

Human Resources Advisory Committee

Applicants At-A-Glance

Four (4) Terms			
Name	District	Gender	Ethnicity
Adams, Janie	2	Female	African American
Aldridge, Kimberly	4	Female	African American
Braganza, Jennifer	6	Female	Asian or Pacific Islander
Davis, Leshanda	4	Female	African American
Floyd, Krysten	2	Female	African American
Lancaster, Jessica	4	Female	African American
Metz, George	6	Male	African American
Owen, Nehemie	6	Female	African American
Rice, Kirsten	3	Female	African American
Rothenbach, William	1	Male	Caucasian/Non-Hispanic
Siegel, Allyson	5	Female	Caucasian/Non-Hispanic
Spates, Chanda	1	Female	African American
Wildgoose, Jamie	3	Male	Caucasian/Non-Hispanic
Wilson, Shane	4	Male	African American

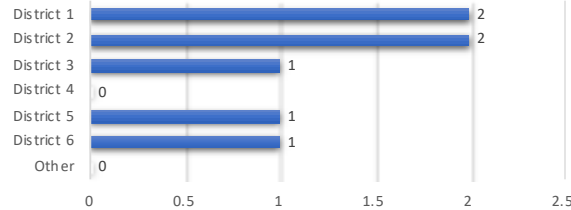
Note: There are four (4) terms available on the Human Resources Advisory Committee. Including three (3) unexpired terms and one (1) full three-year term. Terms will be distributed in the order the application was received.

HUMAN RESOURCES ADVISORY COMMITTEE

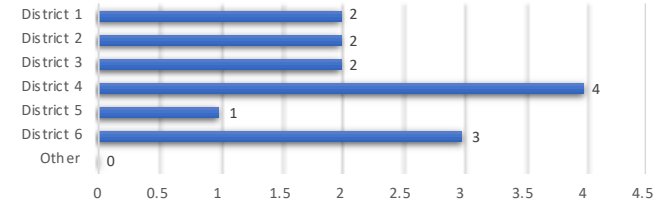
Districts

	Members	Applicants
District 1	2	2
District 2	2	2
District 3	1	2
District 4	0	4
District 5	1	1
District 6	1	3
Other	0	0
Total	7	14

Members by District



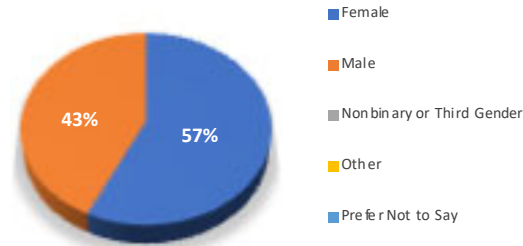
Applicants by District



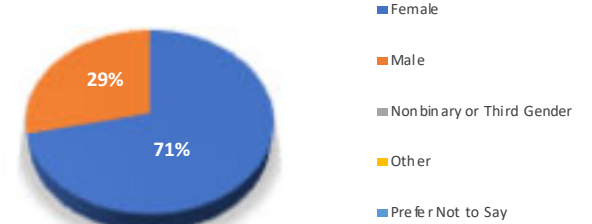
Gender

	Members	Applicants
Female	4	10
Male	3	4
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
Total	7	14

Members by Gender



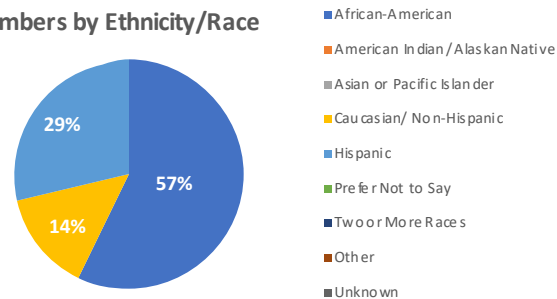
Applicants by Gender



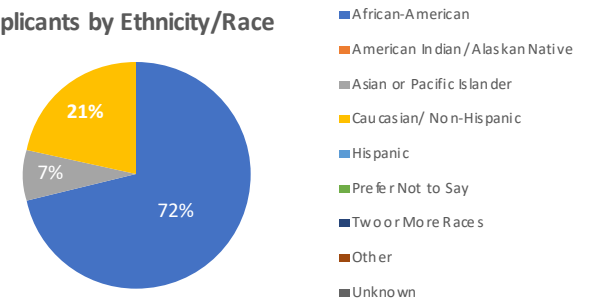
Ethnicity/Race

	Members	Applicants
African-American	4	10
American Indian/ Alaskan Native	0	0
Asian or Pacific Islander	0	1
Caucasian/ Non-Hispanic	1	3
Hispanic	2	0
Prefer Not to Say	0	0
Two or More Races	0	0
Other	0	0
Unknown	0	0
Total	7	14

Members by Ethnicity/Race



Applicants by Ethnicity/Race



Recommendation Statement



Human Resources Department

Human Resources Advisory Committee

September 8, 2025

Board of County Commissioners
600 East 4th Street, 11th Floor
Charlotte, NC 28202

Dear Mr. Chairman,

It is my pleasure to recommend for appointment to the Human Resources Advisory Committee, the following individuals, Mr. William Rothenbach, Mrs. Nehemie Owen and Mr. George Metz.

These individuals possess the qualifications and expertise within the field of Human Resources and will no doubt make significant contributions to the committee.

Thank you.

Respectfully,

Signed by:

F9F22FBF37EE4AD...

Steve Jarrett

HRAC Chairman

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Janie T Adams
First Name Middle Initial Last Name

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

Tierra Adams

tadams10629@gmail.com
Email Address

3903 Frank Vance Road
Home Address

Charlotte NC 28216
City State Postal Code

Mobile: (704) 249-1118
Primary Phone Alternate Phone

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

☒ 2

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

42 years

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Janie T Adams

Education

Highschool Graduate - Independence Highschool (2001) Associates Degree - Central Piedmont Community College (2005) North Carolina Notary Public (2013- present) Bachelors in Business Administration Finance, UNC Charlotte (2008) Current Graduate student at Queens University, earning Masters in Talent & Organizational Design (2026)

Atrium Health

Employer

Human Resources
Business Partner Manager

Occupation

Business and civic experience

I have 15 years of consecutive corporate Human Resources experience having worked in various corporations throughout Charlotte-metro, including Banking & Financial Services (Wachovia/Wells Fargo) and currently one of the largest Healthcare Organizations in the Nation (Atrium Health). I am proud to be a local of Mecklenburg county and have obtained all my formal education in the city of Charlotte.

Area of expertise and interests/skills

Executive & Leadership HR Consultation, Career development, Talent Acquisition, College & Internship Program Management, Performance Management, Employee Relations & Labor practices, Compensation & Salary planning, etc.

Additional Comments

I have a deep rooted love and respect for the city of Charlotte as a born native. As a first-generation college graduate, I have a passion for giving back to my community and being a contributing citizen to better this amazing city.

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 wanted to make a positive impact to the career development and economic progression of this city. A strong workforce is key to a healthy local economy, and I believe I can make a difference in this effort. I have 15 years of consecutive corporate Human Resources experience having worked in various corporations throughout Charlotte-metro, including Banking & Financial Services (Wachovia/Wells Fargo) and currently one of the largest Healthcare Organizations in the Nation (Atrium Health). I am proud to be a local of Mecklenburg county and have obtained all my formal education in the city of Charlotte.

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

☐ Yes ☒ No

Hours Per Month Available for Position

Up to 8 hours.

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[Tierra_Adams_HR_Resume_2025.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):

Janie Tierra Adams

Janie T Adams

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Benefits
- ☒ Compensation
- ☒ Employee Relations
- ☒ Recruitment and Selection
- ☒ Retention
- ☒ Training

Ms. Tierra Adams

Charlotte, NC 28216

Phone: 704-249-1118

Email: tadams10629@gmail.com

HUMAN RESOURCES SUMMARY

Collaborative and knowledgeable HR professional with over 14 years of experience, driving organizational goals through effective HR solutions, partnering with executive leadership teams to implement and optimize business initiatives and improve employee relations for operational success.

Career Expertise in Change Management, Talent Acquisition, Succession Planning, Leadership Coaching, DE&I, Employee Relations, and Performance Improvement.

HUMAN RESOURCES COMPETENCIES

- Change Management
- Compensation Planning
- Performance Management
 - Employee Relations
- Workforce Planning/Headcount Forecasting
 - Benefits & Leaves Administration
 - Talent Management
- Early Career & College Programs
 - New hire Onboarding

TECHNICAL PROFICIENCY

- MS Office Suite
 - MS Teams
 - PeopleSoft
 - SharePoint
 - SAP
- SuccessFactors
 - WebEx
 - Workday
 - Zoom

EDUCATION

▪ MS, Talent Org Development	Queens University	May 2026
▪ BS, Business Administration Finance	UNC Charlotte	May 2008
▪ NC Notary Public	CPCC	Sept 2013

PROFESSIONAL EXPERIENCE

Atrium Health, Charlotte, NC

HR Business Partner, Manager May 2024- present

- HR consultant for executive leadership teams within (4) business divisions: Levine Cancer Institute, Neurology, Spine, and Emergency Medicine.
- HR Partner guidance for operational and strategic workforce outcomes.
- Administration of talent strategy within business divisions to enhance staff performance.
- Guide executive leaders in performance management and reward systems to strengthen retention efforts and foster a culture of psychological safety.
- Change management champion, as Advocate Health and Atrium Health integration remains ongoing.
- Collaboration with COEs (Centers of Excellence) on enterprise-wide initiatives to ensure effective and sustainability HR programs and processes.

Corning, Charlotte, NC

HR Consultant, December 2021- January 2024

- HR Business Partner to IT Executive leadership teams, providing HR support throughout North America, Latin America, United Kingdom, and Asia.
- Investigated and executed successful employee relations and performance improvement plans.
- Engaged business leaders to drive HR practices including performance management and recognition.
- Communicated and implemented HR initiatives, policies, and programs.
- Collaborated with COEs, to provide training on annual enterprise initiatives.
- Managed all full-cycle Early Career program placements (IT Interns/Co-Ops); to include diversity efforts in talent attending Historically Black Colleges & Universities.
- Maintained legal employment requirements to mitigate organizational risks and ensure regulatory compliance.

EPRI (Electric Power Research Institution), Charlotte, NC

HR Business Partner, Manager September 2019- Nov 2021

- HR Business Partner to HR staff providing support, coaching and HR guidance around employee relation concerns, key hiring decisions, performance evaluations, terminations/retentions, and various HR policy concerns.
- Provided operational and strategic HR Business Partner support to the Nuclear & Generation business sector VPs & Sr. Leadership in: Employee Engagement, Talent Succession and Workforce planning, Performance Management, etc.
- Implemented workforce strategy, organizational design, and change management to drive business results.
- Administered talent strategy within the sector/business unit to develop high-performing staff.
- Aligned performance management and reward systems to strengthen a culture of exemplary performance and innovation.
- Championed for change management and career development processes to increase employee engagement.
- Partnered with Talent Management and various COEs to ensure effective and sustainability HR programs and processes.

HR Generalist

- Processed recurring HR tasks in HRIS (Workday): salary changes, organizational changes, severances, new hire onboarding, terminations, etc.
- Conducted Exit Interviews.
- Executed PIPs and Involuntary separations.
- Investigated whistle blower/ policy violations, performed interviews, and engaged HR Leadership and legal support as needed.
- Provided recruiting/interview support for all nuclear sector positions.
- Collaborated cross-functionally for business-related tasks with various stakeholders to include the extended HR team, Finance, Legal, Facilities Management, etc.
- Proactively reviewed HR related tasks, policies, procedures for continuous improvement.

Domtar, Pulp & Paper, Fort Mill, SC

HR Generalist, Oct 2016- Sept 2019

- HR Generalist supporting 600+ salaried employees in the resolution of ongoing concerns during their employment life cycle.
- Managed College Internship Program.
- Conducted New Hire Orientations and Exit Interviews.
- Completed all employee systems changes, to include salary changes, organizational moves, reductions in force, new hire onboarding, terminations, etc.
- Investigated ethics violations and performed interviews engaging legal support as needed.
- Administered all aspects of the Leaves management process, to include STD/Parental/FMLA and Intermittent leave types.
- Trained management teams on annual processes: Performance Management, Learning & Development compliance, Salary/Bonus administration, etc.
- Continuous Improvement of HR processes/ policies: Exits process, Tuition reimbursements, Leaves Management, Employee Engagement, Service Awards, etc.
- Internship Program creator and coordinator for Ft. Mill headquarters; including the supervision of 10+ plus Summer Interns.
- Supported talent management process for non-exempt positions.

Wells Fargo & Company, Charlotte, NC

Human Resources Associate, Nov 2014- Sept 2016

- Trained Managers on use of annual Performance Rating tool and provided guidance on merit ratings and salary recommendations based on prior year analysis.
- Developed key relationships with cross-functional HR areas, to include Compensation and Recruiting department.
- Delivered ongoing support in enterprise change management strategies, to include Performance 365 and Diversity & Inclusion training.
- Communicated and transacted organizational changes for Wealth Management business areas, confidentially (i.e.: salary increases/demotions, terminations, RIFs, etc.).
- Provided HR project support and reporting analysis quarterly to a team of (7) Sr. HRBPs for key focus areas: Talent Management, Employee Performance and Learning Development initiatives.

- Facilitated department training sessions via Live Meeting.
- Guided managers in the development of Action Plans for Gallup Team Member Engagement surveys.
- Created Onboarding guides and business presentations for Wealth Management leadership.
- Utilized HRIS and PeopleSoft Systems to research: area differential job data, comp-ratios, and job description data.

Benefits Analyst, Defined Benefit Plan Dec 2011- Nov 2014

- Developed strong partnerships with external vendors for benefit plan administration and account reconciliation, to include Aon Hewitt, Liberty Mutual, Prudential, Mass Mutual, etc.
- Researched employee Benefits via SPDs, Microfiche machines for policy alignment.
- Resolved discrepancies for Defined Benefit & Defined Contribution plans.
- Calculated Pension benefits for resigning and retiring employees (Wachovia & Wells Fargo).
- Segregation of 401k and Pension accounts for QDROs and deceased employees.
- Communicated with internal employees and retirement plan beneficiaries on requests and provided updates on researched items.
- Facilitated benefit meetings with vendors and coordinated Sr. Benefit Consultant research activities.
- Partnered with Legal department on subpoena request, account distribution and employee records retrieval.
- Managed Benefits Team email inbox for escalated employee concerns.

HR. 401 (k) Plan Specialist, Defined Contribution Plan June 2010- Dec 2011

- 401k plan representative handling 75-100 customer service calls daily from employees, retirees and dependents regarding: Benefits enrollment, HR Policy concerns, and Benefit portal trouble shooting.
- Educated managers and employees and plan beneficiaries on 401(k) Savings Plan, Benefits enrollment, investment options, and IRS plan limits.
- Trained and mentored new hires on business procedures and customer service protocol.
- Informed employees on IRS Hardship Withdrawal requirements and provided directives to complete the documentation process for approval.

TIAA-CREF, Charlotte, NC

Community Relations Intern (Paid Internship), Sept 2007- May 2008

- Assistant to Community Affairs Manager in the coordination and brand management of TIAA-CREF company and community sponsored non-profit events.
- Represented TIAA-CREF in volunteerism events to include: (UNCC Youth Basketball Clinic, CMS State of Education Address, Charlotte Hospitality House, Dr. Seuss Book club drive, United Way Employee Giving Campaigns, etc.).
- Coordinated Charlotte- based volunteerism and charitable projects.
- Distributed marketing & promotion materials for employee planned giving campaigns. Processing and research of grants for 501c (3) organizations.

- Processed and audited community grants.
- Communicated volunteer plans to local charity representatives for the successful coordination of community events.

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Kimberly M Aldridge
First Name Middle Initial Last Name

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

Chatmon, Harwell

kmaldridge@ymail.com
Email Address

5742 Timbertop Lane
Home Address

Charlotte NC 28215
City State Postal Code

Mobile: (704) 962-2026
Primary Phone Alternate Phone

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

☒ 4

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

26

My age range is (please select one): *

☒ 46 to 55

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Kimberly M Aldridge

Education

Cornell Law School – Cornell University J.M., Legal Studies Walden University M.B.A., Project Management State University of New York – Empire State College B.S., Business Management & Economics State University of New York - Empire State College A.S., Business Management

Martello Re

Employer

Head of Corporate
Administration (Executive)

Occupation

Business and civic experience

I am a seasoned Senior Leader with extensive expertise in the Financial Services and Reinsurance industries, serving as a vital link between Executive Management, Board Members, and external partners. My academic credentials include undergraduate degrees from SUNY/Empire State College, a graduate degree from Walden University, and a law degree from Cornell Law. In my current role as Head of Corporate Administration at Martello Re, I ensure that the company's operations run within a secure, efficient, and well-organized framework. This includes overseeing resources and service functions, managing administrative staff, and leading community and charity initiatives, communications, and procurement. I also drive the strategic direction of corporate initiatives for specified functions or business lines, while leveraging my business acumen to motivate teams, streamline processes, and align operations with legal and strategic goals. My ability to identify and implement improvements has fostered efficiency across areas such as General, Schedule, Risk & Issue, Resource, Change Request, Legal, Regulatory, Policy, and Integration Management. Prior to joining the Reinsurance industry, I held several Executive and Senior Leadership positions at The Clearing House, MassMutual, and MetLife. In these roles, I contributed significantly to legal, regulatory, and strategic management functions, consistently driving impactful results for the organizations I served.

Area of expertise and interests/skills

My expertise and interests encompass resource management and allocation, fostering employee engagement, cultivating corporate culture, ensuring compliance with legal and regulatory standards, overseeing project management, strategic planning, and driving process and improvement initiatives

Additional Comments

Thank you for considering my application for the Human Resources Advisory Committee with Mecklenburg County. I am confident that my academic background and professional experience will make a meaningful contribution to the committee. Serving in this role would provide an opportunity to collaborate with others, make impactful decisions, and bridge gaps by fostering discussions and best practices in human resources management.

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 I have not

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

I am particularly interested in serving on the Human Resources Advisory Board Committee due to my strong passion for developing policies and initiatives that promote employee well-being, engagement, and professional growth. I am eager to contribute to meaningful discussions on workplace culture, diversity, equity, and inclusion, while actively influencing decisions that positively impact both employees and the organization. Furthermore, collaborating with like-minded professionals, exchanging ideas, and learning from others will offer invaluable opportunities for personal and professional development. Above all, being part of a committee that shapes impactful workplace practices and policies would be incredibly fulfilling, knowing that these efforts lead to better outcomes for employees and organizations alike.

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

☐ Yes ☒ No

Hours Per Month Available for Position

40+

How did you learn of the vacancy? *

☒ Mecklenburg County Website

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

N/A

[Resume_of_K._Aldridge_-_2025.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

If you answered yes to the question above, please explain.

N/A

• 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):

Kimberly Aldridge

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Benefits
- ☒ Compensation
- ☒ Employee Relations
- ☒ Human Resources Management Systems
- ☒ Recruitment and Selection
- ☒ Retention
- ☒ Training

Kimberly M Aldridge

Kimberly M. Aldridge

5742 Timbertop Lane □ Charlotte, North Carolina 28215 □ (704) 962-2026 □ kmaldridge@ymail.com

Profile

A Senior Business Leader who ensures the company's operations is within a secure, efficient, and organized work environment, including planning and directing aspects of the organization's resources and service functions, overseeing administrative staff, community and charity, brand, communications, employee engagement, and procurement. I also provide direction for corporate initiatives for a specified function or line of business while enhancing business acumen through motivation, and organization of resources and teams while maintaining a continuous alignment with legal and strategic business objectives, including making recommendations to modify and improve where necessary. My proven successes align with the efficiencies in General, Schedule, Risk & Issue, Resource, Change Request, Legal, Regulatory, Policy, and Integration Management.

Education & Professional Certifications

Cornell Law School – Cornell University
J.M., Legal Studies

Walden University
M.B.A., Project Management

State University of New York – Empire State College
B.S., Business Management & Economics

State University of New York - Empire State College
A.S., Business Management

New York Institute of Finance
Professional Certificate in Brokerage Operations

Life Office Management Association (LOMA)
ACS & ALMI Certifications

New York Institute of Finance
Professional Certificate in Portfolio Management

New York Institute of Finance
Professional Certificate in Wealth Management

Tools

BranchNet	Microsoft Office
CA PPM	Application
Cbase/Citrix	Microsoft Office
JIRA	Communicator/Lync/Sky
Lexis/Nexis	pe/Teams
	Onspring
	Seibel
	Windows
	(NetMeeting/WebEx)

Professional Work Experience

02/2024 - Present

Martello Re, Head of Corporate Administration, Charlotte, NC & Hamilton, Bermuda

- Works closely with the CEO and other C-suite executives to develop long-term strategies
- Acts as a bridge between departments to improve collaboration and execution
- Supports the execution of corporate initiatives and transformation projects
- Plays a role in change management and organizational development
- Participates in business and strategic planning, implementation of policies, development of improvements and other activities
- Coordinates inter- and intradepartmental operations
- Resolves issues with the company's operations promptly
- Bridges the gap between cross-functional departments

- Streamline processes, improve communication, and allocate resources effectively
- Optimize core operational functions to allow other leaders to focus on high-level strategic initiatives
- Articulates complex information clearly and concisely, whether presenting to the board, collaborating with other executives, or addressing employee concerns
- Provide stakeholders with visibility and updates on key initiatives
- Oversight of, office/business administration, process improvement, brand/communications, community & charity, and cross-functional collaboration between different departments
- Coordinating with department heads to improve interdepartmental communication and collaboration.

10/2022 - 2/2024

Martello Re, *Director of Strategic Initiatives, Charlotte, NC & Hamilton, Bermuda*

- Develop and implement comprehensive strategic plans to achieve organizational goals, including identifying opportunities for growth, expansion, and innovation.
- Facilitate cross-functional team collaboration to ensure strategic initiatives are aligned with company objectives and executed efficiently.
- Analyze market trends and competitive landscapes to inform strategic decision-making and identify potential threats or opportunities.
- Build and maintain relationships with key stakeholders, including partners, investors, and community leaders, to support strategic objectives.

5/2021 - 10/2022

The Clearing House (TCH), *Strategy & Execution Program Manager, Winston-Salem, North Carolina*

- Track and manage the costs and performance of the program
- Support review sessions with project teams to discuss cost, schedule, and technical performance
- Collaborate with and guide processes for the design team in delivering best-in-class experiences
- Provide stakeholders with visibility and updates on key initiatives
- Communication connections and reconcile possible collisions between different product offerings, features, and platforms
- Oversee scalable process improvements that maximize talent allocation and achieve high-level business objectives
- Build strong partnerships with cross-functional teams to ensure priorities and programs are aligned with short- and long-term business objectives
- Clarify and drive project commitments as well as establish and maintain clear chains of accountability and communication by facilitating meetings with key stakeholders
- Send clear and concise project status updates as needed
- Use continuous improvement methods to identify ways to optimize program effectiveness, efficiency, and quality
- Develop mechanisms for monitoring project progress and for intervention and problem-solving with the project manager.

02/2019 - 5/2021

The Clearing House (TCH), *EPMO/RTP Program Manager, Winston-Salem, North Carolina*

- Manage all projects with PMI methodologies

- Motivate and influence teams to deliver outcomes and results
- Communicate complex subjects in a clear and concise manner
- Facilitates productive meetings at a Working Group and Steering Committee levels within TCH
- Executes proper risk/issue disciplines to deliver the best outcomes for customers, clients, and shareholders
- Drives consensus and resolves conflicts quickly
- Thinks broadly about interdependencies
- Produces accurate and timely reports of program statuses throughout its life cycle
- Establishes and maintain Program Management standards, tools and routines including but not limited to:
 - o Structuring of programs and projects
 - o Governance and control
 - o Aggregate portfolio/program reporting
- Collaboration with the Enterprise Program Management Office and relevant Project Managers to provide project statuses with Senior Leadership

07/2016 - 12/2018

MassMutual, Senior Program Manager, Charlotte, North Carolina

*(*As a result of a corporate reorganization, I was transferred by MetLife to MassMutual)*

- Work with department leadership and the Executive Team to define strategic goals by driving the internal planning processes
- Ensure all projects align with and achieve the strategic goals of the department and company
- Participate in centralized management to identify, prioritize, and authorize projects and programs to achieve strategic business objectives
- Provide coordinated management of cross-project dependencies to achieve strategic objectives
- Ensure projects across assigned portfolios meet agreed timelines, scope, and budgets
- Collaborate with various departments and Leadership in the Organization through coordinated service delivery and ongoing portfolio management
- Act as an advisor and thought partner by structuring undefined issues for resolution, researching issues, summarizing information, and working with relevant stakeholders to provide the department with the information needed to make sound decisions

08/2014 - 07/2016

MetLife, Senior Strategic Project/Portfolio Manager, Charlotte, North Carolina

Senior Strategy Manager

- Analyze and leverage underwriting intelligence to define new or updated strategies that address competitive or operational opportunities to improve customer centricity and/or cost-effectiveness of underwriting
- Conduct a variety of complex analyses to flesh out new underwriting strategies including opportunity sizing, competitive benchmarking, quantitative business benefits estimation, cost estimates, ROI and financial sensitivities, feasibility studies, and other related analyses needed to evaluate and support new underwriting strategies
- Develop and deliver communications and recommendations for management review that summarize the opportunity, alternatives, proposed solution, business case, risks, and other factors; Present ideas for investment to the investment committee and others for funding for new and creative underwriting projects
- Develop buy-in for recommendations through collaboration with partners across the enterprise throughout the development of analyses, conclusions, and recommendations
- Ensure underwriting guidelines and practices meet state and federal regulations
- Develop and maintain strong relationships with LNB, legal, compliance, IT, product, actuarial, marketing/communications, and medical to drive collaboration and to ensure strong buy-in and support for new strategies while overcoming potential roadblocks

Senior Portfolio Manager

- Continuously manage full portfolio of UW Strategy initiatives, ensuring status is properly tracked and communicated, resources are allocated appropriately, and all stakeholders are regularly informed of related status and changes
- Manage implementation of all large-scale complex UW strategy initiatives that typically span across multiple areas, ensuring efforts are delivered on-time and on-budget

- Develop detailed work plans, schedules, project estimates, resource plans, and status reports for specific projects
- Run project meetings, project tracking and analysis
- Monitor progress of initiatives, milestones, and budgets to ensure timeliness and deliverables are met; provide updates to business leadership regarding initiative status
- Manage the life and IDI technology portfolio, including funding status, prioritization and tracking of projects
- Develop and provide business specifications and testing for Underwriting IT projects
- Manage critical relationships with consultants and vendors, internal end users, and business customers/leadership; Work with vendors and develop RFPs as appropriate to support initiatives

11/2013 - 08/2014

TIAA-CREF, Senior Project Manager/Consultant, Charlotte, North Carolina

- Departmental subject matter expert in CA Clarity PPM; implemented training tools; provide training sessions to all levels within the organization
- Partnered with business, finance and service leaders to manage funded projects for multiple lines of businesses
- Developed annual initiative planning to ensure alignment with corporate strategies and priorities
- Managed PMO, centralized project inventories for program reporting
- Implement appropriate project documentation (project charters, project plans), balance stakeholder needs, and effectively negotiate tradeoffs between scope, schedule, and budget, quality and risk; balance the needs of multiple stakeholders; gains buy-in from groups who may be resistant to change
- Develop and manage project risk and issue management plans; analyze risks by probability and impact to assess any impact on project delivery; implement procedures to mitigate risk threats; utilize available tools for identifying and tracking issues and risks such as the Delivery Risk Assessment, risk workshops, and Clarity
- Create project organization charts, governance structures and resource plans; clearly define roles and responsibilities of each of the Resources
- Identify and develop strategies for changes in scope, schedule, and cost; develop strategic rationale for change including costs, benefits, tradeoffs, etc. Manage the reporting controls for the Program while analyzing analytics, management, and oversight of the specific Program/Project

Statement to Applicants

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Profile

Jennifer Braganza
First Name 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

jenibrag@gmail.com
Email Address

6830 Stillmeadow Dr
Home Address

Charlotte NC 28277
City State Postal Code

Mobile: (704) 293-5232
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.

7 years

My age range is (please select one): *

☒ 46 to 55

Ethnicity *

☒ Asian or Pacific islander

Gender *

☒ Female

Disclosure

Jennifer Braganza

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

Interests & Experiences

Education

Phd in progress in Organizational Leadership Masters in Industrial and Systems Engineering
Masters in Engineering Bachelors in Industrial and Operations Engineering Bachelors in
Chemical Engineering

Adecco Group

Employer

VP Strategy &
Transformation

Occupation

Business and civic experience

25+ years results oriented, collaborative executive with a background in driving business change, strategic planning, and transformation including TA and workforce strategy.

Area of expertise and interests/skills

org design, talent acquisition, strategy, workforce strategy, change management, system design (people, process, tools), transformation, strategic execution

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 have been working the last almost 5 years in helping organizations build their TA / workforce strategy. I want to help organizations in my community learn from my experiences and to learn from others.

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

☐ Yes ☒ No

Hours Per Month Available for Position

10 hours / month

How did you learn of the vacancy? *

☒ Mecklenburg County Website

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Human Resources Management Systems
- ☒ Recruitment and Selection

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):

Jennifer Braganza

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Leshanda M Davis
First Name Middle Initial Last Name

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

LeShanda Miller

leshanda@gmail.com
Email Address

215 North Pine Street Unit 2417
Home Address Suite or Apt

Charlotte NC 28202
City State Postal Code

Mobile: (704) 962-7046
Primary Phone Alternate Phone

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

☒ 4

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

13

My age range is (please select one): *

☒ 46 to 55

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Leshanda M Davis

Education

B.S. Sociology - University of South Carolina, Columbia, SC (2002) M.A. Human Resources
Mgmt - Webster University, Columbia, SC (2005)

Guild Education

Employer

Senior Director, Employee
Relations and HR
Operations

Occupation

Business and civic experience

I have over 20 years of senior HR leadership experience across industries including technology, banking, and education, with expertise in employee relations, people operations, compliance, and HR systems. Civically, I served as Senior Vice President of the Charlotte Chapter of the National Association of African Americans in Human Resources (NAAAHR) and am active with SHRM and the Equal Employment Advisory Council. I have also represented the U.S. as a delegate at the U.S.-China Entrepreneur Forum and was recognized as a Career Mastered Emerging Leader.

Area of expertise and interests/skills

My expertise is in employee relations, people operations, compliance, and HR systems, with deep experience in policy development, investigations, conflict resolution, and building scalable HR infrastructure. I have led large teams, implemented technology solutions like Workday, and developed shared services models to improve efficiency and consistency. My interests include advancing equitable and inclusive workplace practices, mentoring HR professionals, and leveraging data, policy, and process automation to improve the employee experience. I am skilled in leadership, governance, risk mitigation, and cross-functional collaboration.

Additional Comments

I am deeply committed to using my expertise to strengthen Mecklenburg County's HR practices and ensure fair, inclusive, and compliant processes that benefit both employees and the broader community. My experience balancing organizational needs with equity and compliance, combined with my civic involvement in professional HR organizations, positions me to add immediate value to the Advisory Committee. I welcome the opportunity to contribute my knowledge and leadership to support the County's mission.

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 serving on the Mecklenburg County BOCC HR Advisory Committee because it aligns with both my professional expertise and my commitment to public service. Having spent over 20 years leading employee relations, compliance, and people operations, I understand the importance of fair, transparent, and equitable HR practices in supporting both employees and organizational goals. Serving on this board provides an opportunity to use my skills to strengthen HR governance at the county level, ensure policies reflect best practices, and contribute to building a workplace culture that values equity, inclusion, and accountability. This role allows me to give back to the community I live in by applying my experience to help advance Mecklenburg County's mission.

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

☐ Yes ☒ No

Hours Per Month Available for Position

6-8

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[LeShanda_M_Davis_PHR_SHRM-CP_2024.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):

LeShanda M Davis

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Human Resources Management Systems
- ☒ Recruitment and Selection
- ☒ Training

LeShanda Miller Davis, PHR, SHRM-CP
(Ph) 704-962-7046 (E) LeShanda@gmail.com

EXPERIENCE

2022 - present

Guild Education

Remote

Sr. Director, Employee Relations, People Systems and Operations (current role)

- Developed and executed strategic vision for Employee Relations and People Operations, aligning HR initiatives with organizational goals.
- Led end-to-end implementation and optimization of Workday, enhancing data management, workflow automation, and compliance, including new module rollouts.
- Designed and launched a shared services model, centralizing HR processes and resources to improve efficiency, scalability, and employee experience.
- Directed and mentored HR teams, driving high performance and continuous development.
- Oversaw all aspects of employee relations, proactively resolving conflicts, managing investigations, and advising leadership on complex issues.
- Piloted process automation and continuous improvement, anticipating organizational needs and implementing scalable solutions.
- Ensured legal compliance across leaves of absence, accommodations, and employee lifecycle processes through effective policy development and operational rigor.

Sr. Director, Employee Relations (2023 - present)

- Develop, implement, and maintain programs and initiatives to foster a positive and inclusive work environment. Collaborate closely with senior leadership to address employee concerns and improve the overall employee experience.
- Develop and implement an employee relations strategy aligned with the organization's goals and values. Work cross functionally throughout the People Team to align with strategy as well as with Business Leadership
- Proactively identify potential employee relations issues and develop preventive measures.
- Ensure the organization's employee relations practices are fair, consistent, and compliant with applicable laws and regulations.
- Lead efforts to resolve complex employee relations issues, including disputes, grievances, and conflicts. Conduct thorough investigations, maintain records, and recommend appropriate actions to address employee concerns.
- Provide guidance and support to management in handling employee relations matters at various levels. Educate employees and managers on company culture, policies and procedures.
- Develop and implement programs and initiatives to enhance employee engagement, morale, and retention.
- Conduct surveys and gather feedback to assess employee satisfaction and identify areas for improvement. Conduct team climate surveys for resolutions of team concerns
- Provide guidance on employee recognition and reward programs.
- Deliver training programs on performance enablement, employee relations, conflict resolution, and diversity and inclusion.
- Provide coaching and mentorship to HR staff and managers
- Lead and manage a team of employee relations professionals on maintaining Guild's culture and balance
- Foster a collaborative and inclusive team environment.
- Communicate effectively with senior leadership, managers, and employees regarding employee relations matters.
- Prepare and present regular reports on employee relations metrics and trends to inform decision-making.

Director, Head of Employee Relations (2022 - 2023)

- Build, implement, and manage a best in class employee relations function by using industry best practices, Guild's current and future culture objectives, and optimizing for consistency, equity, and scale.
- Serve as the main point of contact for leaders and employees on employee relations issues, providing

mentorship, advice, advocacy, support, and resolution while handling risk and maintaining compliance with regulatory/legal requirements and company policies/procedures.

- Provide Employee Relations support, thought partnership, and coaching for all employees and levels of management in the organization.
- Lead effective, detailed and objective investigations and provide recommendations for action.
- Conduct employee exit interviews; identify trends and reviews with People Business Partners and Executive Leadership.
- Ensure a fair and consistent approach to the organization's policies and procedures, thus promoting a positive and equitable work environment consistent with company culture.
- Provide expertise to support the development, design, implementation and administration of employee programs, practices and policies to meet the changing needs of the organization.
- Lead Quarterly Respectful Workplace training.
- Analyze, diagnose, design, and revise people programs, policies, and practices to sustain positive employee relations. Developed and implemented Performance Enablement program
- Analyze employee relations trends and metrics to develop solutions, programs, and policies such as climate surveys
- Integrate and partner with HR colleagues in the HR Business Partner, Legal, Learning & Development, Total Rewards, and HR Center of Excellence teams to implement solutions and help scale the business
- Provide guidance to the People Business Partner team on performance improvement plans as needed.
- **Identify, design and implement new case management system and reporting, HR Acuity**

2021 – 2022

Western Digital

San Jose, CA

Director, Employee Relations, Governance, and Policy

- Leading and developing the Direct and Indirect Teams in the HR Delivery model and in the manufacturing plant
- Continuously evaluating and evolving our HR policies and practices to not only assure compliance with local and global labor statutes, but also to meet our commitment to corporate social responsibility, and to address the evolving needs and interests of our employees
- Providing consultation and leadership for compliance and employee relations issues
- Partnering with stakeholders on complex investigations, legal and employment filings, policy and governance.
- Establishing a global policy governance framework and developing
- Creating and executing change management strategies and action plans and helping people to draw motivation from change.
- Partnering with Business Facing HR to build and develop management capability for fair management practices in support of proactive positive employee relations.
- Partnering with our HR Operations team to identify and resolve issues inhibiting employees and managers from obtaining effective self-service for basic inquiries.
- Play a role in sustaining and further developing an innovative and inclusive workplace culture where diversity is seen as a strength and growing our culture.
- Provide and understand rigorous data analysis and reporting solutions & use data to anticipate issues, identify opportunities and design and improve solutions that minimize reactive work. Reconfigured HRIS for optimization

2019 – 2021

Facebook

Menlo Park, CA

Employee Relations Business Partner

- Provide Employee Relations support, thought partnership, and coaching for all employees and levels of management in the organization
- Proactively assess team and manager development needs, make recommendations, and implement appropriate solutions
- Triage employee relations casework, identifies potential solutions to address different case types and actions appropriately using guidelines
- Lead for HRIS and case management update and reconfiguration project
- Provide rigorous data analysis and reporting solutions based on business needs, highlighting key trends in

- employee relations to actively drive proactive solutions to minimize reactive work
- Help balance risk, taking into account employee, business and company perspectives
- Help design and facilitate Manager Training based on data analysis
- Integrate and partner with HR colleagues in the HR Business Partner, Legal, Investigations, Learning & Development, and HR Programs teams to implement solutions and help scale the business
- Partner closely with regional HR partners on global strategy and execution
- Plan, execute, and evaluates complex assignments that have an impact in region or with the clients supported
- Participate as an integral member of the extended HR community and influence others within the organization
- Build collaborative and productive working relationships
- Lead with integrity, respect, high personal standards and build personal credibility
- Builds internal community (e.g. supports others, shows respect, acts as an ally, onboards new hires, connects people, collaborates well, drives inclusion)
- Actively involved in interviewing and on-boarding new employees

2018 – 2019

First Citizens Bank

Raleigh, NC

Sr. VP, Manager of HR Advisory Services

- Responsible for building a centralized HR Advisory Services organization in collaboration with all HR COEs. Assume all Employee Relation cases from the HR Business Partners in the field. Manage the change for the COE's as well as the HR customers.
- Managed The HR Advisory Services Group. Responsible for providing a central point of assistance for managers and associates on matters including guidance on performance issues, complex employee relations, complex leaves of absence issues, benefits, etc. Create and maintain Standard Operating Procedures to ensure consistency.
- Recommended solutions for human capital matters and works toward creating an environment of HR credibility that balances pragmatic advice while also mitigating risk for the bank. Create, maintain and administer policies and procedures to support the business.
- Analyzed matters and recommended courses of actions aligned with business objectives utilizing relevant data, consistent application of policies, standards, and practices. Provide extensive expertise in workplace relations and dispute resolution.
- Communicated frequently and built impactful relationships with the Executive Leadership team on the HR function, risks, and influencing changes for the organizational structure.
- Identify, design, and implement new HRIS & Case Management system, ServiceNOW
- Created and administered training and development to proactively mitigate risk for all lines of business. Utilized reporting analytics to forecast areas of improvement.

2013 – 2018

Aerotek, Inc.

Charlotte, NC

Sr. Manager of Employee Relations (Director Level)

- Supervised and provided direction to Employee Relations Managers and Employee Relations Specialists.
- Lead the Employee Relations department in alignment with set business initiatives and objectives across the U.S. and Canada.
- Provided strategic guidance and direction to Sr. Leadership concerning risk mitigation and business trends.
- Ensured that timely and accurate training, advice and pertinent compliant information is delivered to the company consistently. Created and administered training needed to address human capital issues and concerns. Develop and deliver training initiatives to deter adverse actions for the company.
- Research, recommend, develop and implement HR policies and procedures. Ensure that all policies and programs are applied consistently across the organization.
- Monitor organizational trends and work with other business partners to strategize delivery and to work through any change management initiatives
- Foster a work environment that promotes teamwork, performance feedback, recognition, mutual respect, and employee satisfaction.
- Investigate and provide written responses to government agency charges/concerns and attend government agency fact-finding conferences and mediations, as well as high level internal complaints. Partnered very closely with the legal team.

- Attend and actively participate in HR related meetings and committees, along with other business partners to foster and grow relationships
- Serves as dedicated Business Partner operating lead for the development and implementation of the HR Matters Management I/T platform for the HR function within the company

Employee Relations Manager (2013-2016)

- Support two geographical regions with all Employee Relations issues concerning the contractor workforce.
- Managed a small team of specialists. Responsible for their development and exposure opportunities.
- Advised & counseled Sr. Mgmt. on trends and forecasts to mitigate risk.
- Investigate & provide written responses to governmental agency charges/concerns such as the EEOC & state Human Rights Commissions, also attend government agency fact-finding conferences & mediations and internal complaints. Develop policies and procedures to mitigate the risk.
- Create & facilitate various creative HR related training for employees (including sexual harassment, discrimination, diversity, leadership development)
- Participate in HR & strategic projects related to attraction, engagement, and retention of the workforce. Participate on committees & special projects along with other business partners.
- **Awarded Aerotek's 2014 HR Achiever Award**
- **Inductee into the company wide Corporate Leadership Development Program**

2011 – 2013

Bank of America

Charlotte, NC

AVP, Human Resources

- Advised and counseled managers & employees nationwide on risk mitigation. Conducted investigations on all discrimination, harassment & retaliation claims from end to end. Evaluated all cases to mitigate risk. Trained employees & managers on all federal & state laws for various LOBS. Build business relationships to ensure alignment with business goals and objectives.

2008 – 2011

Infosys Technologies

Charlotte, NC

Sr. Employee Relations Lead (2009 - 2011)

- Lead for all ER functions for an international Information Technology company based in India for the North American region. Investigated incoming cases concerning all harassment, retaliation & discrimination claims from end to end in a timely, accurate fashion. Prepared position statements and attended mediations as company representative. Maintained all records for accurate reporting.
- Weekly meetings with Sr. Leadership to discuss insights, trends and risk points. Develop strategies to address any risk points and gaps.
- Spent time in India, working with the team located there, for training and development of HR teams concerning U.S. laws, policies and procedures and how to mitigate risk. Developed and trained employees there to migrate to the U.S.
- Wrote policies & training modules for managers concerning workplace issues, business priorities, and best practices.
- Administered all disciplinary counseling & recommendations for next steps including termination. Resolved complex HR issues, conflict resolution & concerns from performance management to sensitive employee relations issues. Conducted all exit interviews.
- Provided guidance & training to managers and Sr Management on federal, state, and local laws such as ADAAA, FMLA, Worker's Compensation, FLSA, laws on Immigration, EEO & ERISA to ensure total nationwide compliance. Conducted compliance training nationwide. Compiled OFCCP information for EEO-1.

Human Resource Associate Manager (2008)

- Strategically aligned to two business units. Created proactive resolutions for workplace planning, career development programs, & other issues within the company & at the client sites. Managed employee relations issues, training, benefits and development, & salary administration & review. Sponsored

employee engagement activities including rewards & recognition. Constant interaction with Sr Mgmt from HR & business units. Conducted all exit interviews for the business units.

- Worked with other business units and partners to manage talent within the organization and develop high performing employees.
- Conducted workplace survey meetings nationwide with employees to work on workplace issues & concerns. Address these issues with action plans discussed with Sr. Leadership and devised an action plan

EDUCATION

Masters of Arts - Human Resource Management

Webster University, Columbia SC

2005

Bachelors of Arts in Sociology

University of South Carolina, Columbia, SC

2002

PROFESSIONAL AFFILIATIONS

Sr. Vice President, National Association of African Americans in HR (NAAAHR) Charlotte Chapter

Society of Human Resource Management, National Chapter and Local Chapters

SHRM Advocacy Team

Equal Employment Advisory Council, Center for Workplace Compliance

ADDITIONAL

Awards received:

- **2014 - Awarded Aerotek's 2014 HR Achiever Award**
- **2017 – United States Delegate in the U.S. China Entrepreneur Forum, Shenzhen China**
- **2018 – Career Mastered Emerging Leader Award**

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Krysten D Floyd
First Name Middle Initial Last Name

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

Krysten D Alexander

krysten.d.alexander@gmail.com
Email Address

2211 Red Garnet Dr 2308
Home Address Suite or Apt

Charlotte NC 28214
City State Postal Code

Mobile: (980) 329-2403
Primary Phone Alternate Phone

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

☒ 2

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

1 year

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Krysten D Floyd

Education

UNC-Greensboro

Ontrac

Employer

Talent Acquisition
Associate

Occupation

Business and civic experience

I previously served as Treasurer on the Young Adults of Gastonia Council 2018-2019. During my tenure I partnered with the City of Gastonia's procurement department to obtain spending approvals and manage our allocated budget. My contributions significantly increased the engagement of the 18-45 age bracket at our public events.

Area of expertise and interests/skills

I am passionate about connecting talented individuals with opportunities that align with their skills and aspirations. I find great satisfaction in helping organizations build strong, diverse teams.

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?

As a member of the HR advisory board, I envision leveraging my experience in talent acquisition to contribute to the development of policies that attract and retain skilled professionals in our community.

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

☐ Yes ☒ No

Hours Per Month Available for Position

90

How did you learn of the vacancy? *

☒ Social Media

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):

Krysten D Floyd

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Human Resources Management Systems
- ☒ Recruitment and Selection
- ☒ Training

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Jessica Lancaster
First Name Last Name

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

Jessica Davis

jessicaglanaster@icloud.com
Email Address

8114 Woodway Oak Cir. Apt 1324
Home Address Suite or Apt

Matthews NC 28105
City State Postal Code

Mobile: (980) 395-9055
Primary Phone Alternate Phone

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

☒ 4

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

7y 4mo

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Jessica Lancaster

Education

University of North Carolina at Pembroke, Pembroke, North Carolina Bachelor of Science in Business Administration/Management Expected Graduation: December 2024 University of North Carolina at Pembroke, Pembroke, North Carolina Masters of Business Administration (concentration in Health Care Administration) Expected Graduation: December 2025

Gentiva	Human Resources Benefits Coordinator
Employer	Occupation

Business and civic experience

With extensive expertise in payroll and compensation management—including processing, tax, administration, and auditing—I have developed a comprehensive understanding of complex systems, a keen eye for detail, and a commitment to accuracy and efficiency. My human resources experience spans benefits administration, training, compensation, and employee relations, equipping me with a broad skill set to address diverse employee needs and improve workplace engagement. While I have not served in a formal civic role, I am passionate about community service. For the past three years, I have provided free tutoring services to K-8 students in the greater Charlotte area, supporting academic growth and personal development. Additionally, as an active volunteer in my daughters' schools, I am involved in initiatives that enhance educational opportunities and community engagement. A data-driven individual, I understand the importance of interpreting and leveraging metrics to achieve meaningful outcomes. My approach emphasizes not just analyzing data but using it strategically to support the organization’s goals and improve services for Mecklenburg County.

Area of expertise and interests/skills

My career in payroll, compensation, and human resources has given me the technical knowledge and practical skills needed to address complex workforce issues with a focus on efficiency, compliance, and strategic improvement. Specifically, my expertise spans payroll processing, tax administration, benefits administration, training, and employee relations. I am also deeply committed to using data-driven approaches to make informed decisions that can foster more effective, equitable workplaces and support broader organizational goals. Beyond my professional background, my interests lie in public service and addressing critical community issues, particularly in education, combating homelessness, and reducing food insecurity. These areas are interconnected in our community’s broader need for stable support systems and accessible resources. I am dedicated to bridging the gap between administrative solutions and real-world challenges, ensuring that data insights translate into impactful, community-centered policies and initiatives. Through volunteerism, I stay actively engaged with community needs on a personal level. I provide free tutoring to K-8 students in the Charlotte area, aiming to foster educational growth and build confidence in young learners. As a frequent volunteer in my daughters' schools, I work to strengthen educational support networks, promoting an environment where students and families feel valued and supported. I also recognize that housing and food insecurity are foundational issues affecting many in our community, and I am committed to advocating for programs and policies that address these needs. Whether it’s through supporting initiatives that improve access to resources or contributing my time to local organizations, I believe that a compassionate, data-informed approach is essential to meaningful change. By serving on the Human Resources Advisory Board, I hope to leverage my background and interests to contribute valuable perspectives that bridge administrative expertise with community-focused advocacy. I am eager to support Mecklenburg County in building inclusive, sustainable, and supportive environments for all residents.

Additional Comments

As an HR professional with over two decades of comprehensive experience, I am deeply committed to fostering environments where employees are valued, supported, and empowered to thrive. I believe that effective HR practices extend beyond policies and procedures—they are the backbone of organizational culture, driving satisfaction, productivity, and loyalty. My journey has been shaped by a relentless pursuit of improvement and an unwavering dedication to the people I serve. From streamlining benefits administration to revamping employee recognition programs, I have consistently delivered measurable results that enhance operational efficiency, compliance, and employee satisfaction. My role as a senior HR leader has allowed me to mentor, innovate, and drive data-informed decisions, achieving year-over-year improvements that positively impact both employees and the organization as a whole. Passionate about public service, I am equally devoted to contributing to the community. I recognize that a commitment to improvement doesn't end with the workday; it extends into how I serve my community through education, volunteerism, and advocacy for essential resources. I am excited to bring my expertise and energy to the Human Resources Advisory Board, where I can channel my experience into supporting Mecklenburg County's mission to create an inclusive, vibrant, and equitable environment for all residents. With every role I've held, I have demonstrated that success is built on purpose, compassion, and a vision for lasting positive impact. I am eager to make a difference through this opportunity, using my skills to elevate community support, foster equity, and drive sustainable progress in Mecklenburg County. Thank you for your consideration with this transformative opportunity.

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 serving on the Human Resources Advisory Board because I believe that a well-supported workforce and effective HR policies are essential for creating a resilient and thriving community. My background in payroll, compensation, and employee relations has shown me the impact that equitable and strategic HR practices can have on individuals' lives, both professionally and personally. Through my work, I have developed a commitment to fostering inclusive, efficient, and supportive environments, and I want to bring this commitment to the board. Additionally, I am passionate about serving Mecklenburg County and addressing critical community issues such as food insecurity, homelessness, and educational support. I see this board as an opportunity to apply my skills to make a tangible impact on the lives of residents by supporting initiatives that improve workforce development, enhance employee well-being, and encourage sustainable growth. Serving on this board aligns with my dedication to public service and volunteerism, and I am eager to contribute to the advancement of HR policies that meet the diverse needs of our community. I believe my expertise and my commitment to data-driven decision-making will allow me to provide valuable insights that can further the goals of the board and benefit our county.

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

☐ Yes ☒ No

Hours Per Month Available for Position

20+

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[J. Lancaster Resume.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):

Jessica Lancaster

Jessica Lancaster

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Benefits
- ☒ Compensation
- ☒ Employee Relations
- ☒ Training

Jessica 'Jess' Lancaster

Human Resources Extraordinaire

Matthews, NC 28105
(980) 395-9055
jessicaglanaster@hotmail.com
www.linkedin.com/in/jess-lancaster-43916192



Results-driven HR professional with over 20 years of experience coordinating, administering, and enhancing employee benefits and payroll services. Known for delivering a seamless associate experience and fostering improvements across HR functions, including compensation, benefits, training, and compliance. Demonstrates strong organizational, analytical, and interpersonal skills, with a deep commitment to data-driven improvements and stakeholder collaboration. Proven ability to balance the intricacies of compliance with operational efficiency to achieve high satisfaction rates.

Experience

Senior Human Resources Benefits Coordinator

Gentiva, Mooresville, NC | August 2020 – Present

- **Benefits Administration:** Oversee and refine benefit plans for 1,500+ employees, ensuring compliance with ERISA, OSHA, and applicable federal, state, and local regulations. Managed open enrollment, achieving a 98% completion rate on-time.
- **Compensation & Employee Relations:** Provided counsel on compensation structures and ensured alignment with industry standards. Regularly partnered with payroll and HRIS to resolve pay discrepancies, reducing issues by 30%.
- **Compliance & Auditing:** Conduct weekly audits on benefits enrollments, dependent eligibility, and payroll deductions, improving accuracy by 99%. Successfully navigated state and federal compliance audits, securing full compliance for three consecutive years.
- **Training & Mentorship:** Developed onboarding materials and conducted training for new hires and cross-functional team members on benefits, compensation, and compliance practices. Achieved a 94% satisfaction rate in training feedback, with participants reporting increased proficiency.
- **Metrics & Reporting:** Delivered bi-weekly metrics to HR leadership, contributing to strategic benefits planning. Established a new tracking system for benefits queries, reducing average response time by 32.6%.
- **Vendor Relations:** Negotiated vendor contracts, reducing benefits administration costs by 10% while enhancing service quality. Streamlined coordination between payroll, benefit accounting, and HRIS for accurate benefits reporting.

Senior Payroll Tax and Human Resources Liaison

Gentiva, Mooresville, NC | July 2017 – August 2020

- **Payroll Tax Administration:** Processed complex multi-state payroll tax filings, maintaining a 98.7% accuracy rate and 100% on-time submissions. Managed tax audits and compliance checks, resolving discrepancies within 48 hours on average.
- **Collaboration & Cross-Functional Training:** Partnered with HR and finance teams to troubleshoot tax-related issues. Conducted quarterly workshops to align payroll, tax, and HR teams, resulting in a 20% improvement in inter-departmental communication.
- **Payroll Metrics:** Developed and presented payroll accuracy and efficiency metrics to senior leadership, enabling a 22% reduction in payroll cycle time. Contributed insights on tax reporting adjustments to increase operational efficiency.

Senior Implementation Specialist & Account Manager

AcroPrint, Raleigh, NC | April 2014 – July 2017

- **Account Management & Product Implementation:** Managed end-to-end implementation of payroll, scheduling, and time-tracking systems for large accounts, achieving a 99% client satisfaction rate.
- **Training & Product Support:** Delivered in-depth training sessions on timekeeping software, leading to a 30% increase in usage proficiency. Collaborated with sales and marketing to refine presentations, increasing conversion rates by 25%.
- **Technical Support & Compliance:** Supported clients through product compliance updates and facilitated beta testing, reducing average setup time by 15%.

Junior Implementation Specialist

AcroPrint, Raleigh, NC

- Supported senior specialists in client onboarding, demonstrating a payroll product to prospective clients and maintaining a 93% customer retention rate.

Senior Payroll Tax Specialist

Paychex, Raleigh, NC | May 2011 – May 2013

- **Client Tax Reporting & Compliance:** Acted as payroll tax expert for over 200 client accounts, with a 98.6% satisfaction rate for timely, accurate tax filings.
- **Documentation & Knowledge Sharing:** Developed training documentation and led regional training sessions for junior specialists, improving tax inquiry resolution times by 40%.

Senior Payroll Specialist

Paychex, Piscataway, NJ & Raleigh, NC | April 2007 – April 2011

- **Client Management & Training:** Led a team of payroll specialists, increasing client satisfaction by 59% through dedicated training and troubleshooting. Conducted weekly training for 250 associates, helping reduce team turnover by 42.8%.
- **Performance Metrics & Process Improvement:** Partnered with sales to refine payroll demos, driving a 15% increase in client acquisition. Improved resolution times by 22.5% by streamlining internal processes.

Education

*Bachelor of Arts in Business Administration – Management Concentration
The University of North Carolina at Pembroke, Expected December 2024*

*Master of Business Administration, Health Care Administration
The University of North Carolina at Pembroke, Expected December 2025*

Service and Awards

- **KIPP Academy Charlotte** – Secretary of Community Engagement Scholastic Association
- **Truist Emerging Leadership Graduate**
- **UNCP Honors List Scholar**
- **UNCP Academic Enhancement Scholar**
- **Dean’s Student Advisory Board Member** (2023-current)
- **Student Government Association Representative** (2023-2024)

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

George A Metz
First Name Middle Initial Last Name

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

NA

gmetz@synergyemerge.com
Email Address

8632 Raven Top Dr
Home Address Suite or Apt

Minthill NC 28227
City State Postal Code

Home: (704) 907-6716
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.

43 years

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Male

Interests & Experiences

Education

Northeastern University – Boston, MA Master of Science in Leadership (Human Resource Management), December 2020 North Carolina Central University – Durham, NC Bachelor of Arts in Psychology, December 2004 NC State University – Raleigh, NC Leadership Coaching for Organizational Performance (LCOP) Certification (ICF Accredited – includes mentor coaching and advanced leadership training) International Coaching Federation (ICF) Associate Certified Coach (ACC) Credential Currently pursuing Professional Certified Coach (PCC) Credential

Synergy Emerge LLC

Employer

Business Owner

Occupation

Business and civic experience

Business & Civic Experience I am the Founder and CEO of Synergy Emerge, a Charlotte-based leadership coaching and consulting firm dedicated to equipping early-career professionals and organizations to thrive. Through proprietary frameworks such as the Synergy Pathway™ and EQ Activation Path™, I have delivered more than 300 hours of coaching to professionals across sectors including education, nonprofit, corporate, and government. My work emphasizes leadership presence, relational capital, and intergenerational connectivity to strengthen talent retention and organizational culture. In addition to leading Synergy Emerge, I have served as Board Chair of Wayfinders, where I guided strategic planning and organizational growth for a nonprofit committed to youth success. My civic leadership also includes five years with Communities In Schools of Charlotte-Mecklenburg, including three years at West Charlotte High School as an Adjudicated Youth Site Coordinator, where I developed and led programs supporting youth reentry, mentorship, and educational success. These experiences deepened my expertise in workforce readiness, career navigation, and building cross-sector partnerships. I also served as Chief Strategy Officer at Freedom School Partners, where I oversaw program strategy, fostered interdepartmental collaboration, and helped design collective impact initiatives in partnership with UNC Charlotte. Across all roles, I have remained committed to advancing equity of opportunity, strengthening intergenerational trust, and equipping leaders at all levels to flourish. With a Master's degree in Leadership (Human Resource Management) from Northeastern University and certification as an ICF Associate Certified Coach, I bring both professional expertise and lived civic experience to the Human Resources Advisory Committee. My passion lies in helping Mecklenburg County build a resilient, purpose-driven workforce through leadership development, succession planning, and strategic retention.

Area of expertise and interests/skills

Human Resource Management & Leadership Development Master's degree in Leadership with a concentration in HR Management; specialized in talent retention, succession planning, and intergenerational workforce strategies. **Coaching & Professional Development** ICF-certified coach with 300+ hours of 1:1 and group coaching; expertise in leadership presence, emotional intelligence, and career navigation for early-career professionals and executives. **Organizational Strategy & Change Management** Proven track record in leading organizational strategy as Chief Strategy Officer at Freedom School Partners and Founder of Synergy Emerge; skilled in building high-trust cultures and aligning teams to vision. **Youth & Community Engagement** Former Board Chair of Wayfinders and five years with Communities In Schools (three at West Charlotte High School with adjudicated youth), developing programs that improve student outcomes and strengthen family/community partnerships. **Program & Partnership Development** Designed and led initiatives with UNC Charlotte, Charlotte-Mecklenburg Schools, and the Leon Levine Foundation; experienced in building cross-sector collaborations and securing funding through major grants. **Facilitation & Public Speaking** Skilled facilitator of leadership retreats, Synergy Pathway™ cohorts, and Connectivity Uncapped retreats; engaging speaker on workforce development, purpose-driven leadership, and social capital. **Relational Capital & Intergenerational Connectivity** Expert in helping organizations and leaders bridge generational gaps, improve trust, and create environments where employees of all backgrounds can thrive.

Additional Comments

I am deeply committed to serving Mecklenburg County and contributing to a thriving, purpose-driven workforce. My career has been dedicated to building bridges across sectors—corporate, nonprofit, education, and government—to ensure that individuals at every stage of their journey have the tools, support, and opportunities to succeed. I believe the Human Resources Advisory Committee has a unique role in shaping policies and practices that strengthen retention, build intergenerational trust, and prepare our workforce for the future. With my experience as a nonprofit Board Chair, HR-trained strategist, and certified leadership coach, I am confident in my ability to add both practical expertise and relational insight to the committee's work. My passion is helping people flourish while ensuring organizations remain effective, sustainable, and equitable. I would be honored to bring this passion, along with my proven track record of leadership and collaboration, to the Human Resources Advisory Committee.

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 passionate about helping Mecklenburg County strengthen its workforce by supporting policies and practices that develop talent, build trust across generations, and improve retention. Having spent my career coaching early-career professionals, leading nonprofit initiatives, and advising organizations on HR strategy, I see a significant opportunity for the County to model what it looks like to invest in people in meaningful, sustainable ways. Serving on the Human Resources Advisory Committee would allow me to bring my expertise in leadership coaching, workforce development, and organizational strategy to help address the real challenges facing our community. I believe this board is a place where I can contribute both my professional experience and my civic commitment to ensure Mecklenburg County continues to be a place where employees and organizations can thrive together.

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

☐ Yes ☒ No

Hours Per Month Available for Position

10

How did you learn of the vacancy? *

☒ Word of Mouth

[GMetz_Resume.docx-2.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

If you answered yes to the question above, please explain.

I am in the process of registering as a Mecklenburg County vendor. My primary interest in serving on the Human Resources Advisory Committee is civic and service-driven; however, if business opportunities arise in the future, I will ensure full transparency and adherence to all County policies to avoid any conflicts of interest.

• 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):

George Albert Metz Jr

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Retention
- ☒ Training

George A. Metz, Jr.
Mint Hill, NC 28227
(980) 272-8346
gmetz@synergyemerge.com

SUMMARY

ICF-trained leadership coach, strategic consultant, and emotional intelligence facilitator with over 15 years of experience helping individuals and organizations unlock purpose, performance, and presence.

Founder of Synergy Emerge, delivering 1:1 coaching, group facilitation, and organizational advising for early-career professionals and senior leaders. Known for creating high-trust coaching spaces that drive clarity, confidence, and connection across diverse industries and backgrounds.

Key Strengths:

• Leadership • Corporate Responsibility • Strategic Planning • Change Management • Relationships/Connectivity • Youth Development

PROFESSIONAL EXPERIENCE

Synergy Emerge | Charlotte, NC

Leadership & Career Coach | Oct 2019 – Present

- Delivered 300+ hours of 1:1 coaching to early-career professionals, nonprofit leaders, and executives using proprietary EQ Activation™ and Synergy Pathway™ frameworks
- Facilitated coaching cohorts and team leadership intensives for organizations including University of North Carolina at Charlotte, Charlotte-Mecklenburg Schools, Carolina Youth Coalition, and The Leon Levine Foundation
- Specialized in emotional intelligence, social energy mastery, career clarity, and values-based decision-making
- Designed and led group coaching sprints, vision-setting retreats, and strategic team realignments
- Designed and facilitated team alignment sessions, leadership retreats, and 1:1 coaching experiences focused on emotional intelligence, clarity, and values-driven decision-making
- Supported early-career professionals and executive leaders in building relational capital and career momentum
- Advised organizations on scaling trust-based leadership, improving cross-generational communication, and embedding a culture of development
- Currently pursuing ICF Professional Certified Coach (PCC) credential

Freedom School Partners | Charlotte, NC

Chief Strategy Officer | Jun 2021 – Dec 2023

- Shaped the organization's program strategy and oversaw programming and development departments
- Established monthly interdepartment connections to foster collaboration and cohesive execution
- Partnered with UNC Charlotte MPA program to create a collective impact measurement strategy
- Developed monthly partnership forums and quarterly cohesion sessions to deepen collaboration
- Designed and advocated for a Data, Evaluation, and Impact Manager role to optimize data-driven decision-making

Communities In Schools Charlotte-Mecklenburg | Charlotte, NC

Social Capital Coordinator Team Lead | Sep 2018 – Dec 2019

- Led inaugural Difference Makers initiative with Gambrell Foundation, resulting in a \$1M multi-year grant
- Engaged ~300 students through Social Capital Program; coordinated ~500 hours of community engagement
- Partnered with Accenture to lead Lean Forward career readiness event for 160 high school students

- Designed connectivity training for community members to enhance job shadowing experiences
- Established social capital success metrics and evolved platform strategy

Adjudicated Youth Reentry Coordinator | Sep 2013 – Sep 2018

- Developed train-the-trainer program to prepare Site Coordinators for social capital opportunities
- Hosted MADE sessions to empower male students through mentorship and community dialogue
- Established Men for Meck partnership and I AM WC campaign to address student truancy
- Co-developed a mentoring initiative with Corner's Society, resulting in \$55K donation

CIS-Project LIFT High School Team Lead | 2014 – 2016

- Acted as liaison between Program Director and High School Site Coordinators to align strategy and execution

Easter Seals UCP | Charlotte, NC

Care Provider | 2006 – 2011, 2012 – 2013

- Delivered rehabilitative support, personal assistance, and therapy services for individuals with disabilities

Individual Community Supports (ICS) Supervisor | 2011

- Advocated for client services, supervised care providers, and managed monthly service revenue tracking
-

EDUCATION

Northeastern University, Boston, MA

Master of Science in Leadership (Human Resource Management), Dec 2020

North Carolina Central University, Durham, NC

Bachelor of Arts in Psychology, Dec 2004

CERTIFICATIONS

- Leadership Coaching for Organizational Performance (LCOP), NC State University
 - ICF Associate Certified Coach (ACC) Credential
 - Pursuing ICF Professional Certified Coach (PCC) Credential
-

COACHING SKILLS & COMPETENCIES

- Emotional Intelligence (EQ)
- Leadership Presence
- Career Navigation
- Coaching Diverse Populations
- Group Facilitation
- Strategic Listening
- Values-Based Goal Setting

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Nehemie Owen
First Name Last Name

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

Georges

nehemieowen@gmail.com
Email Address

11804 Golspie Ct
Home Address

Charlotte NC 28277
City State Postal Code

Mobile: (704) 222-0028 Business: (704) 750-5961
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.

13 years

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Nehemie Owen

Education

Master of Health Administration, Bachelor of Science, Psychology

Resolution Leadership Group

Employer

Self-employed

Occupation

Business and civic experience

I am currently a small business owner of a leadership consulting firm; community service includes being actively involved in my local church ministry and volunteering at my kids school. When I previously lived in Charlotte I was part of the Community Building Initiative (CBI) Leaders Under 40 class, served on the Young Professionals board of the Urban League of Central Carolinas, and served as a board member of a Federally Qualified Healthcare Center while living in Wilmington, NC

Area of expertise and interests/skills

Human Resources executive with experience in People & Culture Strategy, Strategic HR Business Partner, Employee Relations, HR Operations, HRIS, Leadership & Development

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 lived in Charlotte for 13 years prior to relocating for leadership positions. My family and I recently relocated back to Charlotte and would like to get involved in serving the community as my family and I intend to make Charlotte our permanent home. I believe my extensive leadership experiences would add value to the HR Advisory Board as I would be honored to lend my expertise and give back while learning from other leaders in 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

4

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[N_Owen_Resume_2025.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

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☒ I Agree

Signature of Applicant (Sign Your Legal Name):

Nehemie Owen

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Human Resources Management Systems
- ☒ Retention
- ☒ Training

NEHEMIE OWEN MHA, FACHE, SPHR

PEOPLE, PERFORMANCE AND CULTURE LEADER

CULTIVATING A CULTURE OF EXCELLENCE TO DRIVE PERFORMANCE, PRODUCTIVITY AND PROFIT

Charlotte, NC | 704.222.0028 | nehemieowen@gmail.com | [LinkedIn.com/in/nehemie-owen](https://www.linkedin.com/in/nehemie-owen)

EXECUTIVE SUMMARY

Cultivating a Culture of Excellence

A trusted and transformative leader, who is strategically minded, regularly collaborating with the CEO, COO and the senior leadership team on organizational strategy, design, and implementation, in developing business initiatives that drive cultural transformation while facilitating growth.

Driving Performance, Productivity and Profit

Executing effectively and efficiently, prioritizing employee engagement and retention, committed to influencing positive change in building sustainable processes has had a direct impact on the culture, performance, productivity, profit and growth of the company.

Passionate, People-First Leader

People centric leader with a proven ability to revitalize organizations designing transparent cultures that give precedence to continuous learning, resulting in boosting employee engagement and retention while developing frameworks to attract a broader array of candidates.

KEY ACCOMPLISHMENTS

- Rebranded New Employee orientation for Emory DeKalb Operating Unit (EDOU) receiving a 94% favorability rate
 - Successfully decreased employee turnover by 11% for EDOU in a rolling 12 month period
 - Restructured HR operations to become a strategic partner to the business developing a new HR operating model to serve the needs of the enterprise
 - Reduced contract and labor costs, saving \$150,000 by realigning providers
 - Collaborated with leaders to support HR due diligence in merger & acquisition efforts, leading to a successful workforce integration
 - Led Diversity and Inclusion strategies to attract emerging talent
-

PROFESSIONAL EXPERIENCE

RESOLUTION LEADERSHIP GROUP, LLC

Charlotte, NC

Resolution Leadership Group, LLC is a HR Consulting and Executive Coaching firm serving as a trusted partner to empower excellence through people. Primary client-Guilford Community Care Network (GCCN) a non-profit medical care provider for low income, uninsured adults in Guilford County; Greensboro, NC.

Founder & Chief Executive Officer

2023 - Present

- Provided consultation to GCCN Board Chair in regards to supporting Executive Director with employee relations, team dynamics and communication improvement strategies.
- Developed a GCCN Huddle Board template to track performance metrics and improve team communications.
- Collaborated with GCCN Board Chair, Search Committee Chair and Cone Health Talent Acquisition to conduct search and hire new Executive Director.
- Provided advice and guidance for Executive Director search process to include updating Job Description for role clarity and posting JD on diverse professional association site to attract targeted talent profile.
- Created Executive Director Search project plan, candidate evaluation form, search timeline & candidate status profile report for Board review and approval.
- Reviewed resumes, scheduled and interviewed candidates and provided summary report of candidates to narrow finalists for Board interview.
- Developed customized coaching services to support individual clients with leading People, Career, Life & Money.

NEHEMIE OWEN MHA, FACHE, SPHR

CULTIVATING A CULTURE OF EXCELLENCE TO DRIVE PERFORMANCE, PRODUCTIVITY AND PROFIT

EMORY HEALTHCARE

Atlanta, GA

Emory Healthcare, part of Emory University is a comprehensive academic healthcare system in GA made up of 11 hospitals with more than 250 provider locations and 25,000 employees. EHC is a \$5B net operating revenue organization.

Vice President, Human Resources

2021 - 2023

- Provided consultation to ELT and other leaders regarding organizational design, leadership development, succession planning, career pathing, and performance management.
- Headed the People & Culture Strategy for Emory Dekalb Operating Unit (EDOU) which includes 3 hospitals Emory Decatur Hospital, Emory Hillandale Hospital, and Emory Long-term Acute Care Hospital reporting to the system Chief Human Resource Officer and Chief Executive Officer for EDOU.
- Rebranded EDOU New Employee Orientation to highly rated 94% favorable Culture Day Experience.
- Achieved 11% decrease in rolling 12 month turnover for EDOU.
- Co-lead system Inclusive Leadership Recruitment workgroup.
- Successfully led operating unit to record employee engagement survey participation; improved from 43% to 75%.
- Achieved Sense of Belonging targets for 2 of 3 hospitals with record performance 4 out of 4 quarter target achievement at EHH.
- Lead workgroup focused on retention to design a retention toolkit providing education on Stay Interviews and Resignation Recovery process.
- Revitalized engagement initiatives within operating unit to include transparency with engagement activities calendar, top performer award and collaboration with Learning team to deploy leadership capability building lunch & learn series.
- Engaged in system's first DEI Action Planning team to develop strategic framework and deploy DEI strategies.

NOVANT HEALTH NEW HANOVER REGIONAL MEDICAL CENTER (NH NHRMC)

Wilmington, NC

Novant Health is a \$8B not-for-profit integrated system of 15 medical centers and more than 1,600 physicians in 700 locations with a workforce of 29,000 team members in NC, SC, VA and GA. NHRMC is a \$1.2B operating revenue healthcare network with a workforce of 7,500 employees, three area hospital campuses with a total of 855 licensed beds serving 7 counties in Southeastern NC.

Director, HR Operations

2019 - 2021

- Lead multiple HR areas to include strategic HR Business Partners, Employee Relations, Project Management and Operations reporting to the Chief Human Resources Officer.
- Created business plan for launch of Talemetry, recruitment marketing platform.
- Serve as member of Operational Leadership Team for network wide operations review and decisions.
- Led development of a Workforce Intelligence Dashboard.
- Restructured HR Operations functions to create Strategic HR Business Partners and redefined Employee Relations Partners to support organizational business needs.
- Supported HR leadership with merger & acquisition efforts, including due diligence and workforce integration.
- Completed business plan and deployed ServiceNow HR Service Delivery with formal launch of an HR Solutions Center.
- Led collaborative initiative with Enterprise Analytics, Labor Management, Nursing Leadership and other stakeholders to develop and automate Staffing Recon/ Gap Analysis Report to support staffing decisions.
- Developed Retention and Beyond A3 in collaboration with VP, Associate Chief Nurse and multiple stakeholders to reduce nursing and nurse's aide turnover by 10% estimated \$645k cost savings by FY 21.
- Led HR Covid-19 pandemic response to include creating HR Guidelines for travel and exposure, Individual Emergency Response Plan, Work from Home guidelines, oversight for network Labor Pool and creation of Covid-19 Labor Metrics Dashboard.

ATRIUM HEALTH

Charlotte, NC

Atrium Health is a \$9.9B net operating revenue organization with a workforce of 65,000 employees in 900+ care locations in NC, SC and GA.

Assistant Vice President, Human Resources

2006 - 2019

- Lead the Workforce Management Operations Department providing strategic planning and direction for HR technology integration and implementation, vendor management, workforce compliance, Lean activities, and process improvement for Talent Acquisition reporting to the Senior Vice President, Human Resources.
- Reduced Contract/Labor Costs, Saving \$150K by Realigning Provider/Dental Credentialing.
- Launched Mentor Program for Military Resource Group with 20 Mentors/Mentees.
- Automated Background Check Authorization reducing Time to Fill from 61 to 57 Days.
- Implemented new features for a \$3M Human Capital Management System adding new external career site, new electronic forms for performance improvement, configured role base permission, supported implementation of succession platform and oversaw applicant tracking system enhancements and administration.

NEHEMIE OWEN MHA, FACHE, SPHR

CULTIVATING A CULTURE OF EXCELLENCE TO DRIVE PERFORMANCE, PRODUCTIVITY AND PROFIT

- Procured \$185K in capital resources to redesign HR lobby, adding an examination room and improving workflow for onsite-care and teammate health to increase overall patient capacity.
- Collaborated with HR leaders to support merger and acquisition activities for a newly integrated health system.
- Served as lead for Talent Acquisition team in evaluating synergies between organizations and identified short-term win of \$30K cost savings opportunity.
- Achieved consecutive years of Tier I status for engagement survey; 4.89 out of 5 workforce engagement score.
- Led Diversity and Inclusion strategies to attract emerging talent to include bringing together competing local health systems to partner and participate in Institute for Diversity Summer Enrichment Program.
- Led process improvement project to eliminate 3-month backlog of educational assistance program reimbursement and presented new efficient structure to senior leadership team to maximize labor expense for program management.
- Developed strategic plan and led local ACHE chapter's leadership development program for over 600 chapter members resulting in over 20 educational/ professional development events in 2018.

Director, Human Resources

2013 – 2015

- Oversaw the development of the business processes department supporting the HR Division in business planning, process efficiencies, and financial management reporting to the AVP.
- Managed \$40M operating and capital budgets, conducted financial analysis and contract management.
- Coached HR leaders on the overall budgeting process and created a KPI template to visually see resource and FTE metrics to support expense management ensuring departments remained within or under budget.
- Led Lean Six Sigma initiatives, business planning, and supported leadership with acquisitions/integration system implementation.

Director, Administration

2009 – 2013

- Administrator for Carolinas Medical Center (CMC)-Mercy a 185-bed adult acute care facility, directed 50-person teams in administration, patient transport, volunteers, retail, service excellence, patient registration, pastoral care, and an 11-bed medical detoxification unit reporting to the hospital president.
- Oversaw \$10M operating budget for departments; Managed 50+ person team.
- Directed urology service line expansion, achieving 63% growth and \$4M contribution margins.
- Received “Planetree” Patient-Centered designation ranking 12th in World and 1st in North Carolina recognized by the Joint Commission Special Quality Awards.
- Oversaw the patient experience strategy of the central division including the Carolinas Medical Center, a 700-bed academic medical center, while providing leadership for over 40 employees in the guest relations department.
- Provided leadership for all employee engagement activities, increasing scores ranking in the top quartile.
- Spearheaded patient satisfaction initiatives in which survey results increased from the 64th percentile to 89th percentile for overall inpatient quality of care; outpatient surgery and emergency department results increased to the 90th percentile.

Manager, Administrative Services

2007 – 2009

- Collaborated with medical staff leaders to develop unassigned sub-specialty call coverage for Cardiology, Gastroenterology, Urology, and other sub-specialties managing a \$500K marketing budget for facility.
- Spirit of Mercy campaign received recognition from a national marketing organization.

Administrative Resident

2006 – 2007

- Developed financial variance analysis for review by Senior Leadership and analyzed financial performance reports. Created high-level presentations for senior executives concerning hospital strategic goals.

PARHAM DOCTOR'S HOSPITAL

Richmond, VA

Parham Doctors' Hospital is a 200-bed acute-care facility serving Central Virginia.

Emergency Department Registrar

2005 – 2006

- Documented patient visit information and followed up on patient inquiries reporting to the supervisor of patient registration.
- Assembled patient information into medical database system and compiled and organized patient registration files.

EARLIER CAREER

- U.S. Army Reserve, Assignments in FL, VA and Iraq (1999 - 2007)

NEHEMIE OWEN MHA, FACHE, SPHR

CULTIVATING A CULTURE OF EXCELLENCE TO DRIVE PERFORMANCE, PRODUCTIVITY AND PROFIT

EDUCATION

Master of Health Administration, Virginia Commonwealth University, Richmond, VA

Bachelor of Science, Psychology, Florida State University, Tallahassee, FL

CERTIFICATIONS, AFFILIATIONS & AWARDS

- Everything DiSC Certified Practitioner
 - Senior Professional in Human Resources (SPHR), HR Certification Institute (HRCI)
 - Strategic HR Business Partner (sHRBP) Certification, Human Capital Institute (HCI)
 - Lean Six Sigma Black Belt, North Carolina State University, Raleigh, NC
 - Fellow of the American College of Healthcare Executives, Chicago, IL

 - Leadership DeKalb, Class of 2024
 - CHIEF, Member, 2022
 - MedNorth Health Center, Board of Directors, 2021
 - Greater Charlotte Healthcare Executives (GCHEG), Board President & Member, 2014- 2019
 - National Association of Health Services Executives (NAHSE), Member, 2003 - Present
 - American College of Healthcare Executives (ACHE), Member, 2003 - Present

 - American College of Healthcare Executives Service Award, 2018
 - Atrium Health Tier 1 Employee Engagement Star, 2011-2012, 2015-2018
 - The Army Commendation Medal, 2004
-

EVENTS & CONFERENCES

- Presenter, HRO Today Culture and Engagement Summit, “From Engagement Index to Sense of Belonging- Intentionally Shaping a People Centric Culture at Emory Healthcare”, 2023
- Presenter, American College of Healthcare Executives Congress, “Utilizing Lean Methodology for Systemwide Deployment of Workforce Retention Strategies”, 2023
- Presenter at American College of Healthcare Executives Chapter Leaders Conference for Chapter Innovation Grant regarding Equity of Care Initiatives, 2018
- Leader, One Team One Mission (1T1M): Veteran & Military System Resource Group, 2017
- Community Building Initiative - Leaders Under 40, Class 3, 2013
- Panelist, Greater Charlotte Healthcare Executive Group “Integrating the Principles of Patient-Centered Care,” 2013
- Carolinas Healthcare System Mentoring Program (MPWRS), Class of 2012
- Presenter at the Planetree Annual Conference, Topic: “How to Achieve Patient-Centered Care Designation in Three Years: The Mercy Experience”, 2011

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Kirsten U Rice
First Name Middle Initial Last Name

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

Kirsten Ussery

kausser@gmail.com
Email Address

4611 David Cox Road
Home Address

Charlotte NC 28269
City State Postal Code

Home: (313) 348-5777
Primary Phone 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.

5.5 years

My age range is (please select one): *

☒ 46 to 55

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Kirsten U Rice

Education

Bachelor of Arts in Communication Studies - University of North Carolina at Charlotte
Masters of Education in Educational/Instructional Technology - Wayne State University
MBA Candidate - University of Arizona Global Campus

STV Incorporated

Employer

Senior Marketing Manager

Occupation

Business and civic experience

I bring a unique blend of business and civic experience shaped by years of entrepreneurship, leadership, and community service. As a former restaurant owner and a graduate of the Goldman Sachs 10,000 Small Businesses Program, I've managed everything from operations to marketing and PR. I've spent 7 years in public relations, 4 years as an instructional designer, and currently serve as a Senior Marketing Manager in the AEC industry, where I lead prequalification strategy and submissions across the country. I'm also a North Carolina Notary Public offering mobile notary services focused on supporting small business owners and families with estate planning documents. My commitment to community runs deep—while living in Detroit, I volunteered with a neighborhood development corporation, helping to drive local revitalization efforts and support grassroots initiatives. Whether in business or service, I'm focused on creating meaningful impact through efficiency, clarity, and connection.

Area of expertise and interests/skills

My areas of expertise span marketing strategy, business operations, public relations, instructional design, and community engagement. I'm skilled in process optimization and cross-functional collaboration. I have a strong foundation in entrepreneurship, having owned and operated a business, and I'm experienced in leading communications efforts that align with both brand and mission. My interests include community development, economic empowerment, wellness, technology, human resources and creating systems that support long-term growth—for individuals, organizations, and neighborhoods alike.

Additional Comments

While there are not currently any vacancies for Small Business Advisory board, I'm interested in that board as well.

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'm interested in serving on county advisory boards for Groundwater, Human Resources, and Information Services & Technology because these areas align with my values and skill set. I care deeply about sustainability and protecting essential resources like groundwater for future generations. With a background in marketing, operations, and public service, I bring a people-centered approach to Human Resources, focused on equity, efficiency, and engagement. My interest in Information Services & Technology stems from a belief in the power of digital tools to improve access, streamline processes, and enhance community outcomes. I'm eager to contribute my experience and perspective to help shape thoughtful, forward-looking policies in these critical areas.

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

☐ Yes ☒ No

Hours Per Month Available for Position

Assuming the following at minimum: Attend monthly or bi-monthly board meetings (usually 1-2 hours each); Review materials in advance or follow up on action items (1-3 hours depending on complexity), I estimate being available 6 - 8 hours per month.

How did you learn of the vacancy? *

☒ Word of Mouth

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

I only recently found out about advisory board opportunities and the ability to serve from a friend who pointed me to the website.

[Kirsten U Rice Resume.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):

Kirsten Alysia Ussery Rice

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Retention
- ☒ Training

Kirsten U Rice

KIRSTEN U. RICE
STRATEGIC MARKETING LEADER | COMMUNITY ADVOCATE
4611 David Cox Road, Charlotte NC • 313.348.5777 • kausser@gmail.com

I am a strategic marketing and communications leader with 20+ years of experience spanning corporate, nonprofit, entrepreneurial, and public sectors. As a former restaurant owner and current Senior Marketing Manager in the AEC industry, I bring a proven ability to manage operations, lead cross-functional teams, and drive brand visibility and business growth. I specialize in developing streamlined processes, impactful messaging, and people-centered systems that support both organizational goals and community impact. I'm also a dedicated civic contributor, offering mobile notary services and serving in leadership and volunteer roles that promote neighborhood development, sustainability, and small business empowerment.

CORE SKILLS & EXPERTISE

- Strategic Marketing & Brand Positioning
- Public & Media Relations
- Operations & Team Leadership
- Process Improvement & Workflow Optimization
- Cross-functional Communication
- Prequalification Management (AEC Industry)

WORK HISTORY

SENIOR MARKETING MANAGER – STV INCORPORATED

Charlotte, NC | 2021-Present

I lead the strategy and execution of prequalification submissions for our AEC firm, managing more than 80 active client prequalification renewals across the country. I've streamlined the process to ensure 100% on-time submissions and improved the clarity and consistency across all platforms.

- Developed a system for tracking submission deadlines and document requirements, reducing missed deadlines and last-minute scrambles.
- Improved internal collaboration between technical, executive, and marketing teams to produce stronger, more cohesive applications.
- Cut average submission prep time by 30% through refined workflows and clearer communication tools.
- Play a key role in aligning our prequalification submissions with strategic growth goals.

OWNER & OPERATOR - DETROIT VEGAN SOUL

Detroit, MI | 2012-2022

Founded two new restaurants and grew them to nearly 100 seats and 30-40 employees.

- Incorporated, leased/purchased, renovated, supplied, furnished, decorated, and currently run a full service dine-in and delivery, mostly organic, vegan soul food restaurant.
- Developed business relationships throughout the city and US with business owners and government officials.
- Organize special events in restaurant and off-site catering opportunities including receptions and corporate luncheons.
- Manage all financial aspects such as payroll, bookkeeping and financial reporting.
- Manage hiring, training and oversight of 2-4 managers and up to 25 regular employees, to ensure efficient operation and safe practices.
- Conduct weekly meetings with managers and quarterly meetings with employees to ensure alignment with mission and vision.
- Help in the kitchen as needed and develop standard operating procedures.

PUBLIC RELATIONS DIRECTOR - CITY OF DETROIT-OFFICE OF CITY COUNCIL PRESIDENT

Detroit, MI | 2011-2012

Directed communications activities and media relations outreach.

- Served as primary media contact for media inquiries.
- Developed and executed Community Leadership Academy.
- Produced communication materials including press releases, op-eds, newsletter, and letters-to-editors.
- Worked with web team and Government Channel Staff to produce marketing campaigns in support of City services and initiatives.

DIRECTOR OF COMMUNICATIONS & COMMUNITY OUTREACH - DOWNTOWN DETROIT PARTNERSHIP
Detroit, MI | 2010-2011

Directed communications activities and community outreach for Transit Oriented Development.

- Served as primary media contact for media inquiries.
- Developed and executed strategy for community engagement around Transit Oriented Development.
- Produced communication materials and promotional events.

DIRECTOR OF COMMUNICATIONS & MARKETING - BUSINESS LEADERS FOR MICHIGAN
Detroit, MI | 2008-2010

Directed communications activities for expansion and renaming of organization.

- Developed messaging package for staff/board of directors which included press releases and talking points.
- Coached staff/board of directors on how to handle questions from media.
- Coordinated press conference announcing expansion and statewide editorial board meetings for President & CEO to discuss new agenda.
- Managed and implemented the creation of a corporate and advocacy website and the development of new corporate identity materials

Managed marketing communications program to increase awareness of organization's brand.

- Directed statewide television and radio campaign to raise public awareness of organization's agenda.
- Managed a consistent organizational message across all communication channels including multiple websites, blog page, Facebook, and Twitter.
- Managed and reconciled \$400K budget using Excel spreadsheets; made spending recommendations, approved vendor invoices, and managed project budgets.

Managed media relations program.

- Served as primary media contact for media inquiries.
- Developed and implemented press strategies which included identifying opportunities for earned media, pitching stories to local reporters, writing press materials, coordinating press interviews and press conferences.
- Wrote op-eds and letters-to-editors for placement in local and regional publications on behalf of the President & CEO and Board of Directors.

Produced 12 month radio broadcast program to increase public awareness of organization's positions.

- Developed annual topics and theme; Prepared background information and materials for guests and hosts.
- Promoted the show with monthly op-eds related to show content and social media campaigns to drive traffic to the show's web portal, and wrote scripts for the show's promo commercials.

ACCOUNT EXECUTIVE - JOHN BAILEY & ASSOCIATES (Million\$, National PR Firm)
Troy, MI | 2007-2008

Managed market media relations for Henkel NA and DuPont, two global automotive suppliers.

- Developed strategic media relations plans tailored to each client's unique goals and objectives.
- Created PowerPoint presentations, pitched local and national news stories, coordinated media interviews and developed press releases.
- Managed team workflow and client requests to maximize profitability to agency and value to client.
- Contributed to response to RFP process for new business opportunities.

PUBLIC RELATIONS SPECIALIST/INSTRUCTIONAL DESIGNER - YAZAKI NA, INC.
Canton, MI | 2003-2007/2000-2003

Directed media relations program for global automotive supplier.

- Served as primary media contact for media inquiries.
- Developed corporate communications policies for all levels of the company to follow related to the handling of press releases and media inquiries.
- Created and implemented media strategies to support product launches and corporate initiatives.
- Provided communications support to C-suite executives and business unit managers.
- Developed and implemented annual press campaigns which included identifying opportunities for earned media, pitching stories to local and national reporters, writing press materials, coordinating press interviews and press conferences.
- Managed publicity strategies for annual trade shows to communicate information about company products, applications and new developments to prospective customers.
- Monitored and analyzed media coverage to track and measure the effectiveness of press campaigns.

Created communications strategy and served as spokesperson for facility closure and lay-offs.

- Provided counsel to executive team for development of internal and external communications.
- Prepared press releases, letters to employees, and served as on-site spokesperson at facility in Georgia.

Executed company's charitable contribution program.

Managed community relations activities and employee volunteer programs.

- Served as company representative on local chamber of commerce public relations committee and developed public relations plan for the chamber to execute.
- Managed United Way campaign team of two executive champions, 25 employee volunteers, and four volunteer committees resulting in the campaign's most successful year - exceeded employee giving goal by 50 percent and exceeded goals for employee participation in campaign activities.
- Managed company's youth education program in collaboration with the Detroit Children's Museum, pairing employee volunteers with K-12 students in order to teach them basic principles in electrical engineering; developed curriculum materials for facilitators and students; successfully promoted program through internal and external communication vehicles.

Developed and presented training curriculum for 1500+ employees and management teams on corporate policy issues and technical procedures.

- Created and implemented a needs assessment process which involved interviewing subject matter experts, probing with knowledgeable questions, and documenting details for input into training curriculum.
- Created print and computer-based training curriculum to improve employee performance.
- Facilitated company-wide training workshops of 30+ employees per workshop.

EDUCATION AND CREDENTIALS

Education – M.Ed, Instructional Technology, Wayne State University, Detroit MI, 2003

B.A., Communication Studies (Public Relations), UNC Charlotte, Charlotte, NC, 2000

Goldman Sachs 10,000 Small Business (10KSB) Graduate, Detroit Cohort 15, 2019

Technical Skills – Adobe InDesign, MS Word, Excel, PowerPoint

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

William F Rothenbach
First Name Middle Initial 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

wfr607179@yahoo.com
Email Address

8520 Streamview Drive Apartment A
Home Address Suite or Apt

Huntersville NC 28078
City State Postal Code

Home: (240) 515-6219
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.

2 months

My age range is (please select one): *

☒ Over 55

Ethnicity *

☒ Caucasian/Non-Hispanic

Gender *

☒ Male

Interests & Experiences

Education

M.A.-Organizational Psychology, University of Akron B.A.-Psychology, Edinboro University

Harbor Lights Human
Resources Consulting, LLC

Employer

President & Founder

Occupation

Business and civic experience

Senior Vice President & CHRO (Retired), J. J. Haines Senior Vice President-Human Resources, Colfax Corporation Senior Vice President-Human Resources, Old Mutual Vice President-Human Resources, Corvis Corporation Vice President-Human Resources, J. M. Huber Vice President-Human Resources & Total Quality, Back & Decker Senior Professional in Human Resources (SPHR), HRCI Senior Certified Professional (SCP), SHRM Associate Faculty, Towson University Board of Directors-Old Mutual Financial Life Insurance Company Employment Relations Committee, Maryland Chamber of Commerce CEO Selection Committee, Chesapeake Habitat for Humanity Board of Directors, Chesapeake Human Resources Foundation University of Maryland Baltimore Campus, I-O Psychology Program Advisory Board Edinboro University Advisory Board, College of Arts & Sciences Edinboro University Alumni Board of Directors Edinboro University Foundation Board of Directors Human Resources Magazine Publication Review Board SIOP Annual Conference Publication Review Board

Area of expertise and interests/skills

1. 45+ years of domestic and international senior-level Human Resources executive experience in all aspects of the Talent Management field (Human Resources Advisory Committee) 2. Award winning internationally recognized visual artist specializing in abstract expressionist painting (Public Arts Commission) 3. Advisory Board Member for Edinboro University College of Arts and Science (Arts & Sciences Board of Directors)

Additional Comments

Appointed and served for 4 years on the Harford County (MD) Cultural Arts Advisory Board Distinguished Alumni Award-College of Arts & Sciences, Edinboro University Distinguished Alumni Award for Excellence in Business, North Allegheny High School Established William Rothenbach Psychology Scholarship, Edinboro University Established William Rothenbach Scholarship, North Allegheny High School Internationally recognized award-winning abstract expressionist painter

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 recently moved to Huntersville, from the Baltimore, MD area. I was previously appointed and served on the Harford County Cultural Arts Advisory Board and greatly enjoyed the experience and our accomplishments during that time.

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

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[RothenbachResume2025REV0123-2.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

William F Rothenbach

Signature of Applicant (Sign Your Legal Name):

William F. Rothenbach

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

-
- ☒ Employee Relations
 - ☒ Recruitment and Selection
 - ☒ Retention
 - ☒ Training

WILLIAM F. ROTHENBACH

8520 Streamview Drive – Apt. A, Huntersville, NC 28078
HarborLightsConsulting@gmail.com

(240) 515-6219
Harbor-Lights-Consulting.com

TALENT MANAGEMENT STRATEGIES ♦ MERGERS AND ACQUISITIONS

STRATEGIC HUMAN RESOURCE AND BUSINESS PLANNING

Senior-level Human Resources executive with success in both domestic and international settings in the industrial manufacturing, consumer packaged goods, specialty chemicals, telecommunication, financial services, distribution, and consulting industries.

KEY COMPETENCIES

Change Management	New Business Unit Start-ups
Executive Coaching	Organization Design
High Volume Staffing Strategies	Executive Assessment and Selection
Positive Employee Relations	Employee Retention Strategies
Benefits Program Design and Cost Control	Corporate Restructuring
Management and Leadership Development	Succession Planning

ACCOMPLISHMENTS

Organization Performance	Track record of driving improved organization performance and successful integration of talent management initiatives within the overall business strategy and commercial objectives.
Results Oriented Leader	Played an active role on the senior leadership teams of well-known global organizations, while providing guidance to promote innovative solutions for critical human resources challenges.
Organization Development	Experience with start-up, high-growth, turnaround and restructuring organizations, as well as IPOs and divestitures.

PROFESSIONAL EXPERIENCE

HARBOR LIGHTS HUMAN RESOURCES CONSULTING, LLC **President**

2020 - Present

Full-service, solutions-focused Talent Management consulting firm. Specialize in executive coaching and talent selection, development, engagement and retention solutions for operational and strategic people-related business issues.

J. J. HAINES, Glen Burnie, MD

2015 – 2020

Senior Vice President & Chief Human Resources Officer (Retired)

Reported to the President & CEO of this \$550M flooring distribution company that has over 500 employees in 13 states. Responsible for all people-related strategies, policies, and processes.

COLFAX CORPORATION, Fulton, MD; Monroe, NC

2011 – 2015

Senior Vice President – Global Human Resources, Fluid Handling Division & Corporate

Reported to President of this \$800M industrial manufacturer of fluid handling systems marketed under the Allweiler, IMO, Warren, Baric, Tushaco, Rosscor and Colfax Fluid Handling brand names. Responsible for approximately 1,800 employees in 20 facilities and 17 countries. Manage global HR staff of 35.

- Top graded and reorganized global HR function resulting in \$1.5M in annual savings
- Developed and implemented Talent Management Dashboard in order to track critical people metrics
- Developed and implemented global succession planning process as part of talent pipeline strategy
- Directed HR aspects of acquisition and integration of Charter International (\$2.5B)
- Developed and implemented global competency-based performance management process
- Developed and implemented Human Resource Leadership Team (HRLT) to manage global Talent Management strategies and initiatives
- Initiated global total compensation review as part of pay-for-performance strategy

OLD MUTUAL (FIDELITY & GUARANTY LIFE), Baltimore, MD

2002 - 2011

Senior Vice President – Human Resources

Reported to CEO of this \$25B (AUM) financial services firm that was a U.S. subsidiary of a global Fortune 200 company. Product line included life insurance and fixed and variable annuities. Responsible for approximately 800 employees in multiple U.S. locations. Managed staff of 8.

- Saved \$1M over 3 year period as a result of healthcare cost containment and plan re-design strategies
- Introduced modular Leadership Development Program to better equip leaders to support revenue and profitability objectives and effectively manage new product line introductions
- Developed New Concept Bonus Plan to reward employees for innovative business opportunities
- Developed executive long-term incentive plan better aligned with business strategy and objectives
- Recommended acquisition of company in Bermuda as member of due diligence team
- Managed multiple corporate restructurings to prepare organization for future business objectives
- Staffed executive team by recruiting COO, CFO, CMO, CIO, General Counsel, and Chief Actuary
- Implemented culture change initiative at new Atlanta sales office
- Played important role as part of executive team responsible for sale of company to private equity firm

SYNDICATED RESEARCH GROUP, Baltimore, MD

2001 - 2002

Vice President & Service Director – HR Consulting

Reported to CEO/Founder of this entrepreneurial start-up business opportunity providing human resources research and consulting services for HR executives at Fortune 500 companies.

- Grew number of HR consulting service clients from less than 10 to over 50, with 90% renewal rate
- Made over 40 public and company-specific presentations to executive groups on various HR topics

CORVIS CORPORATION, Columbia, MD

1999 - 2001

Vice President – Human Resources

Reported to COO of this \$1B start-up telecommunications equipment manufacturer and service provider with approximately 1,100 employees in multiple U.S. and international locations. Managed staff of 12.

- Managed all HR aspects associated with the successful Initial Public Offering (IPO)
- Staffed and completely structured the HR Department and introduced all core HR processes (i.e.,

-
- staffing, reward, development and retention strategies) to the business
 - Developed high volume staffing strategies to grow the business from 70 to over 1000 employees
 - Recommended acquisition of company in France as member of due diligence team

J. M. HUBER CORPORATION, Atlanta, GA; Edison, NJ; Havre de Grace, MD **1997 - 1999**
Vice President – Human Resources

Reported to President-Worldwide Engineered Materials Division for this \$2B privately-owned specialty chemicals, minerals, wood products and electronic components company. Responsible for approximately 800 employees in multiple U.S. and international locations. Managed staff of 7.

- Managed merger and relocation of two key business units in order to capitalize on product synergies
- Developed successful union avoidance programs at Georgia and Maryland plants
- Recommended “buy/no buy” decisions for acquisition of companies in Denmark, Finland and the Netherlands as member of due diligence team

BLACK & DECKER, Towson, MD **1990 - 1997**
Vice President – Human Resources & Total Quality

Reported to President-Global Accessories Division. Business unit had over \$450M in annual sales and approximately 1,000 employees in multiple U.S. and international locations. Managed staff of 7.

- Implemented TQM and process improvement strategy resulting in product development cycle time improvements and business-wide cost reductions
- Developed successful union avoidance programs at Kentucky, Wisconsin and Maryland plants
- Directed successful union negotiations for concessions at Pennsylvania plant resulting in product cost reductions
- Introduced targeted Human Resource Development programs for employees and managers to enable them to work more effectively in a multi-cultural, multi-site organization
- Managed integration of Global Accessories and Power Tools Divisions to leverage product synergies
- Managed international HR issues associated with plants located in U.K. and Germany

Earlier career experience includes progressively responsible human resources management positions with **Procter & Gamble** (1988-1990), **Bausch & Lomb** (1984-1988), **Sara Lee Corporation** (1979-1984) and **Rockwell International** (1978-1979)

EDUCATION

UNIVERSITY OF AKRON, Akron, OH
M.A. – Industrial-Organizational Psychology

EDINBORO UNIVERSITY, Edinboro, PA
B.A. – Psychology

PUBLICATIONS

- “HR’s Diminishing Influence: Retaking the HCM High Ground”, [SRG Research Notes](#).
“A Model Corporate Spin-off: When There’s Enough Time”, [SRG Research Notes](#).
“Talent Managers as Marketers: Creating an Employment Brand”, [SRG Research Notes](#).
“Rising from the Ashes: HR’s Role in a Turnaround Situation”, [SRG Research Notes](#).
“Training Needs Assessment Instruments”, in [ASTD Trainer’s Toolkit](#).
“Differences in Workforce Expectations”, [HR Magazine](#).

“Employee Career Goals: The Key to Career Development”, Training & Development Journal.

“Career Development: Ask Your Employees for Their Opinions”, HR Magazine.

PROFESSIONAL & COMMUNITY AFFILIATIONS & ACCOMPLISHMENTS

Senior Professional in Human Resources (SPHR), HR Certification Institute

Senior Certified Professional (SHRM – SCP), Society of Human Resources Management

Associate Faculty, Towson University (Graduate School Human Resources Program, 2005-2010)

Human Resources Planning Society (People + Strategy)

Society for Human Resources Management

Chesapeake Human Resources Association

American Psychological Association

Society for Industrial/Organizational Psychology (SIOP)

Board of Directors of Old Mutual Financial Life Insurance Company

Employment Relations Committee-Maryland Chamber of Commerce

CEO Selection Committee-Chesapeake Habitat for Humanity

Chesapeake Human Resources Foundation Board of Directors

UMBC Advisory Board – Industrial/Organizational Psychology Program

Edinboro University Advisory Board – College of Sciences & Health Professions

Harford County (MD) Cultural Arts Advisory Board (Appointed)

SIOP Annual Conference Publication Review Board

Human Resources Magazine Publication Review Board

Established William F. Rothenbach Psychology Scholarship – Edinboro University

Former Member of Edinboro University Alumni Board

International Award-Winning Abstract Expressionist Artist

Distinguished Alumni Award, Edinboro University, 2020

Distinguished Alumni Award, North Allegheny High School, 2022

Established William Rothenbach Scholarship at North Allegheny High School

Edinboro University Foundation Board of Directors

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Allyson Siegel
First Name Last Name

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

none

asiegel659@yahoo.com
Email Address

5807 Sharon RD
Home Address

APT E
Suite or Apt

charlotte
City

NC 28210
State Postal Code

Home: (828) 320-4811
Primary Phone Alternate Phone

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

☒ 5

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

8

My age range is (please select one): *

☒ Over 55

Ethnicity *

☒ Caucasian/Non-Hispanic

Gender *

☒ Female

Interests & Experiences

Education

Undergraduate Degree- UNteC Chapel Hill Master's University of NC Charlot

Interstate Moving

Employer

Regional Development
manager

Occupation

Business and civic experience

8 years on the Board of Trustees for NCCU Served on The theater Gap Initiative, CMS Foundation Board, The Beahulia Academy and The Arts Empowerment Project

Area of expertise and interests/skills

Leadership, empowerment, team-building, Financial acumen, Education, Fair and Working practices, Served as HR director for 10 years

Additional Comments

I believe I would be a good asset to this committee. I have owned my own business for several years as served as the HR Director.

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 sharing my experience concerning HR. I also want to continue to learn about the efficacy of the legalities of HR.

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

☐ Yes ☒ No

Hours Per Month Available for Position

20

How did you learn of the vacancy? *

☒ Mecklenburg County Website

[_Allyson Siegel_Executive_Management_Resume.pdf](#)

Upload a Resume

Disclosure

Allyson Siegel

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):

Allyson Siegel

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

☒ Employee Relations

ALLYSON SIEGEL

Charlotte, NC ▪ 828-320-4811 ▪ asiegel@tru-pak.com

SUMMARY – RELOCATION INDUSTRY EXECUTIVE

Successful at leading high-volume full-service asset-based transportation company servicing military transfers – domestic and international, dedicated freight, LTL/TL, household goods, Office & Industrial, and distribution services. Expert at building high performing teams, managing resources to attain financial goals, delivering excellent client services, improving efficiency and productivity of operations, building client and employee loyalty, ensuring workplace safety and environmental compliance. Effective at leading difficult change in a demanding economic climate and competitive marketplace

PROFESSIONAL EXPERIENCE

Tru-Pak Moving Systems, Inc.

Agent for United Van Lines

Conover, NC

President, 2019-Present

Accountable for one of the largest full service moving and storage companies in the United States. Responsible for all sales and marketing, Department of Defense, Government Services Administration, International Relocations, National Accounts, Corporate Relocations and Trade Shows

- Responsible for 40 million dollars of sales revenue/year
- Oversee all Corporate Accounts, Workplace Solutions, Logistics and Safety departments
- Registered Home Safe Alliance Global Household Goods TSP
- Responsible for company financials to include P&L, operational budget, forecasting and revenue; maintaining company KPIs and Move Management System
- Manages 60,000 sq/ft warehouse - DOD and Non-Temp approved
- Maintains all insurance requirements, SCAC code, DOD, DOT requirements and regulations
- Move an average of 500 military members; 4,000 HHG moves and 7,000 freight/logistics shipments yearly

Executive Vice President, 1995-2019

Leads a staff of 220 including 10 direct reports, 150 drivers, 35+/- support staff. Accountable for multi-million-dollar operating budget and facility

- Improved client satisfaction as measured by Customer Service Survey Reports 40%
- Increased net contribution/profit 80% with margin percentage growth of 19%
- Increased sales revenue 500% over 15 years
- Increased staffing 28% to meet demand while changing full/part-time mix to match business levels
- Created and managed Employee Assistance Program (included career counseling)
- Provided relocation counseling to approximately 300 families/year

EDUCATION

University of North Carolina at Chapel Hill, Bachelor of Arts

University of North Carolina at Charlotte, Master's Degree

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Chanda L Spates
First Name Middle Initial Last Name

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

Brewington

chanda.spates@gmail.com
Email Address

9107 Carrot Patch Dr
Home Address

Charlotte NC 28216
City State Postal Code

Mobile: (704) 661-3005
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.

19 years

My age range is (please select one): *

☒ 46 to 55

Ethnicity *

☒ African American

Gender *

☒ Female

Interests & Experiences

Chanda L Spates

Education

MS in Human Resource Management - Keller Graduate School of Management (MHRM) BS in Psychology, Social Work Minor - Fayetteville State University QPR Certified Trainer

Self Employed

Employer

Mobile App Developer

Occupation

Business and civic experience

Experience in nonprofit management and serviced as executive director for the Fayetteville Flight ABA Basked ball team for 4 years Experience in nonprofit management & compliance for multiple nonprofit agencies for 10+ years. Experienced Corporate Training & Human Resource Professional in Banking (12. years), Telecommunications (12 years), and in the pharmaceutical industries. Experienced professional in Mobile app & gaming development. Experienced teacher and parent of children within the CMS county school system.

Area of expertise and interests/skills

My expertise spans entrepreneurship, small business management, community behavioral health, community engagement &. event planning, I hold vast experience in corporate training and team management with focus in human impact performance and career development as a corporate training manager. I excel in the development of community programs and helping employees and students to meet and exceed goals.

Additional Comments

I am a for profit small business owner, in landscaping and mobile app development. I also help coach women in how to start their entrepreneurial journey. I would absolutely love to serve on this board.

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'm interested in serving my community and helping to guide the community in my own way toward sustainability and global competitiveness. My talents would be a tremendous resource to the community as well as having a vast network of Inational and global relationships which could help brings business and growth to our community. My personal focus is to help foster safe, caring, and globally competitive communities and schools.

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

☐ Yes ☒ No

Hours Per Month Available for Position

30 hours per monh

How did you learn of the vacancy? *

☒ Clerk Web Page

[Chanda_Spates_ResumeCV_2023.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

If you answered yes to the question above, please explain.

I am a listed vendor with the county, however I have not obtained any county contracts and am not applying for a position that would conflict with my vendor category. My application is for a non related community category.

• 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

Chanda L Spates

Signature of Applicant (Sign Your Legal Name):

Chanda Linell Spates

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

-
- ☒ Benefits
 - ☒ Compensation
 - ☒ Employee Relations
 - ☒ Human Resources Management Systems
 - ☒ Retention
 - ☒ Training

Chanda Spates



Address
Charlotte, NC, 28216

Phone
704.661.3005

E-mail
chanda.spates@gmail.com



TECHNOLOGY

Advanced Proficiency in

Microsoft Word, Excel, PowerPoint, Publisher, Access, Outlook, Visio, Project, and Adobe Captivate. Experience in WF PeopleSoft, Hogan, CIV, Sales Express/Platform, and

HR Business Partner | Diversity, Equity, & Inclusion Champion | Corporate Social Responsibility & Impact | High Impact Performance Leader | Training & Facilitation Expert | Nonprofit Management | Community Engagement | Organizational Change Strategist | Strategic Collaborative Partnerships | Philanthropy | MHRM

Professional CV website: <https://bold.pro/my/chanda-spates/562>
LinkedIn: <https://www.linkedin.com/in/chandaspatess>

Results-driven Human Resources Business Partner skillful in strategic planning, policy integration and performance improvements. Always pursuing ways to maximize efficiency, employee satisfaction and cost savings.

Responsive Human Resources Business Partner with well-rounded experience in all functional areas of HR, including labor law compliance, employee relations and performance management, leave of absence and ADA accommodations. Supports clients and effectively balances role of consultant and mentor with gatekeeper to control employer-related risks and grow client's management skills. Thrives on mentoring business owners and managers from small to mid-size employers with proven success at understanding unique business needs to establish genuine relationships as indispensable partner.

Work History

2021-01 - Current	Founder/CEO <i>Flourish Foundation Project DBA DDAAT-App! M & C, Charlotte, NC</i> <ul style="list-style-type: none">• Negotiated terms of business acquisitions to increase business base and solidify market presence• Established, optimized and enforced business policies to maintain consistency across industry operations• Prepared annual budgets with controls to prevent overages• Established organizational mission statement through extensive collaboration and review• Cultivated forward-thinking, inclusive and performance-driven company culture to lead industry innovations• Directed market expansions to propel business
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Virtual Library Utilization.

Succession Planning &
Leadership Development

Leadership training

New hire on-boarding

Adult learning theories

Course development

Staff development plans

ADDIE expertise

New hire on-boarding

New hire on-boarding

Staff development plans

Adult learning theories

Process evaluation and
enhancement

Leadership training

Human resource laws expert

Employment law knowledge

ADDIE expertise

Training solutions
development

Teamwork and
Collaboration

Teambuilding

Strategic planning

Staff Management

Business Development

Training and Development

- forward, meet changing customer needs
- Led recruitment and development of strategic alliances to maximize utilization of existing talent and capabilities
- Developed innovative sales and marketing strategies to facilitate business expansion
- Shaped solutions and approaches by leveraging trends in customer marketplaces and industries
- Spearheaded negotiations with third-party contracts to secure advantageous collaborative arrangements with the city, the government, and organizations
- Led teams of other leaders reporting to the Board of Directors
- Attracted major sponsors for social impact projects
- Oversaw business-wide changes to modernize procedures and organization
- Identified community organizations and leaders to establish and nurture relationships to help build awareness and win reforms for the public
- Maintained strong bonds to county leaders and city managers and continually worked to advance underrepresented and pandemic impacted cultures and communities
- Trained effective social change leaders to run strategic campaigns by organizing news conferences, building strong coalitions and generating grassroots support
- Coordinated volunteer activities and facilitated distribution of promotional and marketing materials
- Engaged with a larger movement to build transformational and deeply collaborative partnerships
- Strengthened and sustained the Type of organization by generating money, developing connections with important figures, and establishing brands
- Collaborated with community organizations in other regions to support state-wide and national outreach initiatives
- Built strong bonds with local cultural organizations by respecting unique differences and specific societal

Equal opportunities
facilitation

Workforce improvements

Organizational
Development

Benefits administration

Succession planning

Policy implementation

Project Management

Remote learning

Advanced Software
Proficiency: ADP, Workday,
Monday, Paycor, Oracle,
TheraNest, Careo, Simple
Practice, NC Tracks, LMS,
Adobe Suite, Captivate,
Articulate, Canvas,
Blackboard, Zoom, Teams,
Kronos, Apple Developer,
Firebase, Google Play
Developer

2019-01 -
Current

- norms
- Fostered collaborative efforts to schedule, host and facilitate events and identify further opportunities to reach members of the community
- Managed divisional marketing, advertising and new product development
- Enforced alignment of project strategy with business objectives and made modifications to promote efficient project completion
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands
- Planned and arranged meetings with external organizations and individuals, enabling parties to meet and discuss project progress
- Facilitated strategy development and planned with cross-functional teams
- Surveyed clients to ascertain requirements and expectations for the product
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.

Owner:CEO

*Flourish Individual & Community Empowerment Inc,
Charlotte, NC*

- Defined company roles and responsibilities to establish and enhance processes.
- Cultivated forward-thinking, inclusive and performance-driven company culture to lead industry innovations.
- Managed divisional marketing, advertising and new product development.
- Led recruitment and development of strategic alliances to maximize utilization of existing talent and capabilities.
- Established, optimized and enforced business policies to maintain consistency across industry operations.
- Negotiated terms of business acquisitions to increase business base and solidify market presence.

2021-10 -

HR Strategic Business Partner

Current

Life Connections, Charlotte, NC

- Collaborated with leadership to assess and improve policies across the board
- Created and implemented forward-thinking initiatives to improve employee engagement
- Served as representative in various civic and community functions to further enhance company image and develop additional business
- Facilitated successful policy implementation and enforcement to maintain legal and operational compliance
- Updated training processes by reviewing existing documentation, leveraging feedback from associates and working with legal and compliance teams
- Analyzed existing systems and databases and recommended enhancements to solve business needs
- Oversaw document development across project workstreams to create internal control statements per compliance and regulatory standards
- Collaborated with upper management to drive strategy and implement new processes
- Developed and implemented performance improvement strategies and plans to promote continuous improvement
- Developed policies and procedures for effective pharmacy management
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests
- Derived conceptual designs from business objectives to deliver software and applications according to specifications for usability, performance and functionality
- Evaluated trends to understand competitive environments and assess current strategies
- Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes
- Assessed impact of current business processes on

users and stakeholders and evaluated potential areas for improvement

- Identified process inefficiencies through gap analysis and outlined sensible solutions
- Interacted with internal customers to understand business needs and translate into requirements and project scope
- Joined business development meetings and supported market outreach plans to improve business development
- Established, initiated and optimized business development strategies based on company targets, product specifications, market data and budget factors
- Built and strengthened strategic relationships with vendors, advertising agencies and leading industry partners
- Generated sponsorships with related and partnering entities to enhance marketing objectives
- Continually maintained and improved the company's reputation and positive image in markets served
- Planned and organized special events, solicited corporate sponsorships and set up matching gift donations to reach financial targets
- Planned and implemented fundraising events
- Supported office staff and operational requirements with administrative tasks
- Offered expertise on employee and business development plans to enhance implementation and routine oversight
- Provided personalized business consulting and overhauled services to strengthen client success
- Researched potential local, regional and national funders and assisted in relationship building
- Served as advocate and ambassador for organization by fully engaging, identifying and securing resources and partnerships to advance mission.

- Responded to employee inquiries, questions and complaints and guided and directed employee relations issues to support workforce analysis, performance management and other core HR functions
- Addressed employee conflicts with appropriate urgency, following all corporate procedures
- Answered employee inquiries regarding health benefits and 401k options
- Operated as key business partner to employees, managers, directors and senior leaders to promote HR practices and strategies and enable delivery of specific, measurable business goals
- Conducted workplace compliance training to reduce liability risks and operate effectively
- Conserved time and improved workflows by handling special projects and emergency solutions
- Fielded employee inquiries related to insurance, pension plan, vacation, sick leave and employee assistance
- Provided health and informational services and resources to assist client care
- Consulted with leadership to identify processes requiring improvement to support growth and success
- Worked alongside global business leaders to deploy new training strategies.

2016-05 -
2020-12

HR Director, Strategic HR Business Consultant

*Fayetteville Flight ABA Basketball Foundation,
Fayetteville, NC*

- Developed and executed HR policies and programs, workforce and job development, recruitment and hiring, compensation and benefits and employee and labor relations to build staff-focused human resources office culture
- Coordinated and engaged with leadership in planning and organizing calendars, events and activities
- Participated at strategic and operational level to develop and strengthen human resources services,

relationships and mission

- Established critical strategic partnerships with several private equity agencies to provide full HR services to portfolio companies
- Recommended appropriate resolutions to employee relations concerns and handled disciplinary issues and investigations of misconduct
- Collaborated with stakeholders across organizations to maintain proper flow of communication and execution of planned initiatives and projects
- Wrote employee manuals to cover company policies, disciplinary procedures, code of conduct and benefits information
- Designed and implemented region-wide recruitment, behavior-based interviewing and skill matching procedure, decreasing employee turnover
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help companies evolve and grow
- Maintained human resources regulatory compliance with local, state and federal laws
- Established a strong and sustainable corporate sponsorship structure by fundraising, establishing connections with important figures, and developing brands
- Collaborated with community organizations in other regions to support state-wide and national outreach initiatives
- Fostered collaborative efforts to schedule, host and facilitate events and identify further opportunities to reach members of the community
- Led staff development meetings to organize volunteers and members toward unified goals
- Coordinated volunteer activities and facilitated distribution of promotional and marketing materials.

1996-08 -
2006-06

High Impact Performance Trainer

EMBARQ, Formerly Sprint LTD, Fayetteville, NC

- Coordinated technical training and personal development classes for staff members

- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness
- Analyzed effectiveness of training programs at all levels and recommended updates
- Drove departmental performance and achievement of service levels through focused team operational reviews, structured coaching and managing to enterprise targets
- Developed surveys to identify training needs based on projected production processes and changes
- Directed training programs and development paths for managers and supervisors
- Implemented new learning strategies depending upon employees' skill levels
- Managed all exempt employee coaching, training and performance improvement actions.

2015-06 -
2016-02

Interim Training Manager

Wells Fargo, Charlotte, NORTH CAROLINA

- Conducted orientation sessions and organized on-the-job training for new hires.
- Alternated training methods to diversify instruction, strengthen learning opportunities and enhance program success.
- Trained new hires to perform cross-training exercises with experienced workers.
- Applied adult learning and performance expertise to assess behavioral issues impacting work performance.
- Analyzed effectiveness of training programs at all levels and recommended updates.
- Led daily, weekly and monthly coaching, counseling and feedback sessions.
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
- Organized and edited training manuals, multimedia visual aids and other educational materials.
- Drove departmental performance and achievement of service levels through focused team operational reviews, structured coaching and managing to

enterprise targets.

- Assessed skill gaps for employees and developed training courses to meet identified needs.

2012-12 -
2014-02

Team Lead, Consumer Sales & Service

WELLS FARGO, Charlotte, NC

- Recognized consistently for top performance and team leadership in the mentoring and development of new hire, Peer, Coaching, and Pilot Sales Team within current position
- Facilitated & delivered 8-week product, software, and system training to more than 18 program managers, supervisors, and floor agents ensuring licensure compliance of 125 RNs and LPNs
- Planned and directed schedules for new hire training while continually monitoring and assessing needs for future development training for \$215 million inbound-outbound call center managing over 54 million annual consumer interactions
- Developed & implemented leadership candidate program and materials to train high performing, high potential employees to maintain continuous pool of employees prepared for immediate promotion that resulted in improved employee morale and attendance
- Designed instructional materials; implemented all program training objectives, created training manuals, course modules, and training aides, and coordinated implementation with managers
- Successfully managed, mentored, and coached 3 direct reporting trainers
- Supervised a team of up to 25 new hire employees, managing attendance, compliance, and quality performance metrics among various communication channels including; email, e-chat line, inbound, outbound virtual channels for sales, service, and technical support accounts
- Conducted in pre-employment job interviews, facilitated onboarding training and paperwork completion, explained new-hire benefits packages and options, and approved new hire employee pay vouchers within ADP and Kronos payroll systems

- Created proposal in response to gap analysis to change inbound customer service process, which resulted in winning additional 5 year client commitment
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills
- Designed a strategic plan for component development practices to support future projects
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training
- Developed monthly and daily production output plans to deliver on customer service and financial metrics
- Established open and professional relationships with team members to achieve quick resolutions for various issues
- Participated in cross-functional team-building activities
- Minimized resource and time losses by addressing employee or production issues directly and implementing timely solutions
- Trained new team members by relaying information on company procedures and safety requirements
- Directed and supervised team of 25 engaged in financial sales and service development.

2011-08 -
2013-06

Teacher

Charlotte, Schools, Mecklenburg

- Implemented creative ways to foster curiosity for complex principles through hands-on learning and planned activities
- Kept students on-task with proactive behavior modification and positive reinforcement strategies
- Supported student physical, mental and social development using classroom games and activities
- Directed after-school tutoring and mentoring program serving elementary school students
- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking
- Worked cooperatively with other teachers,

administrators and parents to help students reach learning objectives

- Attended and facilitated IEP meetings for students and families
- Developed and implemented lesson plans that addressed general students as well as those with individualized 504 plans as part of an integrated classroom
- Encouraged creative thinking and motivated students by addressing individual strengths and weaknesses based on standardized testing results
- Devised and implemented strategies to create and maintain a cohesive school community within a virtual classroom setting
- Enhanced student knowledge of technology by integrating various web-based applications for research and assignments
- Piloted program to address proposed state subject area competencies and standards.

2008-07 -
2011-10

TRAINING MANAGER

TELERX MARKETING, INCORPORATED, Kings Mountain, NC

- Alternated training methods to diversify instruction, strengthen learning opportunities and enhance program success
- Managed new employee orientation training process for more than 350 employees each year
- Coordinated technical training and personal development classes for staff members
- Drove departmental performance and achievement of service levels through focused team operational reviews, structured coaching and managing to enterprise targets
- Developed surveys to identify training needs based on projected production processes and changes
- Analyzed effectiveness of training programs at all levels and recommended updates
- Directed training programs and development paths for managers and supervisors
- Developed departmental systems and procedures to better align workflow processes

- Managed all exempt employee coaching, training and performance improvement actions
- Collaborated with legal and compliance teams to review paperwork, obtain feedback and procure available information for new training processes
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness
- Assessed skill gaps for employees and developed training courses to meet identified needs
- Applied adult learning and performance expertise to assess behavioral issues impacting work performance
- Developed strategies to promote diversity in faculty and staff hiring and actively participated in building strong networks and recruitment sources
- Improved team morale by engaging sales incentives campaigns.

2006-06 -
2008-07

CORPORATE TRAINER

CONNEXIONS, Concord, NC

- Coordinated with engineers and corporate leadership to identify training and development opportunities to improve safety and optimize performance
- Developed effective training manuals, modules and teaching aids
- Led cross-functional training for external and internal clients and created all training materials and exams
- Prepared educational materials such as module summaries, videos and informational packets
- Coached new managers on call center procedures, policies and customer service, bolstering customer retention by 70%
- Collaborated with management to identify company training needs and scheduling
- 250 employees and leaders received training in resource and management, which increased organizational efficiency and reduced expenses.
- Developed training programs to meet company objectives.

Education

2010-08 -
2012-05

MASTER OF SCIENCE: MS in HUMAN RESOURCE MANAGEMENT

*KELLER GRADUATE SCHOOL OF MANAGEMENT AT
DEVRY UNIVERSITY - Charlotte, NC*

GPA: 3.96/4.0

Concentrations: Training & Development, Nonprofit Management

1990-08 -
2006-05

BACHELOR OF SCIENCE: PSYCHOLOGY / SOCIAL WORK

FAYETTEVILLE STATE UNIVERSITY - Fayetteville, NC

Minor: Social work

- Graduated with honors,
- Dean's List

Affiliations

Member, Society for Human Resource Management (SHRM), American Society for Training and Development (ASTD)

Certifications

Life Coaching Certification, New Skills Academy, Feb 2022

Certified Credit Counseling Specialist, CCCS, International Association of Professional Debt Arbitrators, Jan 2017

Graduate Certificate in Human Resource Management, Keller Graduate School of Management, June, 2011

Personal Trainer Certification, National Association for Fitness Certification (NAFC), Sept 2022

Entrepreneurship in Emerging Markets Training, Harvard EdX- Dec 2021

Interests

Philanthropy, Social Impact Solutions, Volunteer Work,
Mentoring, Personal & Professional Development,

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Jamie Wildgoose
First Name 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

wildgoose.jamie@gmail.com
Email Address

6835 Covecreek Drive
Home Address

Charlotte NC 28215
City State Postal Code

Mobile: (401) 474-6101
Primary Phone 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.

5

My age range is (please select one): *

☒ 18 to 29

Ethnicity *

☒ Caucasian/Non-Hispanic

Gender *

☒ Male

Interests & Experiences

Education

Emmanuel College - BA

North Carolina Healthcare
Association

Employer

Program Manager Social
Impact

Occupation

Business and civic experience

Nonprofit Mortgage Sustainability

Area of expertise and interests/skills

Environment Rights Equality Reading

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 would like to partake in making Charlotte a better place as I truly think it is a great city. I also think that we could be doing more to ensure that we are having good air quality and making the city greener

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

☐ Yes ☒ No

Hours Per Month Available for Position

10-20

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):

Jamie Wildgoose

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Training

Statement to Applicants

Profile

Which Boards would you like to apply for?

Human Resources Advisory Committee: Submitted

Shane Wilson
First Name 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

shane.wilson@outlook.com
Email Address

715 North Church Street Unit 709
Home Address

Charlotte ND 28202
City State Postal Code

Mobile: (336) 469-2044
Primary Phone Alternate Phone

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

☒ 4

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

15

My age range is (please select one): *

☒ 30 to 45

Ethnicity *

☒ African American

Gender *

☒ Male

Interests & Experiences

Education

King's College - Computer Networking Diploma

National Gypsum

Employer

Manager of Operations,
Human Resources
Business Partner

Occupation

Business and civic experience

I'm a human resources leader with over a decade of experience driving talent and workforce strategy across national organizations. I currently serve as Manager Operations, HR Business Partner at National Gypsum Company, leading initiatives in employee engagement, change management, and workforce development. My background also includes supporting public sector clients during my time at Deloitte and leading HR efforts through private equity transitions. Civically, I serve as President of the 715 North Church Street HOA and as a Board Member for Friends of Fourth Ward, where I focus on neighborhood engagement, safety, and advocacy. This blend of HR leadership and community service gives me a strong perspective to support the Advisory Committee's mission.

Area of expertise and interests/skills

My core expertise lies in human resources strategy, employee engagement, talent development, and organizational change. I have experience partnering with executives to align workforce planning with long-term business goals, as well as navigating HR challenges across both corporate and field-based teams. I'm especially interested in how public policy intersects with workforce issues such as equitable access to employment, professional development, and retention. My skills include strategic problem-solving, cross-functional collaboration, and data-informed decision making—all of which I believe can contribute meaningfully to the committee's work.

Additional Comments

As both an HR leader and active community member, I value opportunities that bridge professional expertise with civic impact. I'm committed to contributing a practical, people-focused perspective to the committee's work, grounded in real-world HR experience and a genuine interest in serving Mecklenburg County.

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?

Charlotte has been my home for nearly two decades, and I care deeply about the direction our city and county are heading. I believe that meaningful change happens when people choose to get involved—not just from the sidelines, but by actively contributing their time, voice, and expertise. With a background in human resources and organizational development, I bring practical knowledge in workforce strategy, employee engagement, and policy implementation that I believe can benefit the county. I see this advisory role as a way to give back to the city I love, while also helping shape decisions that affect both our workforce and community at large.

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

☐ Yes ☒ No

Hours Per Month Available for Position

I am available to meet the required time commitment and can also dedicate additional hours as needed to support the board's work.

How did you learn of the vacancy? *

☒ Mecklenburg County Website

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

n/a

[Shane_Wilson_Resume_Doc.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

If you answered yes to the question above, please explain.

n/a

• 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):

Shane Wilson

Board Specific Questions

Question applies to Human Resources Advisory Committee

HRAC: Which of the following areas best describes your HR background? *

- ☒ Employee Relations
- ☒ Human Resources Management Systems
- ☒ Recruitment and Selection
- ☒ Retention
- ☒ Training

Shane Wilson

Charlotte, NC 28202 · shane.wilson@outlook.com · 336.469.2044

[linkedin.com/in/shanedwilson](https://www.linkedin.com/in/shanedwilson)

~ Human Resources Leader | Community Advocate ~

Strategic HR leader with over a decade of progressive experience in workforce strategy, employee engagement, organizational development, and talent acquisition. Passionate about building strong, inclusive workplaces and bringing that same commitment to the broader community. Proven track record of aligning human capital strategies with operational goals across diverse business functions and geographies.

Also deeply engaged in local governance and community development through board service and HOA leadership—offering a well-rounded perspective on workforce needs and neighborhood engagement. Committed to supporting Mecklenburg County's mission by contributing practical HR expertise and community voice to advisory decisions.

Core Competencies

- Human Resources Strategy
 - Change Management & Organizational Development
 - Workforce Planning
 - Employee Engagement & Talent Development
 - Policy Development & Compliance
 - Community Partnership & Civic Leadership
-

Professional Experience

National Gypsum Company

Manager, Operations – Human Resources Business Partner

Oct 2023 – Present

Lead HR initiatives aligned with workforce development and business strategy. Serve as strategic advisor to leaders across departments, delivering programs that enhance engagement, support change, and strengthen talent pipelines across the U.S. and Canada. Use workforce data to guide performance and planning decisions.

Nav Technologies

Senior Talent Strategist

Nov 2021 – Sept 2023

Directed recruitment and people strategy across critical departments. Partnered with leadership to improve hiring outcomes, align talent with business growth, and integrate HR tech systems for improved efficiency and transparency.

Deloitte**Senior Talent Acquisition Consultant**

Sept 2020 – Nov 2021

Served as a lead recruiter for government and public services. Spearheaded outreach programs and diversity recruiting efforts, strengthening brand visibility and aligning talent with public sector projects.

Torrent Consulting**Talent Acquisition Manager**

Sept 2018 – Dec 2019

Led recruitment strategy and process optimization efforts during a key growth phase. Developed and refined hiring workflows to improve candidate quality and experience across departments, including Salesforce consulting, business development, and marketing. Collaborated on the internal buildout of an applicant tracking system using Salesforce, enabling scalable and data-driven talent acquisition operations.

Agility Recovery Solutions**Talent Acquisition Manager**

Oct 2014 – Sept 2018

Led core HR and recruitment functions during rapid growth and private equity transition. Built HR infrastructure supporting employees across the U.S. and Canada. Directed talent acquisition strategy, reduced costs through internal hiring programs, implemented an applicant tracking system, and launched training to improve hiring and workforce planning.

Community & Board Engagement

President, 715 North Church HOA

2023 – Present

Lead governance for a large uptown Charlotte residential building, balancing property management oversight with resident engagement. Advocate for neighborhood safety, infrastructure, and quality of life improvements.

Board Member, Friends of Fourth Ward

2024 – Present

Support initiatives that preserve and enhance the historic Fourth Ward community. Actively involved in strategic planning, community events, and neighborhood representation in city matters.

Education & Credentials

Computer Networking Diploma

King's College, Charlotte, NC

Professional Certifications:

Professional in Human Resources (PHR) certification



Mecklenburg County, NC

Human Resources Advisory Committee

Board Details

The Human Resources Advisory Committee brings together human resource leaders from organizations in Mecklenburg County to share ideas and discuss business challenges to keep our organization current with human resources best practices and standards. This collaboration will ensure that Mecklenburg County Human Resources is current in its thinking and practices and supports the organization in a progressive manner.

Overview

- ☐ **Size** 11 Seats
- ☐ **Term Length** 3 Year
- ☐ **Term Limit** 2 Terms

Contact

- ☐ **Name** Maura Beatty
- ☐ **Phone** (980) 314-2739

Additional

Qualifications

Either currently serve as senior managers, human resource (HR) professionals or proprietors of businesses within Mecklenburg County, or have previously served in such capacity. All members are expected to possess knowledge of current human resources practices and procedures in one or more of the following HR disciplines: recruitment; selection; retention; training; compensation; benefits; human resource management systems; and/or employee relations. Must be a resident of Mecklenburg County.

Advisory Board Details

Appointments are made for three-year terms with no one serving more than two consecutive full terms.

Meeting Dates/Times

Bi-monthly - 2nd Thursday at 4:00 p.m.

Meeting Location

Employee Learning Center Meeting - Room 700 E 4th Street Charlotte, NC 28202

Time Commitment

1.5 hour per month

Stipend

No

Special Notes**Job Description**

Human Resources Advisory Committee

Board Roster

Calvin R Beaver

1st Term Jul 02, 2024 - Jun 30, 2028

Email reidbeaver@gmail.com

Appointing Authority BOCC

Home Phone Mobile: (704) 785-7200

Address

5918 Checkerberry Lane
Huntersville, NC 28078

LaFonda General

2nd Term Mar 04, 2020 - Jun 30, 2028

Email lafgeneral@hotmail.com

Appointing Authority BOCC

Home Phone Home: (910) 797-3196

Alternate Phone Home: (910) 797-3196

Address

6402 Brumit Ln
Charlotte, NC 28269

Denis R Goonen

2nd Term Mar 15, 2022 - Mar 31, 2028

Email denisg3577@me.com

Appointing Authority BOCC

Home Phone Mobile: (910) 232-9993

Address

13705 Glenford Pl
Charlotte, NC 28278

Delma Guevara

1st Term Apr 02, 2024 - Apr 30, 2027

Email delmaguevara@msn.com

Appointing Authority BOCC

Home Phone Mobile: (703) 415-6576

Address

6529 Gardner Ln
Charlotte, NC 28270

□ **Steven A Jarrett**

1st Term Apr 04, 2023 - Jun 30, 2026

Email sajnupe@aol.com

Appointing Authority BOCC

Home Phone Home: (240) 994-0422

Address

8524 Tamarron Drive
Charlotte, NC 28277

□ **Sharon H Matthews**

1st Term Feb 08, 2023 - Jun 30, 2026

Email shmatt74@gmail.com

Appointing Authority BOCC

Home Phone Home: (704) 293-6443

Alternate Phone Home: (704) 293-6443

Address

3711 Mountain Cove Dr
Charlotte, NC 28216

□ **Crystal Williams**

1st Term Apr 02, 2024 - Apr 30, 2027

Email crystalewilliams@att.net

Appointing Authority BOCC

Home Phone Mobile: (980) 253-7915

Address

3322 Valerie Drive
Charlotte, NC 28216

□ **Vacancy**

Appointing Authority BOCC

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Appointing Authority BOCC

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Appointing Authority BOCC

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Appointing Authority BOCC
