

Catherine Davis

EMPLOYMENT AND SKILL SUMMARY

Experienced advocate for the pro-life and pro-family causes. Extensive experience in community outreach, coalition building, and advocacy with emphasis in minority communities. Seasoned speaker and conservative voice on issues relevant to the family and life. Managed projects of various sizes to educate grassroots on conservative issues. In conjunction with the Radiance Foundation launched a billboard campaign that has reframed the life debate nationally. Experienced in project management and design of precedent setting initiatives. Skilled in mobilizing volunteers to staff grassroots projects across multiple states. Serves on a variety of advisory boards including Human Coalition and Educe Learning. Hosts a monthly pro-life networking luncheon.

Over twenty years' experience in Human Resources Management in fast paced, rapidly changing settings including medical, business and retail sales environments.

EMPLOYMENT HISTORY

President

The Restoration Project

Stone Mountain, GA

2011 – present

The Restoration Project is dedicated to rebuilding families, promoting the sanctity of life, and providing related educational materials, in order to transform American public policy and culture's impact on Black life into a restored culture of uprightness, evenhandedness, and virtue. Through education seminars, outreach and grassroots activation, the restoration project advocates for public policies and a community culture that will restore uprightness, evenhandedness, and virtue to the public policy discussions and culture.

Human Resources Principal 2009-2014

Stone Mountain, Georgia

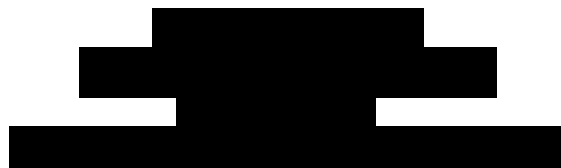
Managed human resources functions for two small businesses in Georgia and South Carolina. Provide consultation services included management of EEOC complaints, resolution of unemployment matters, training and development of staff, and implementation of policies and procedures. Designed and directed employee performance and progressive discipline programs. Provided technical advice and consultation to department heads and interprets Human Resources policies and procedures.

Director, Minority Outreach

Georgia Right to Life

Lawrenceville, GA 2009-2010

Organized and conducted outreach to minority churches, colleges, universities and other organizations to educate about the impact of abortion on the black community. Provided input on legislative initiatives, built groundbreaking coalitions between Churches, government and community organizations. Initiated grassroots lobbying on civil rights legislation for the unborn.



Catherine Davis

Manager, Human Resources

Sr. Employee Relations Specialist; Employee Relations/Staffing Specialist

Sprint

Atlanta, GA 1998 - 2007

Provided advice and counsel to management in all HR areas including employee relations, training, talent management, coaching and counseling and performance management. Managed a staff of 6-10 employees remotely located throughout the southeast region. Provided strategic advice regarding a variety of matters including compensation, performance management, workforce planning and consistency in application of policies and procedures.

Human Resources Manager

Charter Behavioral Health Systems, LLC

Atlanta, GA 1996-1997

Provided advice and counsel to management in all HR areas including employee relations, training, talent management, coaching and counseling and performance management. Managed a staff of 10-12 HR managers located in hospitals throughout Georgia.

Human Resource Generalist (Equal Employment Opportunity Manager)

Dept. Of Mental Health, Mental Retardation & Substance Abuse Services

Richmond, Virginia 1988-1995

Provided advice and counsel to management in all HR areas including employee relations, training, talent management, coaching and counseling and performance management. Primarily worked to reduce an active EEOC caseload from an average of 35 a month to less than 10.

Human Resource Generalist (Personnel Practices Analyst)

VA Department of Education

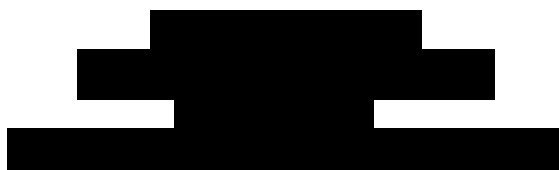
Richmond, Virginia 1985 - 1987

Provided advice and counsel to management in all HR areas including employee relations, training, talent management, coaching and counseling and performance management. Primarily worked to reduce an active EEOC caseload.

EDUCATION

UNIVERSITY OF BRIDGEPORT, SCHOOL OF LAW BRIDGEPORT, CT 1982 – 1985

BA (Magna Cum Laude) TUFTS UNIVERSITY, MEDFORD, MA 1970–1973



Cody C. Anderson

Citizen of the 1st Congressional District of Georgia



I'm a 31 year old entrepreneur who was born and raised in South Georgia. I am seeking an opportunity to fill the vacancy in the United State Senate. I am a business owner, a family man, and a Christian that exemplifies the values of our state and possesses a vision to keep Georgia moving forward. I am Pro Life, Pro 2nd Amendment, and a Conservative that believes strongly in capping government spending, cutting regulations, promoting small business, and standing firm on strong immigration policies.

Senator Isakson is a true Statesman . He has represented our great state with integrity and pride, and now it is time to pass the torch to a younger generation who is willing to fight like he has. I have been privileged enough to visit 48 of our states and have seen first hand the diversity and cultural differences that make our nation great. If appointed to the Senate, I promise to stand true to my word, represent all Georgians to the best of my ability, and fight for the values of our great state.

Experience

Self Employed Businessman

2013 - PRESENT

- *Jesup Milling Company - Owner*
Retail Farm Supply engaged in providing Agricultural products to Farmers and Residential customers within and surrounding Wayne County.
 - *Accounts Receivables / Accounts Payables*
 - *Customer Service / Public Relations / Marketing*
 - *Inventory Control / Product Development*

Anderson & Proudfoot Investments LLC - Co Owner

- *Logistics company engaged in transporting goods from coast to coast*
 - *Account Management / Asset Management*
 - *Route Planning / Business Development*

Anderson Farms - Owner

- *Row Crop and Cattle Operation*
 - *Financial Planning / Marketing*
 - *Operations / Quality Control*
 - *Asset Management / Accounting*

Employee of Interstate Paper LLC

2008 - 2013

- *Production Operator of Digestors in the Fiber Supply Department*
- *Equipment Operator for the Power House Department creating steam and electricity for mill operations*

Employee of Win Wholesale

2006 - 2008

- *Responsible for new business development*
 - *Product Presentations*
 - *Customer Service*
-

Education

South University - Business Administration

Service & Leadership

2006 - Stars over Georgia South Region Recipient

2011 - Farm Family of the Year

2013 - Georgia Young Farmer's State Young Beginning Producer Award Winner

2014- Wayne County Young Farmer's Distinguished Service Award

Member Wayne County Chamber of Commerce

Member Georgia Chamber of Commerce

Member Georgia Agribusiness Council

Member/Past President/Current Board Member Wayne County Young Farmer's

Akin Memorial UMC Mission Team

Member Wayne County Livestock Association and Show Team

Wayne County Agricultural Education Advisory Board

Qualifications / Qualities

Knowledge of Legislative Procedure Ability to raise funds Leads by Example

Self Motivated Works in a Bipartisan Manner Problem Solver

References

*Sheriff John G. Carter
Wayne County Sheriff's Office*



*Representative Bill Werkheiser
Georgia House of Representatives
District 157*



*Senator Blake Tillery
Georgia Senate
District 19*



Iris Knight Hamilton

Snellville, GA 30039

Nurse Executive | Clinical Consultant

Provide Strategic, Cross-Functional, Team Leadership | Drive Results & Business Process Improvement

Combine clinical background, solid business acumen, and program management skills to execute healthcare solutions for clients. Respected leader with proven ability to work in matrix environments, influence peers and senior leaders, and increase overall engagement. Successful coach, mentor and team member focused on leveraging strategies, technology, and methodologies that add business and clinical value. Utilize analytical, critical thinking to proactively resolve issues. Nominated for the prestigious Winning Leaders. Areas of expertise include:

**Program Management | Project Management | Business Relationship Management | Healthcare Policy & Advocacy
Strategic Planning & Execution | Issue Analysis & Resolution | Team Building & Leadership**

Professional Experience

ANTHEM, INC., Atlanta, GA
(Previously WellPoint, Inc.)

Director, Medical Management-Integrated Model, National Accounts 2015 - Present
Direct clinical and quality outcomes and overall operational effectiveness of book of business. Develop and manage dedicated care management team with 90+ FTEs. Improve clinical outcomes, member satisfaction, utilization and program integration for national account clients.

- Provided strategic and operational direction, delivering performance-based care and medical management services for a dedicated membership of upward of 1M+.
- Developed Oncology Center of Excellence program, increasing overall member experience and access to suite of care management services that reduced ER recidivism and readmission.
- Established and sustained strong cross-functional relationships with clients, consultants, and account management, resulting in seamless execution of 16+ clinical and quality outcomes.
- Recognized for implementing complex strategic initiatives, leveraging strong program management skills, analyzing data through a clinical lens and forming solution-driven strategies for clients and external partners from a consultative perspective.

Director, Medical Management - Employer Group Retirees (EGR) (Medicare Programs) 2015
Led financial and quality outcomes and overall operational effectiveness. Provided oversight for care management, including utilization and case management operations support. Delivered subject matter expertise on daily business issues. Advised of overall impact of CMS regulatory changes and industry trends.

- Created and implemented Central EGR team of 25+, ensuring world-class support of membership needs and decreased average length of stay.
- Drove organization-wide compliance with client contractual requirements and obligations by assisting with all client communications for Medicare Advantage; served as liaison with various matrix partners.

Director, Medical Management – Group Retirees Programs, Medicare Programs 2013 - 2014
Directed Financial and Quality outcomes and overall Operational effectiveness for State of GA Retirees (SHBP). Interfaced with Client and Account Management teams for clinical issue resolution. Provided subject matter expertise on day-to-day business issues, advised of impact of CMS regulatory changes, performance metrics, industry trends, and overall performance.

- Oversaw care management operations for Medicare retirees in Georgia, driving membership across the 50 states.
- Recognized for leading team of 100+ associates (clinical, non-clinical, management and analytics), accountable for delivering world-class service in a financially vulnerable market to ~100K+ Medicare retirees.

Director, Medical Management for Stars OBC Program, Medicare Programs 2012- 2013
Managed complete day-to-day responsibility for 100+ associates from a clinical and operational perspective, including strategic planning and budgeting.

- Implemented international operations with 50+ full-time associates that supported Stars Ratings for Medicare members.
- Implemented Pharmacotherapy program which supported Star Ratings and Fraud, Waste and Abuse for Medicare members.

Program Director, Stars Program, Medicare Programs 2010 - 2011
Served as a liaison with and overseeing the quality improvement activities / projects / provided comments to Compliance team on behalf of Care Management to CMS and programs for care management across all 50 states to support WellPoint's star ratings initiatives.

- Designed and implemented 1st Stars Outbound Call Program Call Center focused on targeted population management within Medicare membership, encouraging members to address and resolve gaps in care.

Manager II, Senior Services (Medicare), WellPoint, Inc.

Manager II, Medical Management, WellPoint, Inc.

Additional Related Experience

MATRIA HEALTH CARE, Marietta, GA | Senior Regional Director, Operations

CHILDREN'S HEALTHCARE OF ATLANTA, Atlanta, GA | Interim Director/Manager of Care Coordination Education

- **Master of Public Administration (MPA)**, Public Administration, Troy State University, Atlanta, GA
- **Bachelor of Science (BS)**, Respiratory Therapy, Florida A&M University, Tallahassee, FL
- **Associate of Science (AS)**, Nursing, Miami-Dade College, Miami, FL

Certification / Licensures / Board Affiliations/Trainings

- Emory Nurse Legislative Council Ex-Officio member (2018-2019)
- Georgia Nurses Association (GNA) Director of Legislation and Public Policy (2017-2019)
- March of Dimes, Executive Leadership Committee Nurse of the Year Program (2019)
- Georgia Nursing Leadership Coalition Training for Nurses on Boards (2019)
- American Nurses Advocacy Institute (ANAI), Washington, DC (2018)
 - Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment (SUPPORT) for Patients and Communities Act and the Substance Use Disorder Workforce Loan Repayment Act (H.R. 6)
 - Safe Staffing for Nurses and Patient Safety Act (H.R. 5052/S. 2446)
 - Title VIII Nursing Workforce Reauthorization Act (S. 1109)
- Nurse in Washington Internship, Washington, DC (2015)
- Fellowship Program, American Health Insurance Plan (AHIP) Fellow, Las Vegas, NV (2009-2010)

Recognition

- Worked on Georgia Nurse Compact Legislation which was signed into law by Governor Nathan Deal (2017)
- Value in Action Award for Leadership and Accountability (2017)
- Value in Action Award for Customer First, successfully meeting 16 clinical performance guarantees (2015 & 2016)
- Impact Award for a Successful STARS OBC Program implementation (2012)
- Nomination for Georgia Nurse March of Dimes Nurse of the Year Finalist (2012)
- Impact Award for Core Value: Customer First (2012)
- Case in Point Award, Case Management Outreach Program Winner (2012)
- Impact Award for outstanding Collaboration, Leadership and support for Medicare Star Ratings initiatives (2011)
- Impact Award for outstanding Collaboration, Leadership and support for Medicare CM Initiatives (2010)
- Impact Award for commitment to core values, One Company, One Team (2009)
- Impact Award for Leadership and outstanding Collaboration (2008)
- Impact Award for Leadership and Accountability (2006 & 2007)



PROFESSIONAL OBJECTIVE:

To become a valuable asset and member of our United States Senate representing the great state of Georgia with dynamic presence and convictions while bringing my skills of attention to detail and dedication to task to our local and federal government.

SUMMARY OF QUALIFICATIONS:

- Secret Clearance Defense Industrial Security Clearance office (DISCO) - May 2020.
- Authoring Instructional Materials (AIM) Content Planning Module (CPM) and Learning Object (LO) Certified. (Oct 13)

PROFESSIONAL EXPERIENCE:

Sonnen Inc. **Tucker, GA** **Dec 2018 - Present**
Test Technician

- Manger and oversee neuromas load bank systems ranging in voltage from 480-240 etc.
- Trouble shoot and load the program on various PLC for the load banks
- Ability to read and understand various electrical schematics
- Complete necessary documents and electronic communication in a thorough, accurate and timely manner

Centurum Inc. **Charleston, SC** **Sept 2013 – Feb 2014**
Training Developer / Production Technician

- Assisted with the development of training material associated with the hardware upgrade of a major U.S. Navy deployable communications system. This development ensures the knowledge and skills necessary to maintain, troubleshoot and repair vital communications equipment is available for training in U.S. Navy school houses in accordance with applicable instructions and standards.
- Part of a team that manufactured over 300 Radio Frequency (RF) and data cables for the Ship's Signal Exploitation Equipment (SSEE) Increment F (INC-F) system onboard U.S. Navy vessels. These cables must meet exacting criteria and specifications for length, connector and quality. Cables were provided to a shipyard for new construction with zero defects.
- Assisted in the installation of new control cables between an existing U.S. Navy laboratory and associated antenna. This work restored the functionality that was previously lost.
- Removed cables and equipment from an obsolete equipment suite ensuring 100% accountability and tracking of these high value assets that are utilized in existing U.S. Navy Cryptologic Systems. Additionally, ensured the satisfactory restoration of the suite per customer direction.
- Manufactured safety brackets to secure electronic equipment cabinets to walls in a portable, quick reaction communications suite. These brackets aid in personnel and equipment safety while the system is operated in potentially hostile environments.

United States Marine Corps **Okinawa, Japan** **Dec 2009 - June 2011**
Logistics Instructor/Specialist

- Experience in providing combat training, managing combat logistics
- Extensive understanding of communication combat equipment and the logistics applications used by the United States Marine Corps.

- Facilitated as a Lead Logistics Instructor that trained approximately 100 Marines annually on the use of shipping and receiving of Nemours communications and combat equipment.
- Trained Marines on the Global Combat Support System -Marine Corps (GCSS-MC) critical logistics management application. Assisted with developing key training materials to improve daily operations for the combat logistics support teams.
- Developed the training materials that assisted with making the transition from paper-based equipment repair orders to a more efficient, user friendly computer based system for managing orders and repair management. Managed the combat equipment including trucks, radios, batteries ETC. with some of the equipment valued over \$1 million.
- Provided status updates and communicated regularly with senior management personnel utilizing: GCSS-MC, Federal Logistics Data (FED LOG), Federal Logistics Information System Web Inquiry (WEBFLIS) and GSA.
- Assisted with developing key training materials improving daily operations for the logistics support department.
- Implemented logistics operations to ensure that the company was under correct standards with 100 % success rate.

**United State Marine Corps
Radio Instructor/Operator**

Quantico, VA

June 2011-Aug 2013

- Trained over 200 Marines in all aspects of radio operations, network communication principles, troubleshooting and diagnosis of electronic failures.
- Operated and maintained various communication equipment including AN/PRC-117(F)/(G), AN/PRC-152, VRC-110, and Very Small Aperture Terminal (VSAT) SATCOM Antenna.
- Operated and maintained various Communication antennas to include OE-254, High Gain SATCOM Antenna and Very Small Aperture Terminal (VSAT) SATCOM Antenna.

EDUCATION:

- Marine Corp Base Basic Training
- Marine Corps Communication & Electronics School, 2010
- Central Gwinnett High School, 2008

SUPPLEMENTAL INFORMATION:

Have experience in coordinating with mission (United States Army & United States Marine Corp) (during a major catastrophe that required team work. (Miyagi earthquake and tsunami?)

REFERENCES:

Personal and professional references supplied upon request.

Kristi Schaller
Department of Communication
Studies University of Georgia
 Caldwell Hall



Ph.D. Ohio University, 1993

Major Areas: Interpersonal Communication & Instructional Communication
 Minor Area: Rhetorical Theory
 Dissertation: "*The Development of a Communication-Based Model of Teacher Efficacy.*"

M.S. Illinois State University, 1987

Emphasis: Interpersonal Communication/Instructional Communication
 Thesis: "*Teacher Expectations of the Communication Apprehensive Student.*"

B.S. Illinois State University, 1984

Sociology major, Communication minor

Teaching

University of Georgia, Communication Studies Department 7/2014-present
 Senior Lecturer

University of Georgia Communication Studies Department 8/2005-6/2014
 Lecturer
 (Formerly Speech Communication Department)

LeadAbroad and Oglethorpe University, Atlanta, GA 6/2016-8/2016
 Taught two study abroad courses in Barcelona, Spain

LeadAbroad and Oglethorpe University, Atlanta, GA 6/2018-8/2018
 Taught two study abroad courses in London, England

University of Hawaii at Manoa, Department of Communicology 5/2005-7/2013
 (Formerly Department of Speech)
 Taught summer session courses

University of Hawaii at Manoa, Department of Speech 8/1999-5/2005
 Assistant Professor/Public Speaking Course Director

9/1994 - 6/1999

Georgia State University, Department of Communication
 Temporary Assistant Professor/Basic Course Director/Part-time Instructor Coordinator

Indiana University, Speech Communication Department 8/1992 - 6/1994
 Visiting Assistant Professor/Interpersonal Communication Course Director

Ohio University, School of Interpersonal Communication	9/1988 - 8/1992
Graduate Teaching Associate	
Illinois State University, Department of Communication	8/1985 - 5/1987
Graduate Teaching Assistant	

Publications

Schaller, K.A. (2004). *Principles of Effective Public Speaking: Student Workbook, 3/e*. Boston, MA: McGraw-Hill.

Schaller, K.A. (2003). *Principles of Effective Public Speaking: Student Workbook, 2/e*. Boston, MA: McGraw-Hill.

Schaller, K.A. (2003). *Oral Communication Intensive Courses*. Online materials prepared for University of Hawaii General Education Core and Graduation Requirements. www.hawaii.edu/gened/oc/oc.htm

Schaller, K.A. (2002). *Principles of Effective Public Speaking: Student Workbook*. Boston, MA: McGraw-Hill.

Schaller, K.A. (2002). Online Study Guide for Beebe/Beebe, *Public Speaking: An Audience-Centered Approach, 5/e*. Boston, MA: Allyn & Bacon.

Schaller, K.A., & Callison, M.G. (1998). Multiple Intelligences and Student Learning in the Basic Public Speaking Course. *Basic Communication Course Annual 10*, 90-104.

Cheshier, D., **Schaller, K.A.**, & Callison, M. (1998). *Public Speaking: From Ideas to Action*. Dubuque, IA: Kendall/Hunt.

Williams, D.E., & **Schaller, K.A.** (1994). A Cross-Disciplinary Study of GTAs' Views on Topics Used in Training Programs. *Journal of Graduate Teaching Assistant Development*, 2, 1-8.

Williams, D.E., & **Schaller, K.A.** (1993). Peer Persuasion: A Study of Children's Dominance Strategies. *Early Child Development and Care*, 88, 31-41.

Graham, E.E., West, R., & **Schaller, K.A.** (1992). The Association between the Relational Teaching Approach and Job Satisfaction. *Communication Reports*, 5, 11-22.

Conference Papers

Sharkey, W.F., Callison, M. G., & **Schaller, K.A.** (2001, November). *Language Use of Visually Impaired and Sighted Adult Interactants*. National Communication Association, Atlanta, GA.

Daigle, L., & **Schaller, K.A.** (1999, November). *Public Speaking is "Rafting the Rapids:" Student-Generated Metaphors*. National Communication Association, Chicago, IL.

Schaller, K.A., & Callison, M. G. (1996, November). *Multiple Intelligences and Student Learning Styles: Reframing Our Teaching Methods in the Basic Course*. Speech Communication Association, San Diego, CA.

Schaller, K.A. (1994, November). *The Development of A Communication-Based Teacher Efficacy Scale*. Speech Communication Association, New Orleans, LA.

Schaller, K.A. (1994, November). *The Role and Responsibilities of a Basic Course Director*. Speech Communication Association, New Orleans, LA.

Williams, D.E., & **Schaller, K.A.** (1994, November). *A Cross-Disciplinary Study of Teaching Assistants' Training Needs*. Speech Communication Association, New Orleans, LA.

Schaller, K.A., & DeWine, S. (1993, November). *The Development of a Communication-Based Model of Teacher Efficacy*. Speech Communication Association, Miami, FL.

West, R., & **Schaller, K.A.** (1990, November). *Relational Indices of Teacher Satisfaction*. Speech Communication Association, Chicago, IL. **Top Ranked Student Debut Paper**, Instructional Development Division.

Williams, D.E., & **Schaller, K.A.** (1990, November). *Peer Persuasion in the Classroom: A Naturalistic Study of Children's Dominance*. Speech Communication Association, Chicago, IL.

DeWine, S., **Schaller, K.A.**, & Cooks, L. (1990, April). *Organizational Communication Majors and Their Careers: The Impact of General Education Requirements*. Central States Communication Association, Detroit, MI.

Publications

Davilla, R., & **Schaller, K.A.** (1990, April). *Who's the Boss: Children's Communication Dominance Behaviors*. Central States Communication Association, Detroit, MI.

Cota, J., & **Schaller, K.A.** (1989, April). *Hooked on a Feeling: Uncertainty Reduction Techniques in Adult Children of Alcoholics*. Central States Communication Association, Kansas City, MO.

Williams, D.E., & **Schaller, K.A.** (1989, April). *Children's Dominance: A Naturalistic Study*. Ohio University Communication Research Conference, Athens, OH.

Schaller, K.A., & Comadena, M. (1988, April). *Teacher Expectations of the Communication Apprehensive Student*. Central States Speech Association, Schaumburg, IL.

Conference Presentations

"Online Teaching: Best Practices." Southern States Communication Association Conference, Nashville, TN, April 2018.

"Managing Communication Teacher Education Programs: **Short Course**." National Communication Association Conference, New Orleans, LA, November 2002.

"Bridging Cultures in the Basic Course: International Students in the Course." National Communication Association Conference, New Orleans, LA, November 2002.

"Designing and Teaching the Honors Basic Course." National Communication Association Conference, New Orleans, LA, November 2002.

"The Engaged Discipline: Communication Students in Action in the Community (Incorporating Service Learning)." National Communication Association Conference, New Orleans, LA, November 2002.

"Reinventing the Basic Public Speaking Course." Midwest Basic Course Director's Conference, Louisville, KY, February 2002.

"The Basic Course: Special Issues and Questions." Midwest Basic Course Director's Conference, Merrillville, IN, February 1999.

"Teacher Self-Disclosure: Social and Political Views." National Communication Association, New York, NY, November 1998.

"Basic Course Structure." Midwest Basic Course Director's Conference, Columbus, OH, February 1998.

"Teacher Self-Disclosure: Pedagogy or Catharsis?" National Communication Association, Chicago, IL, November 1997.

"Evaluating Student Speeches: Faculty and Graduate Teaching Assistant Perspectives." Midwest Basic Course Director's Conference, Indianapolis, IN, February 1997.

"Teacher Self-Disclosure in the Classroom: How Much Is Too Much?" Speech Communication Association, San Diego, CA, November 1996.

"Student Learning Styles: Reframing the Way We Teach." Midwest Basic Course Director's Conference, Biloxi, MS, February 1996.

"When Research Gets Personal: Subjectivity As An Asset or Liability." Speech Communication Association, San Antonio, TX, November 1995.

"Issues in Innovation and Assessment." Midwest Basic Course Director's Conference, Toledo, OH, February 1995.

"The Use of Electronic Meetings to Enhance the Development of the Basic Course." Midwest Basic Course Director's Conference, Kansas City, MO, February 1994.

Professional Development

Certificate in Diversity and Inclusion. University of Georgia, September 2019. Took courses and earned certificate. Sponsored by Office of Diversity and Inclusion.

Service-Learning Fellowship. Awarded fellowship and \$2500 stipend to develop a service-learning course. Spring 2016.

Online Learning Fellowship. Awarded fellowship and \$5000 stipend to revise course and to train graduate teaching assistants to teach the course. Course revision includes measures to make the course more accessible for those with vision and/or hearing impairment as well as to ensure Quality Matters Higher Education Rubric requirements are met. 2016-2017.

Online Learning Fellowship. Awarded fellowship and \$5000 stipend to develop an online Introduction to Interpersonal Communication (COMM 1500E course). 2015-2016.

Service-Learning Workshops. September-October 2016. Completed workshops to learn about incorporating service-learning in various courses.

Provost Summer Teaching Initiative. Proposal accepted by UGA Provost to teach upper-division course during summer session 2014. Initiative was to offer more and to increase enrollments in upper-division courses.

Early Adopter of e-Learning Commons (Desire 2 Learn). Participant in pilot semester of new e-learning platform adopted by UGA in Fall 2013. Spring Semester 2013.

Faculty Development Workshop on Improving Students' Critical Reading. Conducted by Monica Stitt-Bergh, Manoa Reading Program, March 17, 2005.

Faculty Development Workshops on Classroom Management, Plagiarism and Academic Dishonesty. Conducted by Dr. Lori Ideta, Office of the Dean of Students, University of Hawai'i at Manoa, February 2 and 22, 2005.

WebCT Workshops, University of Hawai'i at Manoa Information Technology Services, March 13-May 1, 2003; September 2004. Attended workshops on the use of WebCT.

University of Hawai'i at Manoa 2nd Annual Faculty Service-Learning Institute, March 7, 2003.

Plagiarism Workshop, Conducted by Chris Anson, President, Council of Writing Program Administrators, held at the University of Hawai'i at Manoa, March 2003.

Support Grants

Service-Learning Support Grant, \$300. Applied for and awarded grant to fund student service-learning projects for COMM 3600S course. Fall 2017.

Student/Faculty Enrichment Fund Grant. Applied for and awarded grant to fund a social event with students in my COMM 1500 courses, to enhance interpersonal relationships between myself and students. October 2017.

Service-Learning Support Grant, \$300. Applied for and awarded grant to fund student service-learning projects for COMM 3600S course. Fall 2016.

Academic Service

Advisor, Undergraduate National Communication Association, University of Georgia, May 2019-present.

Public Speaking Advisory Board. The DK Guide to Public Speaking, Pearson Publishing. 2009-2010.

Editorial Board. *Communication Studies*. James L. Query, Jr., Editor. 2002-2006.

Editorial Board. *Communication Studies Special Issue*. James L. Query, Jr., Editor. 2001.

Editorial Board. *Basic Communication Course Annual*. Lawrence W. Hugenberg, Editor. 1997-1999.

Academic Service

Ad hoc Reviewer. *Communication Studies*. Central States Communication Association. J. Kevin Barge, Editor. 1993-1995.

Chair, Graduate Student Theses:

Margaret Jones, Georgia State University, 1999
 Juliette Carter, Georgia State University, 1998
 Vicki Q. Walker, Georgia State University, 1998
 Rebecca Ellison, Indiana University, 1994 (co-chair with Patricia H. Andrews)

Chair, Graduate Student Practicum:

Rick Lindner, Georgia State University, 1996.

Graduate Thesis/Dissertation Committee Member: Laura Ippoliti, M.A., Georgia State University, 1999
 Cassandra Hollis, M.A., Georgia State University, 1999
 Ann Mason, M.A., Georgia State University, 1999

Paul Pilavachi, Ph.D., Indiana University, 1994
 Stewart Alexander, M.A., Indiana University, 1994
 Jennifer Jones, M.A., Indiana University, 1994

Internship Faculty Supervisor:

Karlee Kuc, Caterpillar, Inc., Athens, GA, Spring-Summer 2016. Honors Internship.
 Gareth Kanter, Spaceman Digital, Atlanta, GA, Summer 2014. Honors Internship.
 Allison Goldstein, Seventeen Magazine, New York, NY, Spring 2014. Honors Internship.
 Simone Rego, University of Georgia Athletic Association Sports Communication Department, Athens, GA, Spring 2014.
 Christopher Nieman, Score Atlanta, Atlanta, GA, Fall 2013
 Saureh Askarian, BCBGMAXAZRIAGROUP, Los Angeles, CA, Summer 2013
 Nicole Suber, Red Vinyl Publishing, Nashville, TN, Summer 2013
 Ryan Harrast, Prince Avenue Baptist Church, Athens, GA, Summer-Fall 2012
 Kristin Jenkins, Universal Music Group, Los Angeles, CA, Summer 2012
 Gina Nuccio, Georgia Crown Distributing Co., McDonough, GA, Summer-Fall 2012
 Derek Reimherr, Gwinnett Arena, Duluth, GA, Summer 2012
 Candace Williams, Young Harris College Athletic Department (Promotions & Communications, Young Harris, GA, Summer 2012
 Collier Ross, The Red and Black UGA Student Newspaper, Athens, GA, Spring 2011
 Amy Hoskin, Natalie Bradley Events, Athens, GA, Fall 2009 & Spring 2010
 Jill Parham, The Summit Agency, Athens, GA, Spring 2009
 Holly Stiles, Cowan & Cowan Law Firm, Murphy, NC, Summer and Fall 2008
 Melissa Pepin, Athens First Bank and Trust Company, Athens, GA, Summer and Fall 2006
 Meredith Cook, National Public Radio, Washington, D.C., Summer 2006
 Melissa Mayse, McGraw-Hill Publishers, Fall 2003
 Agnes Calderon, V International Productions, Honolulu, HI, Fall 2002
 Nicole Nitta, Hawai'i Prince Hotel, Fall 2001

Independent Study Director:

Kelly McGarity, University of Georgia, Fall 2010, Interpersonal Communication
 Joanna Harbin, University of Georgia, Fall 2009 & Spring 2010, Relational Communication.
 Mitchell Okamura, University of Hawai'i at Manoa, Spring 2005, Small Group Communication
 Corinne Fukushima, University of Hawai'i at Manoa, Fall 2004, Business Communication
 Laura Ko, University of Hawai'i at Manoa, Spring 2004, Instructional Communication
 Marni Vidal, University of Hawai'i at Manoa, Spring 2004, Instructional Communication
 Jeff Dellamaggiora, Georgia State University, Spring 1997, Interpersonal Communication and Research Methods

Workshop: Presentation Skills. Presented to University of Georgia Libraries' Staff. Athens, Georgia, February 26, 2010.

Workshop: Enhancing Communication in the Adult Education Organization. Presented at the Adult Education Fall Institute, Atlanta, Georgia, October 28, 2009.

Oral Communication Workshop. University of Hawai'i at Manoa. Presented workshop to University of Hawai'i faculty on development, delivery, and grading of oral communication intensive courses taken by students to fulfill the General Education Core and Graduation Requirements. March 11, 2005.

Scholarship Judge. College of Arts and Humanities, University of Hawai'i at Manoa. Faculty judge for Danny Kaleikini Kahala Hilton, Chun Kwong Lau, and the Carol Burnett/Tom Selleck Diamond Head Theater Scholarships. Spring 2005.

Awards Committee. Speech Department, University of Hawai'i at Manoa. Evaluated student applications and faculty recommendations for undergraduate and graduate awards and scholarships. 2004-2005.

Guest Lecture. IS 311 (Leadership Skills for Resident Advisers) Course, University of Hawai'i at Manoa. Presented a lecture on effective interpersonal, verbal, and written communication, March 16, 2004.

Undergraduate Committee. Communication Department, Georgia State University, 1995-1999. Reviewed, evaluated, and revised undergraduate curriculum requirements.

Research Committee. Communication Department, Georgia State University, 1994-95 academic year. Reviewed and evaluated faculty research proposals for funding consideration.

College of Arts and Sciences Grade Appeal Hearing Committee. Georgia State University, 1998.

Course Reconfiguration. Communication Department, Georgia State University, 1996. Converted Human Communication course to University Core Curriculum semester course. Prepared syllabus, course workbook with major assignments, and training manual for graduate teaching assistants.

Research Assistant. School of Interpersonal Communication, Ohio University, Fall 1990. Assisted Dr. Elizabeth Graham with research for book chapter (*Communication Research Measures: A Sourcebook*, 1994).

Basic Course Teaching Assistant. School of Interpersonal Communication, Ohio University, 1989-1990. Assisted Dr. Ted Foster with direction of basic public speaking course. Co-wrote all quizzes and exams for the course, performed various administrative duties.

Graduate Teaching Assistant Training/Orientation. Georgia State University. Conducted annual workshop for new and returning graduate teaching assistants, 1994-1998.

Graduate Teaching Associate Teaching Effectiveness Workshop. Ohio University. Assisted Basic Course Director with content development, planning, and implementation of university-wide GTA training workshop, 1989, 1990.

Academic Service - Search Committees:

Search Committee Member. Communication Studies Department, University of Georgia, 2017-2018. Lecturer Search.

Chair, Search Committee. Communication Department, Georgia State University, Summer 1997. Coordinated search for Lecturer position.

Chair, Search Committee. Communication Department, Georgia State University, 1995-96 academic year. Coordinated search for Assistant Professor/Director of Debate.

Chair, Search Committee. Communication Department, Georgia State University, 1994-95 academic year. Coordinated search for Temporary Assistant Professor/Director of Debate.

Search Committee Graduate Student Member. School of Interpersonal Communication, Ohio University, 1989-1990 academic year. Assisted in search for tenure-track faculty positions.

Conference Paper Reviewer:

National Communication Association Basic Course Division, February 1999.

SCHALLER VITA

National Communication Association Basic Course Division, February 1998.

International Communication Association Instructional and Development Division, December 1997.

National Communication Association Basic Course Commission, February 1997.

Speech Communication Association Basic Course Commission, February 1995.

Conference Program Chair:

National Communication Association Instructional Development Division, November 1997.

National Communication Association Commission on Communication and Aging, November 1997.

Speech Communication Association Family Communication Division, November 1994.

Respondent:

Speech Communication Association Basic Course Commission. Responded to Top Four Pedagogy Papers in the Basic Course at the annual conference, November 1995.

Media Commentaries:

Appearance on WSB-TV, Atlanta, GA (ABC affiliate); Commentary on nonverbal communication of President William J. Clinton, September 15, 1998.

Appearance on WSB-TV, Atlanta, GA (ABC affiliate); Commentary on President William J. Clinton's denial of relationship with Monica Lewinsky, January 1998.

Appearance on WAGA-TV, Atlanta, GA (Fox affiliate); Response to speech given by Queen Elizabeth of England on death of Princess Diana, September 1997.

Quoted in *Atlanta Journal Constitution*, "Families Winging It" article written by Maureen Downey, March 26, 1997.

Appearance on WAGA-TV, Atlanta, GA (Fox affiliate); Nonverbal communication of principal figures in O.J. Simpson murder trial, January 25, 1995.

Textbook Reviews:

30+ Pre-Publication Reviews of Public Speaking, Small Group, and Interpersonal Communication textbooks for numerous publishers.

Miscellaneous Departmental/University Service:

Faculty Advisor, Red Hotz Dance Team, The University of Georgia, 2010-2011.

Hawai'i Foodbank Coordinator. Speech Department, University of Hawai'i at Manoa, April 2005, February 2004, April 2003.

Organizing Committee, Department of Communication Open Scholarship Golf Tournament. Georgia State University, June 1997, June 1996.

Department Coordinator, State Charitable Contributions Campaign. Georgia State University, September 1994.

Community Service:

Service Learning. Communication Studies Department, University of Georgia. Direct student service learning projects in Small Group Communication and Advanced Small Group Communication courses.

SCHALLER VITA

Service Learning. Speech Department, University of Hawai'i at Manoa, Fall 2001-present. Directed student service learning projects in Personal and Public Communication, Public Speaking, Speech for Classroom Teachers, Small Group Communication, and Interpersonal Communication courses.

American Cancer Society Relay for Life. Team Olelo Captain and Participant. Honolulu, HI, January -April, 2005. Team Olelo raised \$1683 for the American Cancer Society.

Susan G. Komen Race for the Cure. Honolulu, HI, October 16, 2004. Volunteer crew member.

Miscellaneous Departmental/University Service:

Susan G. Komen Race for the Cure. Honolulu, HI, September 2000, 2001; October 24, 2004. Participant.

Great Aloha Run. Honolulu, HI, February 13, 2004. Volunteer crew member.

Hawai'i Foodbank Annual Collection Day. Honolulu, HI, April 2005, April 2003. Volunteer.

Speech Festival Service Learning Project. Hokulani Elementary School, Honolulu, HI, April 2002. Worked with Speech Communication Society Club, preparing elementary school students for a speech festival.

Jingle Bell Run. December 2001. Sponsored by the Honolulu Advertiser, to benefit Special Olympics Hawai'i. Participant.

Consultant, Atlanta (GA) Poison Control Center. Consulted with PCC regarding effective communication within the organization, October 1996.

Participant, Great Atlanta (Olympic Games) Clean-Up - Georgia State University Team. July 1996.

Participant, Georgia State University Volunteer Day. Volunteer project sponsored by Georgia State University, Hands On Atlanta, and The Atlanta Project, October 1994.

Awards

Outstanding Graduate Student Teacher, International Communication Association, 1990.

Outstanding Graduate Student Teacher, School of Interpersonal Communication, Ohio University, 1990.

Professional Affiliations

National Communication Association
Basic Course Directors Association

UGA Courses Taught

COMM 1100, 1500, 2150H, 2300, 2520, 2550H, 3200, 3600, 3600S, 4530, 4550, 4910, 4930

Courses Taught

Undergraduate:

Business and Professional Communication

Communication Theory

Family Communication

Freshman Seminar Leaders Program (course for seniors teaching Freshman Seminar Speech 151 class)

First Year Seminar: Communication Skills for Everyday Life. University of Georgia, Spring 2010.

Human Communication (*public speaking, interpersonal, organizational, small group, mass communication, conflict management, nonverbal, intercultural, listening*)

Independent Study/Directed Research

Internship Faculty Supervisor

Intercultural Communication

Interpersonal Communication (+ Honors & Outreach programs to adult learners).

Interviewing

Leadership Skills

Media, Culture, and Society

Media Studies

Organizational Communication (+ Outreach program to adult learners). (3000, 4000 levels).

Persuasion

Public Speaking (+ adult learners). Oral-intensive course.

Public Speaking Honors course. Writing and oral-intensive course.

Small Group Decision-Making and Leadership (also taught in Outreach program to adult learners). Oral-intensive course. (2000, 3000, 4000 levels).

Speech for Classroom Teachers. Oral-intensive course.

Graduate:

Business Communication (online course for Master's students in the School of Accountancy at the University of Hawai'i at Manoa).

Communication Theory

Family Communication

Independent Study/Directed Research

Interpersonal Communication Theory and Research

Practicum in Instructional Communication

Studies in Contemporary Communication (*communication theory, interpersonal, communication competence, instructional communication*)

References

Dr. Edward Panetta
Department Head
Department of Communication Studies
University of Georgia



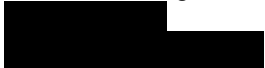
Dr. Kelly Aune
Professor and Chair, Department of Communicology
University of Hawaii at Manoa



Dr. Krystyna Aune
Dean of Graduate Education
Professor, Department of Communicology
University of Hawaii at Manoa



Dr. Sue DeWine
President
Hanover College





LeCretia Burton



Experience

CSG Government Solutions

Project Manager, Georgia Division of Child Support – Feasibility Study (2/2019 – Present)

- Acts as the single point of contact for the CSG team with DCSS
- Directs all CSG project activities including the timely completion of all deliverables
- Identifies and manages project issues and risks
- Assures effective communication and collaboration with project stakeholders, including the scheduling and facilitation of meetings
- Works with the DCSS Project Manager to revise processes and finalize deliverable expectations to assure the project achieves its goals and objectives
- Provides child support and system modernization subject matter expertise throughout the activities leading up to the submission of the Feasibility Study, Alternatives Analysis, and Cost Benefit Analysis
- Assures the CSG team follows the project management methodology and approach, standards, processes, and schedule defined in the approved project schedule and project management plan
- Monitors and controls project schedule, scope, and budget
- Supports DCSS with any communication, questions, and the approval of the Feasibility Study and Cost Benefit Analysis

Project Management Support, Georgia Bureau of Investigations – PMO Services for Georgia Criminal Justice e-Filing Project (CJeP) (07/2018 – 08/2018)

- Served as back-up to Project Manager
- Assessed project resource needs
- Developed and established workflow process and tracking system for vendor invoicing
- Assisted with compiling data for weekly and monthly reporting
- Maintained daily on-site presence leading to improved client interaction and relationship
- Identified/documented risks to the Pilot Go-Live date of 10/1/18
- Reviewed work products for pilot phase and recommended future work products for future phases

Project Manager, Iowa Department of Human Services – PMO Services for Integrated Eligibility System Modernization (ELIAS) (02/2016 – 04/2018)

- Oversaw all project management activities for the Iowa ELIAS Project using an Agile methodology including participation in program increment planning, bi-weekly scrum updates, sprint retrospectives, and lessons learned meetings.
- Successfully closed the project ensuring all deliverables were complete and goals accomplished
- Provided leadership and management of the project team, assuring quality of services and deliverables
- Maintained daily interaction and relationship with the client and led facilitation of executive teams with management activities, including development and implementation of key documents and executive meetings
- Identified and resolved project issues and risks



-
- Assured accurate project documentation through a project library, meeting agendas, meeting notes, and decision documents
 - Established structure and provided appropriate tools in collaboration with other contractors, allowing for monitoring of work plans, resolution of issues, and risk mitigation
 - Reviewed all contractor plans related to the project and monitor their progress toward implementation goals
 - Provided periodic reports regarding overall readiness of each contractor prior to implementation tasks
 - Prepared and presented status updates periodically to CMS, the Agency, and other stakeholders
 - Managed the project change order process with all contractors and the State in order to confirm that the change order or amendment is within the original scope of work
 - Assisted with any federal requirements as needed

ACA Integration Manager, Iowa Department of Human Services – PMO Services for Integrated Eligibility System Modernization (ELIAS) (11/2015 – 01/2016)

- Oversaw ACA certification of ELIAS
- Coordinated communication with CMS, including policy clarifications, Standard Operations and Technical Assistance calls, and CMS consults
- Collaborated with software contract vendor team, including serving as lead for multi-state team and individual state collaboration meetings
- Developed plan to escalate, track, and resolve functional Accenture Software (ASW) needs and manage ASW product agendas
- Led product design reviews
- Oversaw Federal Facilitated Marketplace web services and account transfer
- Served as functional subject matter expert (SME) throughout the project

Deputy Project Manager, Illinois Department of Human Services – Illinois Healthcare and Human Services – Innovation Incubator (i2) Planning and Project Management Office Project (formerly the Framework Project) (03/2015 – 10/2015)

- Facilitated and directed the process for meeting the system and business requirements for State agencies impacted by the MMIS replacement
- Participated in system gap and solution sessions, providing subject matter and policy expertise
- Reviewed detailed system design documents, use test cases, and other project documentation to ensure business requirements were appropriately documented

Deputy Project Manager, Illinois Department of Healthcare and Family Services – Integrated Eligibility System Modernization Planning and Project Management Office (PMO) Project (07/2014 – 12/2014)

- Managed the development of business processes for centralization of scan/print/mail customer correspondence operations
- Assisted with development of automation of customer appeal calls for the project
- Coordinated document scanning and image linkage to the IL-IES project for two agencies and three programs, including coordination of documentation format
- Prepared business case and project plan to guide the execution of the scanning project
- Facilitated meetings with departmental, technical, and other functional area managers

Cognosante

Deputy Project Manager, Federal Centers for Medicare and Medicaid Services (CMS) – ACA Office Creation

- Acted as ACA and government healthcare SME to help organize the multimillion-dollar project to manage the rapid deployment of 24 ACA enrollment offices in 14 states
- Stabilized the team and facilitated improved communications by creating a regional reporting structure among 24 geographically dispersed site supervisors

-
- Established uniform standards and procedures
 - Mentored regional leadership and stabilizing operations
 - Created uniform work guidelines and operational standards
 - Communicated frequently with CMS by attending monthly meetings, providing weekly, monthly, and ad-hoc reports as needed
 - Reviewed CMS policy clarifications and requirements and disseminated policy to enrollment staff

Georgia Department of Human Services

Project Manager and Director, Operations (10/2010 – 09/2013)

- Led an enterprise-wide think tank tasked with establishing a new business model for the Division of Family and Children Services
- Served as a task force team member for Georgia Department of Human Services Integrated Eligibility System in collaboration with Georgia Department of Community Health
 - ✓ Worked to interpret ACA requirements in order to identify and develop appropriate system requirements
 - ✓ Participated in joint system development sessions with various teams as well as in request for proposal (RFP) development and vendor submission reviews
- Managed 342-member team with indirect management of \$10 million budget introducing unified standards, structures, and goals to eliminate redundancies
- Selected to provide operations leadership, achieving cost efficiencies and improving customer service by increasing intra-divisional communication
- Identified cross-divisional cost efficiencies and technology improvements, expanding operational efficiency while boosting standardization and communication
- Developed/interpreted/implemented policy as needed based on federal and/or State laws and policies
- Served on Governor's Customer Service Committee to review existing call systems Statewide and develop requirements for new systems
 - ✓ Directed three call centers (Aging Services, Division of Family and Children Services (DFCS), and Child Support) while providing operations guidance at two other call centers
 - ✓ Initiated Georgia's first virtual call center
 - ✓ Restructured staff and reprioritized call response based on accurate call volume forecasts which resulted in improved speed of answer at worst-performing center from 18.57 minutes to 9.08 minutes in five months
 - ✓ Analyzed dedicated staffing requirements and made necessary changes which propelled improvements in customer service at worst-performing center from 50.07% call abandonment to 28.66% call abandonment in five months

Project Manager and Director, Child Support Services Contact Center (02/2004 – 09/2010)

- Launched the Child Support Services Contact Center, a mission-critical infrastructure improvement key to incorporating private vendor cases into existing State and county staff workload
- Spearheaded groundbreaking initiative to establish the nation's first government virtual call center, leveraging technology to increase staff without an increase in office space expense during a budget crisis
 - ✓ Restructured systems and operations to overcome inherited problems with technology, dropped calls, and processes thus increasing first call resolution from 30% to 80%
 - ✓ Merged a poorly performing hotline into the virtual center, reducing costs \$1 million annually while contributing to the improvement of national rankings for the Department of Child Support Services from No. 46 to No. 27 of 51 states and territories
 - ✓ Managed two American Recovery and Reinvestment Act of 2009 (ARRA) federal stimulus projects to expand interactive voice response (IVR) system to provide additional services and integrate with an Internet portal to provide 24/7 client self-service

-
- Established an emergency call center within seven days to handle calls during a confidentiality breach at a separate State agency involving vital records collaborating closely with department leaders, vendors, and staff to support a large volume of calls

Division of Family and Children Services (DFCS) Call Center Director (2004 – 2004)

- Expanded services to additional counties and leveraged technology to accomplish goals without relying on manual labor
- Oversaw the provision of call center services to support clients receiving Medicaid, TANF, and child care benefits
- Increased personnel 25%, ultimately managing 183-member team with fourteen direct reports and \$5 million budget
 - ✓ Led expansion of call center operations to seven additional counties within budget guidelines
 - ✓ Developed plan and budget for Statewide expansion of call center
 - ✓ Assisted with Hurricane Katrina emergency call center operations, tracking shelter openings and closings

Food Stamp State Arbitrator (1998 – 2004)

- Transformed the organizational culture of the State Food Stamp program that had been on the brink of multimillion-dollar sanctions due to an unacceptable error rate, developing an 18-member review team to audit nearly every record in troubled counties and improving Quality Control (QC) team training
 - ✓ Reduced error rate from 13.63%, which was among the nation's worst, to 6.53% – within the nation's top 15 – in 18 months
 - ✓ Mentored staff in the most troubled counties, saving over \$5 million in federal sanctions within the first 18 months
 - ✓ Developed effective QC accountability process still in use throughout the State
- Wrote newsletter articles and facilitated communication and collaboration at training workshops
- Served on the Health Insurance Portability and Accountability Act (HIPAA) policy review and implementation committee to enact newly developed protection laws

Case Manager Supervisor (1995 – 1998)

- Provided direct supervision to 11 caseworkers in TANF, TANF Foster Care, Medicaid, Medically Needy, and Employment Programs
- Developed, reviewed, and interpreted policy regarding TANF, Medicaid, and Food Stamps
- Conducted quality assurance reviews of staff work providing feedback to staff, submitting reports to the State office regarding accuracy

Senior Caseworker Supervisor (1993 – 1995)

- Provided direct supervision to 10 assigned staff determining eligibility for public assistance programs
- Communicated new and updated policies and procedures to staff ensuring casework
- Provided unit and staff quality assurance checks via case reviews sharing findings with staff

Principal Caseworker (1990 – 1993)

- Performed intake of initial certification for public assistance for TANF, Food Stamps, Refugee Resettlement, Cuban/Haitian entrant Program, and TANF Foster Care
- Maintained thorough knowledge of complex and changing regulations and policies pertaining to public assistance programs

Senior Caseworker (1987 – 1990)

-
- Determined initial eligibility for TANF, TANF Foster Care, and Food Stamps and conducted redeterminations for continued eligibility for TANF, TANF Foster Care, and Food Stamps

Education

Bachelor of Business Administration, International Business, University of Georgia (1982)

Recognition

- Recipient, *CSG Excellence in Consulting Award*, CSG Government Solutions (2016)
- Recipient, *Georgia Governor's Commendation for Excellence in Customer Service* for establishing Georgia's first virtual call center (2010)
- Finalist, *Governor's Champion of the Year and Governor's Call Center of the Year Awards* (2010)
- Recipient, *Exemplary Customer Service Award, National Child Support Enforcement Association Commissioner's Award* (2008)

Résumé of Michael W. Rea

Position of Interest: United States Senator, State of Georgia

In chronological order, these following pertinent experience, training, education, and declared expertise of all applicable tasks necessary for U.S. Senator, and to complete the term of Senator Johnny Isakson.

- 1957 Enlisted. United States Navy. Aviation Machinist Mate – Radial engines
- 1958 Line Crew and Navy Aircrew, Lockheed WV-2, Airborne Early Warning Squadron 3, NAS, Agana, Guam; West Pac. First ever combat mission, 1958, Second Formosa Strait crisis
- 1960 West Pac cruise USS Hornet CVS-12. Assignment, Plane Captain – flight deck crew, VS-37, Grumman S2F Tracker. Nations/ports: California, Hawaii, Japan, Philippines, Hong Kong
- 1962 Entry to Embry-Riddle Aeronautical Institute/University, Miami, Florida - ERAU
- 1965 Graduation ERAU, Bachelor of Science, Aeronautical Engineering Aircraft Design
- 1966 NASA Contractor, Brown Engineering, Saturn V Apollo, engineer and designer of overpressure study during vehicle destruct mode. Crew escape tower. Huntsville, Alabama
- 1967 Pan American World Airways Structural engineer. Miami, MIA Florida.
- 1967 Entry, United States Air Force, Officer Training School, Texas; Undergraduate Pilot Training UPT Moody AFB, Georgia
- 1968 Graduate, USAF UPT class 69-01, Rating, Pilot USAF
- 1969 First Vietnam combat missions logged. Aircraft Commander, Lockheed C-130E; Douglas C-133A
- 1972 Last Vietnam combat missions, total 166 (plus 1 + Formosa Strait) career total 167 combat missions
- 1974 USAF Director of Administration, Special Operations Force, Eglin AFB – General's aide – Civil engineering officer
- 1975 Honorable discharge USAF: Rank, Captain; 1975 Corporate Pilot commercial farm and agriculture outlet/buying point, Shingler, Georgia
- 1976 First Officer, FAR Part 135 Allegheny Commuter airline Muncie, Indiana.
- 1976 Airline Transport Pilot certificate. Total lifetime flying hours, 3,466 all types
- 1978 Aircraft Manufacturing Company FAA certification engineer new production, Gulfstream Aerospace Corporation; Marketing Representative, Brazil initial market and sales opening; Sales engineer, new production, Savannah, GA. Retired
- 1995 Start AMR Services, Dallas Love Field /American Airlines. Operations and Standards Internal Evaluation Inspector; Production Planner, Rolls-Royce RB-211/ Rolls-Royce Trent Engines Overhaul. Fort Worth, Texas. Retired
- 2002 Start Transportation Security Administration Agent, TSO and Training Instructor. Savannah/Hilton Head International Airport, SAV, Georgia. Total service – 22 years, including earlier military service. Retired
- 2012 Current, Volunteer docent; National Museum of the Mighty 8th Air Force, Pooler/Savannah, Georgia

Michael W. Rea

██████████
██
██

RICHARD ALLEN DANIEL

OBJECTIVE

To continue my career development with a progressive company where I can contribute my strong background in solutions implementation, analytical abilities, communication skills, and customer service while continuing to learn new strategies and procedures.

WORK OF EXPERIENCE

- 04/2018 - Present AS Solution/McKesson Atlanta GA
Transportation Security Analyst (Team Lead)
- Responsible for monitoring the safety and security of 250+ high-value load (HVL) shipments on a daily basis that is providing medical goods to medical facilities nationwide.
 - Lead manager of six member team working 24 operations within the multi-billion dollar industry leader McKesson's Global Security Operations Center (GSOC)
 - Established the TTPs, weekly and daily GSOC HVL products, and all other necessary requirements by helping stand-up the transportation security position for McKesson.
- 08/2016-Present Georgia Air National Guard, 165th OSS Savannah, GA
- Prepares, maintains, and presents intelligence displays, reports and briefings to unit at home station and at austere locations worldwide.
 - Provides tailored collections planning, threat analysis, and intelligence expertise necessary to support mission preparation, planning, and execution with C-130 unit to ensure mission success and aircrew safety.
 - Instructs aircrew and other military personnel on collecting and reporting requirements and procedures, recognition techniques, and assessing offensive and defensive weapon systems capabilities they may encounter in the future.
- 11/2016-08/2017 NAVCO Cumming, GA
- Managed open service/installation calls for million dollar contracts nationwide for business security systems ensuring timely service.
 - Responsible for purchase orders of 100+ technician companies nationwide that perform work for our multi-million dollar clients, ensuring that the purchase orders are correct and paid on-time.
 - Liaison between field technicians, field service managers, NAVCO dispatch, and security branches to fortune 500 companies, providing in-depth knowledge and expertise to keep businesses security systems fully operational and up-to-date.
- 04/2016-10/2016 Social Security Administration Fort Myers, FL
Customer Service Representative
- Provided assistance to the public by answering questions from the individual, investigating the situation, and resolving their problems.
 - Processed, on a daily basis, 40+ individual requests for Social Security card enrollment, legal name change, and/or replacement
- 12/2015 – 04/2016 Crunch Fitness Fort Myers, FL
Front Desk Attendant and Membership Advisor
- Responsible for welcoming members and guests to the club, giving tours and selling new memberships, maintaining a well organized facility, and providing outstanding customer service.
 - Operated several computer programs necessary to track membership statuses, enrolling new members, and selling products.
- 07/2013 – Current Entertainment Industry U.S.
Actor/Stuntman
- Please visit www.imdb.me/AllenDaniel and www.AllenDaniel.net to see full resume of acting and stunt credits for the last three years, which include films such as Mockingjay Part 1 and 2, Insurgent from the Divergent Series and TV shows like Satisfaction and Swamp Murders.
- 06/2012 – 07/2013 USAF/NATO Special Operations Forces Fusion Cell Kabul, Afghanistan
Targeting Specialist
- Effectively supported NATO partners and U.S. Special Operations Forces conducting ops in AOR by providing targeting expertise while forward deployed.
 - Assisted Task Forces in creating operations plans, coordinating operations, de-confliction, C4ISR support, and served as a technical SME for tactical ops.
 - Provided expertise as sole SOFFC representative to theater wide JACKAL tracking and targeting efforts utilizing ArcGIS and various ISR platforms.
- 01/2008 – 02/2011 JFCC SPACE, 614th Air Operations Center (AOC) Vandenberg AFB, CA
Space Intelligence Analyst / Space Control Targets Analyst
- Orchestrated Intel support to worldwide Combatant Commands as USSTRATCOM liaison, aiding the planning/employment of optimized space effects
 - Managed command and control database production consisting of 2000+ space target dossiers – refined Joint CONOPS for dynamic targeting.
 - Briefed and developed detailed counter space Intel products and targeting solutions using programs such as GoogleEarth and Falcon View to support four JSpOC divisions, as well as national organizations--linked potential threats to \$80B+ in US space assets.
- 05/2007 – 11/2007 Combined Air Operations Center Al Udeid AB, Qatar
Targeting Cell Operations Leader
- Manager of day time operations within time-sensitive target cell; in charge of 6 Airmen team whose sole purpose was to provide quick actionable mensurated geographic coordinates of enemy locations, troops in contact, or high value targets; provided essential over-watch to both OIF and OEF.
 - Responsible for the creation of 294 geographic coordinates for geospatial targeting; provided weapon planners with over 3200 targeting solutions.
 - Trusted precision point expert; responsible for 55 targets and 307 USCENCOM mensurated points - delivered 100% accuracy to requesting customers.
 - Provided time-sensitive collateral damage estimates used to eliminate Joint priority high valued enemies, while diminishing collateral damage.

Intelligence Analyst

- Provided Director of Intelligence in-depth, complex, all source intelligence analysis on enemy activity throughout the Combined Joint Operations Area.
- Conducted armed courier services from Camp Eggers to US Embassy; securely delivering Top Secret intelligence to US decision makers daily.
- Researched and analyzed threats and attacks to Afghanistan's National Assembly and Provincial Council Elections; provided Joint Election Operations Cell with critical information contributing to a successful election.
- Produced 100+ current Intel products for deployed leaders, to include the US Embassy in Kabul; up-to-date information integral to OEF planning and execution.

10/2002 – 01/2008

36th Intelligence Squadron

Langley AFB, VA

Joint Air to Surface Standoff Missile Team Chief / Targeting and Intelligence Analyst

- Created 100+ target folder packages for use in wartime contingencies; many of which were utilized during OIF and OEF using various GIS programs.
- Top briefer of squadron mission capabilities and responsibilities to high-ranking officers as well as government officials.
- One of three-man team responsible for 24 hour operations during the eve of OIF to be direct reach back for AF pilots targeting hostile forces in support of geospatial targeting utilizing mapping programs, satellite imagery, and point mensuration.
- Designed and implemented initial JASSM CAD training course for new Airman - speeding proficiency and production by 25%.

EDUCATION

03/07 – 02/10

American Military University

Charles Town, WV

Bachelor of Business Administration Degree with Honors

02/2003

Community College of the Air Force

Langley AFB, VA

Associate of Applied Science Degree in Communications Applications Technology

08/98 – 08/00

Gainesville State College

Oakwood, GA

Associate of Applied Science in Advanced Drafting (AutoCAD)**HONORS, AWARDS AND ACCOMPLISHMENTS**

- Mission Essential Personnel Outstanding Performance Award, 2013
- 614th AOC Intelligence Surveillance & Reconnaissance Division NCO of the Quarter, 2009
- Al Udeid CAOC NCO Performer of the Month, 2007
- Airman Leadership School Distinguished Graduate and Pitsenbarger Leadership Award recipient, 2006
- 36th Intelligence Squadron Airman of the Quarter and Airman of the Year, 2004

REFERENCES

Available upon request

Curriculum Vitae

Robert S. Cowles III, M.D., F.A.C.S.

Personal

Mailing Address:

Email Address:

Telephone:

Facsimile:

Website:

Date/Place of Birth:

1951, Greeneville, Tennessee

Marital Status:

Children:

Education

High School:

Greeneville High School, Greeneville, Tennessee

6/69

Undergraduate:

Vanderbilt University, Nashville, Tennessee

8/69 - 6/70

University of Tennessee, Knoxville, Tennessee

Bachelor of Science

6/70 - 6/74

Graduate/Medical School:

University of Tennessee, Memphis, Tennessee

Doctor of Medicine

6/75 - 6/78

Internship:

Surgical, University of Texas Health Science Center at Houston

University of Texas at Houston

7/78 - 6/79

Residency:

Urology, University of Texas Health Science Center at Houston

7/79 - 6/83

Medical Licensure:

Georgia #027788

Tennessee #11730 - Resigned

Texas #F-7431 - Resigned

DEA License:

AC8595160

Board Certification

American Board of Urology

Fellow, American College of Surgeons

1985, Recertified 1994, 2002, 2014

1987

University Appointments:

- Clinical Assistant Professor of Surgery 1983 - 1984
Quillen-Dishner College of Medicine
Johnson City, Tennessee
- Clinical Professor of Surgery 1984 - 1985
University of Tennessee Medical School
Knoxville, Tennessee
- Clinical Assistant Professor of Surgery 1993 - 2004
Emory University
Atlanta, Georgia

Professional Awards & Honors

- First Prize, Residents' Essay Contest 1982
South/Central Section, American Urological Association
- Physician of the Year 1990
Athens Regional Medical Center
- Prostate Educator of the Year, Southeastern Section, 1996
American Foundation for Urologic Disease
- Bodo von Guerlt's Lecturer 1996
Karolinska Institute
Stockholm, Sweden
- Center of Excellence – 1st in the World 2016
NeoTract – UroLift Procedure for BPH

Visiting Professorships

- Visiting Professor, Department of Urology 1991, 1993, 1994
Royal St. Vincent's Hospital
Melbourne, Australia
- Visiting Professor, Department of Urology 1996
Huddinge University Hospital
Karolinska Institute
Stockholm, Sweden
- Visiting Lecturer and Physician 1994
Hawley Street Clinic
London England

Hospital Appointments:

- Medical Center Hospital, Johnson City, Tennessee, Active Staff, 1983 - 1984
- Northside Hospital, Johnson City, Tennessee, Active Staff, 1983 - 1984
- Carter County Hospital, Elizabethton, Tennessee, Active Staff, 1983 - 1984
- Laughlin Memorial Hospital, Greeneville, Tennessee, Consulting Staff, 1983 - 1984
- University of Tennessee Memorial Hospital, Knoxville, Tennessee, Active Staff, 1984 - 1985
- St. Mary's Hospital, Athens, Georgia, Active Staff, 1985 - 1993

- Athens Regional Medical Center, Athens, Georgia, Active Staff, 1985 - 1993
- West Paces Ferry Hospital, Atlanta, Georgia, Active Staff, 1993 – 2000
- Piedmont Hospital, Atlanta Georgia, Consulting, 1993 - 2002
- Shepherd Spinal Center, Atlanta, Georgia, Consulting, 1993 - 2007
- Fannin Regional Hospital, Blue Ridge, Georgia, Consulting, 1994 - 2000
- Northside Hospital, Atlanta, Georgia, 1994 - 2002
- Saint Joseph's Hospital, Atlanta Georgia, 1995- 2008
- Putnam General Hospital, Eatonton, Georgia, Consulting, 2001 – present
- Newton General Hospital, Covington, Georgia, Consulting, 2001 – 2003
- St. Mary's Good Samaritan Hospital, Greensboro, Georgia, Consulting, 2001 - present
- Navicent Health Baldwin Hospital, Milledgeville, Georgia, Consulting, 2019 - present

Practice (Professional) Experience:

- Member, East Tennessee Urologic Associates, 8/83 - 8/84
- University of Tennessee Memorial Hospital, Knoxville, Tennessee, 10/84 - 8/85
- The Urology Clinic, 8/85 - 7/93
- Georgia Stone Center, 8/90 - 7/93
- Director, Cowles Clinic Center for Urology, 8/93 - present
- Founder - Medical Director/ Board of Directors, Specialty Surgicenters Inc. II - 1997- 2003
- Board Member, Atlanta Outpatient Specialty Center - 2003
- Jasper Multispecialty Clinic-Developer
- Canton Multispecialty Clinic-Developer
- Woodstock Specialty Clinic-Developer
- Cowles Clinic – A Multi-specialty Clinic – Founder and Chairman, 2003 – Present
(120 Physicians Serving Rural Georgia)

Professional Offices Held:

- Executive Council, University of Tennessee College of Medicine, 1976-78
- Vice President, University of Texas Health Science Center House Staff Association, 1979
- President, University of Texas Health Science Center House Staff Association, 1980-1982
- President, Tennessee Urologic Association, 1984-1985
- Secretary, Athens Regional Medical Center Staff, 1987
- President, Athens Regional Medical Center Staff, 1988-1990
- Chief, Department of Urology, Athens Regional Medical Center and St. Mary's Hospital, 1989
- Georgia Medical Care Foundation - Instructor and Reviewer
- Vice President, Crawford Long Medical Society, 1991
- President, Crawford Long Medical Society, 1992
- Georgia Organ Procurement Foundation, Board Member
- Program Chairman, SPIE, Lasers in Urology, 1993 – 1995
- Chairman, Department of Urology for West Paces Medical Center, 1995-1997
- President, Elect Georgia Urological Association, 2000
- President, Georgia Urological Association, 2001
- Board of Directors, Southeastern Section American Urological Association, 2006 - 2009

Professional Societies:

- Fellow, American College of Surgeons
- American Urological Association
- Southeastern Section American Urological Association
- Georgia Urologic Society
- Atlanta Urological Association

- American Fertility Society - Retired
- Southwest Oncology Group - Retired
- American Lithotripsy Society
- Society for Urology and Engineering
- The Society of Laparoendoscopic Surgeons
- Council on Legislation, Medical Association of Georgia
- International Prostate Society
- Fellow – American Society of Lasers in Medicine and Surgery
- Southern Society Urologic Surgeons
- Medical Association of Georgia

Board of Directors

- Atlanta Outpatient Urology Center, 1994 – 1995
- Advanced Surgery Center of Georgia, 1995 – 2000
- Woodstock Specialty Center, 1999 – 2000
- Specialty Medical Services Inc.
- Specialty Surgicenter Inc., 1997 – 2005 (Medical Director/Board Member)
- Board of Trustees and Founder, Redeemer Episcopal Academy, 2007 – 2012
- Cowles Clinic – Chairman, Founder, 2004 – present
- Southeastern Section American Urological Association, 2006 – 2009
- Board of Trustees, Tusculum College, 2008 – 2013
- Board of Governors, University of Tennessee Alumni Association, 2008 – 2010
- Georgia Trauma Foundation Board of Directors, 2012 – present
- Georgia Trauma Foundation Vice President, January 2013 – present
- 9-1-1 State of Georgia Governor’s Commission Member, January 2013 – 2015
- Georgia Trauma Commission – Governor’s Appointee, 2010 - Present

Community Activities:

- Board Member, Georgia Museum of Art, 1989 - 1993
- Athens Area Health Partners
- President, Mount Vernon Polo Club
- Board Member, Athens Regional Health Resources, Inc.
- Honoree, Cystic Fibrosis “Single Night in Atlanta”
- Board Member, Good Touch-Bad Touch
- Member of Madison Presbyterian Church – Elder
- Member Atlanta Polo Club
- Advisory Board Member, Georgia Medical Institute
- WAGA-Good Day Atlanta-Morning House Call M.D., 1993-1997
- CNN Medical Expert Guest-1997, 1998
- Gold Medal Award 2003
- NRCC Physician of the Year 2003
- Vice Chairman for Finance Bush / Cheney – Georgia 2004
- National Republican Congressional Council
- Businessman of the Year-Lake Oconee 2009
- Board Member, Cuscowilla Golf Resort on Lake Oconee, 2015 - Present

Publications:

1. Cowles, R., Johnson, D.C., McMurtrey, M.J.: Long-term Results Following Thoracotomy for Metastatic Bladder Cancer. UROLOGY 20:390 (1982).

2. Boileau, M.A., Cowles, R.S., Schmidt, K.L., Schmidt, W.A.: Comparison of Specific Red Cell Adherence Tests and Immunoperoxidase Identification of ABO (H) Antigens on Bladder Tumors, Journal of Surgical Oncology, 1983.
3. Cowles, R.S. Visual Laser Ablation of the Prostate, Mediguide to Urology, 1993.
4. Cowles, R.S.: Results After Nine Months of a Prospective Randomized Study Comparing Transurethral Resection of the Prostate and Visual Laser Ablation of the Prostate. SPIE Vol. 1879, Lasers in Urology, Gynecology and General Surgery, 1993.
5. Cowles, R.S.: Chapter: One Year Follow-up of Eighty Patients Undergoing Visual Laser Ablation of the Prostate. Book Titled: Applications of Newer Forms of Therapeutic Energy in Urology, 1995.
6. Cowles, R.S.: Effect of Intraprostatic Blood Flow on Laser Energy Penetration in the Canine Prostate. SPIE Vol. 2395, Laser Prostatectomy, January 1995.
7. Cowles, R.S.: A Prospective Randomized Comparison of Transurethral Resection to Visual Laser Ablation of the Prostate for the Treatment of Benign Prostatic Hyperplasia. UROLOGY, 1995.
8. Cowles, R.S.: VLAP Results Immediately Post-OP, Proceedings SPIE Annual Meeting, 1996.
9. Cowles, R.S.: A Prospective Randomized Comparison of Transurethral Resection to Visual Laser Ablation of the Prostate for the Treatment of Benign Prostatic Hyperplasia. Urology, Digest, Volume 2, April 1996.
10. Cowles, R.S.: A prospective randomized trial comparing TURP to VLAP for the treatment of benign prostatic hyperplasia. Year Book Of Urology 1996, P 168-169.
11. Cowles, R.S.: Local Trends in Outpatient Healthcare, M.D. News, Vol. 5, No. 11, Nov. 2004.

Presentations:

1. Cowles, R., Johnson, D.R., McMurtrey, M.J.: Long-term Results Following Thoracotomy for Metastatic Bladder Cancer, Urology 20: 390 (1982).
Presented: Annual M.D. Anderson Urological Oncology Seminar.
2. Boileau, M.A., Cowles, R.S., Schmidt, K.L., Schmidt, W.A.: Comparison of Specific Red Cell Adherence Tests and Immunoperoxidase Identification of ABO (H) Antigens on Bladder Tumors, Journal Surgical Oncology, 1983.
Presented: South Central Section Meeting, American Urologic Association.
3. Allen, D.C., Cowles, R.S., Ellison, M.F.: Office - Based Anesthesia-Free Lithotripsy.
Presented: Southeastern Section American Urological Association, March 1991.
4. Cowles, R.S.: A Prospective Randomized Study Comparing Transurethral Resection of the Prostate and Visual Laser Ablation of the Prostate.
Presented: American Society for Laser Medicine and Surgery, May 1992, Orlando, Florida.
5. Cowles, R.S.: Visual Laser Ablation of the Prostate.
Presented: American Society for Laser Medicine and Surgery, Inc., May 1992, Orlando, Florida.
6. Cowles, R.S.: Johnson, D.E.: Visual Laser Ablation of the Prostate, Videotape (1992).
Presented: American Urological Association, May 10-14, 1992, Washington, D.C.

7. Cowles, R.S.: Results After Nine Months of a Prospective Randomized Study Comparing Transurethral Resection of the Prostate and Visual Laser Ablation of the Prostate.
Presented: Progress in Biomedical Optics, January 16-18, 1993, Los Angeles, California.
8. Cowles, R.S.: Results After Eighteen Months Comparing Visual Laser Ablation of the Prostate to Transurethral Resection of the Prostate.
Presented: SPIE, Lasers in Urology at Lasers and Applications 1994, January 22-28, 1994, Los Angeles, California. Program Chairman.
9. Cowles, R.S.: Visual Laser Ablation of the Prostate - One Year Follow-Up Results in 30 Patients Treated with a 60-Watt Protocol.
Presented: Southeastern Section American Urological Association, March 5-8, 1994, New Orleans, Louisiana.
10. Cowles, R.S.: Objective Results Nine Months Following Visual Laser Ablation of the Prostate.
Presented: American Society for Laser Medicine and Surgery, Inc., April 8-10, 1994, Toronto, Canada.
11. Cowles, R.S.: One Year follow-up of Eighty Patients Undergoing Visual Laser Ablation of the Prostate.
Presented: American Urological Association, Inc., May 16, 1994, Annual Meeting, San Francisco, California.
12. Cowles, R.S.: One Year Follow-up of Eighty Patients Undergoing Visual Laser Ablation of the Prostate.
Presented: Society of International Urology, Sydney Australia, 1994.
13. Cowles, R.S.: Laser Fiber Perspective.
Presented: Society of Endourology, St. Louis, Missouri, December, 1994.
14. Cowles, R.S., Costello, Perlmutter: Laser Prostatectomy.
Presented: AUA Annual Meeting, Las Vegas, Nevada, April 1995.
Chairman- Post Graduate Seminar.
15. Cowles, R.S.: Visual Laser Ablation of the Prostate (V.L.A.P.) Results Immediately Post-OP.
Presented at SPIE Annual Meeting, 1996.
16. Cowles, R.S.: Visual Laser Ablation of the Prostate (V.L.A.P.), Mayo Clinic- Scottsdale, AZ.
Visiting Lecturer, 1993.
17. Cowles, R.S.: Effect of Intraprostatic Blood Flow on Laser Penetration in the Canine Prostate.
Presented at SPIE Annual Meeting 1995.
18. Cowles, R.S.: Laser treatment in BPH.
Presented at the 1996 Bodo von Gerlts Lecture, Huddinge University Hospital, Karolinska Institute, Stockholm, Sweden. Visiting Professorship in Urology- March 1996.
19. Cowles, R.S.: Intraoperative Video: New Techniques, Video Systems, and other Uses of Television in Urology. American Urological Association, Inc., April 1997, Annual Meeting, New Orleans.
Chairman- Post Graduate Seminar.
20. Cowles, R.S.: Intraoperative Video and other Uses of Television in Urology.
Presented: American Urological Association, Inc., May 1998.
Chairman- Post Graduate Seminar.

Shawn T. Smith

Profile Possess the ability to execute programs using limited resources. Problem solving, leadership and communication skills are some of the qualities developed from my experiences during roles within customer service. Gained experience working in non-profit and retail environments with training in Customer service, psychological counseling, legal document preparation and legal research. Demonstrated ability to quickly adapt to various working and learning environment to rapidly master and gain professional skills.

Professional Experience

2011 Airtran Airways, Inc. Orlando, Fl

FLIGHT ATTENDANT

Direct safety related meetings with In-flight crew to protect communication and uphold a secure venue. Assist special need customers with airline boarding. Uphold international and domestic federally mandated statutes required to fly commercial aircraft. Negotiate and supervise seat sales and aircraft loading weight loading capabilities. Serve beverages and participate in alcoholic and premium beverage sales.

- Provided services to reflect a positive environment and inspired various positive customer comments used by marketing to advertise the business

2007-2010 Enterprise Rent-A-Car, Atlanta, Ga

ADMINISTRATIVE ASSISTANT

Interface directly with management and administration teams within various sites to satisfy customer service issues. Communicate with automotive repair facilities and towing companies to inquire vehicle operation and repair statuses. Negotiate rental agreement conditions and liabilities to offer sales of vehicle coverage and additional rental items. Train, supervise and manage small administration groups to process daily contract agreements and reports. Create and process a variety of daily, monthly, and yearly reports including vehicle damage reports, vehicle maintenance records, customer outstanding debt reports, customer rental agreements and lot inventory reports.

- Maintained scores above 85% Complete Satisfaction on Enterprise Service Quality Index (ESQi)
- Received constant customer praises and obtained Enterprise consumer dedication

2009-2010 Manheim Metro Atlanta, Atlanta, Ga

CUSTOMER SERVICE REPRESENTATIVE

Handled customer transactions for auction and account receivable payments. Catalogued vehicle titles and registration for incoming and outgoing vehicles. Provided clerical administrative support to various departments including vehicle financing, vehicle transportation and security. Verified proper protocol for completing vehicle title transfers and corrections on government-issued documents.

- Supplied the maximum level of customer service possible.
- Supervised and trained employees on transaction and title procedures

2006-2007 Embassy Suites Atlanta, Ga

OVERNIGHT VALET

Provided information, guidance and assistance of hotel to patrons and visitors. Referred Guests to information of hotel services, entertainment, recreation facilities, and restaurants. Organized parking of guests and attendants to conveniently encompass parking for all vehicles. Reconciled cash payments and ensured proper billing for parking in paid lot. Supervised and verified check-in procedures for hotel guests.

- Executed Front Desk Assignments including overnight Audit

2004 CNN (Cable News Network) Atlanta, Ga

PRODUCTION ASSISTANT

Compiled daily news summaries to present to reporting television news anchors. Assisted with on-air live television production. Illustrated teleprompt writings and script revisions for final input and presentation during productions. Communicated with various departments in print and internet media to compile various sources. Verified accuracy of media sources and news reports before compilation.

- Complied on-air news ticker updates

Education

Theater

Valdosta State University

Completed 69 hours toward Bachelors in Fine Arts, 2005-2007

B.S., Psychology & Human Services, December 2009

Clayton State University

Completion of Paralegal Certification, August 2010

University of Georgia, Athens, Ga

Honors & Activities

University Dean's List 2008-2009

Psi Chi Honors Society

HOPE Scholarship Recipient

Slater Missouri High School Alumni Association Scholarship Recipient

100 Black Men of South Metro Atlanta Affiliate

Student Technology Association Member-Riverdale High School, Riverdale, Ga

Black Student League-Valdosta State Chapter

Stephen Stewart

Residence/Mobile: [REDACTED] | [REDACTED]

Dedicated law enforcement officer with 21 years of responsible experience in the public service area. Experience in budgeting, personnel affairs, training, resource management, public safety, and emergency response. Well-developed leadership and analytical skills as evidenced by ability to continuously improve law enforcement. Reputation for strong work ethic and uncompromising devotion to service.

SPECIFIC SKILL AREAS

- Staff Development & Leadership
- Emergency Response Procedures
- Policy & Procedure Development
- Resource Acquisitions
- Budget Planning & Management

PROFESSIONAL EXPERIENCE

STEPHENS COUNTY SHERIFF'S OFFICE, Toccoa, GA
Lieutenant / Office of Professional Standards (2012–Present)

As Lieutenant of Professional Standards, achieved and maintained compliance and proofs thereof for the standards as established by Georgia Association of Chiefs of Police and the Georgia Police Accreditation Coalition. Was responsible for the research and development of Sheriff's Office policy and procedure, which complies with the standards established by the Georgia Association of Chiefs of Police as well as the Georgia Police Accreditation Coalition. Researched policies and procedures to ensure they are consistent with recognized professional law enforcement practices. Served as a resource for other Sheriff's Office components in areas of policy and procedure development. Coordinated the development and implementation of agency forms and maintains a master file of approved forms.

Also, responsible for the development and management of the agency's training program to include creating lesson plans, scheduling of training and providing instruction to all the agency's personnel. Another responsibility was that of evidence custodian. In this role, was responsible for the proper documentation and storage of evidence to include firearms, controlled substances and money. A secondary role that was filled was that of an internal affairs investigator for the agency.

RABUN COUNTY SHERIFF'S OFFICE, Clayton, GA
Deputy Sheriff (2009–2012)

Led the department's first ever Law Enforcement Explorers program. Also a C.H.A.M.P.S (Choosing Healthy Activities and Methods Promoting Safety) Instructor, teaching 5th graders methods and tools to deal with today's changing environment.

MARSHALLVILLE POLICE DEPARTMENT, Marshallville, GA
Chief of Police (2004–2008)

Restructured existing and outdated police functions into a model of an innovative police department that offered non-bias, objective services to all residents. Responsible for ensuring the community's need for police services were met in a timely manner and with the utmost professionalism, ethics and integrity. Hold key accountability for policy and procedure enforcement, emergency responses, department expenditures, personnel training, performance evaluations, and regulatory documentation and filing.

FORSYTH COUNTY SHERIFF'S OFFICE, Cumming, GA
Deputy Sheriff (2002–2004)

Professional Experience Continued

ALPHARETTA POLICE DEPARTMENT, Alpharetta, GA
Police Officer (2000–2002) Detention Officer (1999–2000)

AWARDS & RECOGNITION

MADD Golden Shield Award, Rabun County (2011)
Officer of the Year, Alpharetta Police Department (1999)

EDUCATION and TRAINING

BACHELOR OF APPLIED SCIENCE – ADMINISTRATIVE MANAGEMENT (ORGANIZATIONAL LEADERSHIP CONCENTRATION) 2016
Clayton State University, Morrow, GA

ASSOCIATE OF APPLIED SCIENCE – APPLIED BUSINESS TECHNOLOGY (LEADERSHIP CONCENTRATION) 2014
North Georgia Technical College, Clarkesville, GA
Honor Graduate
President's List

ATTENDED:

Georgia Public Safety Training Center Executive Training Courses and Supervision Courses
Georgia Association of Chiefs of Police Chief Executive Training Class (Oct 2004)

SELECTED PROFESSIONAL DEVELOPMENT COURSEWORK:

Law Enforcement Executive Development • Supervision Development • Certified Public Information Officer
• Officer Survival Training • Criminal Procedures • Ethics and Professionalism • Criminal Justice Information
Security and Integrity • Courtroom Presentation

PROFESSIONAL CERTIFICATIONS:

- GA POST Defensive Tactics Instructor, 2018
- GA POST Firearms Instructor, 2018
- GA POST Instructor, 2017
- Law Enforcement Certification Assessor, 2014
- Intermediate Certification, 2011
- Field Training Officer, 2008
- Basic Law Enforcement, 2000
- Basic Jail Officer, 1999

AFFILIATIONS & COMMUNITY INVOLVEMENT

Member – Georgia Police Accreditation Coalition (2013 – Present)
Lead Advisor – Rabun County Sheriff's Office Explorers (2009 – 2012)
Member – Georgia Association of Chiefs of Police (2004 – 2009)

THOMAS E. PRICE, M.D.

Roswell, Georgia

PUBLIC POLICY, HEALTHCARE, ENTREPRENEUR

Global public servant with a unique blend of business, healthcare, public policy, executive and legislative experience. Built a large orthopaedic practice, served as a visionary leader in the Georgia State Senate and U.S. House of Representatives until called to serve as Secretary of the U.S. Department of Health and Human Services. Led and served on numerous fiscal and legislative/policy development committees; understands the intricacies of government, regulatory processes and the integration of healthcare systems with public policy. Internationally recognized expert in advancing quality and innovation of healthcare financing/delivery and broad budgetary expertise. Success attributes: Faithful, Humble, Diligent, Energetic, Respected. Possesses legislative knowledge, experience and established relationships which would enable positive influence for Georgia in the U.S. Senate immediately.

CAREER OVERVIEW

Public Policy/Service Leadership: State and Federal Congressional leader for over 20 years; ran successful elections over two decades with ability to adapt to multiple redistricting changes and to communicate and collaborate with new constituents. Elected to leadership positions in caucus and committee chairmanships; served on numerous community and philanthropic boards. Instrumental in recruiting, developing and transitioning to form a majority governance in the Georgia General Assembly. Uses same talents at national level for supporting conservative candidates across the country.

Business: Developed a solo surgical practice, which through organic growth, acquisitions and partnerships grew into the largest non-academic orthopaedic practice in the country (Resurgens Orthopaedics). Final position was Chairman of Board, with over \$50M in annual revenue, 23 locations and a staff approaching 500.

Healthcare: As an Orthopaedic Surgeon, served on numerous public and private healthcare policy development and delivery committees and medical associations; as an elected organized medicine leader served at the local, state and federal levels. Guest speaker for numerous associations and organizations, bringing a unique perspective regarding the impact of public policy on healthcare, the practice of medicine, and regulatory and budgetary reform.

“DRIVING PUBLIC POLICY INITIATIVES”

Managing Fiscal Entities:

- Managed \$1.1 trillion budget, with over 80,000 employees and 27 agencies/divisions – *United States Secretary of Health and Human Services*
- Led proposal of multiple balanced federal budgets greater than \$3 trillion – *U.S. House Budget Committee Chairman*
- Developed tax and health policy solutions – *U.S. House Ways and Means Committee Member*
- Held fiduciary roles in multiple medical practice settings, professional and service organizations, and community bank in the suburbs of Atlanta

Developing Legislative/Public Policy:

- Reinvigorated and revamped U.S. House Republican Policy Committee
- Credited with first successful passage of balanced budget through both U.S. House and Senate without tax increase in nearly 15 years

- Formulated comprehensive health finance and delivery legislation as ACA alternative
- Authored and passed State of Israel Bond purchase legislation
- Led U.S. team to World Health Assembly (WHO) engaging with international partners
- Served as lead U.S. Representative to first G20 Health Summit, laying groundwork for further international engagement and leadership in Global Health Security

Creating Vision and Solutions:

- Combined healthcare and public policy to help shape improvements in technology, innovation and quality throughout the finance and delivery systems
- Assembled team at HHS to restore trust in healthcare system, battle national opioid crisis, reform treatment of severe mental illness and combat childhood obesity
- Comprehensive understanding of the need for greater efficiency in healthcare delivery with a more patient-centered focus

Navigating Government:

- Extensive state and national experience in the process of lawmaking and policy implementation
- Strong work ethic and proven track record of team and relationship building and successfully driving new legislation
- Developed and led bipartisan initiatives for domestic and global policy with a collegial demeanor
- Built influential relationships with leadership and within committees, coalitions and alliances
- Through confidence from colleagues, elected to three chairman positions in U.S. Congress

Regulatory Processes:

- Deep knowledge of the consequences of burdensome regulations and how to drive efficiencies within complex, regulatory environments
- Ability to fashion strategic assessments and plans to address government policies
- Initiated and led a methodical review and reform of departmental regulatory processes
- Proposed principled approach to regulation through Federal Budget Process Reform

CAREER CHRONOLOGY

Public Service:

Georgia Governor Brian Kemp Transition Team (2018 – 2019)

U. S. Secretary of Health and Human Services (2017)

U. S. House of Representatives – Member of Congress, GA06 (2005 – 2017)

- ***Chairman, House Budget Committee*** (2015 – 2017)
- ***Chairman, House Republican Policy Committee*** (2011 – 2012)
- ***Chairman, House Republican Study Committee*** (2009 – 2010)

Georgia State Senate, Senator District 56 (1997 – 2005)

- ***First Republican Majority Leader, Georgia State Senate*** (2003)
- ***Minority Whip, Georgia State Senate*** (1999 – 2002)

Professional:

Consultant/Advisor/Board Member, multiple entities in private and non-profit sectors (2017 – present)

Assistant Professor, Orthopaedic Surgery, Emory Univ./Grady Health System (2002 – 2004)

Medical Director of Orthopaedic Clinic, Grady Memorial Hospital (2002 - 2004)

Orthopaedic Surgeon, solo and group practice in suburban Atlanta (1984 – 2002)

- ***Co-Founder/Chairman of the Board***, Resurgens Orthopaedics
- ***Co-Founder/President***, Compass Orthopaedics
- ***Founder/Owner***, North Fulton Orthopaedic Clinic

PROFESSIONAL/COMMUNITY LEADERSHIP

American Academy of Orthopaedic Surgeons
American Medical Association, Delegate
Hospital/Organized Medical Staff Section, Chairman, Governing Board
Medical Association of Georgia, Board
Medical Association of Atlanta, Board, President
Atlanta Orthopaedic Society
Georgia Orthopaedic Society
Kelly Orthopaedic Society
American College of Surgeons
Roswell Rotary Club, President 1996-1997
Georgia Arthritis Foundation, Board
Northside Bank, Board

SECURITY CLEARANCE **Top Secret/SCI**

EDUCATION

- **Bachelors Degree and Doctor of Medicine**, University of Michigan
- **Surgical Intern**, Emory University School of Medicine/Grady Health System, Atlanta, Georgia
- **Orthopaedic Surgical Resident**, Emory University School of Medicine/Grady Health System, Atlanta, Georgia