

# Information Services & Technology Advisory Committee

## Applicants At-A-Glance

**Two (2) Three-year terms expiring February 28, 2028**

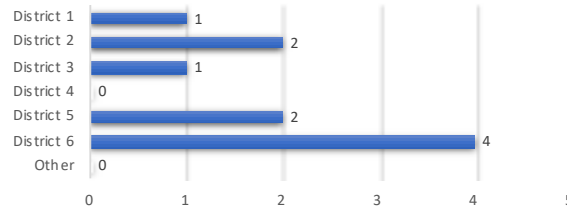
<b>Name</b>	<b>District</b>	<b>Gender</b>	<b>Ethnicity</b>
Ackridge, Martina	6	Female	African American
Bropleh, Jeremiah	3	Male	African American
Cornett, Sarah	1	Female	Caucasian/Non-Hispanic
Dixon, Tammy	1	Female	Caucasian/Non-Hispanic
Owen, Nehemiah	6	Male	Prefer not to Answer
Ross, Dorothy "Constance"	4	Female	African American
Smith, Tasia	6	Female	African American
Starks, Vincent	3	Male	African American
Winbush, Kathy	3	Female	African American
Zuendoki, Lutemuka	4	Male	African American

# INFORMATION SERVICES & TECHNOLOGY COMMITTEE DEMOGRAPHICS

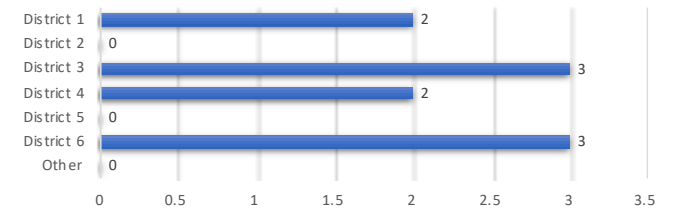
## Districts

	Members	Applicants
District 1	1	2
District 2	2	0
District 3	1	3
District 4	0	2
District 5	2	0
District 6	4	3
Other	0	0
<b>Total</b>	<b>10</b>	<b>10</b>

Members by District



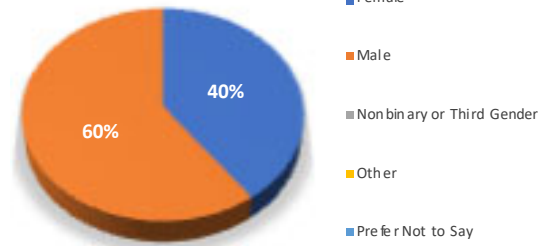
Applicants by District



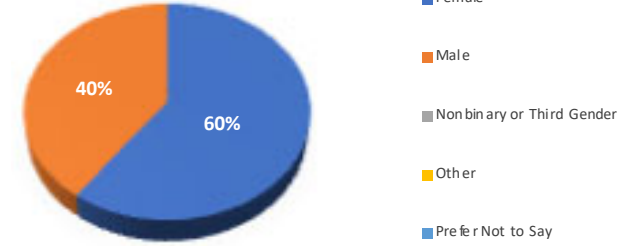
## Gender

	Members	Applicants
Female	4	6
Male	6	4
Nonbinary or Third Gender	0	0
Other	0	0
Prefer Not to Say	0	0
<b>Total</b>	<b>10</b>	<b>10</b>

Members by Gender



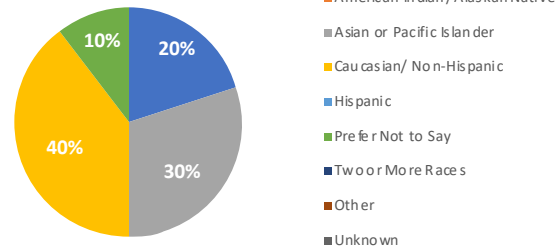
Applicants by Gender



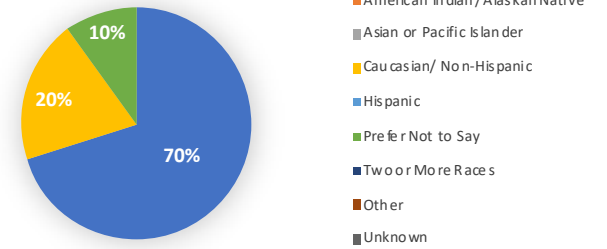
## Ethnicity/Race

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

Members by Ethnicity/Race



Applicants by Ethnicity/Race



# **Recommendation Statement**

**From:** [Carver, Keri A.](#)  
**To:** [Little, Madison S.](#)  
**Cc:** [Council, Julia](#); [stacey.jenkins](#); [Terrence Ziemniak](#); [Gregg, Keith G](#); [Council, Julia](#)  
**Subject:** RE: ISTAC Applicant Recommendation  
**Date:** Wednesday, February 19, 2025 10:58:18 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)

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Madison,

The ISTAC Membership Subcommittee (Stacey and Terry) are recommending that the BOCC appoint Dorothy aka "Constance" Ross from District 4 to fill the current vacancy and Sarah Cornett from District 1 to fill Johnathan Gorke's slot during their March 18<sup>th</sup> meeting. The rationale for Dorothy's appointment is that she has the qualifications and would also give us representation in District 4 that we currently do not have. The rationale for Sarah's appointment is she lives in a district with low ISTAC representation and also has some skillsets, such as Artificial Intelligence, that could benefit ISTAC's work.

Below is what the ISTAC membership count by district would look like if Dorothy and Sarah are appointed in March

- District 1 = 2
  - District 2 = 2
  - District 3 = 1
  - District 4 = 1
  - District 5 = 2
  - District 6 = 4
- 

County Seal



**Keri Carver, MPA, MSHI, PMP**

IT Strategy & Planning Manager

Information Technology Services Department | Service Strategy & Planning Division

Mecklenburg County Government 3205 Freedom Drive, Suite F500, Charlotte NC 28208

980-314-2152 | [MeckNC.Gov](http://MeckNC.Gov)



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**Statement to Applicants**

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Martina

First Name

Ackridge

Last Name

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

---

Parker

ackridge360@yahoo.com

Email Address

7326 Roseland Ave

Home Address

Charlotte

City

NC

State

28277

Postal Code

Mobile: (704) 408-3501

Primary Phone

Alternate Phone

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

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

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35

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

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 Over 55**Ethnicity \***

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 African American**Gender \***

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 Female

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**Interests & Experiences**

Martina Ackridge

## Education

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Strayer University Central Piedmont Community College Queen Annes County

Cybersecurity Works

Employer

Cybersecurity

Occupation

## Business and civic experience

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

## Area of expertise and interests/skills

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

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## Additional Information

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

No

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

yes

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

Yes  No

**Hours Per Month Available for Position**

Whatever is required to deliver successful results.

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

Mecklenburg County Website

[Martina-Ackridge-Director\\_resume-2024\\_2.docx](#)

Upload a Resume

Martina Ackridge

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**Disclosure**

**Are you a Mecklenburg County resident?**

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Yes  No

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

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Yes  No

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

---

Yes  No

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

---

Yes  No

**Disclaimer**

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

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I Agree

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

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Martina Ackridge

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**Board Specific Questions**

# Martina Ackridge

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Director Cyber Security / Security Technology Strategist

Charlotte, US, 28277

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

[msackridge@gmail.com](mailto:msackridge@gmail.com)X



# Professional Summary

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

## Employment history

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

Nov 2017 – April 2024

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

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

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

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

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

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

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

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

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

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

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

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

Apr 2005 - Nov 2017

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

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

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

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

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

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

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

continuity.

## **Worldwide Mortgage USA Inc. | Owner | Charlotte, NC**

Feb 1999 - Dec 2005

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

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

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

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

Portal, hired staff, and implemented incentive programs.

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

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

Nov 2000 - Jan 2003

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

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

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

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

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

Jun 1997 - Jun 2000

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

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

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

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

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

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

Aug 1988 - May 1997

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

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

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

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

## **United States Navy | Radioman | Virginia – Spain**

Dec 1982 - Oct 1987

TOPSECRET/SPECAT clearance for classified documents.

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

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

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

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

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

## **Education**

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

**Central Piedmont Community College | various classes**

## **Courses**

**Oracle Corporation | Oracle Master training**

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

**The Dale Carnegie Leadership Course**

## **Skills**

**Cyber Security**

**Database Security**

**PKI**

**Symantec VIP**

**GLBA**

**Venafi**

**Regulatory Compliance**

**PCI/SOX**

**Vulnerability Management**

**Risk Management**

**NIST**

**Advanced Authentication**

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

## **Additional information**

### **Awards**

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

### **Membership**

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

### **Training**

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

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**Statement to Applicants**

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Jeremiah

First Name

Bropleh

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

jnbropleh@gmail.com

Email Address

13139 Purple Dawn Dr

Home Address

Charlotte

City

NC

State

28213

Postal Code

Mobile: (704) 408-8946

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.**

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24 years

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

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 46 to 55**Ethnicity \***

---

 African American**Gender \***

---

 Male

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**Interests & Experiences**

Jeremiah Bropleh

## Education

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Education: Graduate Certificate, Business Analytics | April 2019 Bellevue University, Bellevue, NE Bachelor of Science, Mathematics for Business, Finance/Economics Emphasis | June 2014 University of North Carolina at Charlotte, Charlotte, NC Certificate of Completion, Designing AI Product & Services, Massachusetts Institute of Technology | Feb. 2024

Citi

Employer

Digital Product Manager

Occupation

## Business and civic experience

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Citi - Institutional Client Group - Digital Product Manager Citi - Retail Business Banking - Digital Product Manager PNC - Retail Business Bank - Digital Product Manager PNC - Merchant Services Application - Digital Product Manager PNC - Workplace Banking - Business Developer Officer Enrich the Mind Foundation - Chairman of the Board

## Area of expertise and interests/skills

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■ User Experience ■ Human Computer Interaction ■ Strategic Planning ■ Agile Methodologies ■ Machine Learning ■ Market Research ■ Scrum Framework ■ Human-centered Design ■ Product Promotion ■ Product Strategy ■ Product Design ■ Business Development

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## Additional Information

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

No

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

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The world is changing rapidly, with technology leading the way. It is crucial for our society to understand these advancements and prepare to embrace them. My passion for technology and my desire to help others recognize its possibilities inspired me to apply for a position on the board. I believe that by serving, I can contribute to bridging the gap between innovation and community awareness, ensuring that more people can benefit from the opportunities technology provides.

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

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Yes  No

## Hours Per Month Available for Position

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5 hrs

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

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Social Media

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

LinkedIn

[Broplehj\\_resume2025.pdf](#)

Upload a Resume

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## **Disclosure**

**Are you a Mecklenburg County resident?**

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

## **Disclaimer**

**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):**

Jeremiah Bropleh

Jeremiah Bropleh

# JEREMIAH BROPLEH, CSPO

Cell: 704.408.8946 | Email: [jnbropleh@gmail.com](mailto:jnbropleh@gmail.com) | LinkedIn: <https://www.linkedin.com/in/jeremiahbropleh/>

## SKILLS AND PERFORMANCE SUMMARY

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**Digital Transformation & Features Enhancements** – Help transitioned consumer deposit account opening process from paper application to digital. Modernized real time business deposit account opening application to be more user friendly and accessible to all users. Designed and released search feature to locate business bankers, making it easy for customers to connect with the right business banker for their specific need. Worked on the modernization of Merchant Services Application. Managed digital servicing and onboarding features for Small Business customers.

**Agile Product Management & Scrum Framework** – Managed three applications and led two Scrum teams. Led/participate in Scrum ceremonies such as Stand ups, Sprint planning, Refinement and Sprint retrospective with digital teams. Owned and managed product roadmap and backlog. Led/participate in meeting with stakeholders and cross-functional teams such as Customer Advocacy, Legal, Risk and Compliance, Marketing and Development Teams. Work with UX designer to create wireframes for applications to convey improvements and new features.

**User Experience Design Training** – Six months of intensive coursework for UX designers, specializing in UX fundamentals and methodology, data and research-driven approaches to design, as well as prototyping, wireframing and website optimization.

- User Experience
- Agile Methodologies
- Scrum Framework
- Product Strategy
- Human Computer Interaction
- Machine Learning
- Human-centered Design
- Product Design
- Strategic Planning
- Market Research
- Product Promotion
- Business Development

## TECHNICAL SKILLS

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Proficient in Jira, Confluence, Sketch, Invision, Adobe Photoshop, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint

## CERTIFICATIONS

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- **Designing AI Product & Services**, MIT xPro, 2024
- **UX Design**, CareerFoundry, 2021
- **Certified Scrum Product Owner**, Scrum Alliance, 2019
- **Agile Release Planning**, Scrum Alliance, 2019

## PROFESSIONAL EXPERIENCE

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CITIBANK, Charlotte, NC

**SVP, Institutional Client Group** – Digital Product Manager, Electronic Platform, *August 2023 – Present*

- Drive the creation and refinement of working backward documents to define and communicate the scope, goals, and value of platform product releases.
- Provide expert consultation on design reviews, product requirements, and acceptance criteria to ensure alignment with business objectives and technical feasibility.
- Establish and oversee service level agreements (SLAs) for platform support, ensuring prompt responses and resolutions for support tickets and inquiries within defined timeframes.
- Create and maintain a comprehensive knowledge base, including troubleshooting guides, best practices, and FAQs, to empower users to independently resolve common issues and promote self-service.
- Monitor industry trends, emerging technologies, and best practices in API management and development. Drive continuous improvement initiatives to keep the platform competitive and effective.



- Collaborate with third-party vendors and service providers to resolve issues, escalate unresolved problems, and ensure alignment with SLAs and contractual obligations.
- Work closely with platform development teams to assess the impact of updates, changes, and enhancements on support processes. Effectively communicate these changes to stakeholders.
- Implement and manage monitoring tools and dashboards to track key performance indicators (KPIs), service metrics, and support ticket trends. Generate actionable insights and reports to inform decision-making and drive improvements.
- Foster collaboration within the support team and across functional groups, promoting a culture of teamwork, continuous learning, and knowledge sharing.
- Ensure all business decisions adhere to legal, regulatory, and ethical standards. Safeguard company reputation by managing risk, escalating control issues transparently, and maintaining compliance with policies.

**CITIBANK, Charlotte, NC**

**VP, Small Business Product Management** – Digital Servicing Lead, *January 2022 – August 2023*

- Lead the strategic evolution of small business digital banking and servicing platform
- Responsible for the overall vision, technical capabilities, and roadmap
- Manage existing and develop new small business digital products and services
- Drive product/project execution. Collaborate with Digital, Product, Segment, Pricing, Marketing, Distribution, Technology, Legal, Compliance and Controls partners in execution planning, launch activities, and post-launch assessments
- Develop business cases for new and enhanced products/capabilities to obtain leadership and governance committee approvals
- Prepare business reviews to highlight results and recommendations to senior management
- Engage with external partners and/or vendor relationships, negotiations, manage ongoing relationships, and prepare agreements
- Address Client Experience issues and drive to resolution
- Appropriately assess risk when business decisions are made, demonstrating consideration for the firm's reputation and safeguarding Citigroup, its clients, and assets, by driving compliance with applicable laws, rules, and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing, and reporting control issues with transparency

**PNC FINANCIAL SERVICE GROUP, INC., Charlotte, NC**

**Digital Product Manager, Business Deposit Accounts / Merchant Services, October 2019 – January 2022**

- Owned the real-time digital account opening experience for Small Business Deposit and Merchant Services
- Supported the execution of digital strategy across business segments to optimize digital experience, leveraging design thinking and other best practices
- Completed basic analysis of digital experience, market trends, and third-party requirements as necessary, in support of the development of new and existing digital experiences. Help in business case development
- Participated in and makes effective recommendations for the development and design of new and existing digital experiences
- Supported in the management of the development, production, roll-out of promotion of digital experiences
- Executed customer focused quality assessments and improvement processes.
- Supported risk management, compliance, and audit needs as necessary
- Monitored business results of recently introduced or existing digital experiences and effectively recommended modifications to improve results
- Owned and drove backlog grooming and management, prioritized user stories, created acceptance criteria, drove testing and delivery
- Maximized the work of the development team (two Scrum teams)

**PNC FINANCIAL SERVICE GROUP, INC.**, Charlotte, NC  
**Business Development Officer**, *September 2016 – October 2019*

- Led business development activities with new and existing clients to grow sales, revenue, and market share with new deposit growth
- Interfaced with senior leadership levels within current and prospective client organizations to position the value of PNC and secure mutually beneficial partnerships
- Developed cross-sell opportunities by enlisting eco partners to help meet the company's needs and both parties achieved revenue goals and increased revenue for the company
- Spearheaded business development and retention activities through face-to-face meetings, and cold calls and resulting in an increase to client portfolio
- Prioritized, budgeted, organized and scheduled revenue-driving activities at external client locations
- Achieved scorecard goal by fostering internal partner relationships to actively refer opportunities and facilitate the acquisition and expansion of the client relationship

**SUNTRUST BANKS, INC.**, Charlotte, NC  
**Personal Banker III**, *January 2015 – May 2016*

- Acquired new individual and business clients by making daily outbound calls to small businesses and appointments
- Increased branch deposits by 10% by conducting financial reviews with clients to expand their banking relationship by uncovering cross-selling opportunities
- Conducted daily outbound phone calls to potential leads for financial review appointments, sales opportunities and referrals to Partners: Financial Advisor, Mortgage Rep., Wealth Management, Business Banking, Treasury Services, and Merchant Services – Increased branch book of new businesses by 15%
- Served as business relationship manager by building and maintaining effective business relationships with existing and new small businesses by uncovering and meeting their borrowing needs as well as increasing their cash flows with appropriate business products
- Processed consumer and business credit cards, loans and lines of credit applications and prepared credit packages for underwriting and approvals
- Achieved and exceeded branch overall monthly performance goals by helping and coaching teammates reach their individual goals to achieve overall branch success

## **EDUCATION**

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**Graduate Certificate, Business Analytics | April 2019**  
Bellevue University, Bellevue, NE

**Bachelor of Science, Mathematics for Business, Finance/Economics Emphasis | June 2014**  
University of North Carolina at Charlotte, Charlotte, NC

## **COMMUNITY INVOLVEMENT**

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**Enrich the Mind Foundation**, Mint Hill, NC – Helping to improve literacy in Liberia – Board member

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**Statement to Applicants**

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Sarah

First Name

Cornett

Last Name

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

---

Sarah Sax

sarahcornett@scinnovate.ai

Email Address

210 Delburg Street

Home Address

Davidson

City

NC

State

28036

Postal Code

Home: (256) 996-5746

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.**

---

10 years

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

---

 30 to 45**Ethnicity \***

---

 Caucasian/Non-Hispanic**Gender \***

---

 Female

---

**Interests & Experiences**

## Education

---

Master of Arts Degree in Economics, Clemson University Bachelor of Science Degree in International Business, Auburn University

SC Innovate

Employer

CEO & Founder

Occupation

## Business and civic experience

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Board and Advisory Highlights Ethical (AI) Intelligence Community Member Davidson, NC: 2024-Present Global Chamber - Charlotte Board Member Charlotte, NC: 2019-2020 World Affairs Council of Charlotte (TMS) Board Member Charlotte, NC: 2018- 2020 Charlotte International Rotary Club Member Charlotte, NC: 2018- 2020 Town of Davidson Planning Board Member Davidson, NC: 2020- 2022 Town of Davidson Mobility Plan Board Member Davidson, NC: 2021- 2021 Town of Davidson Comprehensive Plan Advisor Davidson, NC: 2018- 2019

## Area of expertise and interests/skills

---

Sarah Cornett is an AI Strategist, a high-impact speaker, and Founder CEO of SC Innovate providing AI advisory services globally. With a decade in complex industries like banking and technology, Sarah employs a practical, proven methodology for AI strategy, implementation, and adoption, driving business value while integrating the human factors essential to successful AI implementation. She has led cross-functional teams to bring AI solutions to market, delivering business value up to 8-figures. Sarah is passionate about using emerging technologies and AI to positively impact people, business and the world.

---

## 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 leveraging my expertise in AI to make a positive impact in my community.

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

Yes  No

**Hours Per Month Available for Position**

5

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

Word of Mouth

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

Referred by board member Mythili Banka

Sarah Cornett

---

## Disclosure

**Are you a Mecklenburg County resident?**

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

## Disclaimer

**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):**

Sarah Cornett

---

## Board Specific Questions

# Sarah Cornett

277 Bridges Farm Road Mooresville, NC 28115

sarahcornett@scinnovate.ai 256.996.5746

Sarah Cornett is an AI Strategist, a high-impact speaker, and Founder CEO of SC Innovate providing AI advisory services globally. With a decade in complex industries like banking and technology, Sarah leads with deep expertise in AI software delivery and adoption. Sarah employs a practical, proven methodology for AI strategy, implementation, and adoption, driving business value while integrating the human factors essential to successful AI implementation. She has led cross-functional teams to bring AI solutions to market, delivering business value up to 8-figures. Sarah utilizes a practical, proven methodology for AI strategy, implementation, and adoption to drive up business value and incorporate human factors fundamental to any successful AI implementation. Sarah is passionate about using emerging technologies and AI to positively impact people, business and the world.

## SKILLS

AI Strategy and Execution | Product Management | Software Delivery Management | Program Management | Agile Project Management | Design Thinking | Business Analysis | User Experience | Strategic Partnerships

## PROFESSIONAL EXPERIENCE

### Board and Advisory Highlights

- Ethical (AI) Intelligence Community Member Davidson, NC: 2024-Present
- Global Chamber - Charlotte Board Member Charlotte, NC: 2019-2020
- World Affairs Council of Charlotte (TMS) Board Member Charlotte, NC: 2018- 2020
- Charlotte International Rotary Club Member Charlotte, NC: 2018- 2020
- Town of Davidson Planning Board Member Davidson, NC: 2020- 2022
- Town of Davidson Mobility Plan Board Member Davidson, NC: 2021- 2021
- Town of Davidson Comprehensive Plan Advisor Davidson, NC: 2018- 2019

### Speaking, Training, and Workshops

- Trainer - AI Training for Innovation Event, Technology-Innovation-Law Group
- Speaker - Maximize AI Performance, Global Chamber of Commerce
- Speaker - Women in Developing Countries Using AI for Global Growth, Global Chamber of Commerce
- Speaker - Economic Development and FinTech in North Carolina, Global Chamber of Commerce
- Speaker - Women in Global Leadership Event, Global Chamber of Commerce
- Speaker - Personalized Marketing with AI for International Businesses, Global Chamber of Commerce
- Speaker - Machine Learning AI Use Cases, Albany School of Pharmacy
- Speaker - HubSpot AI Capabilities, HubSpot Provider Network
- Adjunct Professor - Macroeconomics, CPCC

### CEO & Founder, SC Innovate LLC

Davidson, NC: 2023-Present

- AI advisor and consultant leading teams focused on strategic AI adoption.
- Develop online courses and custom training programs for AI education
- Work with clients to find opportunities to leverage AI to make the most strategic impact
- Work with business owners and executives to leverage Generative AI and Machine Learning tools to automate key processes like marketing
- Assist clients with AI governance to ensure ethical, compliant, and responsible AI implementation.

**Product Owner of the Customer Decision Hub, Ally Financial** Charlotte, NC: 2020- 2023

- Developed AI strategy for product and led cross-functional team of highly skilled professionals to implement the solution in support of AI driven business use cases across the enterprise
- Delivered 8-figures of incremental business value to the organization via implementation of AI
- Led design thinking sessions to identify scope and requirements with key stakeholders to leverage the Customer Decision Hub to deliver maximum value
- Utilized Pega Customer Decision Hub, Customer Data Platform, AI Modeling, AWS, Agile Project Management and Scrum in management efforts

**Software Delivery Manager, Tresata** Charlotte, NC: 2019- 2020

- Oversaw delivery and new product use cases at a major airline and a Fortune 100 global bank
- Served a key role in migrating AI software to an AWS cloud computing environment
- Led data engineering team to support identity resolution and personalized customer experience use cases
- Utilized distributed computing, machine learning, Hadoop, AWS, Agile Project Management and Scrum in management efforts

**Various Roles, Ally Financial** Charlotte, NC: 2013- 2019

- Product Owner of the QRM software upgrade Charlotte, NC: 2019
- Product Owner of the FTP module implementation Charlotte, NC: 2019
- Senior Quantitative Analyst Charlotte, NC: 2017- 2019
- Quantitative Analyst II Charlotte, NC: 2016- 2017
- Data Delivery Analyst I Charlotte, NC: 2013- 2015

**EDUCATION & CERTIFICATIONS**

- Design Thinking for Innovation Certification Charlotte, NC: 2023
- Certified Pega Business Architect Charlotte, NC: 2023
- Certified Pega Decisioning Consultant Version 8.6 Charlotte, NC: 2022
- Master of Arts Degree in Economics, Clemson University Clemson, SC: 2013
- Bachelor of Science Degree in International Business, Auburn University Auburn, AL: 2012

**AWARDS AND RECOGNITION**

- 2024 Marquis Who's Who Honors Sarah Elizabeth Cornett for Expertise in Entrepreneurship
- 2022 Recipient of the LEADing the Way Award for leadership at Ally Financial, the highest honor given at the organization

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Tammy

First Name

A

Middle  
Initial

Dixon

Last Name

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

---

N/A

tammydixon916@yahoo.com

Email Address

13310 Broadwell Ct.

Home Address

Huntersville

City

NC

State

28078

Postal Code

Home: (704) 948-0077

Primary Phone

Mobile: (704) 562-7038

Alternate Phone

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

---

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

---

32 Years

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

---

 Over 55**Ethnicity \***

---

 Caucasian/Non-Hispanic**Gender \***

---

 Female

---

**Interests & Experiences**

Tammy A Dixon



## Education

---

Bachelor of Arts - Geography

Mecklenburg County

Employer

Retired

Occupation

## Business and civic experience

---

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

## Area of expertise and interests/skills

---

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

## Additional Comments

---

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

---

## Additional Information

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

---

No

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

---

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

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

---

Yes  No

**Hours Per Month Available for Position**

---

As Needed

Tammy A Dixon

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

Mecklenburg County Website

[TammyDixonResumeNew.doc](#)

Upload a Resume

---

**Disclosure**

**Are you a Mecklenburg County resident?**

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

**Disclaimer**

**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):**

Tammy Anne Dixon

Tammy A Dixon

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

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

**EXPERIENCE:**

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

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

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

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

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

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

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

**AWARDS:**

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

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

**LEADERSHIP  
ACHIEVEMENTS:**

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

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

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Nehemiah

First Name

Owen

Last Name

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

---

Nehemiah

nehemiah.owen@icloud.com

Email Address

11804 Golspie Ct

Home Address

Charlotte

City

NC

State

28277

Postal Code

Home: (704) 277-5631

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.**

---

10 years

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

---

 46 to 55**Ethnicity \***

---

 Prefer not to Answer**Gender \***

---

 Male

---

**Interests & Experiences**

Nehemiah Owen

## Education

---

Belmont Abbey College

Americold

Employer

IT Support Engineer

Occupation

## Business and civic experience

---

NC Real Estate Commission.

## Area of expertise and interests/skills

---

Over 7 years of corporate IT experience in Banking, Logistics, and Tech. I primarily provide MS Admin administration to the companies I've worked for.

## Additional Comments

---

I'm taking the UNCC Cyber Security BootCamp to end June 2025. To date I've learned Linux, Bash, Powershell script building, Hardening. The tools I've used are catered to Security Engineers, SOC Analyst, and System Admins.

---

## 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 excited about being a valid contributor to Mecklenburg County

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

---

Yes  No

**Hours Per Month Available for Position**

---

1

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

---

Other

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

---

LinkedIn.

[Nehemiah\\_Owen\\_-\\_Oct\\_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):**

---

Nehemiah J Owen

---

**Board Specific Questions**



## **Nehemiah J. Owen**

[nehemiahowen@icloud.com](mailto:nehemiahowen@icloud.com) - (704) 277-5631 - Charlotte, NC 28277

### **Information Security Professional**

Seeking a Full-time role as a Security Analyst, SOC Analyst, or Cloud Security Analyst while taking night classes

#### **Full-Time Student**

#### **University of North Carolina Charlotte**

**December 2024 - June 2025**

Cyber Security Boot Camp - Part Time

High level focus on Cyber Crime Threats. Providing suitable intelligence for crimes and adversaries attempting to infiltrate company Server, Databases, or Websites. New machine learning and Artificial Intelligence labs focused on securing the future for company necessity for data analysis control

**March 2023 -  
September 2024**

**Atlanta, GA**

**Americold Logistics -**

Technology Consultant - Full Time

- Primarily operating in an onsite lead tech role. Guidance to 3 contractors and currently training 1 FTE for technical support in corporate office in person.
- Occasional Field support to area warehouses w/in 100 mile radius. Upgrading up to 50 machines per site with CrowdStrike Deploy when the site has not been added to network. RF support for VMU and Warehouse Management Device management. Site Survey's done to decommission old equipment and securely recycle.
- C Suite - Executive support with high level urgency and timeliness to 20+ leaders up to CEO with any changes in business applications.
- Apple Configurator Jamf Trust MDM setup of over 10 phones weekly. Apple Business Manager contact for ordering and device de-commission. Admin to over 2000 phones company wide. Verizon and At&t vendor support.
- Citrix VDI fixing Profile configurations, OS deployment, Session management.
- SCCM admin packaging image software. Incident response led to decommissioning SCCM. Reaching endpoints via MS Intune, ( Gotoassist, and RDP manually)
- Warehouse Management System Software deployment. Red Prairie Dlxclient config site settings. JDA/Blue yonder site upgrades for end users.
- Active Directory to over 4000 employees. Maintaining group policy, updating Organizational Units
- Conference room setup in 10 corporate offices with Cisco Boards and MS Teams integration
- Azure Admin record keeping.
- Excel plug in wizard. Financial reporting software guru
- Print Server IP and Driver uploads.
- ServerSide Device Manager configuration to over 400 older devices.
- VOIP setup with a Shoretel system.

**September  
2022 - February 2023**

**Atlanta, GA - Contract**

**Rheem Manufacturing,**

Technology Consultant - Contractor

- Temporary help with PC Refresh to over 200 people.
- Aided System Engineer team with upgrades to Oracle and Azure Infrastructure.
- Apple Business Manager device de-commission for older equipment.
- SCCM Endpoint admin packaging image software to remove outdated software

- Digital Media device configuration and upload to 5 Standalone devices.
- Active Directory to over 1500 employees. Maintaining group policy, updating Organizational Units
- Conference room setup in 10 corporate offices with YeaLink devices linking Microsoft Teams.
- Azure Test Cloud Environment Regional setup. Provided experience from previous roles as to what to expect for a cloud update.

**April 2021 - Charlotte, NC (Onsite and Remote) Credit Karma,  
December 2021**

*IT Support Engineer - Full Time*

- Okta System Administration to onboard, provision, update, and off-board employees in full lifecycle management
- Troubleshoot Okta API integration of device cloud applications and Okta group management
- Integrate SWA and SAML apps with the App Integration Wizard within Okta; App integration with Self Service Apps
- Jira Service Desk used JQL search to develop dashboards that identified pain points in SLAs
- Completed Jira Business to configure projects for teams of 50 developers
- Helped team migrate to Jira cloud from Jira Service Desk
- Integrate Active Directory into Okta (Connected an OU to Okta)
- 1Password Admin: invite team into vaults, share data, and manage permissions/ groups
- JamF admin permissions used to administer over 1000 active employees
- Added search queries to Splunk for statistical analysis for continued account lockouts
- Active Directory manager integrating account information from Workday for employee records
- Led successful upgrade of MacOS X Big Sur company-wide for 5 Executive business partners
- Global Protect and Pulse secure issue resolution
- Umbrella roaming client troubleshooting

**March Wilmington, NC State of North Carolina,  
2021 - April 2021**

*Field Support Technician - Contractor*

- Imaged and deployed over 30 device upgrades via PXE boot
- Installed native apps via SCCM
- Manually installed programs in Win 10 environment

**September Charlotte, NC CbdMD,  
2019 - March 2020**

*IT System Administrator*

- Helped resource planner fill 3 buildings with equipment and software in 3 months
- Implemented Service Desk policy to brace growth from 50 to 200 employees
- Installed various phone systems such as Streams.us, PolyCom, and Cisco for up to 200 employees
- Added company workflows for the IT department and streamlined approaches for employees
- Liaison to vendors Apple, Canon, HP, and BestBuy
- Purchased, supported, and maintained millions of dollars of equipment and software
- Added 100 employees to Atlassian Confluence JIRA Administrator, Slack Administrator, and O365
- Utilized Google stack to organize calendars for 7 conference rooms streamlining booking of rooms
- LAN installation Network Area Storage; allowed staff to have secure internal network storage
- Jamf Pro enrolled Mac devices for all employees; led to successful completion within 4 weeks

**April 2019 - Charlotte, NC Compass Group,  
September 2019**

*Senior Deskside Support Analyst*

- Supported all equipment over 5 plus campuses with a four person team
- Packaged Alteris software for weekly & monthly updates; deployed 50+ images to migrating PCs
- Completed Macintosh OS X and iOS administration and support daily
- Mentored team and lead Mac project to build out a creative lab of over 75 Mac devices for a new team to be able to dock quickly, and print with ease
- Worked closely with Data Analytics team to support PowerBI, Power Pivot, Supply Chain, ASAP Utilities, and Salesforce plugins to Excel

**September  
2018 - April 2019**

**Charlotte, NC**

**Barings LLC,**

*Desktop Support Analyst*

- Provided strong proficiency on Hardware/Software issues on local machine to 300 employees
- Used Active Directory to confirm PC and team information after imaging machine using Symantec
- Used Citrix Studio & Zendesk (phased out) to fix VDI issues not loading or behaving for Dev tools
- Installed components manually or using SCCM Manager Console
- Strong Certificate troubleshooting on Macs, MDM, and Airwatch administration
- Troubleshooted Canon and Ricoh Print Server with Admin console
- Teamwork with Exchange Admin to leverage support for many .PST and .OST issues
- Utilized Service Now to track issues; detailed productivity by amount and time spent on an issue
- Uploaded files/application to Sharepoint sites for employees to view easily
- Provided Cisco conference room support for VPs, board members, and stakeholders daily

**October 2015 -  
September 2018**

**Charlotte, NC**

**Apple Inc,**

*Mac and iOS Senior Advisor - Remote*

- Coached Tier 1 advisors with complex technical issues in service-oriented positions
- Managed software diagnostics for all Apple devices and reported those findings to Site Engineers
- Relayed root cause analysis and reporting to end users on why software failed
- Built relationships with field teams to cross promote issues, led to our team achieving highest support center goals
- Configured mobile device and desktop for Beta Software Testing (iOS 12 and Mac OS X Mojave)
- Break/Fix iMac maintained for upgrades, OSX deployment, and Beta installations

*CPU Senior Advisor September 2013 - October 2015*

- Negotiated with clients on hardware repair options, yielded top results for fewest machine replacements
- Inbound and Outbound troubleshooting for internal and end users up to 20 per day
- Assisted end users with software updates with fewest team callbacks
- Provided technical troubleshooting for Apple Mac devices and received most calls taken award

*iLife Advisor, July 2012 - September 2013*

- Led team meetings for iLife Application training, made sure teammates understood common issues
- Relay message to team of 15 on how to make an iMovie, mix music in Garageband, or load files to an iWeb site
- Promoted to Mac and iOS Senior advisor

*CPU Advisor, December 2010 - July 2012*

- Technical troubleshooting for Apple Mac devices and ingrained full scope of hardware and Mac OS
- Product owner and user as a brand ambassador to the company
- VPN setup and configuration on my own system with no downtime
- Received excellent customer service award for maintaining above 90% for 3 month period

**EDUCATION & TRAINING**

- Cyber Security Boot Camp - Dec 2024
- Security +, Dion Training Fall 2023
- Intro to Data Analytics - Springboard Online - Dec 2021
- Certifications: Apple Certified Macintosh Technician, Apple Certified iOS Technician, A + 9ZRR90YJBH442ZRH.
- Bachelor of Arts, Business Administration & Management, Belmont Abbey College, May 2001

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Dorothy

First Name

Ross

Last Name

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

---

Constance Ross

constanceross2380@yahoo.com

Email Address

2933 Palm Ave

Home Address

Charlotte

City

NC

State

28205

Postal Code

**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.**

---

20 years

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

---

 30 to 45**Ethnicity \***

---

 African American**Gender \***

---

 Female

---

**Interests & Experiences****Education**

---

Master's in Information Systems Management with Project Management

Dorothy Ross

Bank of America

Employer

Product Owner

Occupation

## Business and civic experience

---

Dynamic and results-driven Project Manager and Product Owner with over 20 years of experience in managing large-scale projects and cross-functional teams. Adept at improving processes and delivering high-quality products. I have volunteered at the Senior Tyvola center for their IT area.

## Area of expertise and interests/skills

---

Strategic Planning and Execution Agile/Scrum Methodologies Stakeholder Management Risk Management Cost Control Cross-functional Team Leadership Product Lifecycle Management SDLC Management

## Additional Comments

---

I'm excited to be a part of the Mecklenburg IT Board Advisory because it represents a unique opportunity to contribute meaningfully to the community by influencing and enhancing technological advancements within the county government. Serving on this advisory board allows me to collaborate with fellow community members and experts to ensure that our county's IT strategies are forward-thinking, inclusive, and beneficial to all residents. The chance to advise on crucial policy matters and provide recommendations to the Board of Commissioners is truly valuable. It empowers us to shape policies that not only address current technological challenges but also position our community for future success. I am eager to bring my expertise and passion for technology to this role, working collectively to drive innovation and improve services that directly impact the lives of residents. Being part of this advisory board is more than just a responsibility; it is an honor to serve and give back to the community that I care deeply about. I am enthusiastic about the potential positive impacts we can make together and look forward to the collaborative efforts that will help Mecklenburg County thrive in an increasingly digital world.

---

## Additional Information

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

---

No

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

---

Yes, 100%

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

---

Yes  No

**Hours Per Month Available for Position**

---

20- 30

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

---

Social Media

Dorothy Ross

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

Linkedin.com

[Constance\\_Ross\\_Resume\\_2024-1-1.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](mailto:clerk@mecknc.gov) before submitting an application.)**

Yes  No

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

Yes  No

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

Yes  No

## **Disclaimer**

**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):**

Dorothy Ross

Dorothy Ross

# Constance Ross, MBA SSM POPM

[ConstanceRoss2380@gmail.com](mailto:ConstanceRoss2380@gmail.com)

**\*\*\*SPECIAL CONSIDERATION – OPEN TO RELOCATION AND REMOTE WORK\*\*\***

A 20-year technical project management and IT professional with an MBA in Information Systems and BS in Computer Science. A native Carolinian and former Division 2 basketball scholar-athlete. An alum of The University of North Carolina at Charlotte, Keller Graduate School of Management, Wachovia/Wells Fargo, and PennyMac. Reduced \$3 million in costs; trained over 20,000 employees; mentored 20 new hires to promotion. She was frequently promoted or selected as a Subject Matter Expert (SME) in delivering technical projects on time, on budget, and within scope.

## TECHNICAL PROJECT MANAGEMENT SKILLS

**Technical Project Management:** PERT/CPM, Gantt charts, PMBOK, MS Project 2010 – 2018, Asana, LinkedIn, Financial Statements, Tableau, Power Query, Data Analysis, Visualization, PMP, Six Sigma, Microsoft Office Suite (Teams, MS Project), AI Tools (ChatGPT, Claude AI, Bard), G Suite (Gmail, Docs, Forms, Drive), social media, HubSpot.

**Software Languages:** C#, C, C++, Java/JavaScript, SQL, Visual Basic, VB.Net

**Technical Communication:** Skype Business Chat Groups, UML Applications

**Database Management/Software:** Oracle, MS SQL Server, Active Directory, SharePoint, Crystal Reporting, MS365, MS Office Products (Word, Outlook, Advanced Excel Macros / Financial Statements, Access, PowerPoint), Windows 8/10 Tableau (Data with Charts, Dashboard/Worksheet), Snowflake

## PROFESSIONAL EXPERIENCE

**Bank of America (Remote) Charlotte, NC Tech Project Manager IV (BSA/Scrum Master) 2023- 2024**

- Support the Online Banking (Business Events) team with 13 on Beehive and nine on Apiarist to capture data from online banking for online and legal processes for over 400,000 daily business events/data fields.

### IT Project Management

- Create and maintain project plans, and timing agenda for PI kick-offs, which helped to reduce costly production events from five to zero in a year.
- Implement Agile Project Management and Service Now/Software Development Lifecycle (SDLC) for 30 projects run quarterly on Kanban and seven sprints. Create 50-1000 User stories/Subtask within Horizon/JIRA.
- Handle daily administrative activities such as sprint planning (bi-weekly), user story creation (25), retrospectives, and spreadsheets for quarterly program increments (PI) planning, preventing \$90K compliance risk projects for losses & auditing.

### Communications

- Gather 100 story/business requirements by writing user descriptions using AC criteria (given, win, then) and interpret them into practical 600 test requirement solutions monthly.
- Interacted and coordinated with system developers and business subject matter experts on application changes, development, and deployment for a 1,000-page spec project for two weekly project meetings.
- Create and maintain system and user documentation (SME) on SharePoint, wrote five-page instructions on best practices on using JIRA or new tool MRA-ALM script testing software ten times, including the movement of story into open status.
- Facilitate DSU/Team Sync, Grooming/Planning, PI Planning, Sprint Planning, and Demo Calls for two teams totaling 22 people.

**PennyMac, Business Systems Analyst**

**2021- 2023**

- Supported VP of Business Systems Analysis and Production Technology.
- Designed 40 data entry and 40 new query screen layouts, report layouts, and file layouts for systems to outline the user interface within Encompass.
- Trained five associate analysts on ENCOMPASS loan requirements, U/I creation, and JIRA processes.
- Created a technical solution via a U/I platform for the 500 mortgage specialists, which reduced a weekly 5,000-hour-long process to one hour.
- Created 800 system requirements to improve mortgage and banking services for online applications: pre-populated information, change field triggers, validation rules, and QA.
- Collaborated with developers (Python, C++, Java, ServiceNow, and Working API) and business SMEs (Broker, Funder, Closer, and Document Fulfillment(E-signing)), implementing 800 system requirements related to application changes, development, and deployment.
- Audited Business Automation Requirements by implementing hard stops and audit rules that addressed compliance processes within loan workflow. 20 JIRA tickets or \$20M potential loss.

**Wells Fargo (Remote)**

**Charlotte, NC**

**Business Systems Consultant, Systems Operations Analyst**

**2016 - 2021**

### Training / Learning & Development

- Trained 50 employees including SVP of Wholesale Banking virtually on loan application process to lend over \$50 billion annually, e.g. commercial, middle market, wealth management.
- Led Knowledge Management Team that provided 50 unique user solutions and processes to allow user to solve 10% more problems independently and less calls.
- Synthesized 20 pages training methodology into 50-word job aids customized for each user group and their need in lifecycle of project.
- Provide UAT formal and preventive training to five user groups (SBA, middle market, wholesale, auto, business banking group) totaling 40,000 employees.



## Compliance and Risk

- Served as Subject Matter Expert (SME) on Derivatives, Stocks/Bonds, Equities, Operating Exposure Products, ACH Debit-Credit, PCard, Commercial Cards, Early Warning Review, Problem Asset Reports, etc.
- Managed the IT developers supporting five modules under my authority as SME to create areas for automation: auto population.
- Served as SME on Problem Asset Reports for 10 ticket escalations per month, resolving 100 %.

## IT Project Management

- Implemented Agile Project Management and Service/Software Development Lifecycle (SDLC).
- Resolve 50 technical issues daily such as SQL without client ownership tree by counseling clients on how perform 3 step linking process as a solution.
- Supported 100 applications, including Blast, CRM Tools, Credit Bridge, and ICMP through UAT Testing by identifying 10 errors per release, which is 70% more than peers.
- Increased loan underwriting process speed by 90% or 3 days faster, which resulted in a \$3 million cost savings without the use of outside vendors.
- Managed SharePoint sites/lists

### **Technical Support Analyst 2 / Trainer**

**2013 - 2016**

- Supported Advisors on trading floor, a fast-paced setting with \$1 billion daily transactions.
- Mentored four junior colleagues; all promoted to Systems Support Analysts within a year.
- Collaborated with management to identify current and future development needs for 15-person team, e.g. the elimination of nine telephony processes or a 50% reduction in process time.
- Championed cybersecurity, compliance, quality assurance protocols by remote accessing and downloading the Nice Call Recording software on to 10,000 computers over a two-year period.
- Trained 20 new hires via on-the-job training in lieu of structured new hire onboarding.
- Managed remotely, 100 people in global talent pool: India, the Philippines, and London.

### **Technical Support Analyst 1**

**2011 - 2013**

- Guided the enterprise roll out Windows 7 and 8; responsible for 5,000 employees.
- Backed LAN/WAN, network, and blue connections for essential office systems to 10K employees.
- Assigned to High Performing Team, resolving 10 systems/application shutdowns within 24 hours using the EACO IT resolution process.
- Supported SVP to strengthen Knowledge Management system using SQL tracking to obtain documents 20% faster and perform trend analysis of customer concerns.

### **PCI Group, Inc.**

**Charlotte, NC**

#### **GMC PrintNet Programmer/Analyst**

**2009 - 2011**

- Programmed print/ postal letter communication for 25 clients with 25 million customers: debt collection, healthcare packets, HIPAA, government regulation, W-2 forms.

### **Wachovia Bank/Wells Fargo**

**Charlotte, NC**

#### **Customer Online Representative 2**

**2008 - 2011**

- Performed software and essential desktop troubleshooting for Quicken, QuickBooks, and MS Money for 20,000 external customers.

### **Key Benefit Administrators, Inc.**

**Fort Mill, SC**

#### **Software Engineer**

**2006 - 2008**

- Used .NET, Visual Basic, MS Access, VIPP, Planet Press, SQL, PBFfirst, PBFfirstPD, Microsoft SQL Server, Cambio 6.5, and Relativity to:
- Create user interface for 30 Healthcare and Technical Support Unit end users.
- Support data access and develop processes for real-time data entered via data-entry operators/ file extracts for end users. Conduct post-scripting programming. Adobe platform for E-Sign for end users.
- Design an automatic process and enhancements to existing process. Develop testing (UAT) and live production testing applications.
- Release tested applications: new development and enhancements in production environment.

## EDUCATION

**CPCC, Certified Safe 6.0 Scrum Master SSM**

**Safe Certified Product Manager/Owner POPM**

**Keller Graduate School Management, MBA, Info Systems & Project Management**

**The University of North Carolina at Charlotte, BS, Computer Science/Business Management**

**Lees McRae College, BS, Information Systems, D2 basketball player, partial \$20K scholarship**

**Louisburg College, Associates, General Science, JUCO basketball player, full scholarship**

**East Rutherford High School, NC Robert McNair Scholar – 30 of 250 selected for \$5,000 award**

## AWARDS & VOLUNTEER LEADERSHIP

**2016 Gold Coin Honoree**, Deemed the number two performer out of Wells Fargo's 10,000 person IT dept; recommended by SVP  
**Wells Fargo: Volunteers** (2006- 2021); **TOG Diversity** (2008 – 2021); **Diversity 5k** (2019), **Tyvola Senior Center IT Services** (2006)

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Tasia

First Name

Smith

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

tasiaveeney@gmail.com

Email Address

14330 Cardwell Hill Ln

Home Address

Charlotte

City

NC

State

28278

Postal Code

Home: (423) 322-6266

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.**

---

2

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

---

 30 to 45**Ethnicity \***

---

 African American**Gender \***

---

 Female

---

**Interests & Experiences**

## Education

---

Bachelors Degree in Healthcare Administration

University of Miami

Employer

Senior IT Manager

Occupation

## Business and civic experience

---

IT/Admin Advisory for The JaMichael Group and Vital Estate Solutions

## Area of expertise and interests/skills

---

IT planning and implementation Operations and Administration Software Application Development Leadership

---

## 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 join the county board for the IT division to leverage my expertise in IT, business and technology leadership to drive innovation and efficiency. My background in both private and public sectors positions will allow me the opportunity to bring fresh perspectives, collaboration, and implement solutions that align with the county goals.

**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? \***

Other

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

LinkedIn

---

## Disclosure

**Are you a Mecklenburg County resident?**

Yes  No

Tasia Smith

**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):**

---

Tasia Smith

---

### **Board Specific Questions**

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Vincent

First Name

Starks

Last Name

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

---

N/A

vince370@gmail.com

Email Address

1004 Rodey Ave

Home Address

Charlotte

City

NC

State

28206

Postal Code

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

---

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

---

5

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

---

 18 to 29**Ethnicity \***

---

 African American**Gender \***

---

 Male

---

**Interests & Experiences**

## Education

---

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

Dentsply Sirona

Employer

Digital Data Analyst

Occupation

## Business and civic experience

---

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

## Area of expertise and interests/skills

---

Digital Ecommerce experience Technology IT

---

## Additional Information

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

No

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

---

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

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

Yes  No

## Hours Per Month Available for Position

---

5

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

Other

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

Community Neighborhood Meeting

[The 2024 Starks Resume\\_Final.docx](#)

Upload a Resume

---

## Disclosure

Vincent Starks

**Are you a Mecklenburg County resident?**

---

Yes  No

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

---

Yes  No

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

---

Yes  No

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

---

Yes  No

**Disclaimer**

---

**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):**

---

Vincent Starks

---

**Board Specific Questions**

# Vincent Starks

vince370@gmail.com • Charlotte, NC

## Education

**Christopher Newport University**, Newport News, Virginia

*Bachelor of Arts in Economics*

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

**Certified Scrum Master** *Scrum Alliance* (July 2020)

Credential ID: 1240980

## Experience

### **Lead Digital Operations Analyst**

Dentsply Sirona, Charlotte, North Carolina

*July 2023 - Present*

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

### **Digital Site Operations Analyst**

Dentsply Sirona, Charlotte, North Carolina

*November 2021 - July 2023*

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



# Vincent Starks

vince370@gmail.com • Charlotte, NC

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

## **Digital Product Data Analyst**

Dentsply Sirona, Charlotte, North Carolina

*June 2019 - November 2021*

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

## **Data Analyst**

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

*January 2019 - June 2019*

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

# Vincent Starks

vince370@gmail.com • Charlotte, NC

## **Finance Intern**

BluCloud Radio, Hampton, Virginia

*May 2017 - August 2017*

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

---

**Statement to Applicants**

---

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

---

Information Services &amp; Technology Advisory Committee: Submitted

Kathy

First Name

Winbush

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

katwin013@gmail.com

Email Address

2431 Olando Street

Home Address

Charlotte

City

NC

State

28206

Postal Code

Mobile: (762) 685-0004

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.**

---

16 years

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

---

 46 to 55**Ethnicity \***

---

 African American**Gender \***

---

 Female

---

**Interests & Experiences**

Kathy Winbush

## Education

---

Bachelor of Arts in Business Administration Lean Six Sigma Green Belt Certified Scrum Product Owner

Brightspeed

Employer

IT Program Manager

Occupation

## Business and civic experience

---

Over 10 years of Information Technology experience

## Area of expertise and interests/skills

---

Procurement, Analyst, Sourcing, Program Management

## Additional Comments

---

I love Information Technology and am always seeking education and experience to become more technically subject matter expert.

---

## 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 an in depth passion for the specific boards' missions.

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

---

Yes  No

## Hours Per Month Available for Position

---

4 or more

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

---

Word of Mouth

[Kathy -  
IT Res MeckCo Dec 2024.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):**

---

Kathy Winbush

---

#### **Board Specific Questions**

**Kathy Winbush**  
**Charlotte, NC 28235**  
**katwin03@yahoo.com**

**Professional Experience**

**Brightspeed** **Charlotte, NC** **2023-Present**  
***Program Manager - Information Technology (IT)***

- Owner of third-party program that leverages suppliers/supplier contractors for the Enterprise
- Collaborate with senior level business partners to align with IT business goals and driving end-to-end category strategy, supplier management, value, contract negotiation, and drive transformational/complex deals
- Serve as Trusted Advisor and Business Leader by demonstrating proven IT category expertise
- Lead process work flow to include influencing best practices, define benchmarks and program performance
- Assist with the development of the Procure to Pay process and associated procurement systems
- Oversee management of business and financial issues (budget, annual scopes, staffing and annual contracts/addendum, renewals etc.) and effectively develop relationships to meet business needs
- Ensure operational excellence and effective communications with internal and external partners
- Consult with Legal to create and publish standardized contract templates
- Create and publish business process flow charts, standards, procedures, and training manuals
- Assisted Legal, Risk, Finance, and other Stakeholder groups with assessing vendor risks and performance

**Lowe's Companies Inc.** **Mooresville, NC** **2022-2022**  
***Enterprise Strategic Sourcing Lead – Information Technology (IT)***

- Developed digital and technology sourcing strategies, goals, key performance metrics, and recommendations accordingly throughout the sourcing project lifecycle
- Utilized proficiencies in Analytics/Think cell to deliver problem-solving solutions to internal & external stakeholders
- Crafted pre-authored agreements and new templates that require development, changes, and new language, including governance, performance management, and incentive provisions
- Delivered best practices through execution of critical technology projects/contracts utilizing E-Sourcing tools
- Developed and communicated negotiation strategies with business stakeholders, conducted negotiations with vendors to drive savings
- Partnered with Finance to analyze business budget plans pre-RFP, calculated and validated cost savings/avoidance received from execution of Sourcing events post-RFP
- Drove value in the vendor community by introducing new vendors to Lowe's and improving existing vendor relationship with key stakeholders
- Managed the life-cycle of complex IT category contract renewals \$1M+
- Contribute to new and modified processes that make the P2P process faster and more efficient
- Ensured Sourcing and Procurement efforts support the Supplier Diversity & Inclusion initiative

**Mecklenburg County Government** **Charlotte, NC** **2017-2022**  
***IT Procurement Analyst***

- Lead, developed, and implemented IT strategic sourcing plans and tactics from business need identification to contract execution
- Liaised between vendors and County departments to ensure scope of work, specifications of materials/products, pricing, terms and conditions, and delivery schedules are outlined and confirmed
- Facilitated the vendor evaluation & selection process

- Trained Director's teams on personally developed Standard Operating Procedures
- Reduced spending by over \$1M
- Process and Continuous Improvement
- Stakeholder and Requirements Management
- Confirmed contract language supported cost control and reduced vendor-related risks, such as termination clauses
- Trained cross-functional teams to eliminate purchase order workflow defects by identifying root causes and implementing corrective actions, resulting in 90% on-time purchase order placement
- Assisted in training on the County's Diversity Equity Economic Inclusion initiative

**Bank of America**

**Charlotte, NC**

**2017-2017**

***Global Technology and Operations IT Business Analyst 1***

- Control point for hardware and software sourcing requests from various Lines of Business
- Managed deliverables, maintenance and documentation in Ariba
- Lead meetings with Requesters, Sourcing and Category Management
- Developed Continuous improvement strategies
- Executed non-material Sub Agreements and standalone agreements
- Conducted Sourcing Process Adherence, Quality Assurance (QA)

Computer Skills: *Ariba, ERP & DRP Systems, MS Office Suite, SAP, Oracle, Advantage, OnBase, Coupa*

### **Education**

Scrum Alliance

***Certification, Scrum Product Owner (CSPO)***

University of North Carolina at Charlotte

***Certification, Lean Six Sigma Green Belt (LSSGB)***

University of North Carolina at Charlotte

***Certificate, Procurement and Supply Chain***

Brenau University

***Bachelor of Arts, Business Administration***

Augusta Technical Institute

***Associate of Applied Technology, Accounting***

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**Statement to Applicants**

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

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Information Services &amp; Technology Advisory Committee: Submitted

Lutemuka

First Name

M

Middle  
Initial

Zuendoki

Last Name

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

---

Lute

lutemuka@gmail.com

Email Address

424 W 9th St

Home Address

Charlotte

City

NC

State

28202

Postal Code

Mobile: (901) 301-8154

Primary Phone

Alternate Phone

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

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

---

12

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

---

 46 to 55**Ethnicity \***

---

 African American**Gender \***

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 Male

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**Interests & Experiences**

Lutemuka M Zuendoki



## Education

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- Master of Business Administration, dual concentration: 1) Finance 2) Management Information System, University of Memphis
- Bachelor of Business Administration, Finance, University of Memphis

Sompo

Employer

IT Audit Manager

Occupation

## Business and civic experience

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- Chair – Information Services & Technology Advisory Committee (ISTAC) to the Mecklenburg County Board of Commissioners.
- Board Member (IT Strategist) – Charlotte Mecklenburg Black Chamber of Commerce (CMBCC)

## Area of expertise and interests/skills

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Summary • CRISC, CISSP, CISA, CISM certified senior professional with 15 plus years of experience in Information Systems Security and Risk Management. • Regulatory compliance experience includes FFIEC IT related guidelines, Sarbanes-Oxley, PCI-DSS, and Gramm-Leach-Bliley. • Ability to work effectively in multisite environments • Experienced in successfully applying IT security frameworks such as COSO, COBIT, ISO/IEC 27002, NIST SP 800-53, and in assisting organizations to achieve business objectives, including disaster recovery preparedness objectives • Experienced in assessing the full risk management life-cycle for Fortune 500 companies located in industries such as banking, manufacturing, insurance, financial services, telecommunications, mortgage, and government entities.

Active Certifications • (CRISC) Certified in Risk and Information Systems Control • (CISM) Certified Information Security Manager • (CISA) Certified Information Systems Auditor • (CISSP) Certified Information Systems Security Professional • CompTIA A+ Certification

Professional Experience Lead IT Audit Manager – Charlotte, NC – Oct 2015 – Present IT/IS Governance / Infrastructure / Applications • Supervised and led IT/IS Governance Audits, Infrastructure Audits, and Application Audits • Designed and integrated policies, standards, and requirements for disaster recovery. • Co-wrote and co-managed IT Command Center guide and exercise activity runbook. • Briefed senior management on disaster recovery related findings that lead to the implementation of security controls and a heightened security awareness. • Created and distributed reports on disaster recovery readiness and adherence to FFIEC guidelines. • Created dashboards and scorecards on disaster recovery readiness.

Campbell Soup – Charlotte, North Carolina - March 2015 to October Vendor IT Risk Assessor (consultant) • Performed IT risk assessments of Campbell Soup's suppliers to ensure the availability, integrity and confidentiality of Campbell's non-public information. • Evaluated risk based on tests of controls and vendor responses to the Standard Information Gathering (SIG) questionnaire. • Managed multiple risk assessment simultaneously while documenting progress and creating reports that kept management and project stakeholders abreast of project status, completion, and results. • Reviewed vendor's systems and network data flow diagrams to validate whether the design of information security controls was adequate to ensure the confidentiality, integrity, and availability of company data. • Evaluated the efficacy of vendor's information security controls utilizing security standards, security best practices, and 13 plus years of risk management professional expertise. • Evaluation risk of design and effectiveness of controls to the organization, and reported on observations, rationale, threat descriptions, vulnerability descriptions, risk likelihood, risk impact ratings, overall risk ratings and residual risk ratings with the presently implemented controls and post recommended controls. • Utilized problem solving skills by providing process improvements risk assessment audit methodology Bank of America – Charlotte, North Carolina - June 2012 to Jan 2015 Business Continuity Consultant – Standards & Policy Manager (consultant) • Performed business continuity, information security, and PCI DSS compliance activities. • Performed testing of information system controls in areas such as user access, systems development lifecycle, incident management, cardholder data, encryption of data at rest/transit, platform hardening, application development, operating systems, databases, wireless, and network devices such as firewalls, intrusion detection, distributed denial of service hardware, physical access. • Reviewed self-assessments performed by third-party vendors and subsequently requested evidence to substantiate the questionnaire responses. • Performed second level reviews of onsite assessment findings

and managed the project by meeting vendors to approve remediation plans, gauge whether remediation actions resolved risk, and report interim progress and completion to project stakeholders. • Performed various levels of reporting including assessment engagement letters, audit reports, and progress reporting. • Planned and conducted meetings with executive management (CIOs, Presidents, and Managers) of medium and large sized businesses. I was a member of a small subset of assessors whose testing portfolio included mission critical Fortune 500 suppliers. • Achieved high marks with regard to documentation and reporting requirements while being a high-achiever in a multi-tasking and fast paced environment. ServiceMaster – Memphis, Tennessee - Feb 2012 to June 2012 Senior PCI-DSS Consultant (consultant) • Performed testing and evaluation of information security controls related to the PCI DSS information security standard. FedEx – Collierville, Tennessee - June 2011 to Feb 2012 Senior Consultant (consultant) • Created and delivered user access management training to developers, system administrators, and general IT personnel within the Information Systems of FedEx Services. • Conducted an information security assessment of processes, procedures and related technology supported by the Information Security group. United States Postal Service/PricewaterhouseCoopers – Raleigh, North Carolina - March 2011 to May 2011 Senior Audit Consultant (contractor) • Provided SOX 404 compliance activities for USPS. • Scope of responsibilities included ensuring a DR plan existed and would appropriately protect company data. SAIC – Little Rock, Arkansas - Aug 2010 to Feb 2011 Senior Compliance Consultant (consultant) • Created policies and procedures for the organization based on NIST SP 800-53, NERC CIP, ISO27002, AMI-SEC and COBIT IT Security frameworks. • Scope of responsibilities included ensuring the business continuity and disaster recovery policies and procedures had adequate coverage of DR standards. Transaction Network Services (TNS) – Reston, Virginia - Dec 2008 to Apr 2009 Senior Audit Consultant (consultant) • Recruited, managed, and served as an individual contributor on a team of Senior IT professional who provided SOX compliance services to Transaction Network Services. U.S. Government Printing Office (GPO) - Washington, District of Columbia - Aug 2008 to Nov 2008 Senior Consultant (consultant) • Provided leadership for independent assessments of the U.S. GPO’s information security program and practices to determine their effectiveness. • Evaluated compliance with NIST standards and guidelines utilizing FIPS 199, FIPS 200, NIST SP 800-37, NIST SP 800-53, OMB Circular A-130, and NIST SP 800-30, and NIST SP 800-18. Freddie Mac – McLean, Virginia - Apr 2008 to Aug 2008 Senior Audit Consultant (contractor) • Performed Systems Development Life Cycle (SDLC) reviews. • Communicated and reported on findings/gaps to management and various lines of businesses. Transaction Network Services (TNS) – Reston, Virginia - Oct 2007 to Jan 2008 Senior Project Consultant (contractor) • Performed SOX 404 compliance testing and reporting. Gagum & Gagum, LLC – Raleigh, North Carolina - Mar 2007 to Sep 2007 Senior Audit Consultant (consultant) • Performed effectiveness testing of inter-system connection and application controls. • Created Information Security Policy and Procedures utilizing the ISO/IEC 17799 information security standard which was a precursor to ISO/IEC 27002. • Recommended technical solutions. Fannie Mae – Washington, District of Columbia - Sep 2006 to Mar 2007 Senior IT Audit Consultant (contractor) • Performed Systems Development Life Cycle (SDLC) reviews. • Communicated and reported on findings/gaps to management and various lines of businesses. Transamerica Worksite Marketing - Little Rock, Arkansas - Feb 2006 to Aug 2006 IT Audit Project Consultant (consultant) • Performed a Business Impact Analysis and Risk Assessment. • Assessed security risk utilizing the Octave methodology and collaborated with business groups for mitigation. • Participated in weekly meetings, delivered dashboards, and communicated corporate guidance to the divisional level. Ernst & Young, LLP - Memphis, Tennessee - June 2004 to Feb 2006 Senior IT Assurance Professional • Performed Service Auditor’s engagements which resulted in Type 1 and Type 2 SAS70 Reports. • Performed SOX Compliance audits. • Performed information security assessments. International Paper Company - Memphis, Tennessee - June 2002 to May 2004 Auditor • Performed various end-to-end IT audits. • Led a project involving a cross-functional team of auditors in which we evaluated financial and IT controls and presented findings to upper management. This was a multi-million dollar project involving a time-clocking system utilized for paper mills. • Created audit programs, audit engagement letters, status reporting and final reports.

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## **Additional Information**

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

yes. ISTAC. Approximately 2 years in calendar years 2014 and 2015.

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

I would like to make a positive impact on the County that I reside in.

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

Yes  No

**Hours Per Month Available for Position**

3

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

Mecklenburg County Website

[Lutemuka\\_Resume\\_ISTAC.doc](#)

Upload a Resume

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## Disclosure

**Are you a Mecklenburg County resident?**

Yes  No

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

Yes  No

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

Yes  No

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

Yes  No

## Disclaimer

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

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I Agree

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

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Lutemuka M. Zuendoki

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## Board Specific Questions

**Lutemuka Zuendoki, CRISC, CISA, CISM, CISSP, MCSE**  
424 W 9<sup>th</sup> St, Charlotte, NC 28202  
[lutemuka@gmail.com](mailto:lutemuka@gmail.com)  
(704) 251-5124

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**Summary**

- CRISC, CISSP, CISA, CISM certified senior professional with 15 plus years of experience in Information Systems Security and Risk Management.
- Regulatory compliance experience includes FFIEC IT related guidelines, Sarbanes-Oxley, PCI-DSS, and Gramm-Leach-Bliley.
- Ability to work effectively in multisite environments
- Experienced in successfully applying IT security frameworks such as COSO, COBIT, ISO/IEC 27002, NIST SP 800-53, and in assisting organizations to achieve business objectives, including disaster recovery preparedness objectives
- Experienced in assessing the full risk management life-cycle for Fortune 500 companies located in industries such as banking, manufacturing, insurance, financial services, telecommunications, mortgage, and government entities.

**Active Certifications**

- (CRISC) Certified in Risk and Information Systems Control
- (CISM) Certified Information Security Manager
- (CISA) Certified Information Systems Auditor
- (CISSP) Certified Information Systems Security Professional
- CompTIA A+ Certification

**Professional Experience**

**Lead IT Audit Manager – Charlotte, NC – Oct 2015 – Present**

IT/IS Governance / Infrastructure / Applications

- Supervised and led IT/IS Governance Audits, Infrastructure Audits, and Application Audits
- Designed and integrated policies, standards, and requirements for disaster recovery.
- Co-wrote and co-managed IT Command Center guide and exercise activity runbook.
- Briefed senior management on disaster recovery related findings that lead to the implementation of security controls and a heightened security awareness.
- Created and distributed reports on disaster recovery readiness and adherence to FFIEC guidelines.
- Created dashboards and scorecards on disaster recovery readiness.

**Campbell Soup – Charlotte, North Carolina - March 2015 to October**

*Vendor IT Risk Assessor (consultant)*

- Performed IT risk assessments of Campbell Soup's suppliers to ensure the availability, integrity and confidentiality of Campbell's non-public information.
- Evaluated risk based on tests of controls and vendor responses to the Standard Information Gathering (SIG) questionnaire.
- Managed multiple risk assessment simultaneously while documenting progress and creating reports that kept management and project stakeholders abreast of project status, completion, and results.
- Reviewed vendor's systems and network data flow diagrams to validate whether the design of information security controls was adequate to ensure the confidentiality, integrity, and availability of company data.
- Evaluated the efficacy of vendor's information security controls utilizing security standards, security best practices, and 13 plus years of risk management professional expertise.
- Evaluation risk of design and effectiveness of controls to the organization, and reported on observations, rationale, threat descriptions, vulnerability descriptions, risk likelihood, risk impact ratings, overall risk ratings and residual risk ratings with the presently implemented controls and post recommended controls.
- Utilized problem solving skills by providing process improvements risk assessment audit methodology

**Bank of America – Charlotte, North Carolina - June 2012 to Jan 2015**

*Business Continuity Consultant – Standards & Policy Manager (consultant)*

- Performed business continuity, information security, and PCI DSS compliance activities.

- Performed testing of information system controls in areas such as user access, systems development lifecycle, incident management, cardholder data, encryption of data at rest/transit, platform hardening, application development, operating systems, databases, wireless, and network devices such as firewalls, intrusion detection, distributed denial of service hardware, physical access.
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- Planned and conducted meetings with executive management (CIOs, Presidents, and Managers) of medium and large sized businesses. I was a member of a small subset of assessors whose testing portfolio included mission critical Fortune 500 suppliers.
- Achieved high marks with regard to documentation and reporting requirements while being a high-achiever in a multi-tasking and fast paced environment.

**ServiceMaster – Memphis, Tennessee** - Feb 2012 to June 2012

*Senior PCI-DSS Consultant (consultant)*

- Performed testing and evaluation of information security controls related to the PCI DSS information security standard.

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*Senior Consultant (consultant)*

- Created and delivered user access management training to developers, system administrators, and general IT personnel within the Information Systems of FedEx Services.
- Conducted an information security assessment of processes, procedures and related technology supported by the Information Security group.

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- Provided SOX 404 compliance activities for USPS.
- Scope of responsibilities included ensuring a DR plan existed and would appropriately protect company data.

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*Senior Compliance Consultant (consultant)*

- Created policies and procedures for the organization based on NIST SP 800-53, NERC CIP, ISO27002, AMI-SEC and COBIT IT Security frameworks.
- Scope of responsibilities included ensuring the business continuity and disaster recovery policies and procedures had adequate coverage of DR standards.

**Transaction Network Services (TNS) – Reston, Virginia** - Dec 2008 to Apr 2009

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- Recruited, managed, and served as an individual contributor on a team of Senior IT professional who provided SOX compliance services to Transaction Network Services.

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*Senior Consultant (consultant)*

- Provided leadership for independent assessments of the U.S. GPO's information security program and practices to determine their effectiveness.
- Evaluated compliance with NIST standards and guidelines utilizing FIPS 199, FIPS 200, NIST SP 800-37, NIST SP 800-53, OMB Circular A-130, and NIST SP 800-30, and NIST SP 800-18.

**Freddie Mac – McLean, Virginia** - Apr 2008 to Aug 2008

*Senior Audit Consultant (contractor)*

- Performed Systems Development Life Cycle (SDLC) reviews.
- Communicated and reported on findings/gaps to management and various lines of businesses.

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- Performed effectiveness testing of inter-system connection and application controls.
- Created Information Security Policy and Procedures utilizing the ISO/IEC 17799 information security standard which was a precursor to ISO/IEC 27002.
- Recommended technical solutions.

**Fannie Mae – Washington, District of Columbia** - Sep 2006 to Mar 2007

*Senior IT Audit Consultant (contractor)*

- Performed Systems Development Life Cycle (SDLC) reviews.
- Communicated and reported on findings/gaps to management and various lines of businesses.

**Transamerica Worksite Marketing - Little Rock, Arkansas** - Feb 2006 to Aug 2006

*IT Audit Project Consultant (consultant)*

- Performed a Business Impact Analysis and Risk Assessment.
- Assessed security risk utilizing the Octave methodology and collaborated with business groups for mitigation.
- Participated in weekly meetings, delivered dashboards, and communicated corporate guidance to the divisional level.

**Ernst & Young, LLP - Memphis, Tennessee** - June 2004 to Feb 2006

*Senior IT Assurance Professional*

- Performed Service Auditor's engagements which resulted in Type 1 and Type 2 SAS70 Reports.
- Performed SOX Compliance audits.
- Performed information security assessments.

**International Paper Company - Memphis, Tennessee** - June 2002 to May 2004

*Auditor*

- Performed various end-to-end IT audits.
- Led a project involving a cross-functional team of auditors in which we evaluated financial and IT controls and presented findings to upper management. This was a multi-million dollar project involving a time-clocking system utilized for paper mills.
- Created audit programs, audit engagement letters, status reporting and final reports.

**Education**

- Master of Business Administration, dual concentration: 1) Finance 2) Management Information System, University of Memphis
- Bachelor of Business Administration, Finance, University of Memphis

**Current Positions within Professional Organizations**

- Chair – Information Services & Technology Advisory Committee (ISTAC) to the Mecklenburg County Board of Commissioners.
- Board Member (IT Strategist) – Charlotte Mecklenburg Black Chamber of Commerce (CMBCC)

Mecklenburg County, NC

# Information Services & Technology Advisory Committee

## Board Details

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

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## Overview

**Size** 12 Seats

**Term Length** 3 Year

**Term Limit** 2 Terms

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## Contact

**Name** Keri Carver

**Phone** (980) 314-2152

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## Additional



**Qualifications**

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

**Advisory Board Details**

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

**Meeting Dates/Times**

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

**Meeting Location**

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

**Time Commitment**

1.5 hour for 10 out of 12 months

**Stipend**

No

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

# Information Services & Technology Advisory Committee

## Board Roster

### Mythili Banka

**Partial Term** Oct 01, 2024 - Feb 28, 2026

**Email** bankamythili@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (302) 563-6984

**Address**

110 Kingsdown ave  
Charlotte, NC 28270

### Andrew Blake

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

**Email** andrew.blake@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (980) 245-0020

**Alternate Phone** Home: (704) 644-8877

**Address**

2200 Hogan Ct  
Charlotte, NC 28270

### Travis Burgess

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

**Email** buryor@aol.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 618-7139

**Alternate Phone** Home: (704) 501-7260

**Address**

11939 Canter Dr  
Mint Hill, NC 28227

### Stacey Jenkins

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

**Email** stacey.jenkins@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (980) 253-7552

**Address**

618 King Edward Road  
Charlotte, NC 28211

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□ **Philip M Jordan**

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

**Email** philip.m.jordan@outlook.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (704) 502-6339

**Address**

510 Liburdi Ct  
Davidson, NC 28036

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□ **Henan Li**

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

**Email** henanli2007@gmail.com

**Appointing Authority** BOCC

**Home Phone** Home: (404) 984-0795

**Address**

3940 Bristol Drive  
Charlotte, NC 28208

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□ **Shvetketu Pandya**

**1st Term** Sep 19, 2023 - Feb 28, 2028

**Email** shvetketupandya@yahoo.com

**Appointing Authority** BOCC

**Home Phone** Home: (704) 588-7488

**Alternate Phone** Mobile: (980) 272-8716

**Address**

13128 Arrington Heights Pl.  
Charlotte, NC 28278

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□ **Stephen E Whittaker**

**Partial Term** Jan 22, 2025 - Feb 28, 2027

**Email** sewhittaker@gmail.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (312) 608-6052

**Address**

15821 Homecoming Way  
Charlotte, NC 28278

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□ **Sonya E Williams**

**Partial Term** Jan 22, 2025 - Feb 28, 2027

**Email** sonyaewilliams@aol.com

**Appointing Authority** BOCC

**Home Phone** Mobile: (703) 304-8949

**Alternate Phone** Mobile: (703) 304-8949

**Address**

2626 Century Oaks Lane  
Charlotte, NC 28262

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□ **Terrence Ziemniak**

**2nd Term** Feb 21, 2024 - Feb 28, 2028

**Email** tmziemniak@yahoo.com

**Appointing Authority** BOCC

**Home Phone** Home: (312) 339-8293

**Address**

625 Barington Pl  
Matthews, NC 28105

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□ **Vacancy**

**Appointing Authority** BOCC

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□ **Vacancy**

**Appointing Authority** BOCC