christopher W. Woods, MD, MPH2,4,5\* Molecular Dynamics of the Host Response to *Streptococcus pneumoniae* Pneumonia in Baboons

## Acknowledgments

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- 2015-2019:  
Dalli J, Kraft BD, Colas RA, Shinohara M, Fredenburgh LE, et al. The Regulation of Proresolving Lipid Mediator Profiles in Baboon Pneumonia by Inhaled Carbon Monoxide. *American journal of respiratory cell and molecular biology*. 2015; 53(3):314-25. PubMed [journal] PMID: 25568926, PMCID: PMC4566065
- Fredenburgh LE, Kraft BD, Hess DR, Harris RS, Wolf MA, et al. Effects of inhaled CO administration on acute lung injury in baboons with pneumococcal pneumonia. *American journal of physiology. Lung cellular and molecular physiology*. 2015; 309(8):L834-46. PubMed [journal] PMID: 26320156, PMCID: PMC4609940

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**Statement to Applicants**

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

---

Women's Advisory Board: Submitted

Michele

First Name

S

Middle  
Initial

Tokpah

Last Name

**What other names have you used? (includes, legal names, aliases, maiden names or professional monikers) NOTE: If none, please note N/A**

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Michele Slawon

micheletokpah@gmail.com

Email Address

8317 Rolling Meadows Ln

Home Address

Huntersville

City

NC

State

28078

Postal Code

Mobile: (704) 956-0140

Primary Phone

Alternate Phone

**What Mecklenburg County District do you live in? Please verify below. \***

---

 1**How long have you been a resident of Mecklenburg County? Please include months, or years.**

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32 years

**My age range is (please select one): \***

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 30 to 45**Ethnicity \***

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 African American**Gender \***

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 Female

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**Interests & Experiences**

Michele S Tokpah

## Education

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Wake Forest University School of Professional Studies, Master of Public Administration, 2025  
University of Liberia, Bachelor of Arts in Mass Communications, 2015  
Harding University High School, International Baccalaureate, High School Diploma 2010

Honeywell

Employer

Sr. Manager, Global  
Learning & Development

Occupation

## Business and civic experience

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Sr. Manager, Global Learning and Development at Honeywell • Onboarding: Leading the development and implementation of a global onboarding program for individual contributors, managers, and directors, resulting in increased speed to baseline role readiness; average 11 new hires per month, 96 learning hours each, 8 weeks to baseline role readiness • Content Management: Directing a cross-functional team to create sales learning and marketing content and to manage the platform that houses product and process collateral for diverse audiences, ensuring consistency, relevance, and alignment with corporate growth strategy; 4,386 unique content created, managed, or uploaded. • Communications & Engagement: Drafting executive communications on behalf of global VP and Sr. Director drive high priority awareness items; boosting morale and connection through weekly newsletter, internal social platform, and leading people initiatives, increasing participation and employee satisfaction. • Strategy Alignment: Collaborating with senior leadership to set budgets, map activities, and draft playbooks aligned with sales priorities AI, Cybersecurity, and Sustainability (Energy Transition) for effective enablement initiatives. • Ongoing Development: Driving employee growth and performance by implementing product, skill development, and leadership training programs; 19,000 reskilling hours delivered in 2024 • Monitoring & Evaluation: Optimizing learning initiatives by assessing training effectiveness through data analysis, competency assessments, and feedback loops to enhance performance outcomes, 972 talents evaluated in 2024 Chair, Membership and Outreach Committee for the Liberian Association of Charlotte (501c3) - Media Relations: Authored newsletters to promote the organization's mission, events, and accomplishments, reaching an audience of thousands; Prepared spokespersons for interviews and public speaking engagements to effectively convey the organization's vision. - Engagement: Coordinated and promoted high-profile events, including annual galas, volunteer programs, and community outreach initiatives, resulting in record attendance and increased public support; Managed the organization's social media platforms, growing follower base by 30%. - Internal Communications and Collaboration: Implemented an internal communications plan that improved staff engagement and kept volunteers informed of organizational updates and priorities; Partnered with cross-functional teams to ensure messaging aligned with organizational goals and brand identity. - Community Relations: Led benevolence initiatives. connecting members to need-based resources, civic engagement education, and networking opportunities - Fundraising: Launched PR campaigns that increased community awareness and supported fundraising efforts for key initiatives, raising over \$30,000 annually Sales Excellence Manager - Customer Training at Microsoft - Monitoring & Evaluation: Cross-functional collaboration to identify operational gaps, implementing interconnected strategic solutions that enhanced communication and drove change management initiatives. - Operational Excellence: Boosted individual contributor performance by developing data-driven strategies, leading to increased global usage rates and higher customer satisfaction. - Process Improvement: Optimized training programs through continuous process improvement, integrating call observations and content evaluations to address knowledge gaps and enhance overall business performance, pipeline management, and growth. Sales Training Manager at AssuranceIQ - Content Development: Live and virtual learning experience design of comprehensive onboarding curricula for entry level associates and delivered leadership training for managers. - Talent Management: Interviewed, hired, onboarded, and facilitated internal and external Train-the-Trainer sessions for new trainers resulting in a substantial 60% boost to sales talent conversion rates within a year. - Project Management: Led a team and collaborated with leadership and multiple teams to audit and refine training procedures, ensuring alignment with overarching sales aims and business priorities. - Compliance: Designed and implemented training modules that adhered to stringent legal and compliance regulations, while also developing instructional materials utilizing design tools and learning management systems for optimized learning outcomes.

Michele S Tokpah

Supervisor, Learning & Development at TTEC (AssuranceIQ Contract) - Team Management: Led a team of 16 sales trainers, collaborating with senior management to enhance processes and elevate team readiness. - Leadership Development: Facilitated Train-the-Trainer (T3) sessions, augmenting subject knowledge, learning tactics, and procedural mastery. - Coaching & Training: Pinpointed performance gaps among trainers, proposing measures for skill enhancement. - Communications & Reporting: Served as an integral liaison, ensuring effective communication between company and clients through status calls, presentations, analytics, and department briefings. Sales Trainer at TTEC (AssuranceIQ Contract) - Facilitation: Taught internal processes, communication skills, and consultative selling to classes - Evaluation: Monitored and reported progress and training effectiveness to trainees and leadership

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### **Area of expertise and interests/skills**

Global Capacity Builder who specializes in identifying people-centered solutions to organizational problems. Demonstrated leadership experience in training program management, sales enablement, knowledge management, and content development. Proven success implementing data-driven initiatives that increase engagement and align with corporate objectives. Equipped with a strong foundation in sales and marketing, strategic messaging, and digital media, supported by an undergraduate degree in communications and graduate studies in public administration.

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### **Additional Information**

**If you are or have ever served on a Mecklenburg County board/commission, please answer yes or no. If yes, please disclose the Board and term-end date.**

No

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### **Why are you interested in serving on the board(s) to which you are applying?**

I am a Liberian-American woman who calls the City of Charlotte both her hometown and her home. Now having the pleasure of starting my own family here also, I am inspired by the opportunity to serve the community that raised me. I am interested in serving on the Human Resources, Women's, or Community Relations Advisory Boards because I am passionate about playing an active role in improving the conditions of this city in any way I can utilize my competencies and experiences to, namely by fostering strong organizational cultures, implementing strategic planning initiatives, and creating opportunities for meaningful community engagement. I am equipped to serve on the Human Resources Advisory Committee with my background in training and human capacity development, multicultural communications, and nonprofit leadership. I understand the importance of aligning human resources strategies with both interpersonal and broader organizational goals and community growth and development to ensure a motivated, equitable, diverse, and inclusive workforce, and I intend to always be a champion for ensuring others understand the need for this also. My interest in the Community Relations Board stems from my deep commitment to building bridges between the city and the people it serves. I am motivated by the opportunity to enhance collaboration, strengthen relationships, and create programs that truly address the needs of diverse communities. My experience in people leadership, outreach, and engagement makes me confident in my ability to contribute effectively in this area. Lastly, serving on the Women's Board appeals to me because of my experience in developing and implementing long-term strategies for inclusion and honoring all perspectives. As a member of this community myself and a parent of four daughters, I believe thoughtful, data-driven planning can help the City of Charlotte and its metropolitan area maximize impact, achieve sustainability, and better serve its communities through inclusivity. Overall, I am eager to contribute my skills, learn from others, and support any of these functions in driving positive outcomes for my beloved city and all those it serves.

**Have you attended a meeting of the advisory board(s) to which you are applying?**

Yes  No

**Hours Per Month Available for Position**

30

**How did you learn of the vacancy? \***

Mecklenburg County Website

[Michele\\_Slawon\\_Tokpah\\_CV\\_2025.pdf](#)

Upload a Resume

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## **Disclosure**

**Are you a Mecklenburg County resident?**

Yes  No

**Are you a current Mecklenburg County employee? (Mecklenburg County employees are prohibited from serving on any board where appointments are made by the Board of Commissioners. If you are a current, county employee who is to serve in an ex-officio and/or non-voting capacity on any board when required by law, please email [clerk@mecknc.gov](mailto:clerk@mecknc.gov) before submitting an application.)**

Yes  No

**Are you a current vendor with Mecklenburg County?**

Yes  No

**• Do you have any personal or business interest that could create a conflict (either real or perceived) if appointed? If yes, please explain the conflict.**

Yes  No



## Disclaimer

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I, hereby, authorize Mecklenburg County to verify all information included in this application. I certify that I have read the appointment policy and that the information contained in this application is true according to the best of my knowledge and belief. I certify that I am providing my legal name and address in which I reside. I understand that inaccurate or untrue information will be cause for removal from any appointed advisory board. By submitting this application, I agree to adhere to all County policies pertaining to advisory boards, including attendance. I understand if I do not achieve 65% annual attendance, I will be automatically removed from the board or commission to which I am appointed. I understand that this application is subject to the N.C. Public Records Law (NCGS § 132-1) and may be released upon request.

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I Agree

**Signature of Applicant (Sign Your Legal Name):**

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Michele Slawon Tokpah

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## Board Specific Questions

# Michele Slawon Tokpah

micheletokpah@gmail.com | (704) 956-0140 | [www.linkedin.com/in/micheleslawontokpah](http://www.linkedin.com/in/micheleslawontokpah)

## SUMMARY

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Global Capacity Builder who specializes in identifying people-centered solutions to organizational problems. Demonstrated leadership experience in training program management, sales enablement, knowledge management, and content development. Proven success implementing data-driven initiatives that increase engagement and align with corporate objectives. Equipped with a strong foundation in sales and marketing, strategic messaging, and digital media, supported by an undergraduate degree in communications and graduate studies in public administration.

## WORK EXPERIENCE

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### Honeywell

Sr. Manager, Global Learning & Development

Jul 2023 - Present

- **Onboarding:** Leading the development and implementation of a global onboarding program for individual contributors, managers, and directors, resulting in increased speed to baseline role readiness; average 11 new hires per month, 96 learning hours each, 8 weeks to baseline role readiness
- **Content Management:** Directing a cross-functional team to create sales learning and marketing content and to manage the platform that houses product and process collateral for diverse audiences, ensuring consistency, relevance, and alignment with corporate growth strategy; 3,701 unique contents developed and managed.
- **Communications & Engagement:** Drafting executive communications on behalf of global VP and Sr. Director drive high priority awareness items; boosting morale and connection through weekly newsletter, internal social platform, and leading people initiatives, increasing participation and employee satisfaction.
- **Strategy Alignment:** Collaborating with senior leadership to set budgets, map activities, and draft playbooks aligned with sales priorities AI, Cybersecurity, and Sustainability (Energy Transition) for effective enablement initiatives.
- **Ongoing Development:** Driving employee growth and performance by implementing product, skill development, and leadership training programs; 19,000 reskilling hours delivered in 2024
- **Monitoring & Evaluation:** Optimizing learning initiatives by assessing training effectiveness through data analysis, competency assessments, and feedback loops to enhance performance outcomes, 972 talents evaluated in 2024

### Microsoft

Training Operations Manager

Sep 2022 - Apr 2023

- **Monitoring & Evaluation:** Cross-functional collaboration to identify operational gaps, implementing interconnected strategic solutions that enhanced communication and drove change management initiatives.
- **Operational Excellence:** Boosted individual contributor performance by developing data-driven strategies, leading to increased global usage rates and higher customer satisfaction, communicating status updates and driving regular change initiatives
- **Process Improvement:** Optimized training programs through continuous process improvement, integrating call observations and content evaluations to address knowledge gaps and enhance overall business performance, pipeline management, and growth.

### Assurance IQ

Training Manager

Feb 2021 - Sep 2022

- **Content Development:** Live and virtual learning experience design of comprehensive onboarding curricula for entry level associates and delivered leadership training for managers.
- **Talent Management:** Interviewed, hired, onboarded, and facilitated internal and external Train-the-Trainer sessions for new trainers resulting in a substantial 60% boost to sales talent conversion rates within a year.
- **Project Management:** Led a team and collaborated with leadership and multiple teams to audit and refine training procedures, ensuring alignment with overarching sales aims and business priorities.

- Compliance: Designed and implemented training modules that adhered to stringent legal and compliance regulations, while also developing instructional materials utilizing design tools and learning management systems for optimized learning outcomes.

### **TTEC (Assurance IQ Contract)**

Supervisor, Learning & Development

Sep 2020 - Jan 2021

- Team Management: Led a team of 16 sales trainers, collaborating with senior management to enhance processes and elevate team readiness.
- Leadership Development: Facilitated Train-the-Trainer (T3) sessions, augmenting subject knowledge, learning tactics, and procedural mastery.
- Coaching & Training: Pinpointed performance gaps among trainers, proposing measures for skill enhancement.
- Communications & Reporting: Served as an integral liaison, ensuring effective communication between company and clients through status calls, presentations, analytics, and department briefings.

Trainer

Jul 2020 - Sep 2020

- Facilitation: Taught internal processes, communication skills, and consultative selling to classes
- Evaluation: Monitored and reported progress and training effectiveness to trainees and leadership

### **The Liberian Community Association of Greater Charlotte (501c3)**

Chair, Membership and Outreach Committee

Jan 2020 - Present

- Team Leadership: Leading a 5-member team reporting to the President responsible for managing membership intake categorization, and providing member support.
- Strategic Planning: Developing programs and guidelines for membership intake, social services, and community outreach in alignment with long-term planning aims and vision.
- Program and Event Development: Creating initiatives, services, and social and informational events that cater to the needs of the organization and its members.
- Community Outreach: Engaging in social services programs and member assistance, coordinating responses to emergencies such as bereavement, sickness, and disasters, problem-solving and decision-making under pressure.
- Communication: Drafting a quarterly newsletter to all members, soliciting external sponsorship and support, and collaborating with the President, Board, Planning Committee, and membership through verbal and written communication skills.

### **Go Health**

Team Manger

2019 - 2020

- Team Leadership & Development: Led a high-performing sales team, coaching and mentoring members to exceed monthly targets and fostering a collaborative, goal-oriented culture.
- Performance Optimization: Analyzed team performance metrics to identify growth opportunities, implementing data-driven strategies that boosted conversion rates and customer engagement.
- Strategic Alignment: Collaborated with leadership to align team objectives with broader company goals, enhancing operational efficiency and overall team productivity.

Sr. Sales Consultant

2018 - 2018

- Customer Engagement: Engaged customers through consultative sales techniques, building trust and long-term relationships that increased customer retention rates.
- Sales Strategy Execution: Utilized in-depth product knowledge and market insights to offer tailored solutions, consistently achieving or exceeding sales quotas.
- Process Improvement: Identified and suggested improvements to sales processes, contributing to a more streamlined approach that supported growth and customer satisfaction.

### **Tranzact**

Sales Consultant

2015 - 2016

- **Client Needs Analysis:** Conducted thorough needs assessments to recommend solutions aligned with client goals, ensuring high satisfaction and sustained engagement.
- **Relationship Building:** Developed strong client relationships through effective communication and reliable follow-up, fostering a customer-first culture.
- **Goal Achievement:** Consistently exceeded sales targets by leveraging product knowledge and consultative techniques, contributing to team success and revenue growth.

**Ministry of Gender, Children, and Social Protection - Republic of Liberia**

Community Relations Intern

2015 - 2015

- **Community Outreach:** Supported the planning and implementation of community engagement initiatives focused on enhancing social services for women and children.
- **Stakeholder Engagement:** Assisted in coordinating with local organizations, government bodies, and NGOs to create awareness and mobilize resources for community programs.
- **Data Collection & Reporting:** Conducted surveys and collected data to assess community needs, contributing to the development of targeted support programs.

**Aflac**

Account Manager

2013 - 2014

- **Strategic Solutions & Advisory:** Advised clients on insurance options, offering tailored solutions that met both immediate and long-term needs.
- **Sales Growth:** Drove account growth through proactive relationship management and targeted upselling strategies, resulting in increased portfolio revenue.

**Kwamon Refugee Education**

Community Support Specialist

2008 - 2012

- **Community Engagement:** Collaborated with local leaders and social service organizations to provide essential support and resources to refugee communities, fostering a supportive network and aiding successful integration.
- **Program Development:** Designed and implemented educational and social programs tailored to meet the unique needs of refugee families, addressing key areas such as language skills, cultural adaptation, and educational development.
- **Needs Assessment & Resource Allocation:** Conducted comprehensive assessments to identify community needs, mobilizing and distributing resources to ensure effective delivery of essential services.
- **Crisis Response:** Coordinated rapid response efforts for emergencies, including healthcare needs, housing support, and counseling services, ensuring timely and compassionate assistance to affected individuals.
- **Communication & Advocacy:** Served as a liaison between the refugee community and service providers, advocating for increased resources and program enhancements that supported sustainable community development.

**EDUCATION**

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Wake Forest University

Dec 2025

Master of Public Administration

University of Liberia

Dec 2015

Bachelor of Arts, Mass Communication

**SKILLS**

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Strategic Planning • Verbal and Written Communications • Live and Virtual Event Management • Program and Project Management • Content Development and Analysis • Stakeholder Engagement • Data Analysis • Curriculum Development • Instructional Design • Learning Management Systems (LMS) • Facilitation • Customer Relationship Management (CRM) • Learning and Development • Cross-Functional Collaboration • Change Management • Team Management • Organizational Development • Process Improvement • Leadership • Operational Excellence

Mecklenburg County, NC

# Women's Advisory Board

## Board Details

The Women's Advisory Board is to identify periodically the Status of Women in Mecklenburg County; to work toward the betterment of the status of women in education, employment, family, community, health, law, finance, and social services; and to provide community leadership opportunities by initiating and promoting programs designed to serve the needs of women.

Must be a resident of Mecklenburg County.

### Mission Statement

The mission of the Women's Advisory Board is to promote the critical and emerging needs of women in Mecklenburg County through education and service.

### Purpose

The WAB is to identify periodically the status of women in Mecklenburg County; to recommend ways to work toward the betterment of the status of women in education, employment, family, community, health, law, finance, and social services; to work collaboratively with other organizations; and to provide community leadership opportunities by initiating and promoting programs designed to serve the needs of women.

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## Overview

**Size** 15 Seats

**Term Length** 3 Year

**Term Limit** 2 Terms

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## Contact

**Name** Elyse Hamilton-Childres

**Phone** (704) 900-9343

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## Additional

**Qualifications**

Must be a resident of Mecklenburg County.

**Advisory Board Details**

Contact staff advisor for more information.

**Meeting Dates/Times**

Monthly - 4th Monday at 5:30 p.m.

**Meeting Location**

Valerie C. Woodward Center - Ste. 4023 3205 Freedom Drive Charlotte, NC 28202

**Time Commitment**

3 hours per month

**Stipend**

No

**Special Notes****Job Description**

# Women's Advisory Board

## Board Roster

### Denawa D Alberti

**2nd Term** Dec 21, 2021 - Nov 30, 2027

**Email** denawa.alberti@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (919) 464-8161

**Address**

4235 Millennium Ave Apt. 12101  
Charlotte, NC 28217

### Kristin Buhlert

**2nd Term** Jul 02, 2019 - Jun 30, 2025

**Email** kmbuhlert@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (509) 227-9799

**Alternate Phone** Home: (509) 227-9799

**Address**

720 Farmhurst Dr  
Apt B  
Charlotte, NC 28217

### Shawana Burnette

**2nd Term** Mar 04, 2020 - Apr 30, 2027

**Email** burnettesb@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (803) 378-6850

**Alternate Phone** Home: (704) 299-9798

**Address**

6003 Cattail Ct  
Charlotte, NC 28215

### Jamilah L Espinosa

**2nd Term** Jan 15, 2019 - Nov 30, 2025

**Email** jamilah@espinosafirm.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 649-4982

**Alternate Phone** Home: (704) 210-8200

**Address**

1401 Moonstone Dr  
Matthews, NC 28105

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□ **Katelyn Hogan**

**2nd Term** Oct 01, 2019 - Apr 30, 2027

**Email** katelynhogan77@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 280-9488

**Alternate Phone** Home: (704) 280-9488

**Address**

1726 Flatriver Dr  
302  
Charlotte, NC 28262

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□ **Laphaedra Howard**

**2nd Term** May 04, 2021 - Apr 30, 2027

**Email** mslhoward@live.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (980) 253-5862

**Address**

7135 Pitzer Dr  
Charlotte, NC 28269

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□ **Kandice L Mcqueen**

**1st Term** Oct 03, 2023 - Apr 30, 2027

**Email** kandiced@me.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (803) 389-4883

**Address**

12347 Hunting Birds Lane  
Charlotte , NC 28278

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□ **Camellia T Nixon**

**Partial Term** Oct 03, 2023 - Nov 30, 2025

**Email** camellia.nixon@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 453-4732

**Address**

1622 MERRIMAN AVE  
CHARLOTTE, NC 28203

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□ **Laci Ollison**

**1st Term** Feb 22, 2023 - Nov 30, 2027

**Email** laci.ollison@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (910) 382-8170

**Address**

808 Hawthorne Ln  
Apt 431  
Charlotte, NC 28204



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□ **Tameka Peterson**

**2nd Term** Dec 21, 2021 - Nov 30, 2027

**Email** godschild121@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 995-9692

**Address**

7425 Garrett Ct  
Charlotte, NC 28214

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□ **Corelutta Reid**

**2nd Term** Mar 07, 2018 - Apr 30, 2025

**Email** corelutta77@yahoo.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 200-0544

**Alternate Phone** Home: (704) 649-1845

**Address**

1600 Silverberry Ct  
Charlotte, NC 28214

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□ **Sara L Seegers**

**2nd Term** May 04, 2021 - Apr 30, 2027

**Email** slseegers@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 291-0358

**Address**

442 New Bern Station Court  
Charlotte, NC 28209

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□ **Delynn Turner**

**1st Term** Oct 03, 2023 - Apr 30, 2027

**Email** turnerdelynn7@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (917) 855-3414

**Address**

3955 Medallion Dr  
Charlotte, NC 28205

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□ **Sherri Winters**

**Partial Term** Oct 03, 2023 - Nov 30, 2025

**Email** sherri\_winters@yahoo.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (630) 400-1078

**Address**

9723 Cockerham Lane  
Huntersville, NC 28078

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□ **Vacancy**