

## HUMAN RIGHTS COMMISSION

August 24, 2010 – Motion passed to increase membership from seven to nine.

### 3 YEAR TERM

MEMBER	ADDRESS	PHONE #	APPT. DATE	TERM EXPIRATION	TERM #
Shane Cacho			6/14/2022	2/22/2025	1
Terry Livingston			10/25/2022	2/22/2025	1
Adam Hayes			11/10/2020	11/14/2023	1
CHAIRMAN					
Tania Appel			7/13/21	3-14-2023	Filling Unexpired term of David Bennett
Miriam L. Berrouët			1/10/2018	2/22/2024	3
Craig McGee			9-25-18	2/22/2023	2
HOLD				2-22-XXXX	
RESIGNED			1/28/2020	2/14/2023	1
Veronica B. Walters			9/10/2013	2-22-2025	4

**NOTE:** City Residents are highlighted in blue.

The term of Craig McGee expires February 22<sup>nd</sup> and the term of Tania Appel will expire March 14<sup>th</sup>. Both wish for reappointment. There is also a vacant seat where Amanda Masterpaul had resigned. On file are the resumes of Benjamin Parker (Non-Resident), Danette Patton (Non-Resident), Debra Holmes (Non-Resident), Jaquelyn Graham (City Resident), Keith Burroughs (City Resident), Leah Edwards (Non-Resident), Nora Hutchison (City Resident), and Sandi Huddleston-Edwards (City Resident). The new expiration dates for all three seats will be February 22, 2026.

## Jennifer Adkins

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**From:** Benjamin Parker  
**Sent:** Thursday, December 8, 2022 11:09 AM  
**To:** Jennifer Adkins  
**Subject:** [External]Volunteer Application for Human Rights Commission

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To Whom it may concern,

My name is Dr. Benjamin Parker and I am a faculty member at Coastal Carolina University. I am interested in serving on the Myrtle Beach Human Rights Commission. I have served as a public-school educator and professor of education for the last decade, and part of my work is centered around human rights and equity. I believe in the power of this work, and I am now a resident of Myrtle Beach and want to contribute to the efforts to make my hometown a safe and inclusive place for all.

Thanks for your time and consideration. I look forward to hearing from you.

Sincerely,

**Benjamin Parker, PhD**

Assistant Professor  
Spadoni College of Education & Social Sciences  
[bparker4@coastal.edu](mailto:bparker4@coastal.edu)  
Prince Hall 105-N  
Pronouns: *he/him/his*



## Jennifer Adkins

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**From:** Sandi Huddleston-Edward:  
**Sent:** Wednesday, January 25, 2023 5:02 PM  
**To:** Jennifer Adkins  
**Subject:** [External]Volunteer Serving

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I would like to volunteer for a seat on the Chapin Memorial Library or the Human Rights Commission.

I am retired from a 36 year career with Duke Energy in Charlotte, North Carolina, during which time I worked as an administrator, training specialist, training coordinator in Human Resources, manager of large business communications, and project manager in Marketing.

During my career at Duke Energy, I served as vice chairperson of the PAC at Duke, worked with Charlotte Chamber of Commerce to increase business enrollment, was chairperson of Duke's United Way Campaign, was chairperson of the Durham District Power in Education where we solicited employees to tutor in the schools, and was manager over the Duke Energy Marketing Volunteer Program. I also worked as a volunteer with the Charlotte Law Center's Children's ad litem program for over a year.

In addition, I used my Bachelors Degree (Magna cum laude) in English and my Master's degree (Suma cum laude) in Rhetoric and Writing to teach part-time college English classes at UNC-Charlotte, Montreat College, Johnson & Wales University, and Central Piedmont Community College for a total of 17 years.

I have written and had traditionally published 12 books. In April 2022, I opened my own publishing company — Here I Am Publishing, LLC and currently have published two books in less than a year and have contracts to publish nine additional books. As a freelance writer, I write articles that appear in Stroll the Dunes magazine. I also teach free classes on how to write for publication.

I enjoy being active in my neighborhood and community and would enjoy volunteering time and energy to the city in which I now reside. I serve as communications person for our neighborhood events committee and attend Neighborhood Watch meetings. Finally, I have created a monthly charity program in Grande Dunes to benefit needy senior citizens entitled Grateful Hearts. We collect paper goods, dry goods, canned goods, toiletries, and cleaning supplies.

Hopefully, you can see I am an achiever and enjoy making the world a better place for ALL inhabitants. If you need additional information, please feel free to let me know. If you need references, please let me know. I can be reached at this email address or by calling [redacted] Thank you in advance for your time and consideration. I look forward to hearing from you.

Best regards,

Sandi Huddleston-Edwards  
Author and Publisher

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# DANETTE M. PATTON, PH.D.

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## SUMMARY

A seasoned professional with decades of experience as a leader in the education field. An engaging, innovative, and passionate educator dedicated to the success and well-being of students from diverse backgrounds. A driven DEI advocate with a rich history of strategic planning, workshop facilitation, program implementation, and curriculum development. Skilled in identifying DEI training needs, emerging trends, and best practices. A proven track record of strong problem solving and project management. Exceptional interpersonal skills with a wealth of experience collaborating with senior leadership and across disciplines. Committed to creating and fostering an inclusive environment for students, faculty, and staff. An expert in social justice, black feminism, media, and gender studies with a devotion to community engagement. Eager and prepared to secure a leadership position at an organization that values diversity, equity, and inclusion.

## AREAS OF EXPERTISE/CORE COMPETENCIES

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- Diversity, Equity & Inclusion
- Leadership & Supervision
- Project Management
- Issue Resolution
- Problem Solving
- Interpersonal Skills
- Innovation & Creativity
- Assessment & Evaluation
- Public Speaking
- Professional Development
- Curriculum Development
- Team Facilitation
- Relationship Building
- Written and Oral Communication
- Community Engagement
- Compliance

## EDUCATION

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Southern Illinois University (SIU) Carbondale, IL  
Ph.D., Communication Studies Expected August 2022  
Dissertation: *Quareademia: Queer Woman of Color Navigating Communicative Experiences in the Academy.*  
Dissertation Director: Dr. Satoshi Toyosaki

California State University (CSU) San Bernardino, CA  
M.A., Communication Studies 2007  
Thesis: *Women in Blues: Racism, Sexism and Classism in Female Written Blues Music*

Allegheny College Meadville, PA  
B.A., English-Creative Writing 1996  
Minor: Political Science and Communication Studies

## LICENSES & CERTIFICATES

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Graduate Certificate: Women, Gender, and Sexuality Studies (WGSS), Southern Illinois University (SIU), Carbondale, IL, Courses Completed May 2018

## HONORS & AWARDS

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*Woman's Caucus-Top Panel Award*, Central States Communication Association (CSCA), 2020

## TEACHING EXPERIENCE

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Coe College Fall 2019-Present

*Visiting Assistant Professor*

COM 125	Fundamentals of Public Speaking	COM 465	Afrofuturism
COM 157	Introduction to Media Analysis	COM 151	Introduction to New Media
COM 161	Visual Rhetoric	COM 237	Interpersonal Communication
COM 357	Sex, Race, and Gender in Media	COM 236	Intercultural Communication
COM 457	Special Topics: Afrofuturism	GS 107	Introduction to Gender Studies
COM 337	Persuasion	GS 387	Independent Study Advisor

Ursuline College

Spring 2019

*Faculty Diversity Fellow*

- Taught course on cultural awareness
- Attended bi-weekly current events discussion with students
- Created and performed a piece on Black feminist rhetoric
- Represented Ursuline at various community meetings

Southern Illinois University, Carbondale (SIUC)

Fall 2013-Present

*Graduate Teaching Assistant (Instructor on Record)*

UC 201	Identity, Diversity, and Community
CMST 301I	Communication Across Cultures
CMST 101	Intro. to Oral Comm.: Speech, Self & Society
CMST 280	Business and Professional Communication

University of South Carolina, Aiken (USCA)

Spring 2012-Spring 2013

*Adjunct Faculty*

COMM A201	Interpersonal Communication
COMM A241	Public Speaking

Paine College

Fall 2011-Spring 2012

*Ft. Gordon ASVAB Study Skills Program Instructor*

California State University, San Bernadino

Fall 2000-Spring 2001

*Graduate Teaching Assistant*

## LEADERSHIP EXPERIENCE

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Coe College

Cedar Rapids, IA

**Diversity, Equity, and Inclusion (DEI) Co-Lead**

2020-Present

- Collaborate with Multicultural Affairs, Dean of Students, and Coe organizational leads to identify training needs and develop campus events.
- Conduct SafeZone training.
- Participate in faculty, senate, board, and staff meetings as needed.
- Support the organizing of professional and educational development opportunities for students, staff, and faculty.
- Aid students in the coordination and hosting of the recurring event, "Coe Uncensored: Difficult Conversations on (various topics dealing with DEI and social justice issues).
- Educate the community by developing curricula and leading workshops.
- Schedule and lead DEI meetings.
- Meet bi-weekly with Provost to discuss campus DEI issues.
- Partner with the DEI team and other employees to research and apply for grants to enhance overall DEI efforts on campus.
- Organize DEI team retreat.
- Promote the College's overall diversity and inclusion strategic objectives and mission.
- Recruit participants from multiple academic departments.
- Attend various community social justice meetings.
- Coordinate bi-weekly meetings with DEI team.

Paine College

Augusta, GA

**Tutor Supervisor**

2010-2013

- Supervised, trained, and scheduled writing tutors while tutoring freshmen who were at risk of failing.
- Monitored the tutoring center during the evening.
- Conducted monthly training with tutors.
- Met with faculty to discuss student needs.
- Organized alternative tutoring sites.

Sylvan, Collaborative Partnership Group  
**Site Coordinator & Tutor**

Charlotte, NC  
 2008-2010

- Scheduled, placed, and supervised tutors.
- Developed individualized lesson plans.
- Tracked student improvement.

Romoland School District  
**Afterschool Program Director**

Homeland, CA  
 2005-2007

- Supervised, trained, and scheduled writing tutors while tutoring freshmen who were at risk of failing.
- Monitored the tutoring center during the evening.
- Developed and implemented before and after school programs for middle school youth while supervising over 15 staff members.
- Organized and conducted staff trainings.
- Collaborated regularly with the superintendent and assistant superintendents regarding program initiatives and student progress.

Riverside County office of Education-Project COURAGE  
**Program Assistant/Assistant Director**

Riverside, CA  
 2001-2002

- Oversaw the afterschool gang intervention programs for 12 different elementary and middle schools
- Supervised 30 college tutors assigned to 12 schools.
- Regularly met with stakeholders regarding program and student initiatives and progress
- Wrote grants to help fund special projects
- Organized cultural diversity festival with corresponding educational units
- Met regularly with administrators from participating schools to discuss student progress

AmeriCorps, Riverside Youth Action  
**Promise Fellow**

Riverside, CA  
 1999-2001

- Taught various classes at elementary schools, and successfully co-wrote two Service Learning.
- Conducted capacity building, service learning and leadership workshop for AmeriCorps members at local and state conferences.

## **SERVICE & AFFILIATIONS**

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Member, National Women's Studies Association (NWSA), *2014-Present*  
 Member, Central States Communication Association (CSCS), *2020-Present*  
 Member, Organization of the Study of Communication, Language, and Gender (OSCLG), *2015-2020*  
 Member, Committee on Diversity, Coe College, *2019-Present*  
 Member, Graduate Student Committee-Southern Illinois University, *2014-2018*  
 Member, African American Caucus-NCA, *2014-2020*  
 Member, LGBTQ Caucus-NCA, *2015-2020*  
 Member, Gender Studies Committee-NCA, *2015-2020*  
 Member, Marion Alliance for Racial Equity-Education Committee, *2020-Present*  
 Volunteer, Rainbow Café-monthly with LGBTQ youth, *2014-2018*  
 Member, Illinois Teacher's Association, *2014-2018*  
 Cohost, Isn't It Queer-weekly radio show, *2015-2018*  
 Member, Graduate and Professional Student Council, *2013-2014*  
 Member, Speech Communication Organization (SCO), *2013-2018*  
 Member, National Communication Association, *2012-Present*  
 Member, Carolinas Communication Association, *2012-2014*

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 Member, Speech Communication Organization (SCO), *2013-2018*  
 Member, National Communication Association, *2012-Present*  
 Member, Carolinas Communication Association, *2012-2014*

Member, National Tutoring Association, 2011-2012  
Member, Public Relations Student Society of America, 2003-2005

## **INVITED TALKS & PRESENTATIONS**

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Patton, D.M. (2022, April). "Women in Academia Panel." Presenting at the Central States Communication Association Annual Conference.

Patton, D.M. (2022, April). "Supporting New Majority Students: Supporting Young Men of Color Through Graduation." Presenting at the Small-College Conference.

Patton, D.M. (2020, October). "Panel Presentation: Teaching and Thriving at a Liberal Arts College with an Increasingly Diverse Student Body." Presented at the Coe College's Consortium for Faculty Diversity (CFD) Conference.

Patton, D.M. (2019, April). "Panel Presentation: Annual Conference Dialoging Tensions within Emotional Labor." Presented at the Western States Communication Association.

Patton, D.M. (2019, November). "Mapping Black Intersections: The Past, Present, and Future of Black Queer, Trans, and Non-Binary Scholarship." Presented at the National Communication Association (NCA) Communication at Play Annual Conference.

Patton, D.M. (2019, November). "Voices on the Edge: Black Dialect and Academia." Presented at the National Communication Association (NCA) Communication at Play Annual Conference.

Patton, D.M. (2019, November). "Playing with/against Whiteness: Epistemological Reflexivity Emerging Approaches to Whiteness Studies." Presented at the National Communication Association (NCA) Communication at Play-Annual Conference.

Patton, D.M. (2017, November). "Queer Black Women Navigating the Ivory Tower: A Continuing Discussion." Presented at the National Communication Association (NCA) Our Legacy, Our Relevance-Annual Conference.

Patton, D.M. (2017, November). "Teachers on Teaching: Honoring the Pedagogy of Dr. Rachel A. Griffin." Presented at the National Communication Association (NCA) Our Legacy, Our Relevance-Annual Conference.

Patton, D.M. (2017, November). "Real Bodies and Real Consequences: Queer Worldmaking and Performative Responses to President Donald J. Trump's First Year in Office." Presented at the National Communication Association (NCA) Our Legacy, Our Relevance-Annual Conference.

Patton, D.M. (2017, March). "Critical Interruptions as Activist Media Practices: Disorienting Affect and the Sandra Bland Digital Archive." Presented at the Society for Media and Cinema Studies (SMCS)-Annual Conference.

Patton, D.M. (2016, October). "Transgressing the Discipline." Presented at the Organization for the Study of Communication Language and Gender (OSCLG) TRANS\*GRESSIONS-Annual Conference.

Patton, D.M. (2016, October). "The Elephant in the Room." Presented at the Organization for the Study of Communication Language and Gender (OSCLG) TRANS\*GRESSIONS-Annual Conference.

Patton, D.M. (2016, October). "A Seat at the Kitchen Table." Presented at the Organization for the Study of Communication Language and Gender (OSCLG) TRANS\*GRESSIONS-Annual Conference.

Patton, D.M. (2016, March). "Black Boy Rising-*A mini documentary*." Presented at the Doing Autoethnography Conference.

Patton, D.M. (2015, March). "Spoken word performance: The Problem in the Academy" Presented at the SIUC Women's Studies Conference.



Patton, D.M. (2013, February). "History of Women in Blues." Presented at the Paine College Women's Conference.

## **PUBLICATIONS**

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**Patton, D.M., Aguayo, A., & Brandonis, M. (2018).** Black lives and justice with the archive: A call to action. *Black camera*.

This essay examines Sandra Bland's death through the lens of affect, activism, and emerging participatory media cultures. It traces how Bland's recordings and the "If I die in police custody..." videos create affective encounters as an activist media practice, orienting and (re)orienting hegemonic social relations. It calls for scholars, activists, archivists, and curators to work in alliance with social justice initiatives collect and document official reports of police violence.

**Patton, D.M. & Spikes, A. (2020).** Making a case for ratchet feminism. *Badass Feminist Politics: Exploring Radical Edges of Feminist Theory, Communication, and Activism*

This book explores what it means to live and communicate feminist politics in everyday life. The book authors are from diverse under represented scholars. The book chapter explores the definition of ratchet feminism in relation black and hip-hop feminisms through a coming of awareness of what it means to define oneself as an evolving feminist. It includes and exploration of emerging tenets of ratchet feminism and examines critical ideas of how highlight the voices of feminist outside of academia.

**Jennifer Adkins**

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**From:** Nora Hutchison  
**Sent:** Tuesday, January 31, 2023 12:46 PM  
**To:** Jennifer Adkins  
**Subject:** [External]Volunteer - Human Rights Commission  
**Attachments:** Nora Hutchison - Bio.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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Ms. Adkins,

I would like to submit my name into consideration for one of the openings on the City of Myrtle Beach's Human Rights Commission. Attached is a summary of my resume/Bio. I have been a resident of the City Myrtle Beach for several years, and I would like to give back to this community that I have chosen to make my home.

While I am an American, I spent my growing up years (age 2 to 17) living with my family overseas, in The Philippines, Singapore and Thailand. My father worked for a Non-Government Organization (NGO) that worked with local organizations to aid and educate their workers. Growing up like this gave me a great appreciation and love, of different cultures, religions, and countries. I firmly believe that all people deserve to be treated with respect and dignity without distinction of any kind, so everyone can thrive. I believe that in a diverse and inclusive society everyone benefits.

Thank you for your consideration.

Nora J. Hutchison



## **Nora Hutchison**

**Address:** 722

**Telephone:**

**Email:**

**Pronouns:** She, Her, Hers

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### **Professional Experience**

**Baker Tilly US, LLP**  
**Manager, Consulting**

**2011 – Present**

#### **Senior Interface Developer and HIE Consultant**

Specializing in the integration of patient, clinical and financial data between disparate computer systems. Provide Integration consulting services to multiple clients, including day-to-day support and troubleshooting, development of new interfaces, Migration, Conversion, and upgrades for industry standard Interface engines.

#### **Previous Experience:**

Prince William Hospital System, Manassas, VA

2008-2011

IS Program Lead – Data Administration and Interface Analyst

Inova Health System, Falls Church, VA

1989-2008

Senior Programmer Analyst – Integration Technology Team

### **Education**

Strayer University, Washington, DC

BS, Computer Information Systems

Graduated *summa cum laude*

NOVA Community College, Fairfax, VA

AS, Computer Information Systems

Graduated *summa cum laude*

### **Certifications**

HL7 2.4 Control Specialist

HealthShare Health Connect HL7 Interface Specialist

## Jennifer Adkins

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**From:** Debra Holmes  
**Sent:** Tuesday, January 24, 2023 11:14 AM  
**To:** Jennifer Adkins  
**Cc:** Debra Holmes  
**Subject:** [External]Myrtle Beach Human Rights Commission

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I would like to submit my name as a volunteer on the MB Human Rights Commission. I understand meetings are held the third Thursday of the month at 5 pm.

Brief resume:

- I am a retired 64 yr old female
- I retired, as a detachment commander, from a 35 yr year career with the Royal Canadian Mounted Police, RCMP. I now hold a US permanent resident card. I live about six months a year within the city of Myrtle Beach. We have owned property in the county and within city limits since 2008. I am able to attend meetings in person while living here and by zoom while in Canada.
- I am married to an American citizen.
- I am disabled.
- I currently serve on a community health advisory board in Canada.
- I currently serve on a community arts council in Canada
- I volunteered at Brookgreen Gardens for a couple of years before Covid
- In the past I have served on recreation commissions, community advisory board, soccer association, as a regional director at an international level and various other boards, commissions, committees and groups at local, provincial, federal and international levels.
- I have worked in the Access to Information and Privacy section at a federal level.
- as a supervisor, at many levels, I have conducted and resolved, internal investigations including but not limited to, human rights violations.
- I have completed sensitivity courses.

If you would like me to submit a full resume, I do have one. I have just sent you a partial simple one that I believe pertains to your specific requirements.

I have no issue with a security check. A comprehensive one was done for my US residency in 2019. My spouse was also in law enforcement for 40 years in the US.

I believe in human rights for all and inclusive of all.

For further questions, I can be reached at:

Myrtle Beach 29577

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**Resume re:Human Rights Council**

2 messages

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**keith burroughs**

To: jadkins@myrtlebeach.com

Tue, Sep 27, 2022 at 3:14 PM

Keith J. Burroughs

**Education**

Bachelor of Science in Economics, University of Pennsylvania, Philadelphia, PA 1961

Master of Divinity, Pittsburgh Theological Seminary, Pittsburgh, PA 1965

Continuing Education at Columbia Theological Seminary, Decatur, GA

**Employment**

Pastor of First Presbyterian Church, Greenport, NY

Human Relations. Economic Opportunity Atlanta, GA

Model Cities Mass Convention, Director of Citizen Participation in City Planning  
Atlanta, GA

Division Manager, Ordinary Agency, Prudential Insurance, Co., Atlanta, GA

Licensed Professional Counsellor, GA Mental Health Hospital and Decatur Addiction

Clinic, Decatur, GA; Brunswick MHC, Brunswick, GA also Bremen, GA

Retail Merchandising in Home Decorating, Shoes

**Voluntary Service**

Secretary of Greenport Rotary Club

Chairman of VISTA sponsoring committee

12 Step Recovery Program

President of Adair Park Inc., Atlanta, GA

RETIRED

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Jennifer Adkins

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**From:** Jaquelyn Graham  
**Sent:** Tuesday, June 28, 2022 2:30 PM  
**To:** Jennifer Adkins  
**Subject:** [External]A position within the human rights commission

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Hello, My name is Jaquelyn Suarez Graham. I am a Latina Asian American that Is Myrtle Beach local and I'm looking to request a position on the human rights commission. I see that there is a seat that is expiring in September and I would like to take it. I am very active within my community. Whenever it comes to human rights I continuously stand up for what is right and I project the voices of the marginalized communities along with speaking with them as well. I have worked with both Myrtle Beach and North Myrtle Beach to have community meetings for human rights. I would like to have a solidified position so that way whenever there is any question about human rights we can take direct action and do what is best for our citizens. I love my country I love this town and I want to do the best things possible for our community.

## Jennifer Adkins

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**From:** Leah N. Edwards  
**Sent:** Wednesday, July 13, 2022 8:53 PM  
**To:** Jennifer Adkins  
**Subject:** [External]Human Rights Commission volunteer  
**Attachments:** LeahNEdwards.pdf

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City Clerk Jennifer Adkins,

Good evening. My name is Leah Edwards and I relocated here a couple of years ago. I've been in Human Resource related positions for the last 10 years. Last year, I worked on a committee that attempted to launch a NAMI chapter again for Horry and Georgetown Counties...mental health is a huge need here. We disbanded due to low leadership participation but still offer mental health resources online under the Charleston branch for the Grand Strand area.

I am a huge advocate for human rights. After relocating here, I found that one of the most prevalent human rights issues in this area is low pay. I was disappointed to find that I could not thrive off salary locally in my field so I had to seek employment online instead of integrating locally within this beautiful community. Having a living wage IS a human rights issue. The employment vacancies in restaurants are no accident as online work is more readily available these days. A human should not require a roommate in order to break even financially. Although I haven't served in this capacity for the city, and am unaware of what this volunteer role would entail, these two issues are on my heart to change.

I also have other professional experience in alternative Healthcare, being a Reiki Master and Sound Therapist. I am also an Artist and a Musician and can emphasize with a variety of both professional, white collar roles and salt of the earth type of people. We all have different needs but also we all share some basic common ground ones as well like feeling safe, being well, and not struggling to exist.

Let's be brave and try something new.  
Leah Edwards

# Leah N. Edwards

## Human Resource Professional | Change Manager | Marketing Associate

**Human Resource Professional, Change Manager and Marketing Associate** with extensive experience delivering client-focused results. Creative and strategic problem-solver with a talent for dissolving complex problems with a broad set of transferable cross-industry skills, including agile project management (Scrum), marketing campaigns, employee retention initiatives, and maximizing resources, such as, eco-friendly practices, financial and time. Enthusiastic about elevating staff's mind-sets to boost employee retention, create better job opportunities, improve health, stimulating community growth. Thrives on timeliness, quality of work, pivoting among multiple projects simultaneously, fast-paced environments, collaboration, and delivering exceptional results while challenging the boundaries of the possible.

## CORE COMPETENCIES AND ACHIEVEMENTS

**Relationship Building and Partnerships.** Proven history in establishing personal rapport, empathy, and relationships. Inspires and leads multicultural children, parents, professionals, and teams. Taught workshops and Led discussion groups on books, program tutorials, marketing, personal growth. Created a 28-page monthly booklet newsletter including content and design, which enhanced member communication & networking by 25%.

**Leadership and Management.** Demonstrated achievements as a department of one. Manages cross-functional project teams of staff members and representatives of external cross-sector partners and builds and renews communication channels. Effective leader with firm ability to make rational, informed decisions, collaborating efficiently with all levels of the organization, from temporary employees to C-Suite level staff. Led, Recruited, Trained, Supervised, and Retained 5 employees and 100 volunteers/volunteer coordinators and delegated responsibilities as needed; Consistency created volunteer retention increase by 35%.

**Communication, Presentation and Knowledge Translation.** Effective communicator across all levels of the organization up to Board level; Able to prepare diverse, global communications with cultural sensitivity and emotional intelligence. Utilizes expertise to convince audiences, influence teams, and create trust. Demonstrated a marketing lecture and YouTube social media tutorial to 100 people.

**Compliance and Risk Management.** Extensive experience supporting internal audit, risk management, and compliance. Participates in meetings/conferences that involve a range of issues (i. e. personnel actions, regulatory requirements, actions involving outside agencies, inter-department needs, etc.) for the purpose of developing recommendations and/or supporting other staff. Maintains audits for compliance on I9, W2, 401 (k), Payroll, HR, Benefits, Credentialing, Externships, HIPAA, ACA data, among others.

### **Problem Solving, Analytical and Decision-Making Skills.**

Supervised over-all operations of: Volunteers and Volunteer Coordinators (schedules and replacements); Maintenance of the facility, grounds and property; Scheduled up-keep appointments as needed. Provided advice and counsel to individuals and departments, generating solutions and implementing ideas, resulting in smoother daily operations by 45%.



**Branding & Social Media Presence.** Promotes products and services through targeted social media campaigns, using Hootsuite, Instagram, Facebook, Twitter, YouTube, etc. Introduced social media to a past employer through persuasive plans/presentations. Campaign increased social engagement by 95%; Trained volunteers and staff to continue the platform growth. Generated fresh content on Website and Social Media platforms, reinforcing name-branding by 75%. Scheduled live broadcasting of Sunday meetings, streamed them on YouTube and edited videos into short clips, increasing company online presence by 45%. Launched a 1-year print ad campaign by planning monthly slogans, targeting audiences, designing monthly ads, and writing feature articles for nationally known publications, which increased awareness of the company by 10%.

**Adaptability and Flexibility.** Adapts to cultural diversity with resistance to bias. Eager to learn and has demonstrated ability to remain resilient and tenacious under pressure. Versatile and operational-efficiency thinker who quickly identifies what and how things need to be completed, maintaining superlative quality of the work. Reported medical exposures and workman's comp claims immediately, following through to completion.

**Change Management.** Actively strives for continuous improvement, monitoring industry trends to identify opportunities to grow the business through provision of added value to customers. Leverages teachings of Scrum, an agile framework for developing, delivering, and sustaining results in terms of projects or deadlines, enhancing ability to pivot among projects and duties.

**Resource Maximization.** Mobilizes financial resources for long-term community prosperity. Created, pitched and implemented a paper-use reduction plan, resulting in 45% less waste in paper and monetary resources. Streamlined the roles of HR Specialist, Benefits Administrator, Credentialing Coordinator and Student Externships Coordinator, resulting in reduced need to hire a fourth HR professional to 0%. Funded the cost of a 28-page monthly booklet newsletter in full by selling ads in the community, minimizing the community's production cost by 100%.

**Systems Utilization.** Proficient in HRIS, ATS, ADP, Paylocity, SharePoint, Clarizen, Realm, SaaS, Relius, FileZilla, Salesforce, Employee Navigator; Microsoft, Google, Adobe Suites; Skype, Zoom, Microsoft Teams; MAC & PC.

## PROFESSIONAL EXPERIENCE

**iSOLVED, (Remote)**

**July 2021 – Present**

**401(k) Plan Administrator**

- Receive payroll files, review and format for upload; troubleshoot issues with clients.
- Answer phones as necessary; Run eligibility reports/audits for benefit enrollments; 401k Rollovers.

**BUSINESSSOLVER, INC, Charlotte, NC (Remote)**

**Dec 2019 – June 2020**

**Client Champion (in Benefits Administration)**

- Responded to shared inbox inquiries within expected time-frames, providing regular updates to the clients through resolution; Worked all open cases for clients, ensuring proper benefits enrollments

- Worked error and discrepancy reports; Completed audits. Reported on discrepancy trends; Identified configuration updates that reduced errors; Recommended updates when opportunities were available to improve processes or eliminate existing manual items
- Completed daily file check-in/review process for all carrier export, import and payroll files, communicating issues to appropriate team members; Utilized process documentation to execute on weekly, monthly & quarterly processes necessary for client success

**NEW HORIZON FAMILY HEALTH SERVICES, Greenville, SC      May 2018 – November 2019**  
**Human Resource Specialist, Credentialing Specialist, Benefits Administrator**

- Effectively communicated with employees, departments, administrators, applicants and the public for the purpose of providing information and assistance concerning employment, procedures, personnel records, compliance and job-related requirements & issues; Employment Verifications
- Confirmed accuracy and integrity of all data entered, maintained data in HRIS systems (information on timekeeping, payroll, training, benefits, cloud-scanning and other related electronic systems) and databases on a timely basis
- Provided assistance and supported others on assignments, projects and challenges as assigned by department heads, such as, CEO, COO, and HR Director
- Coordinated schedules and deadlines, scheduled conference rooms and tracked progress of specialized work projects, spreadsheets and/or departmental functions
- Assisted with the development of an effective workforce through recruitment, selection, orientation, workforce development, retention of all personnel and employment terminations
- Scheduled Credentialing and Re-Credentialing appointments for Current & Onboarding Medical Staff; Collected Credentialing packet and Certificates to submit to Board for review/approval
- Scheduled and Drove Benefits Open Enrollment meetings; Updated marketing materials.
- Launched an employee wellness program whose intent was to: 1. Aid in Employee Retention, 2. Inspire a Healthier Lifestyle, thus transforming employees into better role models for our patients, and 3. Build our Trustful Community within our own workforce

**UNITY OF GREENVILLE, Taylors, SC      April 2012 – April 2018**  
**Program Manager (Office Coordinator / Graphic Design / Marketing)**

- Supported event staff with meetings for auctions, concerts, workshops, and any other event
- Scheduled and managed highly confidential counseling sessions, calendars, and member information
- Recruited, Trained, Supervised & Retained volunteers & employees

**EDUCATION**

**Human Resources, Alison, 2021**

**Scrum Master, Scrum Master Alliance, 2020**

**Associate of Science, Graphic Design, International Academy of Design & Technology**

**INTERESTS**

Meditation, walking, biking, yoga, reading, performing music, creating art, LNEdesigns.com