

ALEX S. PAGE



JOBS

- 2017-2019 tbs Network**
Show Lead: tbs Brand Marketing
Spearheaded, managed, and launched brand marketing campaigns for series created by Lorne Michaels, Steve & Nancy Carrell, Conan O'Brien, Michael Showalter, Greg Garcia, and Nasim Pedrad I launched 2017's #1 Cable Comedy (The Guest Book), rebranded CONAN after his 25th year in late-night, drove membership to the multi-platform comedy brand Team Coco, marketed the 25th Anniversary of FRIENDS, and activated experiential events at festivals for the critical darling, Search Party I build campaigns informed by strategy, inspired by fans, course corrected by research, brought to life by creatives, and blasted out by social, digital, and targeted partnerships 2018 - 1 Emmy, 2 Clio Awards, Adweek Top 10 SDCC activations, 4 ProMax Nominations 2017 - #1 New Cable Comedy, 4 ProMax Nominations
- 2012-2017 TNT, tbs, truTV**
Editor: Standards & Practices/Legal
Reviewed all content for original programming on tbs, TNT, and truTV from script to air I ensured our air complied with FTC regulations, met Turner corporate guidelines, and maintained brand fidelity for both network and show In short, I was a television censor and bleeped "shit" for a living It's a thankless job
- 2009-2012 CNN/HLN**
Business Coordinator: CNN/HLN Program/Talent Development
Developed programming strategy for the launch of In Session and the 2012 HLN rebrand, liaised with production companies for full phase of non-fiction programming acquisitions, managed interview/screen tests for on-air talent, and created talent database to track talent availability across the industry Researched news landscape & market trends/demographics of reality television to create family friendly non-fiction programming
- 2007-2019 FREELANCER**
Musician, Producer, Fabricator
Produced, orchestrated, and recorded strings for Atlantic Records & RocNation for Janelle Monae, John Legend, Jidenna, Rick Ross, Penny & Sparrow, Lil Wayne, and Nicole Bus with performances at the White House, Grammy Awards, Nobel Peace Prize Ceremony, Glastonbury, Madison Square Garden, Sydney Opera House alongside Prince, Earth Wind and Fire, Bruno Mars, Katy Perry, the Chicago Symphony and the San Francisco Symphony I own and operate a design studio, **Tonewood Design**, which creates home furnishings, audio devices, and custom builds for restaurants My work can be found in Atlanta, New York, San Francisco, Vancouver, Stockholm, and Copenhagen

EDUCATION

- 2008 EMORY UNIVERSITY**
Bachelors in History and Music Performance/Theory
- 2007 EMORY UNIVERSITY**
Summer Studies - Italy

AWARDS & RECOGNITION

- 2019**
Forty Under 40: Emory University
Grammy Awards: 2 Nominations (Album of the Year)
- 2018**
Emmy Award: CONAN Without Borders
Clio Award: Silver - Search Party Out of Home Campaign
Clio Award: Bronze - CONAN Funko Partnership Press/Influencer Kits
- 2017**
Promax: Bronze - The Guest Book Premiere :60 Promo
Promax: Gold - Angie Tribeca Creative Copywriting
Promax: Gold - Angie Tribeca S1 FYC
Promax: Silver - Search Party Season 2 Campaign
Adweek: Top 10 San Diego Comic Con Activations
- 2011**
Grammy Awards: 2 Nominations
- 2004**
Eagle Scout



[Redacted]



[Redacted]



ATL 30307



TONWOODDESIGN.COM

Armstead Day

Lawrenceville, Georgia 30046

(Cell)

EXECUTIVE SUMMARY:

- Work well in a high pressure environment.
- Well-organized and efficient.
- Strong training skills.
- Skilled with computer systems and software.
- Skilled at organizing complex projects, defining project priorities, and delegating tasks.
- Skilled at encouraging others and developing rapport.
- Quickly learn procedures and methods.

ACCOMPLISHMENTS:

Bookkeeper at high volume Birraporettis Italian- Irish Restaurant

In my role as Kitchen Manager at Port Orleans I bought the kitchen from a 7 year C- health rating to an A rating. With a staff of 42

20 successful years as Manager at Fine Dining Event Staffing supervising up to 300 event staff.

Industrial maintenance at Publix performing a plethora of maintenance tasks, painting installing lighting fixtures, repairing dock doors and various repairs as needed.

EXPERIENCE:

Gate Gourmet

EPA Supervisor

Atlanta, Ga

8/2018 to Present

- Supervised noncooking personnel.
-
- Planned layout of Cleanroom, warehouse, and other storage areas, considering turnover, size, weight, and related factors pertaining to items stored.
-
- Planned, prepared, and revised work schedules and duty assignments according to budget allotments, customer needs, problems, work-loads, and statistical forecasts.
-
- Verified completeness and accuracy of subordinates' work, computations, and records.
- Interviewed, selected, and discharged employees.
-
- Evaluated subordinate job performance and conformance to regulations, and recommended appropriate personnel action.

Publix

Industrial Maintenance

Dacula, Ga

6/2015 to 8/2018

- Visually inspected and tested machinery and equipment, using electrical and electronic test equipment.
- Listened for unusual sounds from machines and equipment to detect malfunctions and discussed machine operation variations with supervisors or other maintenance workers to diagnose problems and repair machines.
- Inspected and measured parts to detect wear, misalignment, and other problems.
- Removed and replaced worn or defective parts of drive mechanism or hydraulic system, using handtools and power tools and following blueprints, diagrams and service manuals.
- Started machines and equipment to test operation following repair.
- Used handtools, power tools, hoist, crane and measuring and testing instruments.
- Visually inspected and tested machinery and equipment with electrical and electronic test equipment.
- Listened for unusual sounds from machines and equipment to detect malfunction.
- Inspected and measured parts to detect wear, misalignment, and other problems.

Fine Dining Services LLC.

Lawrenceville, Georgia

General Manager

January 1994 to May 2014

- Managed an organization with full P&L responsibility, reporting to the owners.
- Evaluated market conditions to determine allocation of resources to various products and services.
- Planned employee schedules, hired temporary workforce for the busy seasons.
- Created detailed budgets for the various operations, tracked actual expenses and reviewed exceptions.
- Trained and managed 400+ Event Staff and achieved significant improvements in their productivity.
- Maintained detailed records of all company activities to meet regulatory requirements.
- Established accounting systems and bookkeeping procedures.
- Purchased equipment, established service contracts and ensured timely repairs.
- Trained and managed several line managers and created operational guidelines.
- Prepared financial reports for owners, investors and bankers.
- Established a retirement plan for the employees, with generous employer contribution.
- Visited all company locations regularly to ensure smooth operations.
- Negotiated and purchased insurance contracts to mitigate operational risks.
- Regularly met with suppliers to ensure beneficial pricing and just-in-time delivery of raw materials.
- Negotiated land leases and improvements in preparation for company expansion.
- Created training programs for new and existing employees, resulting in improved productivity.
- Evaluated market conditions to determine allocation of resources to various products and services..

Port Orleans

New Orleans, La

Prep Cook, Line Cook, Kitchen Manager

November 1989 to December 1993

- Estimated food and beverage costs, requisitioning and purchasing supplies.
- Conferred with food preparation and other personnel to plan menus and related activities, such as dining room, bar and banquet operations.
- Directed hiring and assignment of personnel.
- Investigated and resolved food quality and service complaints.
- Reviewed financial transactions and monitored budget to ensure efficient operation, and ensured

expenditures stayed within budget limitations.

- Supervised 50 employees, scheduled work hours, resolved conflicts, determined salaries.

Birraporettis Italian Restaurant**New Orleans, La***Waiter, Host, Accountant*

June 1987 to November 1989

- Served meals to patrons according to established rules of etiquette, working in formal setting.
- Presented menu to diner, suggesting dinner courses, appropriate wines and answering questions regarding food preparation.
- Greeted guests arriving at restaurant for seating.
- Performed personal bookkeeping services.
- Maintained inventory records.
- Calculated costs of materials, overhead and other expenses, based on estimates, quotations and price lists.
- Received, recorded, and banked cash, checks, and vouchers.
- Calculated and prepared checks for utilities, taxes, and other payments.

EDUCATION: ITT TECH**Saint Rose, La***Bachelors, Computer Electronics Engineering Technology* Graduated May 2004

- Maintained a 3.8 grade point average.
- Over 450 hours of training on Word, Excel, Access, POS Systems, Client Servers, Adobe Photoshop, AutoCAD, Backup Management, End User Support.
- Building Computer systems
- Installing system software

LICENSE:

ServrSafe Certified
Basic Electricity and Electronics

REFERENCES:

Mr. David Woods - HVAC Business Owner. PH. [REDACTED]

Ms. Shannon Maye - Office Manager. PH. [REDACTED]

Mr. Dale Clark - Chef. PH. [REDACTED]

Ms. Shandell Moore - Registered Nurse. PH. [REDACTED]

Mr. Joseph Richards - Account Manager PH. [REDACTED]

Field Supervisor Middle Ga. Conducted hiring of personnel and training of such personnel to conduct 1990 Census. Maintain office to perform said count and supervisor workers.

Customer Support Branch Chief

United States Air Force

06/84-07/87

- Branch Chief; Customer Support, Spangdahlem Air Base, Republic of West Germany. Senior NCO in charge of five sections in the Base Supply Complex. Responsible for identifying and resolving logistics issues for all aircraft systems and support equipment. Analyzed spares support postures, impacts on readiness, and provided assessment to senior managers. Additional responsibilities included utilizing depot data management systems, data analyzes, and regular interface with all functional areas of the European Command. Single operating position required exceptional initiative, discipline, and oral/writing abilities

Depot Level Logistics Branch Chief

United States Air Force

06/80-06/84

- Depot Level Branch Chief, Kelly Air Force Base, Texas; Directed logistics, procurement and Transportation support for Combat Logistic Unit. Responsible for over 100 million dollars of government equipment and supplies. Conducted worldwide site surveys to assist logistic commands and civilian contractors. Performed setup and training for forward bare base operation. Worked with Lockheed Corporation in logistic support during the C-5 closure.

-

Air Force Technical Schools System

Associates, Logistics Systems 1979

NIT

Associates, Sport Nutrition 1987

Maintain Secret Clearance, Instructor for the USAF. Developed, implemented and evaluated technical courses for Air Force personnel. Prepared course plans of instructions, student study guides, workbooks, test and course evaluation materials. Provided field support and training. Counseled and determined instruction alternatives for students of various educational levels and aptitudes. Professional Education including Senior Noncommissioned Officer Academy, Nuclear/Biological/Chemical Warfare School, various USAF managerial supervisory, supply and logistics technical courses, Instructor/instructional system development courses, federal government contracting, depot level financial data school, Total Quality Management. Sponsored by "Brooks International" as a marathon runner while stationed in Germany. Guest speaker at organized events. Wrote weekly column for ten years on fitness and running for local newspaper along with a monthly column for Georgia Runner magazine. Ran with the Olympic Flag in 1991 and the Olympic Torch in 1996. Headed and organized many fund-raising events, from golf tournaments to marathon runs. Chairman for the American Cancer Society "Relay for Life" in 1996.

Introducing Ivetta Williams



Ivetta Y. Williams, MJ BSN RN

OBJECTIVE:

Utilize combined skills in determining healthcare risks, compliance to regulations and knowledge of patient safety guidelines that achieve positive patient outcomes

EXPERIENCES:

Director Regulatory Compliance

October 2017- 2019

Department of Community Health
Atlanta, GA

Conduct tracking of progress in completion of surveys and complaint investigations

Conduct supervisory visits to provider facilities

Schedule all survey types to meet the required visit schedule according to the yearly State Performance Standard System

Conduct periodic reviews and evaluations of employees performance

Identify and report to appropriate level of authority issues of immediate jeopardy, fraud, waste & abuse derived from provider disclosure reports and complaint investigations

Participate in provider enforcement meetings with general counsel and recommend level of enforcement based on a scope and severity matrix

Conduct quality audits of surveyors' documentation for adherence to Principles of Documentation and deficiency practice statements

Analyze data apply findings to enhancing the survey process within the home health and hospice industries

Patient Safety Fellow

October 2013- April 2019

National Center for Patient Safety
Veterans Health Administration
Ann Arbor, MI

Conducted research on Root Cause Analysis and adverse events amongst population of patients within the Department of Veterans health care delivery system

Conducted patient safety training to first and second year medical residents with focus on identifying high-risk clinical practices

Consulted with patient safety experts in the fields of medicine, engineering and law to achieve a multidisciplinary approach in addressing medical errors

Participated as a presenter in conference for continuing medical education at Michigan State University

Interim Patient Safety Manager

August-November 2016

Veterans Administration Hospital
Los Angeles, California

Participated in Patient Safety program within large hospital and out-patient based settings

Planned, analyzed trends and interpreted patients safety data trends to leadership
Prepared and presented patient safety reports (e.g. RCAs, HFMEAs)
Initiated facility-wide patient safety awareness initiatives
Conducted patient safety rounds in clinical areas of high risk
Served as required subject expert in regulatory matters

Utilization and Compliance Reviewer

July-December 2014

Georgia Medical Care Foundation

Atlanta, GA

Conducted compliance surveys for Medicaid funded programs
Performed both periodic and target audits for Medicaid health care providers
Medical record review and identification of deficiencies
Implemented corrective actions and recommendations for performance improvements

Education:

Master of Jurisprudence, Loyola University College of Law–Chicago, IL

May 2014

Bachelor of Science, Nursing –Skidmore College – Saratoga Springs, NY

August 1978

Active Georgia State Registered Nurse License

JAMES CAMP

U.S. SENATOR FOR THE STATE OF GEORGIA

CAREER OBJECTIVE

Detail-oriented professional with 29+ years of experience and a proven knowledge of legislative process. Aiming to leverage my skills to successfully fill the U.S. Senator seat for the State of Georgia.

PROFESSIONAL EXPERIENCE

PRESIDENT

Plantation of Lakeshore Homeowner's Association, INC, Temple, GA / Oct 2019 - Present

- Set out to the directive and goals of the organization.

TECHNICAL SUPPORT ENGINEER

Axcient, Denver, CO / Jul 2015 - Present

- Provide technical and software support to our partners that utilize our software on their hosted systems and in our cloud.

BOARD OF DIRECTOR MEMBER/CO-FOUNDER

GeorgiaCarry.org, Fayetteville, GA / Feb 2007 - Present

- Co founded this organization. Work with other BOD members and officers to develop and carry out the vision and mission of the organization.

TIER II SUPPORT TECHNICIAN

American Computer NET, Carrollton, GA / Dec 2006 - Jul 2015

- Configure, monitor, and maintain email applications or virus protection software.
- Load computer tapes and disks, and install software and printer paper or forms.
- Design, configure, and test computer hardware, networking software and operating system software.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to

✉ [REDACTED]
☎ [REDACTED]
📍 [REDACTED] Temple, GA,
30179

EDUCATION

ART INSTITUTE OF ATLANTA

Atlanta, GA

*Completed coursework towards
A.A. Videography (Jan 2000)*

ADDITIONAL SKILLS

Proficient in Windows, Linux, and
MacOS

Have managed my own
campaigns for public office and
have helped others with their
campaign for public office

Currently sit on the Board of 2
non profit organizations

LICENSES AND CERTIFICATIONS

CompTIA A+

CompTIA Cloud Essential

CompTIA Linux+

protect data, software, and hardware.

IT CUSTOMER SUPPORT

Circuit City, Douglasville, GA / Sep 2003 – Dec 2006

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

REFERENCES

KURT CATUDAL, Retired Police Officer, Retired

[REDACTED] [REDACTED] - Neighbor

TOMMY LEE, Carroll County Commissioner, DW Construction

[REDACTED] [REDACTED] - Friend

MARK LATTANZIO, Police Officer, Temple PD

[REDACTED] [REDACTED] - Friend

**DUSTIN HIGHTOWER, Carroll County Superior Court Judge,
Carroll County Superior Court**

[REDACTED] [REDACTED] - Friend

JOE GARRETT, President, Garrett & Robinson

[REDACTED] [REDACTED] - Friend

JEFFREY WALL

[REDACTED], Lake Park, GA 31636 | [REDACTED] | [REDACTED]

November 14, 2019

As a father of 5 and a grandfather of 13, I am greatly disturbed by the continue degradation of our society as evidenced by not only the breakdown of our political system but more importantly the very fabric of our country. Power, money and fame are valued above honesty, character and morals.

The values that our country were built on are being thrown aside. Moral relativism is rampant. Our youth are not being prepared to be successful in the real world. Teachers are being used as scapegoats. Our brave servicemen and women are being discarded. The groups that are trying to gain control of our country through intimidation, coercion and public shaming will be the downfall of our great country.

Somehow, we need to unite our country and return to being a world leader. Of course, we can, and must, improve aspects of our society but socialism, relativism or Marxism are not the answer. We must gain control of our federal finances. We must put value on our young and old alike. We must change from the inside. We must rebuild the nuclear family. We must regain mutual respect. We must find our moral compass. We must protect ourselves and our allies.

A French diplomat once said, "America is great because she is good. If America ceases to be good, America will cease to be great." We are on the path to not being "good". I don't have all of the answers but I believe that I can help by providing a sound, Christian perspective. I would be considered a Republican because I agree with the platform and goals of the party. But, I believe in doing the right thing first.

In my opinion, the first steps to repairing our country need to be

1. Term limits for Congress – we can't have Congressmen and women who spend more time and energy getting reelected than governing
2. Firm protection of our borders – If immigration laws need to be revised, so be it. But, we can't have governmental leaders supporting blatant violations of the law.
3. Control spending at all levels – Legislators must be directly impacted by the decisions that they make.
4. Most of all, Let the process work. Too much time and money are being spent to change outcomes for alternative motives.

I am not experienced in politics but that may be a good thing. We need fundamental changes to our country. While we need to made changes from within, it must start with our leaders. They must lead by example. I am prepared to be that example.

I may be naïve or oblivious to "how it really works" but I have to believe that there is a better way and I would sacrifice almost anything to give my children and grandchildren a better country to live in and be proud of.

Thank you for your consideration.

Sincerely,
Jeffrey Wall

Enclosure: résumé

Overview

A global business leader with 24+ years of strategic and tactical operations experience in Supply Chain, Procurement, Logistics, Manufacturing and 6 Sigma (DMEDI, DMAIC, and LEAN). Drives process and policy improvement through standard work and process integration/alignment. Recognized ability to transform organizations and deliver value through cost reduction/avoidance and process efficiency.

Effective leader with a high focus on people development and achieving goals for the enterprise.

- Inventory optimization
- Global Supply Chain Management
- Technology / Innovation
- Organization Alignment
- Value Stream Mapping
- Process Excellence
- Solution Development/Management
- Commercial / Pricing
- Standard Work Deployment
- Procurement / Logistics
- Change Management
- LEAN / 6-Sigma

Professional Experience

Saft America, Valdosta, GA

December 2018 – Present

\$900M+ Worldwide Corporation providing energy solutions

Sr. Purchasing Manager

Responsibility for procurement within the Valdosta facility

- Coordinated the production convergence between Valdosta and Bordeaux facilities
- Led \$2M cost reduction for 2019
- Led the effort to improve profitability with Boeing/Crane partnership
- Led the improvement of several purchasing processes (MRO spend management, requisitions, PO, etc)

Eaton Corp, Shawnee, OK

April 2017 – July 2018

\$20B+ Worldwide Corporation providing power management solutions

Supply Chain Manager

Responsibility for procurement, scheduling, shipping/receiving and material movement organizations within the Shawnee facility

- Managed 50% improvement of scheduling and transaction processes
- Led sourcing/resourcing initiatives to reduce costs by 5% and improve material availability by 20%
- Led implementation of Kanban systems that reduced inventory by 25%
- Aligned facility production plans with corporate SIOP processes
- Organized annual physical inventory event
- Provided frequent updates to senior leadership and facility staff

Caterpillar Inc, Peoria, IL

October 1994 – April 2017

\$40B+ Worldwide Corporation serving the Construction, Mining and Power Generation Industries

Network Design Manager

Jan 2016 – April 2017

Responsibility for projects focused on the integration of Logistics and Procurement organizations including communication, change management, solution development, and deployment.

- Delivered dashboard for transportation supplier management
- Conducted informational sessions for staff in order to communicate existing alignment and generate new ideas
- Delivered tool to manage risks in logistics network that will reduce time to mitigation implementation
- Reduced \$2M in annual transportation costs by delivering KPI to improve usage of dynamic load planning systems,
- Led a project that identified and implemented the integration of supply network modeling processes

Procurement Manager (Capacity Planning)

Jan 2014 – Jan 2016

Accountable for delivering solutions for management of planning and forecasting time horizons.

- Improved visibility of capacity for >80% of the supply base
- Delivered enterprise tool to manage RCCA projects that reduced time to mitigation implementation and

- improve corrective action implementation and governance
- Developed 3 purchasing practices for supplier capacity planning, supplier inventory management and supplier performance management
- Represented procurement in enterprise Sales and Operations Planning process in order to ensure adequate procurement engagement

Procurement Manager (Supplier Performance Management)

Nov 2011 – Jan 2014

Responsibility for a team that managed the capacity planning and lead time rationalization processes.

- Reduced >\$100M of inventory by optimizing and standardizing supplier lead times
- Educated procurement professionals on the financial impact of lead times on the entire network
- Provided regular updates to executives for procurement process metrics
- Developed a dashboard to manage value chain transformation projects across the enterprise
- Developed purchasing agreement template for supplier withdrawals
- Delivered KPI to indicate relative demand change for inclusion in sourcing decisions and supplier performance management process

Buyer

Jun 2007 – Oct 2011

Led team that was accountable for all aspects of category management for Dealer Service Tools including sourcing, and price negotiations.

- Delivered >3% cost reduction year over year
- Developed a strategic sourcing strategy for the category
- Improved supplier shipping performance by >10% and quality by >100 ppm

6Sigma Black Belt

Jun 2003 – Jun 2007

Led projects for Service Information and Service Parts organizations.

- Led a project that improved engine aftermarket part margin by >5% (~\$80M)
- Oversaw a project that reduced service information development costs by 4% (\$10M)
- Facilitated a project that improved output by 10% and reduced annual costs by \$5M of foundry operations
- Certified Black Belt (2005)
- DMAIC, DMEDI, and LEAN trained

Various positions

Oct 1997 – Jun 2003

Production, Standards Engineering and Service Information development

- Authored Service Information documents
- Designed films, plates and tags for all products
- Electrician Apprentice
- Production machine operator (Lathes, Mills, Grinders and Transfer Machines)

EDUCATION

Bachelors in Industrial Technology Engineering from Southern Illinois University, Carbondale IL 2003 - 2005

- Graduated with 3.9 Grade Point average

Associates in Industrial Electronics from Illinois Central College, East Peoria, IL 1998 - 1999

- Coursework combined with on-site work experience at Caterpillar Engine Center

ADDITIONAL WORK EXPERIENCE

The village of Peoria Heights

Police Officer 1987 - 1994

Volunteer Fire Fighter/ EMT 1990 – 1995

Police and Fire Dispatcher (part-time) 1994 - 1997

JERMAINE T. THOMAS

██████████ Smyrna, GA30082

(H) ██████████

(C) ██████████

(E) ██████████

Information Technology Professional

- Ability to lead projects from initial concept to successful implementation with over nineteen years of leadership and IT experience in Project Management, Development, Analysis, Design and Quality Assurance.
- Evaluated and produced technical documents and operating practices, which improved quality, increased productivity and reduced costs across the IT center of excellence.
- Ability to communicate technical information to a non-technical audience by effectively building excellent rapport with clients and management across the IT footprint.
- Plan and managed a corporate and nonprofit organizational proposed budget of 7 mil
- Core Areas of Strengths: Mobile/Cloud Computing, Web, Client Server, Mainframe, Functional, Systems, Regression, Integration, Performance, Testing environments.

PROFESSIONAL EXPERIENCE:

Porsche Cars North America, Atlanta, GA
Owners Website Operations and Product Manager

9/16 to Present

Development Phase

- Managed development of transactional components of the Owners Website and Essential Mobile Application (iOS)
- Collaborated with all Porsche Cars North America stakeholders on development of use cases and define and integrate their inputs and technical requirements
- Serve as a close collaboration with colleagues at CRM and central Marketing team in Stuttgart (Porsche AG) and implementation partners regarding technical development of the Owners Website and Essential Mobile Application (iOS)
- Conducted transactional website quality testing and go-live approvals
- Troubleshoot technical issues, initiate and monitor support process and resolution of issues

Operational Phase

- Worked closely with Marketing, Aftersales, Sales, Customer Experience and Financial Services colleagues to define, update and refine data driven campaigns to present relevant targeted offers
- Documenting and tracking results, conversion rates and ROI of all offers presented
- Initiated on-going status updates/meetings with PCNA stakeholders (Customer Insights Team, Dealers, PCNA Internal, Porsche AG)
- Developed and deployed Lifecycle messaging to leverage the capabilities of the Owners Website in the Customer Journey
- Implemented onboarding measures to increase usage of Owners Website by introducing invitation strategies for owners, direct mail, classic, prospect, disposer and finance customers

General Management

- Lead and manage the team by mentoring, training and coaching 3 management consulting members in best practices while driving issues to completion
- Developed C-Suite and middle management relationships with leading innovators within the global organization
- Established an IT strategy by collaborating with senior leadership to set the organization vision and introduce a third party development group for the digital transformation planning of the

- organization
- Managed all timelines and financial responsibilities related to on-going Owners Website project
- Responsible for the proper usage of, awareness of, and compliance with Information Technology security and customer privacy policies at Porsche Cars North America
- Demonstrated technology expertise, including understanding of and experience with frontend technologies, agile development methodology and framework, and user experience design principles
- Share knowledge effectively across the PCNA and Porsche AG organization
- Train and enable local Dealer Area Customer Regional Managers to help qualify customers and sell vehicles predictively (time based) via one the Dealer Opportunities Management tool
- Provided vendor management for all projects providing review of internal development. In addition, support to insure deliverables, timelines and budgets meet expectations as it relates to digital media agency partners and technology partners
- Worked with procurement to evaluate third party agencies and tools to meet departmental needs
- Example of language skills used (German language)
- Examples of web environment and tools includes HTML5, .NET, Java, XML, Splunk and Microsoft Tools
- Example of testing management tool (HP ALM)
- Example of customer relationship management tool (SAP CRM, SAP HANA)
- Example of project management tool (Atlassian Confluence, Atlassian Trello, Atlassian JIRA, Atlassian Bitbucket)

NCR, Atlanta, GA

Quality Engineer Manager (Mobile Application(s))

1/14 to 9/16

- Serve as liaison responsible for communicating with senior management to facilitate processes, work groups, Agile product backlogs, Agile sprint reviews and cross function meetings across IT
- Lead and manage the team by mentoring, training and coaching 8 members in best practices while driving issues to completion
- Identify areas of improvement for the team and department while increasing the data analysis analytical thinking skills of the team
- Drive cross team communication, collaboration and influence non direct reports for the attainment of goals accomplished
- Further duties involve testing changes (within an web and mobile environment), project management, performing detailed testing for system corrections and enhancements, identify and ensure resolution of all defects found during testing
- Additional project testing for mobile applications were performed for iOS version 6/7/8 and Android mobile and tablet platforms. Agile Scrum sprints were the (SDLC) process used depending on the client requirements, product owners' and scrum master methodology.
- Involved with Backlog Grooming, Task Board, Sprint Planning and review meetings
- Accomplished overall knowledge and project management of restaurant industry leaders Wendy's, Krispy Kreme, Buffalo Wild Wings and Kentucky Fried Chicken Australia for the mobile, online and mobile pay hospitality division (Aloha Online) of NCR
- Examples of mobile environment and tools includes Selenium Appium, Objective-C, Java, Microsoft Team Foundation Server Tools, Google Analytics, iOS, Android, Agile, Scrum, Microsoft Visual Studio 2012, Assembler, WebEx, Microsoft Lync, FitNesse, Confluence, Aloha Command Center, Web Admin (Aloha Online Ordering), Menu Configurator, Appium, GitHub, Cloud Connect
- Examples of mobile applications include iTunes (Xcode/Swift), iOS version 6/7/8, Android (Android Studio), Apache Source Code, Linux Kernel Source Code, Application Programming Interface (API), Point of Sales Systems
- Examples of web environment and tools includes C-Sharp, .NET, Java, XML and Microsoft Tools
- Examples of testing web services (SoapUI, WCF services)

SOUTHERN COMPANY SERVICES, Atlanta, GA
Senior Systems Analyst

4/05 to 11/12

- Serve as liaison responsible for communicating with senior and middle management to facilitate work groups and meetings across IT application services
- Lead the team by mentoring training and coaching members in best practices
- Reviewed all customer service solutions content for technical accuracy and application code prior to production implementation for client server, web and mobile applications using Southern Company's SDLC methodology
- Further duties involve testing changes (within an application, client/server mainframe, web and mobile environment), project management, performing detailed testing for system corrections and enhancements, identify and ensure resolution of all defects found during testing prior to implementation.
- Identified and provided test strategy to drive a software test team by the development and implementation of test standards and procedures.
- Accomplished overall knowledge transfer for Automated Meter Interface processes and procedures for the State of Georgia
- Additional project testing for mobile applications were performed using Perfecto Mobile for iOS, BlackBerry and Android mobile and tablet platforms. Agile/Waterfall sprints were the SDLC process used depending on the requirements and product owners' methodology.
- Examples of mainframe applications include ADB2 tables, COBOL, SQL, CICS, and Interfaces. Examples of tools are SAS/Batch, JCL, Microsoft Excel, Microsoft Access and Microsoft Word.
- Examples of web environment and tools includes .NET, Java and Microsoft Tools
- Also, responsible for regression, functionality, integration, performance and stress (load) testing of the applications GUI and back-end components manual & automated (HP ALM, HP Quicktest Professional, HP Sprinter, HP Run Results Viewer).

HEWITT ASSOCIATES, LLC, Atlanta, GA
Connections Business Analyst

6/03 to 4/05

- Responsible for delivering and/or maintaining eligibility and premium reporting for ongoing clients and for accomplishing special processing requests.
- Further duties involve testing changes (within a client/server mainframe environment) and verifying results for new processes, new populations and/or health plans and for Annual Enrollment changes for an ongoing clients
- Investigated reconciliation issues that have been traced back to Connections eligibility provisions or jobs, Connections premium provisions or jobs, or TBA data issues using JCL & SAS logic programs within Hewitt mainframe environment.
- Examples of applications include GUI/events, Internet, IVR, Calc Engine, ATTA, and PCS's.
- Examples of mainframe applications include ADB2 tables, QMF, ISPF, CICS, and Interfaces. Examples of tools are SAS/Batch, JCL, Microsoft Excel, and Microsoft Word.

CONNECTURE, INC, Atlanta, GA (Formerly SimplyHealth)
Webmaster/Quality Assurance/Customer Support

7/00 to 6/03

Customer Support Analyst, 3/03 to 6/03

- In a lead capacity was responsible for maintaining a growing knowledge of customer specific products and functionality.
- Created issue tickets, providing required details in the Connecture Support tracking system. Utilizing test director and the test director responsibilities matrix.
- Provided first level review, prioritization, and analysis of customer issues reported via email, phone or within the support tracking system.
- Identified issues that are potentially out of scope of the ASP agreement and escalated to support management for appropriate action.
- Conducted functional testing and certification of defects and maintenance items as required utilizing internal QA process and methodology.

Quality Assurance Analyst II, 1/02 to 3/03

- In a lead capacity was responsible for creating and executing test/use cases and test plans utilizing Mercury Interactive Testing Tools (both manual & automated) from information related to product requirement documents
- Developed an array of detailed use cases depended on project type and scope
- Product development specifications to ensure product quality, completeness and accuracy of documentation provided.
- Further duties include content development, technical support, design specifications, etc.
- Interact with web developers and operations personnel to clarify design issues, integration requirements and other operational issues. Identify, validate & document defects interacting with developers to isolate and resolve issues.
- Also, responsible for regression, functionality, integration, performance and stress (load) testing of the site's GUI and back-end components manual & automated (WinRunner, LoadRunner & TestDirector).
- Experience with ASP, XML, JavaScript, PHP, PDF Files, Visual Basic, Win 2000/NT, SQL 2000, HTML, web development tools, Configuration Management, Internet Security, IIS & Firewall, testing languages & procedures.

Webmaster, 1/01 to 12/01

- Team lead responsible for monitoring all aspects of the product web site, encourage and assess customer feedback, suggest integration of feedback and other web trends/technologies on SimplyHealth's web pages to expand Internet presence on a continuing basis. Duties involved maintenance of the product web site utilizing ASP, JavaScript, updating PDF files, within a Windows 2000 environment.
- Mentored team members on the overall technical process, with 6 indirect reports.
- Participates in the monitoring requirements from internal customers and provide ongoing support.
- Also responsible for resolving maintenance issues in a developer's role and communicate on an ongoing basis to the QA Manager.
- Assist in maintaining QA boxes, assuring that all applications needed are present.
- Monitor the tracking system for defect entries to assure the site is functioning properly and content is according to design specifications. This requires a strong understanding of full life cycle of product development.
- Experience with ASP, XML, JavaScript, PHP, PDF Files, Visual Basic, Win 2000/NT, SQL 2000, HTML, web development tools, Configuration Management, Internet Security, IIS & Firewall, testing languages & procedures.
- Project management techniques

Quality Assurance Analyst, 7/00 to 12/00

- Responsible for creating and executing test/use cases and test plans utilizing Mercury Interactive Testing Tools (both manual & automated) from information related to product requirement documents and product development specifications to ensure product quality, completeness and accuracy of documentation provided.
- Developed an array of detailed use cases depended on project type and scope
- Further duties include content development, technical support, design specifications, etc.
- Interact with web developers and operations personnel to clarify design issues, integration requirements and other operational issues. Identify, validate & document defects interacting with developers to isolate and resolve issues.
- Also, responsible for regression, functionality, integration, performance and stress (load) testing of the site's GUI and back-end components manual & automated (WinRunner, LoadRunner & TestDirector).

DEPARTMENT OF ADULT EDUCATION, Atlanta, GA - Freelance Web Professional	5/00 to 6/00
FLORIDA A&M UNIVERSITY, Tallahassee, FL - Freelance Web Professional	1/00 to 5/00
REGINALD L. THOMAS ARCHITECT, Plainfield, NJ - Freelance Web Professional	10/99 to 4/00

EDUCATION:

MERCER UNIVERSITY (Stetson School of Business and Economics), Atlanta, GA
Executive Master of Business Administration (AACSB International Accreditation)

Concentrations in Global International Business and Entrepreneurship (Residency: New York City, U.S., Dubai, UAE, Abu Dhabi, UAE, Rwanda, Africa)

ALABAMA STATE UNIVERSITY, Montgomery, AL

Bachelor of Science degree in Business Administration (ACBSP Accreditation)

Concentration in Computer Information Systems

TRAINING:

- Web Design Certification (Art Institute of Atlanta –2004)
- Lean Six Sigma Green Belt (Georgia Institute of Technology – 2016)
- Principles of Data Analysis and Decision Making (Georgia Institute of Technology – 2016)
- Lean Six Sigma Black Belt (Georgia Institute of Technology – 2016)

TECHNICAL SKILLS:

SAP CRM C@P/HANA, Atlassian JIRA, Atlassian Trello, Atlassian Bitbucket, Atlassian Confluence, iOS, Android, Agile Methodology, Scrum Framework, Selenium Appium, Splunk, TestFlight, Jenkins, Microsoft Visual Studio 2013, Team Foundation Server, FitNesse, Redmine, Assembler, Window 7/8, Microsoft Project, Visio, Microsoft Lync, Aloha Command Center, Google Analytics, Menu Configurator, Objective-C, Java, C-Sharp, C/C++, HTML5, SharePoint Portal, Chrome, Safari, Apache Source Code, Linux Kernel Source Code, Application Programming Interface(API), Point of Sales Systems, Cloud Connect, i-Beacons, WebEX, GitHub, Appium, HP ALM, HP Quicktest Professional, SoapUI, WCF services, UI/UX, HP Sprinter, HP Run Results Viewer, SAS, JCL, MySQL, Oracle, SQL/SQL Server, Exchange, Analytics, ADB2, JavaScript, Java, ASP, IIS, Visual Interdev 6.0, IIS, UNIX, FrontPage 97/98/2000, Adobe PhotoShop 1.0/4.0/7.0/CS, Windows 95/98/2000/XP, PHP, HTML, XML, Visual Basic 4/5/6, Microsoft Office Suite, Dreamweaver, Extreme 3D, Flash 3/4/MX, Freehand 8, Fireworks, Mercury WinRunner, Mercury LoadRunner, Mercury Test Director, Compuware Test Partner, Compuware QA Center, Compuware Reconcile, Compuware ClientVantage, Oracle, SDLC(Software Development Life Cycle), SAP, Project Management, VPN, BI, Cobol I &II, SQL, Chrome, Novell, Netscape, Internet Explorer, Mozilla Firefox, SaaS, VoIP

PROFESSIONAL/AFFILIATION ORGANZATIONS:

- Alpha Phi Alpha Fraternity Incorporated, Member
- American Association of Blacks in Energy, Member
- Atlanta Quality Assurance Association, Member
- Atlanta Emergency Preparedness Institute No.3, Member
- City of East Point Budget and Finance Committee, Citizen Representative
- Ebenezer Baptist Church, Member
- Egan Park Neighborhood Building Committee Chairman, Member
- Games for Change (G4C), Member
- Most Worshipful Prince Hall Grand Lodge of Georgia, President
- National Black MBA Association, Inc., Member
- Technology Association of Georgia (TAG), Member
- The Borgen Project, Regional Director
- United Supreme Council, 33°, AASR, PHA, SJ, USA, Member

References available upon request

Jonathan W. Fox Jr.

██████████, Watkinsville, Ga. 30677

██████████, cell ██████████

████████████████████

Objective To serve The United States of America, the people of Georgia, and support our President and the Governor of Georgia.

Education **Masters of Ag. Economic**, The University of Georgia, 1992
Major, Finance

Bachelor of Science in Ag. Econ, The University of Georgia, 1981
Major, Management

Associate of Arts, Albany Junior College (Darton College), 1979
Core Curriculum

Employment **Oconee County School bus Driver** 2014 - *present*

F-4 Sanitation 1994- 2014
Co-owner

UGA Facilities Management 1990-2012
Fleet Manager

Membership Emmanuel Episcopal Church, Athens, Ga. 1996 - present
Oconee Lion Club
Troop 149 Boy Scout

Personal Married: wife Judy, daughter ██████████, son ██████████

Joshua Luke

Atlanta, Georgia 30294

Education:

Florida International University, Doral, Florida

Bachelor of Science in Philosophy and English, 2010

Minor in Political Science

Ashford University, San Diego, California

Master of Science in Criminal Justice, Present

Professional Experience:

Monarch International LTD – Atlanta, Georgia

President

Duties include leading a team of 11 directors in Finance, Health, Media and Real Estate; the oversight of daily operations and coordinating protocols and procedures.

- I am currently working on the Social and Economic Welfare of African American LGBT Americans, developing new solutions by developing and maintaining partnerships with academic and non-profit agencies.

Ebanman Inc – Chicago, Illinois

April 2016 – Present

Vice President and Editor in Chief

- Managing editorial staff
- Cross checking and Fact checking all work
- Contributing to editorial pieces
- Recruiting and hiring new writers

- Helping the success of the publication and company

Netherlands Chamber of Commerce – Miami

August 2013-April 2016

Director

My key role was to help companies transition into the United States from Europe, primarily based out of the Netherlands. Primary goal was to develop teams of organizations leading in fields of urbanism, architecture, clean technology, change management, and social economic, strategic and financial consulting.

- Developed partnerships with Dutch Ministry of Economic Affairs, and Ministry of Infrastructure and Environment.
- Lobbied for major real estate deals done between contractors with state and federal agencies to create sustainable and thriving urban communities by integrating physical, social and economic with local stakeholders.
- Developed new action plans for low income communities by implementing sustainable communities with green energy while providing clean and safe environments.

Raine Magazine - Orlando, Florida

September 2011 - August 2013

Editor and Marketing

- Managing a team of 10 writers
- Developing marketing strategies for company
- Editing content and relative material for articles
- Develop new plans for various promotional events

Daise Carmanates PA - Coral Gables, Florida

November 2010 - September 2012

Legal Assistant

- Administration Duties
 - Mail
 - Filing
 - Telephone Answering
 - Reports, database, subpoenas, etc.
-

References:

Billie Jean Neal – [REDACTED]

Surgical Assistant, Gwinnett Medical

Donald Baccus – [REDACTED]

Retention Specialist, Tricon American Homes

Tom Logan – [REDACTED]

President - EBANMAN Inc

Lynne Myers

██████████ ~ Canton, GA 30114
██████████ ~ ██████████

Lynne Myers is a results-focused professional that thrives on achieving and exceeding goals. She is an accomplished professional with an extensive background in sales, retail customer service and animal care. Lynne possesses a strong work ethic and works well with others and individually. She is competent in medical terminology and has strong training and supervisory skills. Lynne is excellent at building and maintaining customer relationships – a key component to a long and prosperous sales career.

Professional Summary

Vettec; Orange, CA

2007 to Present

Southeast Regional Sales Manager

- Manage and promote sales of hoof care products in eight states
- Develop and maintain extensive customer database
- Plan efficient travel routes and appointments with existing customers
- Provide technical support via phone and on site to dealers, veterinarians, farriers and hoof trimmers
- Perform demos and apply products in the field on horses and dairy cattle
- Attend national conventions and trade shows
- Host lunches and hands on clinics for product dealers and end users

Advocos; Kennesaw, GA

2006 to 2007

Inside Sales and Customer Service Representative

- Manage and promote inside sales and development of new and existing territories for wound care pharmaceuticals to twenty six states
- Inside sales and support for products, virtual and live in service training and sales development through cultivation of lead referrals via old business and cold calls
- Assist CEO and VP in creating and maintaining spreadsheet data, appointment setting and travel arrangements
- Creatively address and resolve customer grievances

Ship & More; Tucson, AZ

1992 to 2005

Owner/Manager

- Directed all activities of packing, shipping and box rental company
- Provided offices services, supplies and gift items
- Supervised up to four employees including scheduling, payroll and ensuring optimal customer service
- Transformed business into a profitable company with exceptional reputation and broad client base due to problem solving skills, “go the distance” attitude and customer service abilities
- Decreased expenses due to expert packing ability
- Successfully transformed Mail Boxes Etc. franchise into a stand-alone business

Oakdale German Shepherd Dogs and Great Danes; Tucson, AZ

1984-2004

Owner/Breeder/Trainer/Judge

- Responsible for all aspects of raising, breeding and showing German Shepherd Dogs
- Conducted training, conditioning and expertise in this area to other breeders with German Shepherd Dogs and Great Danes
- Attained numerous championships and awards including 4 conformation champions, 2 Best In Show Specialty winners, 1 National Specialty winner, top 10 winning male for 1993, numerous point winners, a certified therapy dog and certified hearing aid dog
- Gained an excellent reputation for producing high quality, healthy dogs
- Performed as a judge for livestock and dogs in 4-H shows, All Breed matches and Specialty Sweepstakes

Education

University of Arizona; Tucson, AZ

Bachelor of Science, Animal Science

- Gained extensive hands-on experience with horses and cattle through work in the laboratory, agriculture farm and family owned ranch

Michael A. Collins

Jackson, GA 30233 [REDACTED]
[REDACTED]

Executive Summary

Dedicated, goal driven, successful small business owner with over 30 years of starting and running small businesses. Spent entire adult life creating jobs, raising a family, and serving the community through volunteering in civic, church and political positions. A leader and team player who enjoys being involved in politics. Gave first political speech in the fourth grade, raised in a political family with the motto “Can’t Never Could, Your Word is Your Bond” and lives by these guiding principles.

Professional Experience

Collins Trucking Company, Inc.

President

01/1989-Present

Having taken over the family business at the age of 20 with less than 25 trucks, I have overseen the growth and diversification from hauling forestry products to a company of over 120 trucks, which haul various raw materials and finished goods throughout the Southeast, Central and Midwestern United States. I am responsible for forecasting, implementing and reviewing long and short range goals and objectives. Collins Trucking is a subsidiary of Collins Family Enterprises. Collins Family Enterprises encompasses a number of subsidiaries I started over the past 30 years: Collins Freight Brokers, Inc.- a brokerage company which connects shippers with trucking companies, Collins Industries, Inc.- an equipment leasing company, and The Fuel Island Inc.- a 24 hour unattended fuel station. Over the past 30 years, I have assembled the right team to endure the ups and downs of the economy in a highly regulated industry. We have not only survived, but thrived.

Collins Industries, Inc.

President

1992 – Present

Collins Freight Brokers, Inc.

President

1993 – Present

Fuel Island, Inc.

President

1999 – Present

Collins Family Enterprises

President

2015 – Present

Education

Bachelor of Business Administration 1990
Georgia State University

Additional Professional Experience

Georgians First Commission Member	2019 – Present
Associated Credit Union Chairman of the Board Board of Directors Various Committees	2018 - Present 2014 - Present 1999 - Present
Butts County Republican Party Chairman	2015 – Present
Georgia Motor Trucking Association Board of Directors	1990 – Present
Quality Tire Recycling Partner	2002 – 2007
County Line Baptist Church Various committees	1989 – 2015
Butts County Chamber of Commerce President	1997
Georgia Forestry Association Transportation Committee, Log a Load For Kids	1990's

ROBYN A. CRITTENDEN

Tucker, Georgia 30084

EDUCATION:

THE UNIVERSITY OF MICHIGAN LAW SCHOOL, Ann Arbor, Michigan
Juris Doctor, 1989 (Accelerated 2 ½ year program)

YALE UNIVERSITY, New Haven, Connecticut
Bachelor of Arts in Political Science, 1986

EXPERIENCE:

GEORGIA DEPARTMENT OF HUMAN SERVICES

Commissioner (January 2019 – present)

Appointed by Governor Brian P. Kemp to resume previous responsibilities. Recent accomplishments include:

- Overseeing completion and federal approval of Georgia Aging State Plan
- Launching Senior Hunger Innovation Grant Program for development of local solutions
- Expanding Senior Center Innovation Grant Program and additional initiatives to combat senior hunger
- Conducting statewide Listen & Learn Tour Part 2
- Providing oversight and direction for a feasibility study concerning child support related technology systems

Appointments and Boards include:

- American Public Human Services Association, Leadership Council
- House Resolution 585 Study Committee on Gang and Youth Violence Prevention
- Georgia Children’s Cabinet
- Georgia State Workforce Development Board
- 2020 Census Complete Count Committee
- United Way of Metropolitan Atlanta Child Well-Being Steering Committee
- Georgia Alzheimer and Related Dementia’s Advisory Council

GEORGIA SECRETARY OF STATE

(November 2018 – January 2019)

Appointed by Governor Nathan Deal as Georgia’s 28th Secretary of State. Accomplishments included:

- Conducting 4 elections, including 2 special elections
- Certifying 4 elections, including the 2018 General Election
- Directing 2 election recounts
- Co-chairing the Secure, Accessible and Fair Elections (SAFE) Commission
- Addressing multiple lawsuits and overseeing compliance with judicial orders pertaining to elections

GEORGIA DEPARTMENT OF HUMAN SERVICES

Commissioner (July 2015 – November 2018)

Appointed by Governor Nathan Deal. Responsible for oversight and management of state’s largest agency with over 9400 positions and a budget in excess of \$1.9 billion dollars. In addition to administrative functions, the Department consists of the state Divisions of Aging Services, Child Support Services, and Family and Children Services. Department accomplishments included:

- Implementing Georgia’s integrated eligibility system (state’s largest IT implementation to date) to perform eligibility determinations for the Division of Family and Children Services, the Department of Community Health, the Department of Early Care and Learning and the Department of Public Health

- Implementing statewide initiatives to address senior hunger in Georgia including the “What a Waste Project”, the annual Senior Hunger Summit, and the first State Plan to End Senior Hunger
- Partnering with Emory University to open five Memory Assessment Clinics statewide to address diagnosis and treatment of Alzheimer’s (Georgia Alzheimer’s Project)
- Initiating and conducting first statewide Listen and Learn Tour to meet and talk with agency stakeholders
- Expanding Child Support Fatherhood Program and Parental Accountability Courts
- Creating Fatherhood Celebrations to provide outreach to non-custodial parents and rebrand child support in the community
- Creating Senior Center Innovation Grants which were awarded to 56 senior centers statewide in 2018
- Providing grants to Area Agencies on Aging to create assistive technology labs
- Developing and implementing Child Support Mobile Application
- Conducting comprehensive assessment of adult protective services to include staffing, capacity assessments and training
- Conducting review and re-engineering of Budget, Human Resources, Aging Services, Office of the Inspector General, Transportation, Procurement, Strategic Planning and Special Initiatives, and Enterprise Development
- Working with Georgia Bureau of Investigations to expand training for law enforcement to work with the elderly
- Conducting complete review of budget and implementing new procurement and accounting processes to ensure use of best practices and budgetary compliance
- Initiating employee recognition program and programs for employee engagement and customer service
- Instituting expanded agency professional development programs and learning management system
- Creating Youth Empowerment Series (YES) as a workforce development and leadership initiative for youth
- Creating Grandparents Raising Grandkids Taskforce

Appointments and Boards include:

- Georgia’s Older Adults Cabinet (appointed as co-chair with the First Lady)
- Georgia’s Children’s Cabinet
- Georgia State Workforce Development Board
- Metro Atlanta eXchange for Workforce Solutions (MAX)
- 2020 Census Complete Count Committee
- United Way of Metropolitan Atlanta Child Well-Being Steering Committee
- Georgia Alzheimer and Related Dementia’s Advisory Council (effective July 1, 2018)

Agency Awards include:

- StateScoop 2018 IT Project of the Year for the Integrated Eligibility System
- American Public Human Services Association 2017 Effective Use of Technology to Improve Operational Services Award for the Enterprise Master Person Index
- American Public Human Services Association 2017 Innovation in Service Delivery that Improves Outcomes Award for the Child Support Mobile Application
- National Association of State Chief Information Officers 2017 Digital Government: Government to Citizen Award for the Child Support Mobile Application

GEORGIA STUDENT FINANCE COMMISSION

Executive Vice President and Interim President (April 2013 to June 2015)

Previous responsibilities expanded to include strategic planning and overall supervision of all legal, administrative and programmatic functions of the agency. Performed extensive work on HOPE, Move on When Ready, Dual Enrollment, and REACH. Appointed Interim President from December 2014 – January 2015.

GEORGIA STATE UNIVERSITY (f/k/a) GEORGIA PERIMETER COLLEGE

Adjunct Faculty (2014)

Taught Legal Environment of Business course and provided advisement to students

MOREHOUSE COLLEGE

General Counsel (April 2011 – March 2013)

Acted as legal advisor to the College's President and Board of Trustees. Responsibilities included provision of broad strategic counsel as attorney and as a member of the College's senior leadership team by providing proactive professional advice on critical legal, strategic and public policy issues facing the College. Specific responsibilities included:

- Handling complex financial and business transactions and reviewing all contracts – extensive experience drafting and negotiating contracts
- Providing legal advice on a variety of topics including faculty and staff policies and procedures, governance issues, employment matters, procurement, FERPA, student issues, intellectual property and trademark issues, and Title IX compliance
- Handling all litigation involving the College and managing outside counsel
- Serving as the Secretary to the Board of Trustees and the College's Chief Compliance Officer
- Managing the search for a new president for the College (completed November 2012)
- Acting as the transition team lead for the new president
- Establishing the process for tracking progress on the College's strategic priorities created by the Board in November 2011
- Aiding with grant compliance and working directly with the Office of Sponsored Programs
- Establishing and managing budgets for the Board of Trustees and the Office of the General Counsel (including management of outside counsel)

GEORGIA STUDENT FINANCE COMMISSION

(November 2004 – April 2011)

General Counsel and Executive Vice President, responsibilities expanded to include supervision of the following Departments: Postsecondary School and Student Services (included Compliance, Guarantor Claims Review, Loan Originations, Default Aversion and Postsecondary Schools); K-12 Student Services (included field representatives focusing on planning, applying and paying for college, administration and management of GAcollge411.org, marketing and advertising); and Student Aid Services (included Scholarship, Grant and Loan Program Administration and the Call Center). Extensive work on the transition to a federal student loan servicer under the Healthcare and Education Reform Act and complex commercial and financial transactions, including major business changes, financing, loan sales and loan servicing agreements. Handled all logistical and legal issues related to an agency-wide reorganization and reduction-in-force in May 2010. (May 2010 to April 2011)

General Counsel and Executive Vice President, responsibilities expanded to include supervision of Internal Audit/Compliance and Claims Review Units. Developed and oversaw administration and implementation of processes designed to maintain and monitor the legal and regulatory compliance of agency processes and activities. Oversaw claims review process for the Georgia Higher Education Assistance Corporation in connection with its guaranty agency functions. Oversaw review of agency, institutions, lenders and other entities for compliance with applicable federal, state, local and agency laws, rules and regulations. (2007 to May 2010)

General Counsel, responsible for the creation of agency's General Counsel's Office. Provided legal advice, counsel, support and assistance to agency management and staff on a variety of matters. Served as liaison between the agency and the Attorney General's Office. Drafted and reviewed contracts and complex transactions. Directed, drafted and monitored proposed federal and state legislation for the agency. Maintained expertise in applicable federal, state and local laws, rules and regulations, including Title IV, FERPA, Open Records Act, employment law, privacy laws, collections, state laws, procurement, licensing agreements, federal contracting and education law. Handled all matters of corporate governance. Served as Assistant Secretary to the Board and Chief Records Officer. Reported to President and member of Executive Team. (November 2004 to 2007)

BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA

Assistant Vice Chancellor of Legal Affairs (November 2000 – November 2004)

Responsibilities included the preparation, review and negotiation of contracts for the Board of Regents and member colleges and universities; provision of general legal advice on issues, including FERPA and student and faculty matters; review of legislation; advice at Regents' meetings; coordination of work with the Attorney General's Office and outside counsel; and the provision of legal advice and system representation for highly complex commercial and

financial transactions involving the University System and/or a specific college or university. Areas of expertise included professional service agreements, intellectual property, consulting agreements, construction agreements, facility management agreements, health benefits, faculty and student issues, procurement, intergovernmental relationships and agreements, governance, software license agreements, lease purchase agreements and copyright issues. Received University System Office “Rookie of the Year Award” in 2001 and recognized as a Chancellor’s Shining Star in 2004.

DEKALB COUNTY (GEORGIA) LAW DEPARTMENT

Assistant County Attorney (May 1996 – October 2000)

Served as primary transactional attorney for all County Departments and elected officials. Responsibilities included the representation and provision of legal advice for the following: Chief Executive Officer; Board of Commissioners; Purchasing and Contracting; Finance (including Risk Management); Tax Commissioner; Board of Tax Assessors; Airport; Economic Development; Parks and Recreation; Public Works; Public Safety (Police and Fire Departments); Sheriff; District Attorney. Areas of expertise included local government legal issues; government contracts; emergency and disaster recovery management; intergovernmental relations; license agreements; financing agreements; lease purchase agreements; construction agreements; telecommunications (including cell tower leases and 911 systems); cable franchises; jail medical services; and bankruptcy work.

HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA

(December 1994 – May 1996)

Program Manager/Legal Advisor, responsibilities included oversight of Section 3; Youth Services; Drug Elimination; Resident Apprenticeships; Comprehensive Grant; and Tenant Opportunities Programs for the Authority. Supervised 10 staff members with a budget in excess of \$15 million and provided legal advice to the Division of Resident Initiatives. (November 1995 – May 1996)

Staff Attorney, provided legal support to various departments within the Authority. Responsibilities included advice on corporate governance issues for the Authority and various resident associations; litigation; contract preparation and negotiation; performance of corporate secretary functions for the Board; and the provision of statutory and regulatory interpretation. (December 1994 – November 1995)

POWELL, GOLDSTEIN, FRAZER & MURPHY, Atlanta, Georgia

(Summer 1989 and May 1990 – November 1994)

Associate, specialized in failed bank litigation and corporate representation of technology companies. Litigation experience emphasized the representation of the Resolution Trust Corporation and the Federal Deposit Insurance Corporation. Corporate experience included mergers and acquisitions; general corporate governance; contract preparation and negotiation; and license agreements. Member of the Firm’s Hiring Committee and Task Force on Diversity. (May 1990 – November 1994)

Summer Associate, performed various legal projects in the corporate, banking and real estate departments of the Firm. (Summer, 1989)

ASSOCIATIONS:

- State Bar of Georgia
- Yale University Alumni Association
- Yale University Alumni Schools Committee
- University of Michigan Alumni Association
- The Fund for American Studies Alumni Association

REFERENCES AVAILABLE UPON REQUEST

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

Education

Masters of Science in Strategic Communication, July 2015
Troy University, Hall School of Journalism

Bachelors of Arts in Mass Communications, Emphasis Multimedia Storytelling, May 2010
University of West Georgia, College of Social Science

Teaching Appointments

Adjunct Instructor, August 2015 – Present
Mass Communications
University of West Georgia

Courses Taught

COMM 4421R-Radio Practicum, 2015 – Present
COMM 1154- Intro to Mass Communications, 2019-Present
XIDS 2002- The Walking Dead: Communication and Critical Thinking- Fall 2019

Professional Experience

University of West Georgia- The WOLF Internet Radio, 1601 Maple St Carrollton, GA 30118
Operations Manager, June 2010 – October 2015
General Manager, October 2015 – Present

Gradick Communications, 102 Parkwood Circle Carrollton, GA 30117
Producer, May 2008 – August 2018
Morning Show Host- Kiss 102.7 FM, August 2016 – January 2018
Mid-day On-air Personality Kiss 102.7 FM, July 2008 – July 2011

Stalwart Films
Extra for The Walking Dead May 2011 – Present

Research Interests

Radio & Audio Media
Interactive Media & Emerging Technologies
History
Sports
News
Student Media Advisors
Law and Policy
Management, Marketing & Programming

Panel Presentation,

Panelist, 2019

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

We Never Thought of That!: Modeling Best Practices in Collegiate Media to Bridge the Gap Between Education and Industry, BEA Convention, Las Vegas, NV

Moderator, 2018

The Relevance of the Radio Course Then and Now: How It Continues to Inspire Students to Choose Radio, BEA Convention, Las Vegas, NV

Panelist, 2018

It's Not Your Grandpa's Radio: How College Radio Must Embrace an Inclusive Media Mindset to Reach Target Audiences, BEA Convention, Las Vegas, NV

Panelist, 2017

Innovative Training to Sustain Tomorrow's Student Media: Softening the blow of graduating student media leaders, BEA Convention, Las Vegas, NV

Panelist, 2016

Content is Still King: Exploring the Unexpected Consequences of Radio Programming, BEA Convention, Las Vegas, NV

Panelist, 2015

Social Media: The Great Equalizer in Radio. BEA Convention, Las Vegas, NV.

Panelist, 2015

Sports Broadcasting Program Showcase. BEA Convention, Las Vegas, NV.

Panelist, 2015

Radio Promotions, NBS-AERho 2015 National Convention, Atlanta, GA

Panelist, 2015

Getting on Camera in Film & TV, 2014

Panelist, 2014

New Connections: Using Your Internet Radio Station to Create Local Content for a Global Audience. BEA Convention, Las Vegas, NV.

Panelist, 2014

The Sports and Radio Love Affair in the 21st Century: How Internet Radio Is Keeping the Spark Alive. BEA Convention, Las Vegas, NV.

Panelist, 2013

I've Got An App for That!: Exploring the Impact of Mobile Applications for Radio Stations. BEA Convention, Las Vegas, NV.

Panelist, 2012

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

From Paper Idea to Live Stream: Building the Future of Radio on Your Campus. Go12!,
Chicago, IL.

Panelist, 2012

Accessibility is the Tipping Point: Exploring the Challenges and Opportunities for Student-run Internet Radio Stations, BEA Convention, Las Vegas, NV.

Fellowships, Grants, Funded Research or Teaching Support

IRTS Faculty Seminar, 2019

IRTS Foundation, Inc

Student Research Assistance Program, Student Research Funding, 2013-2019

University of West Georgia, SRAP Committee

Student Activity Fee Budget Allocation, Funding, 2012-2019

University of West Georgia, SAFBA Committee

Tech Fee Allocation, Funding, 2012-2019

University of West Georgia, Tech Fee Committee

Honors/Awards

Outstanding Teaching Award Nominee, 2018

University of West Georgia- College of Social Sciences

College of Social Sciences Outstanding Staff Award, 2017

University of West Georgia- College of Social Sciences

Best of the West Divisional Award Winner 2016

University of West Georgia- Academic Affairs

30 Under 30 Award, 2014

University of West Georgia- Alumni Association

Division of Academic Affairs Award of Excellence, 2014

University of West Georgia- Academic Affairs

College of Social Sciences Outstanding Staff Award, 2014

University of West Georgia- College of Social Sciences

Mass Communications Visionary Leadership Award, 2013

University of West Georgia- Mass Communication Department

Alpha Epsilon Rho Honor Society Inductee, 2013

National Broadcasting Society- Alpha Epsilon Rho Honor Society

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

The WOLF Internet Radio Vanguard Award, 2012
University of West Georgia- Mass Communication Department

Mass Communications Award of Excellence in Multimedia Storytelling, 2010
University of West Georgia- Mass Communication Department

Rhubarb Jones Academic Scholarship, 2008
University of West Georgia

NSCS Lifetime Honor Society Inductee, 2007
National Society of Collegiate Scholars

Alpha Lambda Delta Honor Society Inductee, 2006
Alpha Lambda Delta Honor Society

Professional Memberships

Member, 2013 – Present
College Broadcasters, Inc.

Member, 2013 – Present
Intercollegiate Broadcasting Systems

Professional Member, 2012 – Present
National Broadcasting Society, UWG Chapter

Member 2010 – Present
Broadcast Education Association

Member, 2012
College Media Advisors

Professional Office/Committee Service

President's Commission on Campus Inclusion- Staff Advisory Council Member Sept 2019-
Present
University of West Georgia

Staff Advisory Council By-laws and PR Committee Liaison
University of West Georgia

Staff Advisory Council Chair-Elect 2016- Sept 2019
University of West Georgia

Staff Advisory Council Rep 2016- Sept 2019

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

University of West Georgia

WUTV Executive Producer Search Committee 2017 and 2018
Department of Mass Communications, University of West Georgia

Festival of Media Arts competition Judge- 2017-Present
Broadcast Education Association

Media Day- Social Media Sub-committee, 2015 – Present
Department of Mass Communications, University of West Georgia

College Radio Day Board Member, 2013-2015
College Radio Foundation

Member 2011 – 2016
UWG Homecoming Committee
University of West Georgia, Alumni Association

WOLFstock Event Coordinator, 2011-present
The WOLF Internet Radio- Mass Communications Department, University of West Georgia

Advising/Mentorship

Digital Media and Telecommunications Mentor 2017 – Present
Mass Communications Department, University of West Georgia

Summer Orientation Advisor, 2014-2015
College of Social Science, University of West Georgia

Pre-Major Advisor, 2012
Mass Communications Department, University of West Georgia

Skills

Multimedia & Equipment

Adobe Audition 1.5-CS6
Basic Photoshop CS5
Zoom H4N Handy Recorders
Cannon SD Card Cameras
GoPro Camera and App
Padcaster System
DJI Phantom 3 Drone Pilot
Comrex NX Access and Rack System

Systems

WideOrbit Streaming systems
WideOrbit & StationPlaylist Radio Automation Software

Shawn A. Isaacs- General Manager

~ Carrollton ~ GA ~ 30117

Phone: [REDACTED] ~ Website: [linkedin.com/in/shawnisaacs1988](https://www.linkedin.com/in/shawnisaacs1988) ~ E-mail: [REDACTED]

MusicMaster radio scheduler software

AEQ Digital Audio Board software

OddCast Audio Streaming software

Orban Audio Processing

Ustream Producer Video

Trim, Label, Convert Audio Software

Streaming & Production Software

Station Playlist Creator & Editor Radio Programming Software

Comrex NX Access and Rack System

Computer

Microsoft Office Suite

PC & MAC

Basic HTML.

Basic Wordpress

Advanced Facebook, Facebook Pages, Twitter, Instagram, 4Square, SnapChat, TikTok and other social media outlets.

PRESENTATION OF QUALIFICATIONS

VINCENT TALLEY

[REDACTED]
JONESBORO GA 30238

[REDACTED]
[REDACTED]

Professional goal

To obtain a position in management and customer service which will allow me to utilize my knowledge, skills and experience

Education

Bachelor of Arts – Business Management 5/1985
University of Central Oklahoma

Experience

Terry Cullen Chevrolet – Jonesboro GA – 8/2016

- * Assisted customers in all phases of purchases and sales
- * Conducted demonstrations of new technology
- * Performed finance background checks to obtain approvals for contracts

Los Angeles County Office of Education – 5/2008 – 7/2016

- * Substituted in middle and high school classes, to teach lesson plans
- * Maintained student attendance, grades and communication with parents

Penske Chevrolet – Cerritos CA - 12/2012 – 4/2016

- * Worked in customer service, trained customers on vehicle features
- * helped customers get credit approval

Caruso Ford – Long Beach CA – 5/2004 – 11/2012

- * Customer service, teaching new features and finance

Walmart – Los Angeles CA – 4/2001 – 5/2004

- * Assistant Manager
- * Supervised and managed 100 people on various shifts
- * Maintained budgets, payroll , employee evaluations and daily reports

Kmart – Los Angeles CA – 2/1998 – 4/2001

- * Shift Manager
- * Assisted store manager with all store duties

HOBBIES AND INTERESTS

- Chess Club, Hiking, Reading and physical fitness, foot ball

AWARDS

- Salesman of the Month – March, 2016
- Chess Tournament Award – 6/2015
- Selected for Kaleidoscope Dance Tour Group, Oklahoma

REFERENCES: Available upon request.



Dennis Mock

Mayor, City of Dalton

[Details](#)

Profile

As a passionate and very successful mayor of the city of Dalton, GA for the past 5+ years, I have gained a wealth of knowledge and experience in the "grass roots" political arena. I have a proven record of dedication to service and completing objectives. I have strong skills in developing strategic relationships.

Employment History

[Nov 2014 — Jan 2020](#)

Mayor at City of Dalton, GA

Dalton

Served as CEO (mayor) of one of Georgia's most dynamic and vibrant cities.

Effectively managed budgets and increased the net value city's assets, now valued at more than a billion dollars.

Re-established Dalton as a community partner/player on local, regional, state, national and international levels.

[Jan 1984 — Oct 2018](#)

COO/Owner at Whitco Produce Co. Inc.

Dalton

Successfully managed and operated one of Dalton's most recognizable and long standing family owned businesses.

Experienced every aspect of owning and operating a small business.

Retired October 2018.

[Apr 1981 — Nov 2019](#)

Founder/ CEO at Carpet Capital Direct, DLM Ventures, Double D Veal, Two D Dalton Investments

Dalton

Under these various GA corporations, I have started numerous businesses that have either been sold, closed or are currently operational.

The missions of these businesses include:

1. One of the first web sites for carpet sales
2. Carpet sales direct both nationally and internationally
3. One of the first milk-fed veal operations in GA
4. Real estate ventures, buying and selling properties
5. New home construction and remodeling

Education

Sep 1978 – Nov 1980

GA State University

Atlanta

MHA

Sep 1971 – May 1975

Ball State University

Muncie, IN

BS

References

References available upon request

Curriculum Vitae
William Cameron Henry, Jr.

Education

Ed.D. Georgia Southern University, Statesboro, GA -2012

ED.S. Educational Leadership, Augusta State University, Augusta, Georgia- 2006

M.Ed., Educational Leadership, Augusta State University, Augusta, Georgia- 2001

B.A. Political Science, Hampden-Sydney College, Hampden-Sydney, Virginia -1987

B.A. English, Hampden-Sydney College, Hampden-Sydney, Virginia - 1986

Diploma, The McCallie School, Chattanooga, Tennessee - 1982

Attended Mississippi College School of Law, Jackson Mississippi, 1989-1991

Professional Experience

2018- Present	Assistant Principal Spirit Creek Middle School, Hephzibah, Georgia
2018	Assistant Principal, Langford Middle School Summer School
2015 -2018	Principal, Hephzibah Middle School, Hephzibah, Georgia
2012-2015	Assistant Principal for Instruction, Academy of Richmond County, Augusta Georgia
2000-2005	Supervising Teacher After School Academy, RCBOE, Hephzibah Middle School.
1995-2012	Hephzibah Middle School, Teacher
1994-1995	Glenn Hills High School, Teacher
1982-1987	Summer School Counselor/ Head of Dormitory McCallie School, Chattanooga Tennessee

Training and Certifications

Georgia L-7 Certificate (ELA and Leadership)
International Baccalaureate Head of School Training Categories 1, 2, and 3
State of Georgia TKES and LKES training and Certification
Georgia Teacher Support Specialist Endorsement
Early Career Principal Residency Program, University of Georgia, Cohort VII

Volunteer Activities

Augusta State Literacy Center, Tutor, 1997-2012
Historic Augusta, Steering Committee, Loft Tour 2006, 2007
Hephzibah Middle School Council

Professional Organizations

Professional Association of Georgia Educators 1994-Present
Georgia Association of Educational Leaders 2015-Present

Awards

WRDW Channel 12 "Time To Care" Award, September, 2001
Seventh Grade Teacher of the Year, Hephzibah Middle School, 2007, 2008