

Information Services & Technology Committee

Applicants At-A-Glance

Three (3) Unexpired Terms

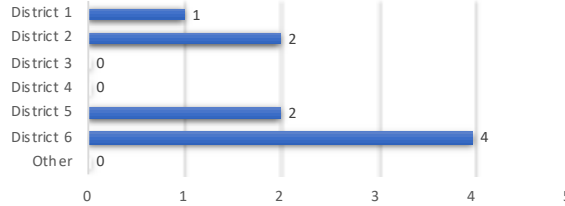
Name	District	Gender	Ethnicity
Ackridge, Martina	6	Female	African American
Dixon, Tammy	1	Female	Caucasian/Non-Hispanic
Starks, Vincent	3	Male	African American
Whittaker, Stephen	6	Male	Caucasian/Non-Hispanic
Williams, Sonya	3	Female	African American

INFORMATION SERVICES & TECHNOLOGY COMMITTEE DEMOGRAPHICS

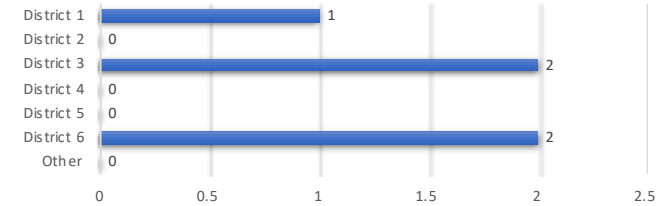
Districts

	Members	Applicants
District 1	1	1
District 2	2	0
District 3	0	2
District 4	0	0
District 5	2	0
District 6	4	2
Other	0	0
Total	9	5

Members by District



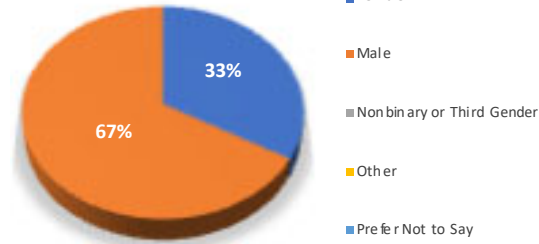
Applicants by District



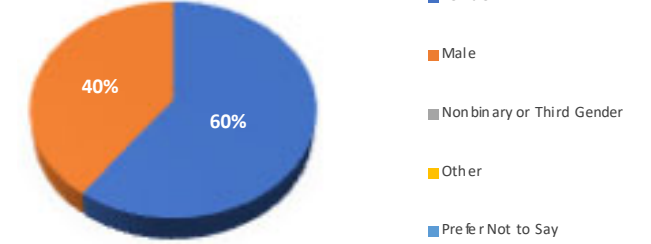
Gender

	Members	Applicants
Female	3	3
Male	6	2
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
Total	9	5

Members by Gender



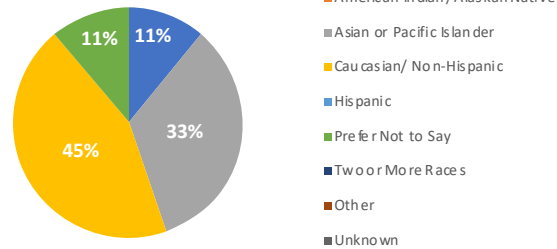
Applicants by Gender



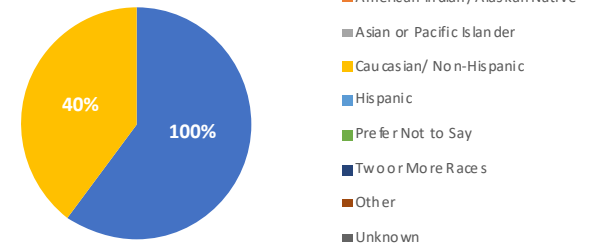
Ethnicity/Race

	Members	Applicants
African-American	1	3
American Indian/ Alaskan Native	0	0
Asian or Pacific Islander	3	0
Caucasian/ Non-Hispanic	4	2
Hispanic	0	0
Prefer Not to Say	1	0
Two or More Races	0	0
Other	0	0
Unknown	0	0
Total	9	5

Members by Ethnicity/Race



Applicants by Ethnicity/Race



Recommendation Statement from the Committee

Little, Madison S.

From: Carver, Keri A.
Sent: Tuesday, January 7, 2025 11:46 AM
To: County Clerk
Cc: Council, Julia; Little, Madison S.
Subject: ISTAC New Applicant Recommendations

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning Clerk's Office. This email is to request that you notify the BOCC of the Information Services Technology Advisory Committee's (ISTAC's) suggestions regarding the committee's three vacancies:

1. ISTAC supports BOCC approval of applications from Sonya E. Williams and Stephen Whittaker. Sonya applied on 1/1/2025 and Stephen applied on 12/11/2024. Both applicants are from District 3.
2. ISTAC asks that the BOCC keep the third ISTAC vacancy open until we receive a viable candidate from District 4. Currently ISTAC does not have any District four representatives.

The table below shows the number of current ISTAC representatives by District.

District Number	Number of Individuals Currently Serving on ISTAC
1	1
2	1
3	1
4	Zero
5	2
6	4



Keri Carver, MPA, MSHI, PMP

IT Strategy & Planning Manager

Information Technology Services Department | Service Strategy & Planning Division
Mecklenburg County Government 3205 Freedom Drive, Suite F500, Charlotte NC 28208

980-314-2152 | MeckNC.Gov



Information Services & Technology Committee

Applicants At-A-Glance

Three (3) Unexpired Terms

Name	District	Gender	Ethnicity
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Williams, Sonya	3	Female	African American

Statement to Applicants

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

Information Services & Technology Committee: Submitted

Martina

First Name

Ackridge

Last Name

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

Parker

ackridge360@yahoo.com

Email Address

7326 Roseland Ave

Home Address

Charlotte

City

NC

State

28277

Postal Code

Mobile: (704) 408-3501

Primary Phone

Alternate Phone

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

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

35

My age range is (please select one): *

 Over 55**Ethnicity ***

 African American**Gender ***

 Female

Interests & Experiences

Martina Ackridge

Education

Strayer University Central Piedmont Community College Queen Annes County

Cybersecurity Works

Employer

Cybersecurity

Occupation

Business and civic experience

Senior technical executive with enterprise-class Fortune 100 leadership and management experience across many areas of information technology. Expert in Data Management (Data Warehouse, Database Administration, Data Security), Operations, Architecture, Cloud, Data Center, Systems Administration (Compute and Storage), and Application Development across a wide array of development platforms. Expert at setting strategic direction for an organization as well as defining tactical plans for the execution of organizational goals. Expert in budget planning and management (capex and opex). A leader who motivates by example and follows the management philosophy of "Never ask of another what you are unwilling to give of yourself."

Area of expertise and interests/skills

Management, Cybersecurity, Information Technology, Housing, Strategic Planning, Analytical skills, Creativity, Ability to see the bigger picture, project management, etc. I have a wide range of interests from technology to housing to arts & science. I am well-versed in multiple areas.

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

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

yes

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

Yes No

Hours Per Month Available for Position

Whatever is required to deliver successful results.

How did you learn of the vacancy? *

Mecklenburg County Website

[Martina-Ackridge-Director_resume-2024_2.docx](#)

Upload a Resume

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 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

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.

I Agree

Signature of Applicant (Sign Your Legal Name):

Martina Ackridge

Board Specific Questions

Martina Ackridge

Director Cyber Security / Security Technology Strategist

Charlotte, US, 28277

[\(704\) 408-3501](tel:(704)408-3501)X

msackridge@gmail.comX

Professional Summary

Cyber Security Director with over 19 years in the IT industry, renowned for architecting scalable cloud solutions, security engineering, security operations, risk assessments, and people leader of cross-functional teams. Adept at managing multimillion-dollar budgets and implementing advanced security systems to ensure compliance with regulatory standards such as PCI/SOX and NIST. Demonstrates a forward-thinking approach to enhancing data protection and operational efficiency.

Employment history

Charter Communications | Cyber Security Risk Assessment & Key Management Director | Charlotte, NC

Nov 2017 – April 2024

Led team to develop, assess, and execute risk assessments to mitigate risk.

Utilize risk assessment units to identify risk events and appropriate controls and processes.

Managed database cybersecurity, security operations, and key management teams managed over \$40M budget, implemented database security across 3,000+ servers, and maintained Venafi for enterprise-wide key management. Architect cloud solutions for on-prem and AWS environments.

Oversee SSOC operation by adhering to the NIST Cybersecurity Framework and the five security elements.

Spearhead Imperva Data Security Fabric, Database Activity Monitoring, and Data Risk Analytics implementation, enhancing threat detection. Map critical alerts to MITRE ATT&CK framework and develop corporate-wide training modules. Maintain vulnerability management, data privacy, and retention policies.

Expand infrastructure with 156 VMs and two physical servers. Drive enterprise-wide SaaS database security and key management strategies, improving data protection.

Foster innovative thinking and lead cross-functional teams in process improvements. Maintain compliance for internal and external audits, ensuring risk mitigation.

Develop and enforce compliance standards, ensuring audit readiness. Identify anomalies in cybersecurity systems, significantly enhancing response capabilities.

Provide security-focused solutions to varying levels of technical expertise from my operational and technical teams, including monthly reports to the CISO.

Deliver security statistics, technical functionality, and proof of concept solutions, while coordinating resources to enhance the customer experience.

Integrated with CrowdStrike, Qualys/Kenna, SPLUNK, Active Directory, Cherwell, ServiceNow, and Swimlane for automation and aggregate data.

Charter Communications | Oracle Database Enterprise Architect Senior Manager | Charlotte, NC

Apr 2005 - Nov 2017

Implemented data strategies, achieving significant KPI improvements and business growth.

Conducted market analysis, identifying trends to guide strategic decisions and product development.

Architected robust and scalable Oracle database solutions, integrating complex data models for merged companies, enhancing system performance, and scalability, and driving strategic decision-making.

Optimized database structures and query performance, significantly improving data retrieval speed and overall system efficiency. Led digital transformation, optimizing processes, and boosting operational efficiency. Led cross-functional teams in implementing enterprise-wide database solutions, ensuring seamless integration with existing systems and workflows.

Pioneered adoption of advanced Oracle features, positioning the organization at the forefront of database technology and driving competitive advantage.

Managed a team that executed risk controls and conducted security gap analysis, data retention policies, and data classification processes.

Implemented data security measures and disaster recovery protocols, reducing risk, and ensuring business

continuity.

Worldwide Mortgage USA Inc. | Owner | Charlotte, NC

Feb 1999 - Dec 2005

- Analyzed market trends to implement targeted promotional strategies, resulting in significant business productivity growth

Fostered team spirit through quality competition programs, driving performance and boosting morale across departments.

Revolutionized training approach by developing and instructing comprehensive classes in technical, origination, and process management.

Led, owned, and operated a team of fifteen, improved customer leads, increased loan profitability, developed self-service.

Portal, hired staff, and implemented incentive programs.

Pioneered self-service management portal, streamlining client data access, and reducing service and operational costs while enhancing customer experience and client data accessibility.

Coca-Cola Bottling Consolidate Company | Senior Oracle DBA | Charlotte, NC

Nov 2000 - Jan 2003

- Implemented robust database management strategies, significantly enhancing system reliability, and reducing downtime.

Developed custom shell scripts to automate routine tasks, streamlining operations and boosting team productivity in database administration.

Partnered with cross-functional teams to align database infrastructure with business needs, driving operational excellence and supporting growth initiatives.

Optimized Oracle database performance through meticulous tuning, identifying, and resolving bottlenecks to enhance system reliability and user experience for mission-critical applications.

Oracle Corporation | Oracle DBA Consultant and Instructor / Senior Oracle DBA Consultant | Charlotte, NC

Jun 1997 - Jun 2000

- Instructed Oracle Financial Applications Technical Foundation class for various companies.

Guided cross-functional team of seven consultants, fostering knowledge sharing and elevating team expertise.

Orchestrated comprehensive Y2K testing, meticulously simulating various date scenarios including leap year and quarter-end, ensuring system readiness and data integrity.

Leveraged advanced DBA skills to optimize database performance, implementing robust backup strategies and fine-tuning SQL*NET, enhancing system reliability.

Led Oracle DBA team, optimizing OLTP environment through strategic tuning and performance analysis.

First Union National Bank | Network Analyst, Oracle DBA | Charlotte, NC

Aug 1988 - May 1997

Streamlined database operations, reducing query execution times, and enhancing system efficiency for Peoplesoft HR, Benefits, and Payroll applications.

Pioneered use of advanced monitoring tools like TKPROF and Enterprise Manager, leading to initiative-taking issue resolution and improved database health.

Executed precise Oracle Server upgrades and database structure modifications, ensuring seamless integration with evolving application requirements and optimized Oracle databases for critical applications.

Partnered with application developers to optimize database performance, resulting in enhanced functionality of NetExpert Automated Teller Machines.

United States Navy | Radioman | Virginia – Spain

Dec 1982 - Oct 1987

TOPSECRET/SPECAT clearance for classified documents.

Managed cryptographic protocols and code changes, maintaining TOPSECRET/SPECAT clearance for handling sensitive documents and message traffic.

Streamlined classified information destruction processes, enhancing operational security and compliance with naval intelligence protocols.

Optimized radio-teletype equipment operation, improving shore-to-ship communication efficiency and data transmission accuracy in critical naval operations.

Conducted comprehensive regional communication monitoring, providing crucial intelligence insights to support strategic naval decision-making processes.

Led secure naval communication operations, managing TOPSECRET/SPECAT clearance and cryptographic protocols for critical intelligence distribution in Mediterranean seas.

Education

Strayer University-Global Region, Charlotte, Charlotte | BS Information Systems (Cybersecurity Management) Graduated Summa Cum Laude

Central Piedmont Community College | various classes

Courses

Oracle Corporation | Oracle Master training

Learning Management Systems (LMS) | Consulting Skills and Manager Connect

The Dale Carnegie Leadership Course

Skills

Cyber Security

Database Security

PKI

Symantec VIP

GLBA

Venafi

Regulatory Compliance

PCI/SOX

Vulnerability Management

Risk Management

NIST

Advanced Authentication

ISO
Database Architect
Oracle DBA
Capacity Planning
Hardware Sizing
Licensing
Performance
DLP
IPS/IDS
Coach

Additional information

Awards

- Outstanding Alumni Award 2023 – Strayer University
- The WICT Network – Innovation & Impact Award 2023
- Women in Leadership 2021
- NAMIC Mentoring Circle – Best Mentor 2019

Membership

- Women in Cable Television (WICT)
- National Association for Multi-Ethnicity in Communications (NAMIC)
- L. Patrick Mellon Mentorship Program, Corporate Diversity, and Inclusion Council
- Area Director – Toastmasters International

Training

- CISSP, Security+, Management & Leadership training
- Information Technology Project Management, Project Management Professional (PMP)
- Goldengate, HRMS bootcamp
- Administer I and II Oracle 7, 8 10i, 11g Database, Oracle RAC 10g, 11g, 12c
- Develop Complex Data Models & Design Databases

Statement to Applicants

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

Information Services & Technology Committee: Submitted

Tammy

First Name

A

Middle
Initial

Dixon

Last Name

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

N/A

tammydixon916@yahoo.com

Email Address

13310 Broadwell Ct.

Home Address

Huntersville

City

NC

State

28078

Postal Code

Home: (704) 948-0077

Primary Phone

Mobile: (704) 562-7038

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.**

32 Years

My age range is (please select one): *

 Over 55**Ethnicity ***

 Caucasian/Non-Hispanic**Gender ***

 Female

Interests & Experiences

Tammy A Dixon

Education

Bachelor of Arts - Geography

Mecklenburg County

Employer

Retired

Occupation

Business and civic experience

25 Years of IT Experience - I was hired in 1991 to set up Mecklenburg County's GIS after I successfully did the same for the City of High Point. I managed the conversion of all Mecklenburg County's maps and data to the GIS. I then managed GIS application development for the County. I established the IT Customer Relationship Management (CRM) function and served as the IT CRM director. I also established the IT Customer Support Center and served as director over Service Desk, Desktop, and CRM. I also served as co-manager of the County website and managed the culture change initiative for IT. When I retired from Mecklenburg County in 2012, IT had the highest customer satisfaction scores and Employee Climate Survey (ESC) scores. After retirement I managed fundraisers for children with life-threatening illnesses, people with cancer, pet rescue organizations, suicide prevention, etc.

Area of expertise and interests/skills

I'm very interested in all aspects of IT. I have extensive experience in IT, GIS, CRM, websites, customer service, and culture change. I'm a certified in the following: CIO, GIS, and CRM. I also created and taught business writing classes at Mecklenburg County.

Additional Comments

I'm very interested in helping Mecklenburg Information Technology Services (ITS) by serving on their advisory committee. I have both private and public sector experience. I've won dozens of local, state, and national awards in the area of IT.

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

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

My extensive IT background could help ITS move in the right direction, embracing the most important technologies to keep the County's systems operational.

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

Yes No

Hours Per Month Available for Position

As Needed

Tammy A Dixon

How did you learn of the vacancy? *

Mecklenburg County Website

[TammyDixonResumeNew.doc](#)

Upload a Resume

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 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 Agree

Signature of Applicant (Sign Your Legal Name):

Tammy Anne Dixon

Tammy A Dixon

TAMMY A. DIXON
13310 BROADWELL COURT
HUNTERSVILLE, NC 28078
704-948-0077 (HOME)
704-562-7038 (CELL)
tammydixon916@yahoo.com

EDUCATION: The University of North Carolina at Greensboro
Bachelor of Arts Degree: Geography – May 1987
GIS Certification (GISP) – March 2004/March 2009
National Certified Government Chief Information Officer – June 2008
Customer Relationship Management (CRM) Certified – August 2009

EXPERIENCE:

November 2011 – April 2012 Mecklenburg County – Charlotte, NC
Customer Support Center Director – Information Technology (IT)

May 2005 – November 2011 Mecklenburg County – Charlotte, NC
CRM Director – Information Services & Technology (IST)

March 2004 – May 2005 Mecklenburg County – Charlotte, NC
GIS Applications & CRM Director – Information Services & Technology

November 1992 – March 2004 Mecklenburg County – Charlotte, NC
GIS Manager – Information Services & Technology

October 1991 – November 1992 Mecklenburg County – Charlotte, NC
GIS Programmer Analyst – Information Services & Technology

March 1991 – August 1991 Intergraph Corporation – Huntsville, AL
GIS Customer Engineer/Application Specialist – Application Services

July 1987 – March 1991 City of High Point – High Point, NC
GIS Coordinator – Department of Planning and Development

AWARDS:

- 2023 South Eastern GM Toyz – Most Dedicated Member
- 2019 South Eastern GM Toyz – Leadership Award
- 2012 IT Leadership Award
- 2011 NACo Achievement Award
- 2011 IST Leadership Award
- 2010 Award From Mecklenburg County Manager Harry Jones
- 2009 IST Culture Change Hero of the Year Award
- 2007 Mecklenburg County Customer Service Hero – Ethics

- 2006 NACo Achievement Award
- 2006 Ralph W. Ketner Employee Productivity Award
- 2005 NACo Achievement Award
- 2004 Center for Digital Government's Best of the Web Award – 2nd Place
- 2004 NACo Achievement Award
- 2004 NACo Achievement Award
- 2004 NACo Achievement Award
- 2004 Blue Diamond Award
- 2003 NACo Achievement Award
- 2003 NACo Achievement Award
- 2003 NACo Achievement Award
- 2002 NC URISA Excellence in GIS Award: Outstanding GIS Manager
- 2002 NACo Achievement Award
- 2001 URISA Exemplary Systems in Government Award
- 2001 NACo Achievement Award
- 2001 G. Herbert Stout Award: Visionary Use of GIS by a Local Government in North Carolina
- 2000 Gerald G. Fox Mecklenburg County Employee of the Year Runner-up
- 2000 Ralph W. Ketner Employee Productivity Award
- 1999 Global Information Infrastructure Award Finalist
- 1999 NACo Achievement Award
- 1999 Blue Diamond Award
- 1998 ESRI Special Achievement in GIS Award
- 1998 URISA Exemplary Systems in Government Award
- 1998 URISA People's Choice Award for Project Showcase
- 1998 NACo Achievement Award
- 1995 URISA Exemplary Systems in Government Award Honorable Mention
- 1994 NACo Achievement Award

**LEADERSHIP
ACHIEVEMENTS:**

- 2016 – 2024 – South Eastern GM Toyz Director
- 2016 – Charlotte-Mecklenburg Governmental Retirees Association Trustee
- 2015 – 2016 – NorthStone Country Club HOA Board and Communications Chair
- 2013 – 2015 – Charlotte-Mecklenburg Governmental Retirees Association Social Chair
- 2011 – 2012 – Mecklenburg County Leadership Academy Mentor
- 2010 – 2012 – Volunteer at Lake Norman Charter School Events
- 2006 – 5th and 6th Grade Junior Achievement Instructor for Charlotte Lutheran School
- 2005-2006 Charlotte Lutheran School PTO Vice President
- 2005 – 5th Grade Junior Achievement Instructor for Charlotte Lutheran School
- 2005 North Carolina GIS Conference Executive Committee
- 2004 NACo GIS Committee
- 2004 URISA Annual Conference and Exposition Program Committee
- 2004 URISA Chapter Relations Committee
- 2003 URISA Chapter Relations Committee
- 2003 North Carolina GIS Conference Executive Committee
- Mecklenburg County LEAD 2001

- 2001 North Carolina GIS Conference Executive Committee
- 2000 URISA Annual Conference and Exposition Program Committee
- 1999 – 2000 NC URISA President
- 1999 URISA Annual Conference and Exposition Program Committee
- 1999 GMIS Conference Activities Chair
- 1998 – 1999 NC URISA Vice President
- 1998 URISA Annual Conference and Exposition Local Arrangements Committee
- 1997 – 1998 NC URISA Secretary
- 1996 – 1997 NC URISA Treasurer
- 1995 – 1996 NC URISA Treasurer

Statement to Applicants

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

Information Services & Technology Committee: Submitted

Vincent

First Name

Starks

Last Name

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

N/A

vince370@gmail.com

Email Address

1004 Rodey Ave

Home Address

Charlotte

City

NC

State

28206

Postal Code

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

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

5

My age range is (please select one): *

 18 to 29**Ethnicity ***

 African American**Gender ***

 Male

Interests & Experiences

Education

Advanced High School Diploma - Highland Springs High School Richmond, Virginia Bachelor's degree in Economics - Christopher Newport University Newport News, Virginia

Dentsply Sirona

Employer

Digital Data Analyst

Occupation

Business and civic experience

Volunteering with Druid Hill Neighborhood Association Volunteering in High school with my church Volunteering in college with high school Home Owner Involvement with North End Community Coalition

Area of expertise and interests/skills

Digital Ecommerce experience Technology IT

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

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

I am interested in this role because I enjoy technology and can provide valuable insight in regard to the best applications. Working in tech has afforded me the opportunity to ensure that I am using the most up to date technology and adhere to the best practices.

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

Yes No

Hours Per Month Available for Position

5

How did you learn of the vacancy? *

Other

If you answered other - Where did you learn of this vacancy?

Community Neighborhood Meeting

[The 2024 Starks Resume_Final.docx](#)

Upload a Resume

Disclosure

Vincent Starks

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 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 Agree

Signature of Applicant (Sign Your Legal Name):

Vincent Starks

Board Specific Questions

Vincent Starks

vince370@gmail.com • Charlotte, NC

Education

Christopher Newport University, Newport News, Virginia

Bachelor of Arts in Economics

Relevant Courses: Software Packages for Business Applications, Business Law, Economics of International Contracting and Organization

Certified Scrum Master *Scrum Alliance* (July 2020)

Credential ID: 1240980

Experience

Lead Digital Operations Analyst

Dentsply Sirona, Charlotte, North Carolina

July 2023 - Present

- Spearhead the end-to-end product lifecycle for the global digital website survey, ensuring alignment with business objectives.
- Develop real-time Power BI dashboards to enhance team visibility and performance tracking.
- Collaborate with Marketing, UX/UI, and cross-functional teams to define comprehensive survey requirements.
- Implement A/B testing strategies, achieving a 38% increase in user engagement across multiple countries.
- Analyze survey feedback to address primary customer barriers, resulting in a 23% increase in website registrations in the U.S. post-implementation.
- Continuously track metrics from survey results to drive enhancements in customer experience.
- Conduct independent research in Salesforce to triage issues and gather relevant information.
- Compile and present monthly KPI updates to C-suite executives and directors using Power BI.

Digital Site Operations Analyst

Dentsply Sirona, Charlotte, North Carolina

November 2021 - July 2023

- Leveraged JIRA for User Acceptance Testing (UAT) and prioritized tasks with scrum teams.
- Employed Agile methodologies to manage production releases and track progress in JIRA.
- Communicated project updates effectively to internal stakeholders and offshore leads.
- Triage website enhancements and issues through ServiceNow, utilizing inspection tools to identify errors.

Vincent Starks

vince370@gmail.com • Charlotte, NC

- Acted as a liaison between business and IT teams, prioritizing enhancements and managing stakeholder expectations.
- Collaborated cross-functionally to provide training on new enhancements, improving overall customer experience.
- Executed hands-on corrections for production website errors using SAP Hybris and Adobe Experience Manager.
- Surpassed annual ticket closure goals by 21% through effective collaboration and communication.

Digital Product Data Analyst

Dentsply Sirona, Charlotte, North Carolina

June 2019 - November 2021

- Created monthly dashboards in Adobe Analytics to visualize KPIs for each business unit's revenue.
- Led a team of four junior analysts in successfully launching a \$10 million business group online.
- Ensured data integrity by applying advanced Excel formulas for detailed product management.
- Used VLOOKUP to reconcile global and localized country catalogs.
- Facilitated daily scrum meetings with global stakeholders to resolve issues and share best practices across country websites.
- Enhanced over 10,000 products on various country websites using SAP Hybris.
- Managed digital assets, including images and videos, through Adobe Experience Manager.
- Executed bulk uploads to staging and production environments using SQL joins and select statements.
- Acted as a power user of JIRA for bug tracking, releases, and project management within an Agile framework.

Data Analyst

Coke Consolidated (via Accrue Partners), Charlotte, North Carolina

January 2019 - June 2019

- Maintained and updated a matrix of accounts receivable customer-to-payer relationships.
- Conducted weekly price audits, identifying significant variances for internal audit and sales management.
- Analyzed and cleaned data using Excel pivot tables, queries, and dynamic visualizations.
- Developed complex SQL queries in SAP HANA for data analysis and reporting.
- Collaborated on Excel VBA coding projects to automate processes and enhance operational efficiency.
- Created Tableau dashboards to visualize data for over 60 customers.
- Produced month-end accounting reports, documenting write-offs and accrual allowances for bad debt.

Vincent Starks

vince370@gmail.com • Charlotte, NC

Finance Intern

BluCloud Radio, Hampton, Virginia

May 2017 - August 2017

- Analyzed financial trends and presented findings in Microsoft PowerPoint to the owner.
- Generated weekly revenue reports and provided recommendations for efficiency improvements using Excel and PowerPoint.
- Led initiatives to increase productivity by 14% through automation of reports with VBA macros.

Statement to Applicants

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

Information Services & Technology Committee: Submitted

Stephen

First Name

E

Middle
Initial

Whittaker

Last Name

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

N?A

sewhittaker@gmail.com

Email Address

15821 Homecoming Way

Home Address

Charlotte

City

NC

State

28278

Postal Code

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

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

11 years

My age range is (please select one): *

 Over 55**Ethnicity ***

 Caucasian/Non-Hispanic**Gender ***

 Male

Interests & Experiences

Education

BA Boston University MBA University of Chicago

Retired (Formerly Belk Inc.)

Employer

System Analyst

Occupation

Business and civic experience

Over 40 years of diverse technical roles from programmer to director of information systems. Fifteen + years as a member in the US Coast Guard Auxiliary. Currently holding positions of Finance Officer for local flotilla and Division and Information Systems Officer for flotilla.

Area of expertise and interests/skills

ERP (finance) systems System Integration

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.

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

Yes

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

Yes No

Hours Per Month Available for Position

As needed

How did you learn of the vacancy? *

Mecklenburg County Website

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 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

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.

I Agree

Signature of Applicant (Sign Your Legal Name):

Stephen E Whittaker

Board Specific Questions

Statement to Applicants

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

Information Services & Technology Committee: Submitted

Sonya

First Name

E

Middle
Initial

Williams

Last Name

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

N/A

sonyaewilliams@aol.com

Email Address

2626 Century Oaks Lane

Home Address

Charlotte

City

NC

State

28262

Postal Code

Mobile: (703) 304-8949

Primary Phone

Mobile: (703) 304-8949

Alternate Phone

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

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

June 2012

My age range is (please select one): *

 Over 55**Ethnicity ***

 African American**Gender ***

 Female

Interests & Experiences

Sonya E Williams

Education

Master, Public Administration from University of North Carolina at Chapel Hill, Chapel Hill, North Carolina
BS, Computer Science from NC A&T State University, Greensboro, North Carolina
BA, Psychology from University of North Carolina at Charlotte, Charlotte, North Carolina

Retired from City of
Charlotte - Innovation &
Technology Department

Employer

Technology Management

Occupation

Business and civic experience

Professional Experience City of Charlotte, Charlotte, North Carolina Innovation & Technology Department – Airport Technology Director (6/2022 – 9/2024) Manage airport technology team's projects and operational support. Operational support includes oversight of the budget, infrastructure, geographical information systems, application administration and project management teams while involved in technology strategic planning sessions and implementation with Aviation management and IT managers. • Led the effort with the vendor to work with Aviation Technology and customers in the business impact analysis process phase to aid in the development of the disaster recovery planning documents and runbooks. • Manage the Aviation annual technology budget of approximately \$14 million and staff approximately 70 resources (FTEs and contractors). Led the effort to update IT strategy five plan to synchronize with the annual budget. • Actively involved with the project team in the oversight for compliance with the Department of Transportation and Administration's technology cyber security mandates for airports. Actively involved in planning annual airport cyber security tabletop exercise to satisfy federal requirement. Airport held its first cyber security tabletop exercise in May 2023. Innovation & Technology Department – Aviation Technology Systems Manager (4/2021 – 6/2022) Managed applications administrators supporting applications such as parking revenue, security systems (cameras, video management, access control, building automation), flight information display systems that also included the management of all the expenses. Led the technical professionals in the design, procurement, implementation, and maintenance of applications in a 24x7 operational environment to ensure minimal disruption in service of airport operations. Continued to build, strengthen, and maintain strategic working relations with key stakeholders, external and internal management to ensure uninterrupted delivery of IT solutions. • Continued to develop positive vendor relationships through the negotiation and enforcement of technology contracts that increased the accountability for the timely delivery of solutions and maintenance of existing Aviation applications/systems. • Led the effort for the implementation of a computer aided dispatch (CAD) and situational awareness systems for the Airport Operations Center to assist in operational and public safety monitoring and response. Innovation & Technology Department – Charlotte Mecklenburg Police Department (CMPD) IT Manager (9/2019 – 11/2020) Managed the information technology operations that involved oversight of budget/expenses along with leading professionals in the design, procurement, implementation, and maintenance of 50+ applications supporting 2500+ users in a 24x7 operational environment to ensure smooth and seamless running of organizational activities. Managed all the expenses, technology initiatives, and police technology operations within \$4.5M budget along with controlling additional expenses to achieve desired targets. Built, strengthen, and maintained strategic working relations with key stakeholders and internal management to assure uninterrupted flow and quality delivery IT solutions. • Achieved senior management confidence via effectively managing \$2.5M of NC 911 grant funds. • Cultivated vendor relationships through the negotiation and enforcement of technology contracts that increased the accountability for the timely delivery of solutions and maintenance of existing law enforcement applications/systems. CMPD - Business Systems Specialist Team Lead (8/2015 – 9/2019) Delivered strategic management for upgrading Computer Aided Dispatch (CAD) to version 9.3, consisting of replacing all the servers and workstations at a cost of \$540K with minimal downtime during the cutover to the new servers. Simplified the deployment and execution of CAD software on the officer's laptops via a package deployed across the network using a new delivery methodology. Managed the organizations application and processes for errors or warnings after integrating firewalls as well as informing CMPD personnel of potential application impact. Ensured transparency in organizational processes; governing all the 911 Phone System upgrade expenses within \$1.4M budget and prepared project documentation consisting of charter,

schedule and status updates/reports. • Spearheaded all aspects of 911 Phone System upgrade from contract negotiations, implementation, replacement of servers and workstations with no disruption in 911 phone service to citizens along with close communications with police, fire, and medic agencies. • Successfully administered and deployed several police IT applications such as a 911 Phone System, CAD 9.3 upgrades and Communications desktop solution while fostering positive relations with multiple City Innovation and Technology teams. Mecklenburg County, Charlotte, North Carolina 04/2013 – 08/2015 Senior IT Business Analyst Partnered with property tax software vendor (Farragut), internal/external customers, and County IT department for identifying application abnormalities or limitations and individual requirements for further improvements. Formulated well-structured, easy-to-view project documentation, consisting of IT audit status updates and tax software requirement enhancements. Led, mentored and motivated a team of five IT professionals responsible for managing tax software applications accessed by Mecklenburg County citizens to view property tax data or make payments online. • Successfully resolved technical issues as well as navigated entire operations for the seamless execution of business' property tax system that collected \$958 million in FY2014-15. • Established sustainable, long-range relationships with key stakeholders between Mecklenburg County and the tax software vendor that assured the timely completion of project within allocated budget and quality frameworks. City of Charlotte, Charlotte, North Carolina 6/2012 – 3/2013 Research and Evaluation/IT Project Manager (Contractor) Coordinated with 18 local homeless agencies, 2 homeless management information system vendors, and UNCC's Urban Institute for transitioning to the new homeless management information system (HMIS). Conducted interviews with senior management professionals from homeless agencies on data collection and quality requirements and created data quality assessment report with defined processes to ensure continuous accurate data collection. • Educated and enforced stringent compliance with federal/state privacy regulations, such as, HIPPA and sensitive personal information that enhanced the quality and integrity of collected information. • Planned, orchestrated, and organized training and skills improvement sessions for 169 attendees to get the homeless agencies trained on the new homeless management information system. • Efficiently managed the homeless agencies transition from the existing homeless management information system to the new homeless management information system. L-3 Communications, Reston, Virginia 12/2009 – 6/2012 System Integrator Coordinated and interacted with clients in delivering presentations to discuss the benefits of using the business intelligence reporting application, IBM Cognos, to generate their financial, human resource data, and performance reports. Ensured clients' satisfaction via bridging communication gap among customers and technical experts during the design, development, and deployment of numerous reports/reporting dashboards. • Efficiently created risk mitigation strategies and action plans after the analysis completion of the clients' issues and uncovering potential roadblocks. • Created and maintained project documentation such as application upgrade schedule, and implementation plan along with producing weekly activity reports, reporting application system security plan, customer meeting minutes, risk mitigation strategies, and customer memorandum of agreements. • Led the submission and presentation of the system security plan to the Information Security team. Worked with the Information Security team to remediate issues in order to obtain system security plan approval.

Area of expertise and interests/skills

Technology expertise includes the following areas: project and program management, budgeting, operational oversight and exposure to a variety software technologies used by government agencies related to network infrastructure and software with a community or public safety focus.

Additional Comments

In an effort to stay abreast of technology trends, I actively engage in maintaining my PMP certification and currently exploring how AI can be used in the technology area to better enhance the customer experience.

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

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

I believe my experience working the government sector supporting various technology systems provides an unique foundation in understanding some of the challenges government agencies face in getting newer technology projects funded and implemented to address the needs of the community.

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

Yes No

Hours Per Month Available for Position

10 - 15 hours a month I am available for this position

How did you learn of the vacancy? *

Mecklenburg County Website

[SonyaWilliams_Resume_Jan2025.pdf](#)

Upload a Resume

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 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

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.

I Agree

Signature of Applicant (Sign Your Legal Name):

Sonya E. Williams

Board Specific Questions

Technology Management Professional Summary

Multifaceted, innovative, and solution-focused senior technology management professional with wide-ranging experience providing executive technical leadership, development, integration, and governance to high-growth organizations. Expertise in managing technology infrastructures, product deployments, and strategic operations; demonstrating deep proficiency in Waterfall and Agile methodologies. Technology leader with a strong customer service orientation; always finding new opportunities to improve the efficiency of team members in the field and office. Instrumental in project management, cost saving, business transformation and change, budgeting, service delivery, and procurement. Intuitive leader with interactive communication skills, adept at providing essential consultative support and building key relationships via effective interpersonal, organizational, and leadership abilities.

Technical Proficiencies

Microsoft Office (Word, Excel, PowerPoint, Project, Visio, SharePoint), Remedy, Cherwell, Windows 10/11, Business Intelligence (IBM Cognos), Police Applications (911 Phone System, Computer Aided Dispatch (CAD), Criminal Records Management, Safe Outcomes website)

Career Experience

City of Charlotte, Charlotte, North Carolina (various positions held during tenure prior to retirement 10/2024)

Innovation & Technology Department – Airport Technology Director (6/2022 – 9/2024)

Manage airport technology team's projects and operational support. Operational support includes oversight of the budget, infrastructure, geographical information systems, application administration and project management teams while involved in technology strategic planning sessions and implementation with Aviation management and IT managers.

- Led the effort with the vendor to work with Aviation Technology and customers in the business impact analysis process phase to aid in the development of the disaster recovery planning documents and runbooks.
- Manage the Aviation annual technology budget of approximately \$14 million and staff approximately 70 resources (FTEs and contractors). Led the effort to update IT strategy five plan to synchronize with the annual budget.
- Actively involved with the project team in the oversight for compliance with the Department of Transportation and Administration's technology cyber security mandates for airports. Actively involved in planning annual airport cyber security tabletop exercise to satisfy federal requirement. Airport held its first cyber security tabletop exercise in May 2023.

Innovation & Technology Department – Aviation Technology Systems Manager (4/2021 – 6/2022)

Managed applications administrators supporting applications such as parking revenue, security systems (cameras, video management, access control, building automation), flight information display systems that also included the management of all the expenses. Led the technical professionals in the design, procurement, implementation, and maintenance of applications in a 24x7 operational environment to ensure minimal disruption in service of airport operations. Continued to build, strengthen, and maintain strategic working relations with key stakeholders, external and internal management to ensure uninterrupted delivery of IT solutions.

- Continued to develop positive vendor relationships through the negotiation and enforcement of technology contracts that increased the accountability for the timely delivery of solutions and maintenance of existing Aviation applications/systems.

- Led the effort for the implementation of a computer aided dispatch (CAD) and situational awareness systems for the Airport Operations Center to assist in operational and public safety monitoring and response.

Innovation & Technology Department – Charlotte Mecklenburg Police Department (CMPD) IT Manager (9/2019 – 11/2020)

Managed the information technology operations that involved oversight of budget/expenses along with leading professionals in the design, procurement, implementation, and maintenance of 50+ applications supporting 2500+ users in a 24x7 operational environment to ensure smooth and seamless running of organizational activities. Managed all the expenses, technology initiatives, and police technology operations within \$4.5M budget along with controlling additional expenses to achieve desired targets. Built, strengthen, and maintained strategic working relations with key stakeholders and internal management to assure uninterrupted flow and quality delivery IT solutions.

- Achieved senior management confidence via effectively managing \$2.5M of NC 911 grant funds.
- Cultivated vendor relationships through the negotiation and enforcement of technology contracts that increased the accountability for the timely delivery of solutions and maintenance of existing law enforcement applications/systems.

CMPD - Business Systems Specialist Team Lead (8/2015 – 9/2019)

Delivered strategic management for upgrading Computer Aided Dispatch (CAD) to version 9.3, consisting of replacing all the servers and workstations at a cost of \$540K with minimal downtime during the cutover to the new servers. Simplified the deployment and execution of CAD software on the officer's laptops via a package deployed across the network using a new delivery methodology. Managed the organizations application and processes for errors or warnings after integrating firewalls as well as informing CMPD personnel of potential application impact. Ensured transparency in organizational processes; governing all the 911 Phone System upgrade expenses within \$1.4M budget and prepared project documentation consisting of charter, schedule and status updates/reports.

- Spearheaded all aspects of 911 Phone System upgrade from contract negotiations, implementation, replacement of servers and workstations with no disruption in 911 phone service to citizens along with close communications with police, fire, and medic agencies.
- Successfully administered and deployed several police IT applications such as a 911 Phone System, CAD 9.3 upgrades and Communications desktop solution while fostering positive relations with multiple City Innovation and Technology teams.

Mecklenburg County, Charlotte, North Carolina Senior IT Business Analyst

04/2013 – 08/2015

Partnered with property tax software vendor (Farragut), internal/external customers, and County IT department for identifying application abnormalities or limitations and individual requirements for further improvements. Formulated well-structured, easy-to-view project documentation, consisting of IT audit status updates and tax software requirement enhancements. Led, mentored and motivated a team of five IT professionals responsible for managing tax software applications accessed by Mecklenburg County citizens to view property tax data or make payments online.

- Successfully resolved technical issues as well as navigated entire operations for the seamless execution of business' property tax system that collected \$958 million in FY2014-15.
- Established sustainable, long-range relationships with key stakeholders between Mecklenburg County and the tax software vendor that assured the timely completion of project within allocated budget and quality frameworks.

City of Charlotte, Charlotte, North Carolina Research and Evaluation/IT Project Manager (Contractor)

6/2012 – 3/2013

Coordinated with 18 local homeless agencies, 2 homeless management information system vendors, and UNCC's Urban Institute for transitioning to the new homeless management information system (HMIS). Conducted interviews

with senior management professionals from homeless agencies on data collection and quality requirements and created data quality assessment report with defined processes to ensure continuous accurate data collection.

- Educated and enforced stringent compliance with federal/state privacy regulations, such as, HIPPA and sensitive personal information that enhanced the quality and integrity of collected information.
- Planned, orchestrated, and organized training and skills improvement sessions for 169 attendees to get the homeless agencies trained on the new homeless management information system.
- Efficiently managed the homeless agencies transition from the existing homeless management information system to the new homeless management information system.

L-3 Communications, Reston, Virginia System Integrator

12/2009 – 6/2012

Coordinated and interacted with clients in delivering presentations to discuss the benefits of using the business intelligence reporting application, IBM Cognos, to generate their financial, human resource data, and performance reports. Ensured clients' satisfaction via bridging communication gap among customers and technical experts during the design, development, and deployment of numerous reports/reporting dashboards.

- Efficiently created risk mitigation strategies and action plans after the analysis completion of the clients' issues and uncovering potential roadblocks.
- Created and maintained project documentation such as application upgrade schedule, and implementation plan along with producing weekly activity reports, reporting application system security plan, customer meeting minutes, risk mitigation strategies, and customer memorandum of agreements.
- Led the submission and presentation of the system security plan to the Information Security team. Worked with the Information Security team to remediate issues in order to obtain system security plan approval.

Additional Technology Professional Experience (2001 – 2012)

Systems Analyst – BAE Systems Inc., McLean, Virginia

IT Project Manager – JME Inc., Frederick, Maryland

InfoSec Engineer – Titan Inc. (now L-3 Communications), Reston, Virginia

Business Analyst/Software Engineer - Lockheed Martin, Fairfax, Virginia

Business Systems Analyst - Eastman Kodak, Rochester, New York

Education

Master, Public Administration

University of North Carolina at Chapel Hill, Chapel Hill, North Carolina

BS, Computer Science

NC A&T State University, Greensboro, North Carolina

BA, Psychology

University of North Carolina at Charlotte, Charlotte, North Carolina

Certifications

North Carolina Certified Government Chief Information Officer (CGCIO) | Project Management Professional (PMP)

ITIL Foundations | Yellow Belt Lean Six Sigma

Microsoft Certified Professional (MCP) | Security+

Professional and Leadership Training

North Carolina Certified Government Chief Information Officer 10 month program, IACP Women in Leadership, Yellow Belt Lean Six Sigma, SharePoint Contributor, Scrum Master, Sub-contractor Management, Communication Skills for Project Managers, Managing Difficult Customers, Behavioral and Staffing Interviewing, Contracts Management, ITIL Foundations

Mecklenburg County, NC

Information Services & Technology Committee

Board Details

The Information Services & Technology Committee serves as an advisory group to the Board of County Commissioners and reviews plans at a conceptual level for major new automated systems with respect to justification of the system; adequacy of the system functions; appropriateness of the technical approach; availability of technology and personnel resources; to advise on how business as a whole is accomplishing or approaching challenges; and, to provide feedback to the Board when necessary on ITS challenges.

Overview

- **Size** 12 Seats
- **Term Length** 3 Year
- **Term Limit** 2 Terms

Contact

- **Name** Keri Carver
- **Phone** (980) 314-2152

Additional

Qualifications

Members should have expertise in managing Information Systems. Persons serving must be a resident of Mecklenburg County. Appointed members must attend a minimum of 65% of all scheduled meetings in a calendar year and cannot miss three consecutive meetings. Failure to comply with attendance requirements will result in removal from the advisory board.

Advisory Board Details

The Committee validates the processes associated with implementation of automation plans including those used in the selection of equipment and service vendors. While performing these duties, the Committee provides appropriate coordination with any existing advisory bodies that may also have interest in the planned systems. The Committee reviews the plans of the ITS Department, of major automation projects and periodically reports to the Board of County Commissioners as to the same if necessary.

Meeting Dates/Times

Monthly - 3rd Friday at 7:30 a.m.

Meeting Location

Valerie C. Woodard Center - 3205 Freedom Dr., Charlotte, NC 28208, Suite 107

Time Commitment

1.5 hour for 10 out of 12 months

Stipend

No

Special Notes**Job Description**

Information Services & Technology Committee

Board Roster

Mythili Banka

Partial Term Oct 01, 2024 - Feb 28, 2026

Email bankamythili@gmail.com

Appointing Authority BOCC

Home Phone Mobile: (302) 563-6984

Address

110 Kingsdown ave
Charlotte, NC 28270

Andrew Blake

1st Term Sep 19, 2023 - Feb 28, 2027

Email andrew.blake@gmail.com

Appointing Authority BOCC

Home Phone Mobile: (980) 245-0020

Alternate Phone Home: (704) 644-8877

Address

2200 Hogan Ct
Charlotte, NC 28270

Travis Burgess

2nd Term Mar 01, 2021 - Feb 28, 2027

Email buryor@aol.com

Appointing Authority BOCC

Home Phone Mobile: (704) 618-7139

Alternate Phone Home: (704) 501-7260

Address

11939 Canter Dr
Mint Hill, NC 28227

Johnathan Gorke

1st Term Feb 16, 2022 - Feb 28, 2025

Email gorke@me.com

Appointing Authority BOCC

Home Phone Home: (612) 987-1673

Address

3904 Cambridge Hill Ln
Charlotte, NC 28270

□ **Stacey Jenkins**

1st Term Feb 21, 2023 - Feb 28, 2027

Email stacey.jenkins@gmail.com

Appointing Authority BOCC

Home Phone Mobile: (980) 253-7552

Address

618 King Edward Road
Charlotte, NC 28211

□ **Philip M Jordan**

1st Term Jul 02, 2024 - Feb 28, 2027

Email philip.m.jordan@outlook.com

Appointing Authority BOCC

Home Phone Mobile: (704) 502-6339

Address

510 Liburdi Ct
Davidson, NC 28036

□ **Henan Li**

1st Term May 07, 2024 - Feb 28, 2027

Email henanli2007@gmail.com

Appointing Authority BOCC

Home Phone Home: (404) 984-0795

Address

3940 Bristol Drive
Charlotte, NC 28208

□ **Shvetketu Pandya**

Partial Term Sep 19, 2023 - Feb 28, 2025

Email shvetketupandya@yahoo.com

Appointing Authority BOCC

Home Phone Home: (704) 588-7488

Alternate Phone Mobile: (980) 272-8716

Address

13128 Arrington Heights Pl.
Charlotte, NC 28278

□ **Terrence Ziemniak**

1st Term Feb 21, 2024 - Feb 28, 2025

Email tmziemniak@yahoo.com

Appointing Authority BOCC

Home Phone Home: (312) 339-8293

Address

625 Barington Pl
Matthews, NC 28105

□ **Vacancy**

Appointing Authority BOCC

□ **Vacancy**

Appointing Authority BOCC

□ **Vacancy**

Appointing Authority BOCC