



# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

**LEADERSHIP LEARNING COMMUNITY**

2022 Cohort Program





You Can't Fail, Inc. (YCF) is a non-profit company whose mission is to provide strategically designed multicultural leadership learning environments for professional women of color and those who support them, "Unexpected Leaders", and other young women and individuals who are striving to build their self-esteem and grow personally as they build a successful leadership path.

### **YCF Leadership Learning Community**

is a 6-month long leadership development program running from June through November 2022. This program is specifically designed to develop and accelerate the leadership development and career paths of early- and mid-career professional women of color. The YCF Leadership Learning Community (YCF LLC) is made possible at no cost to the participants due to support from National Grid.

YCF LLC participants engage in monthly workshops led by successful established women leaders on topics strategically identified as important to the development of women leaders.

Participants in the program are assigned a personal mentor who is a senior leader in the participant's professional industry. Mentors and participants will meet throughout the learning community to assist the participants in developing the philosophies, skills, career strategies and behaviors of effective women leaders. Upon completion of the program, participants will develop and present a comprehensive leadership development plan they will use to guide decisions about their careers over the next 36 months. This plan will be presented in front of a panel of executive leaders who will provide feedback for applying this plan to ongoing career development.





## A Message from the Program Director & Lead Mentor

Congratulations to the You Can't Fail, Inc. 2022 Leadership Learning Community Cohort. Fourteen women joined this innovative program to embark upon a 6-month journey of self-discovery, professional development and leadership coaching. They join dozens of other women leaders of color who have graduated from the YCF Leadership Learning Community over the past five years and who are effectively applying the philosophies, skills, behaviors and career strategies they acquired during their time in the program. We are proud of all of them and look forward to how the class of 2022 will continue to awe us with their woman-powered professional leadership and awe-inspiring success.

Thank you to our program sponsors, volunteer mentors and presenters for your partnership and investment in You Can't Fail, Inc. We look forward to your continued support in the coming years as we expand our offerings to increase the impact of You Can't Fail, Inc. and the Leadership Learning Community.

Melody Smith Johnson  
You Can't Fail, Inc. ~ Program Director

## YCF Leadership Learning Community Class of 2022

- Swasi-Ann Bradley.....Ryan White Program Supervisor  
*ACR Health*
- Jasmine Coan.....Owner & CEO  
*On The One DJ Center*
- Tenequa Davis.....Yoga Instructor  
*My Vinyasa Practice*
- Sade Gayle.....Scheduler  
*National Grid*
- Mellonie Grant Rhoden..... Health & Human Services Clinical Coordinato  
*United Healthcare Group*
- Raegen Lawrence..... Collective Impact Manager  
*Rochester-Monroe Anti-Poverty Initiative*
- Carrion Lewis.....Gas Dispatching Principal Analyst  
*National Grid*
- Ashley McLeod.....Preventive Caseworker  
*Glove House*
- Stephanie Peete..... Business Partnerships Manager  
*Say Yes Buffalo*
- Marion Rodriguez.....Health Info. Management Release of Info. Specialist  
*MRO*
- Yosmeriz Roman..... Assistant Vice Provost for Enrollment Management  
*University of Cincinnati*
- Kelly Rubbins.....Program Manager  
*National Grid*
- Porscha Rush.....Dispatch Supervisor  
*National Grid*
- Eden Strachan.....Producer  
*Black Girls Don't Get Love, LLC*





**Swasi-Ann Bradley**  
Ryan White Program Supervisor  
ACR Health

**OBJECTIVE**

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experienced changed agent stepping into roles quickly driving company success. Focused on using training, monitoring, and morale-building techniques to maximize employee engagement and performance.

**SKILLS**

- Client relations
- Compliance Enforcement
- Recruitment and hiring
- Case Planning
- HIPPA Compliance
- Medical Terminology
- Microsoft office suite
- Conflict Resolution

**EXPERIENCE**

- ACRHEALTH. . . . . Syracuse, NY**  
**Ryan White Program Supervisor. . . . . 2021-present**  
 Supervise the Nutrition, Case Management and Health Education programs to ensure success.
- Provide input and updates to Contract managers to track success of the programs; acting liaison to contract managers providing program insights to track outcome to guide success.
  - Research relevant trainings geared towards programmatic development and offer recommendations to staff.

- Plan and conduct strategy meetings to brainstorm new ideas and deliver program and milestone updates.
- Develop program and initiatives to support organizations long term goals and manage the processes to which the goals are met.

- ACRHEALTH. . . . . Utica, NY**  
**Ryan White Case Manager . . . . . 2016-2021**
- Conducted intakes and referred clients to appropriate services.
  - Informed patients and families of treatment options, medications, and at-home care strategies.
  - Communicated with healthcare workers, legal services providers, social services agencies and local
  - Judicial systems regarding cases.
  - Constructed case notes and comprehensive reports.
  - Protected patient data in alignment with HIPAA privacy protocols.

- Upstate Cerebral Palsy . . . . . Utica, NY**  
**Residential Counselor . . . . . 2015-2020**
- Assisted Residents living with cerebral palsy with different life skills, health maintenance and medication administration.
  - Advocated for the individuals to be fully integrated into community life.
  - Assisted in managing daily schedules and ensured accuracy of staff documentation.
  - Prioritized and organized the residents' schedules in alignment with their daily and long-term service goals.

- SUNY Polytechnic Institute . . . . . Utica, NY**  
**Administrative Assistant . . . . . 2014-2015**
- Coordinated admissions efficiently by communicating with internal departments and external organizations to obtain records and transfer documentation.
  - Led tours for prospective students to show facilities and answer questions.
  - Collaborated with IT professionals to troubleshoot student database issues.
  - Raised funds by organizing multiple events and diligently managed details to meet deadlines.
  - Trusted to proofread and edit departmental letters and correspondence
  - Oversaw mail distribution and disseminated
  - Organized files, developed spreadsheets, faxed reports, and scanned documents, maintaining front desk and reception area in neat and organized fashion.

**EDUCATION**

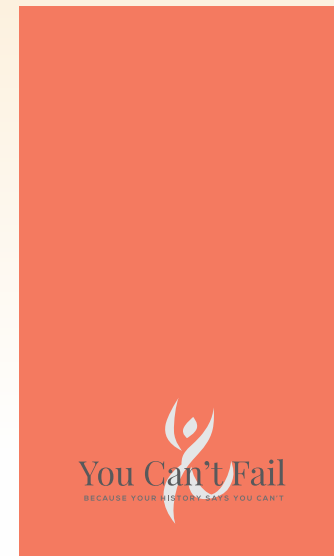
- Walden University . . . . . Minneapolis, MN**  
**MBA: Healthcare Management & Communication . . . 2022**
- SUNY Polytechnic Institute . . . . . Utica, NY**  
**Bachelor of Science: Health Information Mngmt. . . . . 2016**

**ACTIVITIES**

**Golden Key International Honor Society**



**Jasmine Coan**  
Owner & CEO  
On The One DJ Center



**PROFESSIONAL SUMMARY**

The leading female DJ representing Syracuse, NY also known as DJ Bella J. Established internationally as a regular presence at corporate events, community gatherings, schools, weddings, birthdays and private parties. A proven track record of excellence in Upstate New York at SKY Armory, World Martini Lounge and Studio 54 of Syracuse, Silky Jones Night Club in Ithaca and dozens of private events. A staple at high-end shops like Guess, Express, Nordstrom, Bon-Ton, Neiman Marcus, New York & Co., Box Lunch, Lord & Taylor, Ulta Beauty, DSW and for clients such as Disney.

**EXPERIENCE**

**On The One - DJ Center . . . . . Syracuse NY**  
**Owner & CEO. . . . . 2021-present**

On The One is the first DJ Center in Central New York dedicated to providing a space for anyone looking to explore the art of DJing. The main mission of On The One is to encourage and empower young girls to express their creativity through DJing.

**Syracuse University Women's Basketball . . . Syracuse NY**  
**DJ & Host. . . . . 2018 -present**

The official DJ for the Syracuse University Women's Basketball Team and Destiny USA. Chosen DJ for numerous organizations including the Syracuse University Men's Basketball Team, American Heart Association of Greater Syracuse, Gwen, Inc., Downtown Committee of Syracuse, Hope for Heather, The Upstate Chapter of the ALS Association, Sisters Empowering Sisters, Girl Scouts of America, Inc., Melody's Co-Working Space and many more.

**Other**  
**DJ . . . . . 2012-present**

Opened for rapper Fetty Wap and up-and-coming artist Sydney Renae. DJed for the legendary DJ Scratch on his Scratch Vision show, alongside legendary DJ Mister Cee in New York City and internationally in countries such as Aruba, Bahamas and Dominican Republic. Instructor of DJ Camp at Auburn Public Theater for students ages 12 and up and producer of end-of-program showcase.

**EDUCATION**

- Scratch DJ Academy – New York, NY**  
**Certificate, DJ . . . . . 2012 – 2013**
- Le Moyne College – Syracuse, NY**  
**Bachelor of Science, Accounting . . . . . 2007 – 2010**
- Cazenovia College – Cazenovia, NY**  
**Associates in Liberal Arts and Sciences . . . . . 1999 - 2001**



**Tenequa Davis**  
Yoga Instructor  
My Vinyasa Practice

Passionate yoga instructor with a desire to connect with and motivate individuals to cultivate healthy relationships within themselves and with others, through yoga. I guide students through discovery of self compassion, self love, knowledge of self, and self worth. We focus on how your mind, body and spirit connects, by practicing mindfulness, movement, meditation.

**SKILLS**

- Self-Regulation
- Stress Reduction
- Mindfulness
- Deep Breathing
- Resilience
- Creativity

**QUALIFICATIONS**

**200 HR Yoga Teacher Training Certification**  
My Vinyasa Practice

**Trauma Informed Certification**  
My Vinyasa Practice

**WORKSHOPS & INVOLVEMENT**

**Beginners Youth Yoga**  
Who Want Smoke Internship at Salt City Market . . . . .2022  
Syracuse NY

**Beginners Children's Yoga**  
Southwest Community Center . . . . .2022  
Syracuse NY



**Sade Gayle**  
Scheduler  
National Grid

**EDUCATION**

**College of Saint Rose . . . . .Albany, NY**  
Bachelor of Arts in Communication Sciences and Disorders

**ASU – Arizona State University**  
Master's in Education – Curriculum & Instruction

**PROFESSIONAL EXPERIENCE**

**National Grid . . . . . Brooklyn, NY**  
Scheduler . . . . . 2020-present

- Manage the resource availability for field workers across the company's multiple field locations while
- integrating work plans, regulatory budget, work performance, productivity and customer satisfaction.
- Manage the transition of resource availability from current manual processes to the planned centralized and standardized system.
- Monitor and report daily exceptions that impacts pay within the Resource Management Solution, to avoid errors and impacts to the downstream processes.
- Track and respond to key performance metrics for the RAM capability, in order to drive improvements and productivity.

- Coordinate onboarding of new schedulers by training on processes/assigned tasks and creating job aids for additional learning support.
- Create more efficient ways to collaborate with internal stakeholders and schedule jobs for 400+ employees.

**Success Academy . . . . . Brooklyn, NY**  
Sprint Associate . . . . .2019

- Coordinated and conducted meetings with school officials and families regarding education plans.
- On-boarded, managed and created schedules for related service providers within the school..
- Works efficiently with cross functional teams – Department of Education, parents, school team, and operations
- Reconciled billing discrepancies for educational services rendered.

**Autism Spectrum Therapies . . . . .San Diego, CA**  
Clinical Services Coordinator and Team Lead. . . 2017-2019

- Coordinated, enforced and maintained schedules for over 200 Behavior Interventionists and approximately 400 clients. Informed and educated families daily regarding schedules as well as addressed concerns that arose
- Ensured insurance coverage and other pertinent information are accurately reflected within the system.
- Designed alternate coverage and or alternate work for Behavior Interventionists.
- Scheduled make-up time to maximize contract fulfillment and customer satisfaction
- Worked efficiently with cross functional teams – parents, clinical team and operations
- Led team to discover and participate in staff efficiencies which included contract fulfillment initiatives
- Reconciled billing operational and payroll reports
- Coached, trained and onboarded new schedulers

**UnitedHealth Group . . . . .San Diego, CA**  
Scheduling Coordinator and Team Lead . . . . . 2016-2017

- Executed over 150 outbound calls (daily) to schedule in-home visits with Physicians or Nurse Practitioners
- Handled inbound calls from members who had inquiries regarding coverage and eligibility
- Enhanced members experience by providing details around United Health Care and its offerings
- Facilitated focus groups with existing members to identify best practices and process improvement
- Validated member demographics and obtaining additional member data via specific plan scripting
- Led team to meeting objectives and fostered an environment of collaboration and engagement
- Displayed flexibility by supporting any call queues as business needs arise

**Achievement First Charter School . . . . . Brooklyn, NY**  
Teacher-In-Residence – 2nd Gd . . . . .2015-2016

- Ensured academic achievement and student character development
- Taught Reading and Comprehension to 2nd Graders
- Served as an advisor to parents of special need students while ensuring compliance
- Supported individual students through one-on-one tutoring or small group instruction

**Evans House . . . . . Etobicoke, Ontario**  
Administrative Assistant . . . . .2015

- Coordinated client intake.
- Implemented basic engagement activities geared towards clients and families
- Handled all incoming and outgoing calls, faxes and emails.
- Confirmed medical appointments with hospitals and communicated messages for medical staff and patients.
- Maintained schedules for a staff of 10 attendants
- Scheduled appointments and doctors' visits
- Reviewed and validated health cards and client profiles.
- Organized and maintained important records
- Acted as a liaison between hospital dispatch coordinators and supervisor.
- Performed basic accounting and bookkeeping activities.
- Managed invoices
- Onboarded new attendants

**FedEx Corporation. . . . .Astoria, NY**  
Office Administrator . . . . .2013-2015

- Responded to all customer inquiries
- Screened and on-boarded all drivers and package handlers
- Efficiently managed delivery schedules and assigned routes for over 30 drivers.
- Ensured that all specific instructions for delivery are communicated timely and accurately.
- Managed activities and appointments for two general managers and other mid-level employees
- Managed the inventory and ordering of office supplies
- Successfully researched and coordinated employee engagement and community outreach activities that led to the creation of 3 new partnerships.
- Created and facilitated training modules and onboarding sessions for new employees.
- Implemented new processes to resolve customer complaints to achieve increased customer satisfaction.
- Designed and implemented weekly employee communication briefings.

**SKILLS**

- Proficient in Microsoft Office, Google Suite
- Proficient in Sign Language Levels 1 & 2
- Extra Curricular Activities
- Puzzles & Research



**Mellonie Grant Rhoden**  
**Health & Human Services**  
**Clinical Coordinator**  
 United Healthcare Group

**SOCIAL WORKER /  
 MENTAL HEALTH SERVICES DIRECTOR**

**Ten years of experience in Mental Health Services, Case Management, and Administration**

- Dedicated, client-focused social worker with expertise in providing services to adolescents and at-risk youth.
- Exhibit sound judgment, highly ethical standards of conduct, and integrity.
- Empathetic, active listener with proven success in problem-solving and mediation for favorable patient outcomes.
- Demonstrate exceptional verbal and written communication skills in working with individuals, families, groups, organizations, and colleagues.
- Technical Proficiencies: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access), Epic EMR, CARES Regional Homeless Management Information System (CRHMS), and Centricity EMR.

**CORE COMPETENCIES**

- Policy Analysis
- Advocacy
- Program Management
- Community Outreach
- Clinical Assessments | Research
- Crisis Intervention and Prevention
- Treatment Development
- Social Policy and Evaluation
- Regulatory Compliance
- Interviewing/Consultation
- Emergency Response Training
- Organization
- Staff Development

**PROFESSIONAL EXPERIENCE**

**United Healthcare Group . . . . .Essex County, NJ  
 HEALTH & HUMAN SVCS CLINICAL COOR . . .2022- PRESENT**

- Assess, plan and implement care strategies that are individualized by patient and directed toward the most appropriate, least restrictive level of care
- Communicate with all stakeholders the required health-related information to ensure quality coordinated care and services are provided expeditiously to all members
- Advocate for patients and families as needed to ensure the patient's needs and choices are fully represented and supported by the health care team

**New York City Health and Hospitals . . . .New York, NY  
 ASSISTANT DIRECTOR OF  
 MENTAL HEALTH SERVICES. . . . .2020 – 2022**

- Supervise, plan, and delegate workflow of six Health Treatment Aides, resulting in their progressive growth and development.
- Conduct needs assessments and produce data analytics for administrative and management decisions.
- Intake new inmates/patients, evaluating their needs and developing customized treatment plans to improve or resolve mental health issues.
- Facilitate group discussions and activities to educate inmates on effective problem-solving strategies, anger management techniques, coping mechanisms, and other social skills.
- Collaborate with Clinical Supervisor, Department of Corrections, and interdisciplinary team to review and discuss the progress or decompensation of patients in the unit.

**New York City Health and Hospitals . . . .New York, NY  
 MENTAL HEALTH ASSISTANT. . . . .2014 – 2020**

- Delivered aftercare services to clients discharged from inpatient and emergency psychiatric units.
- Provided individual counseling and assistance for various issues including, but not limited to: activities of daily living (ADL) skills, housing interview preparation, and advocating on patients' behalf with medical providers.
- Prepared and submitted client housing applications and supporting documentation, resulting in a 25% increase in successful housing placements.
- Successfully executed crisis interventions and outreach for patients, making referrals to specialized community programs when necessary.
- Completed and maintained comprehensive case management records for charting and auditing purposes.

**EDUCATION**

**Yeshiva University . . . . .New York, NY  
 Master of Social Work (MSW) . . . . .2021**

**Southern N.H. University . . . . . Manchester, NH  
 Bachelor of Science (B.S.), Public Health . . . . .2018**



**Raegen Lawrence**  
**Collective Impact Manager**  
 Rochester-Monroe Anti-Poverty Initiative

**PROFILE**

15+ years successfully implementing community programs and services with a proven track record of advancement for those served. Analytical and passionate manager with a diverse background seeking to apply experiences and knowledge for a progressive organization.

**COMPETENCIES**

- Strategic Planning
- Policy Analysis
- Consultation
- Advocacy/Child Welfare
- Capacity/Coalition Building
- Program Management
- Quality Assurance/Evaluation
- Marketing/Community Outreach
- Case Management
- Training/Onboarding

**EDUCATION**

**Florida Agricultural and Mechanical University  
 . . . . .Tallahassee, FL  
 Master of Business Administration**

**Florida Agricultural and Mechanical University  
 . . . . .Tallahassee, FL  
 Bachelor of Science, Business Admin  
 • Minor; Marketing  
 • Clear Impact – Results Based Accountability Certification**

**COMMITTEES**

- Monroe County/Rochester Workforce Investment Board - Workforce Innovation and Performance Committee Member
- Climate Accelerator Solutions - Climate Collective Steering Committee Member
- FingerLakes Regional Economic Development Committee – Workforce and Talent Group Member

**WORK EXPERIENCE**

**Rochester-Monroe Anti-Poverty Initiative . . .Rochester, NY  
 Collective Impact Manager. . . . . 2021 – present**

Convene monthly meetings with city officials, business executives, and community leaders. Create and implement onboarding process, Results Based Accountability framework, and metrics for RMAPI Collective organization in Monroe County.

**FamilyTIES of SC . . . . . Florence, SC  
 Program Director . . . . .2019 – 2021**

Develop policies, evaluations, and training for start-up concentrating on Community Long Term Care Program in accordance with SCDHHS.

Manage day-to-day operations including oversight of internal/external relations, capacity building, and personnel.

**National Youth Advocate Program . . . .Charleston, SC  
 Performance Specialist. . . . .2014 – 2017**

Three promotions within 2 years from Family Engagement Specialist to Performance Specialist. Conducted statewide training, quality assurance, and evaluation for SC DSS Family Engagement Services contract.

**RCL Consulting. . . . . Columbia, SC  
 Owner . . . . . 2011 – present**

Assess, design, and develop programs, policies and strategies to meet the organizational development (OD) needs of operating, business and functional units within an organization. Evaluate strategies and programs to measure the achievement of established goals.

**TurnAround Inc . . . . . Baltimore, MD  
 Outreach Specialist/Victim Advocate . . . . .2008 – 2010**

Create and implement domestic violence prevention program for organizations that serve women at high risk.

**Baltimore City Public Schools. . . . . Baltimore, MD  
 Community Schools Coordinator . . . . .2009 – 2010**

**Family and Children Services. . . . . Baltimore, MD  
 Facilitator; Abuse Intervention Prevention . . . . 2007 – 2008)**

**YMCA of Central Maryland . . . . . Baltimore, MD  
 Community Schools Coordinator . . . . .2006 – 2009**

Assess the holistic needs of the school, parents and surrounding community while building mutually supporting relationships with the goal of creating a comprehensive strategic plan of action to expose and enhance academic, economic, and social advancement.

**East Baltimore Youth & Family Svcs . . . . Baltimore, MD  
 Facilitator; Creating Lasting Family  
 Connections Program. . . . .2005 – 2006**



**Carrion Lewis**  
Gas Dispatching Principal Analyst  
National Grid

**SUMMARY OF QUALIFICATIONS**

- Front line operational utility experience for blue sky days and during emergency conditions
- Skilled at invigorating employees, coaching performance and motivating employees to excellence; maximizing efficiency and employee engagement, thereby avoid the disruption and costs of replacing employees
- Successfully coach employees to progress from union to management by identifying employee's knowledge, skills and abilities to build upon their strengths and identify opportunities for developments
- Experienced in the effective development and deployment of process improvements, strategy and change management
- Foster and maintain professional relationships with both internal and external customers
- Undermining these qualifications are a bachelor's degree in business management with a minor in Individual taxation, a Executive Masters in Business Management and a Masters in Human Resource Management

**EXPERIENCE HIGHLIGHTS**

- National Grid**  
**Gas Dispatching Principal Analyst . . . . .2021 - Present**  
Provide decision support and analysis to senior management by working across the various operating companies within New York State Dispatching to enhance operational results and ensure standardization
- Work closely with managers, internal and external stakeholders analyzing data and information, and using knowledge of business operation
  - Support the deployment of Salesforce prioritizing opportunities to streamline the business and ensuring minimal risk to the organization and its key stakeholders
  - Develop and enhance reports to improve the efficiency and visibility of key data across key stakeholders

**Gas Dispatching Senior Supervisor . . . . .2020 - 2021**  
Manage group of 32 gas dispatchers responsible for the 24x7 safety of the community through the routing of field service emergency and non-emergency work orders  
Dispatch work orders to 450 field operations workers while maintaining 100% compliance with applicable laws and regulations; and ensuring customer commitments are met. We handle approximately 300K orders a year with a budget of approximately \$4M.

- Craft and execute various strategies to ensure continuity of day to day activities while navigating change and protecting employees physical and emotional well- being
- Champion change within the business to ensure an equitable workforce

**Gas Field Operations NYC Supervisor . . . . .2016 - 2020**  
Manage a group of 200 gas operations personnel responsible for the safety, and reliability of the gas distribution system

- Led and participated in Process Excellence initiatives to formulate and implement various process efficiencies; effectively decreasing cost and increasing productivity
- Developed technicians to handle daily work functions, impromptu changes, special projects, and various issues ensuring the success of the team
- Ensured a safe working environment is maintained
- Performed field audits and coaching sessions with gas operations personnel to provide feedback, support, identify development needs

**Accounts Maint. & Operations Supervisor . . . . .2013 - 2016**  
Manage a team 24 representatives within the Shared Service area in order to maintain billing exceptions and mandated safety program (Soff off)

- Successfully increased timeliness by strategically assigning work to reduce billing deficiencies, and average monthly exception volumes
- Performed one on one coaching sessions with representatives to review quality audits, high risk audits, and additional development needs
- Assisted in the design and testing of enhancements to the Long Island and New York City Customer Service Systems
- Collaborated with various internal and external clients to assist in decreasing billing deficiency and to review and assist in the resolution of high profile customer inquiries
- Ensure all Sarbanes Oxley billing controls were completed in timely manner and responded to adhoc request
- Led taskforce to clear backlog of various billing related activities to increase timeliness and also decrease billing deficiency

**AFFILIATIONS**

Junior Achievement, Alliance of Black Professionals, American Association of Blacks in Energy, The East Brooklyn Leaders.



**Ashley McLeod**  
Preventive Caseworker  
Glove House

**ABOUT ME**

My name is Ashley McLeod. I work in the field of Social Work. My goal is to help people reach their full potential by helping them discover who they are on the inside. By teaching people emotional intelligence, empowering individuals to see past their barriers, and teaching individuals coping mechanism skills

**EDUCATION**

**Keuka College**  
**Master's in social work . . . . . 2022-present**  
**Bachelor's in social work . . . . . 2020-2022**

**Morrisville State College**  
**Associates in Travel and Tourism . . . . . 2004-2006**

**EXPERIENCE**

**Glove House . . . . . Waterloo, NY**  
**Preventive Caseworker . . . . . 2022-present**  
As a Preventive Caseworker, I partner with Seneca County to prevent families, from entering further into the criminal Justice and Child Welfare systems.

- Utilize a multi-step approach to help families.
- Casework management skills to address individual child and family issues.
- To prevent out-of-home placements for children and adults.

**Cafe108 . . . . . Auburn, NY**  
**Barista . . . . . 2021 - 2022**  
As a Barista, I warmly welcome customers into the restaurant, introduce them to items on the menu, and accurately execute the orders.

- Open and closed café
- Worked well with my team members.
- Greeted customers and executed orders accurately

**Auburn Enlarged City School District. . . . .Auburn, NY**  
**Teacher's Aide. . . . .2020**  
As a Teacher's Aide, I supported the special education department and students to ensure a safe and stimulating educational environment.

- Supported students in class as indicated on their Individual Education Plan
- Supported teachers with lesson plans and classroom management.
- 1:1 support to autistic children

**You Can't Fail History**



You Can't Fail, Inc. is a nonprofit company with 501c3 charitable organization status. Gwen Webber-McLeod, President/CEO Gwen, Inc. and Founder of You Can't Fail, Inc., dreamt about creating an organization that would provide strategically designed multicultural

leadership development experiences for emerging and established women leaders. These experiences would explore and place emphasis on the unique leadership journey of professional women of color.

Gwen believes that part of her purpose is to pave the way for the next generation of emerging women leaders and is committed to opening doors for professional women of color. Within one year of incorporating a private sector leadership development corporation, Gwen, Inc. hosted the first You Can't Fail: Because Your History Says You Can't Conference in the fall of 2009. The conference was a great success attracting 100 women from across New York State in its first year.

Gwen, Inc. continued to host the You Can't Fail conference annually and to date has impacted the lives of more than a 1000 women via the conference and related workshop events.

After seven years of producing the conference Gwen Webber-McLeod transitioned the conference into its own free standing nonprofit company, You Can't Fail, Inc. Her dream became a reality on June 25 2015 when You Can't Fail, Inc. received designation as a nonprofit company. The company will continue producing the annual You Can't Fail Conference while providing additional leadership development workshops and collaborating with other organizations.



**Stephanie Peete**  
Business Partnerships Manager  
Say Yes Buffalo

**PROFILE**

Innovative nonprofit leader with over 10 years of experience in health & human services, education, and workforce development. Highly skilled in relationship building and stewarding, racial equity coaching, and project management.

**CAREER HIGHLIGHTS**

- IDEA (Inclusion Diversity Equity Awareness) Award Recipient, Buffalo Business First, January 2022
- Liberty Bell Award, Bar Association of Erie County, April 2021
- Created Say Yes Buffalo Employer Think Tank Series which provided racial equity and youth engagement education for local employers; over 200 leaders from 60 unique organizations have attended since 2021.

**PROFESSIONAL EXPERIENCE**

- Say Yes Buffalo . . . . . Buffalo, NY**  
**Business Partnerships Manager . . . . . 2021-present**
- Assist in development of Career Wise Greater Buffalo Youth Apprenticeship pilot and support annual renewals process for key business partners
  - Supervise Employer Relations Specialists and develop robust apprenticeship training opportunities for employer partners that are rooted in racial equity
  - Maintain oversight of Internship & Career Pathways Program Supervisor and related employer partnerships

**Internship, Career Pathways Program Supervisor . . 2018-2021**

- Increased capacity of program by more than 40% over three years
- Collaborated with over 60 local employers to build diverse and viable talent pipelines
- Project managed the Buffalo Youth Employment Coalition (YEC), an initiative under the Community Foundation for Greater Buffalo with over 70 members from 36 organizations

**Family Support Specialist . . . . . 2014-2017**

- Coordinated on-site collaboration, facilitation, and enrollment of service providers
- Maintained 100% acceptance rate for self-generated preventive service referrals
- Founding member of Say Yes Buffalo Self-Care Committee, Co-Chair of Service Project Sub-Committee

**COMMUNITY LEADERSHIP**

**TechBuffalo**  
**Advisory Committee Member . . . . . 2022-present**

**John R. Oishei Foundation**  
**Mobilize Oversight Committee Member . . . . 2021-present**

**Women United (United Way of Buffalo & Erie County)**  
**Advisory Board Member . . . . . 2021-present**

**Women of Color Annual Summit**  
**Co-Chairperson . . . . . 2019-present**

**Theatre of Youth, Buffalo New York**  
**Vice President . . . . . 2019-present**

**Next Generation United (United Way Buffalo & Erie)**  
**Advisory Board . . . . . June 2019-2021**

**Buffalo Niagara Partnership**  
**Diversity & Inclusion Council, Council member . . 2018-2019**

**Say Yes Buffalo**  
**Scholar Mentor . . . . . 2017-present**

**EDUCATION**

**Hilbert College . . . . . Hamburg, NY**  
**Master of Public Administration . . . . . 2017**

**Canisius College . . . . . Buffalo, NY**  
**Bachelor of Arts . . . . . 2008**  
**Dual Major: Urban Studies and Sociology Certificate:**  
**Women's Studies**  
**Honors: DiGamma Honor Society**



**Marion Rodriguez**  
Health Information Management  
Release of Information Specialist  
MRO

**EDUCATION AND TRAINING**

**Columbia Business School**  
**REAP Financial Empowerment . . . . . 2021**  
**Pivot Purposefully Entrepreneurship Bootcamp . . . . . 2021**  
**COVID-19 Contact Tracing . . . . . 2020**  
**Academy of Peer Services Certified Peer Specialist . . 2020**

**Syracuse University (Whitman School of Management)**  
**Entrepreneur Boot Camp . . . . . 2015**  
**CRIS Certified Release of Information Specialist/AHIOS . . . . . 2007**

**High School Graduate**

**Computer Skills**

Windows, Microsoft Suite, GoogleDocs, Zoom, Skype, QuickBooks, Pulse Secure, Certify, Ultipro, Cornerstone/Grovo, Slack, Electronic Medical Records: EPIC, Allscripts, Access

**MRO Corp. . . . . 2007-present**  
**Health Information Management Release of Information Specialist Remote Processor**

Ensure all requests and authorizations for PHI are released according to the established procedures and federal and state regulations for numerous hospital EMRs in an accurate and timely manner; Improve reimbursements by 50% due to proper documentation checks to prevent denials; Attend mandatory meetings and regular trainings; Review issues sent to requester for validity and re-training staff

**Area Manager New York**

NY Hired and trained 35 employees in 5 hospital sites with ROI technology and the catalog of policies and procedures; Performed quality assurance monitoring; Managed workflow in conjunction with productivity and quality standards; Conducted annual reviews; Promoted a positive self-image of MRO with an emphasis on customer service by treating patients, co-workers, and medical center personnel with courtesy and respect

**United Record Solutions** (merged with MRO Corp. in 2015)  
**Office Manager**

Developed and maximized contractual client relationships; Negotiated pricing with audit and third party vendors; Upgraded operating practices and procedures to ensure cost-efficiency; Reduced overhead by re-organizing and streamlining tasks; Created a prepayment invoicing system (which removed the necessity for collections); Managed A/R and A/P bookkeeping, monthly reporting and reconciliation; Hired, trained, coached and supervised staff (matching individual needs with appropriate methods of learning); Performed annual evaluations and provided feedback to staff; Investigated and resolved patient and requester inquiries

**Liberty Resources . . . . . Syracuse, NY**  
**Peer Specialist (Part Time) . . . . . 2019-2020**

Provided mentoring, crisis intervention, recovery support, education, guidance, health and wellness coaching to participants of the drop-in center in a new initiative to provide opportunities to engage traditionally disconnected adults and families through access to medical, behavioral health, wellness, social and nutritional services

**Center for Constitutional Rights . . . . . New York, NY**  
**Lead Organizer**

**NY Campaign for Telephone Justice . . . . . 2005-2006**  
Developed strategic alliances with organizations and built membership of family members; fostered external relations to change public perceptions; acted as media spokesperson; facilitated monthly meetings.

**Fifth Avenue Committee . . . . . Brooklyn, NY**  
**Outreach Coordinator**

**AMERICORPS Volunteer in Service to America . . 2003-2005**  
Increased membership; created database; developed outreach plans and materials; supervised volunteers; participated in Strategic Planning process; developed alliances with other CBOs; coordinated workshops; spoke at numerous engagements and forums around the country





**Yosmeriz Roman**  
**Assistant Vice Provost for Enrollment Management**  
 University of Cincinnati

**EDUCATION**

**Rutgers, State University of New Jersey . . Camden, NJ**  
**Doctor of Philosophy (PhD): Public Affairs - Community Development . . . . .2020**  
 Dissertation: The Impact of the Educational Opportunity Fund on First Generation Latino Student Retention: A Mixed Methods Approach

**Master of Science (MS): Community Development . . .2019**

**State University of New York, Oswego . . .Oswego, NY**  
**Master of Business Administration (MBA): Management . . . . .2011**

**Bachelor of Arts (BA):**  
**Language & International Trade-Spanish & French . . . .2010**  
**Bachelor of Science (BS): Marketing . . . . .2010**  
 Minor: Economics

**DIRECTLY RELATED EXPERIENCES**

**University of Cincinnati . . . . . Cincinnati, OH**  
**Assistant Vice Provost for Enrollment Mngmt . . . 2021-present**  
 Reporting to the Vice Provost for Enrollment Management, directly responsible for admissions and enrollment strategy for University of Cincinnati leading the university in a strategic plan to grow from 45,000 students to 60,000 within ten years.

- Develop tactical strategic enrollment plan for the university and lead university partners, colleges, and community through growth
- Led the transition of Graduate Admissions from the Graduate School to report to Enrollment Management shifting personnel, budget structure, and developing new transition, implementation, and future growth plans for University of Cincinnati
- Let the transition of regional campuses and graduate admissions from reporting to individual colleges to report to enrollment management
- Oversee and expand a team of 75 in regional and national recruitment for graduate and undergraduate admissions
- Redesigned merit scholarship strategy to reflect new direction for more access in admissions
- Develop Holistic Review standards criteria with approvals from each faculty senate and policy governance

**Rutgers University . . . . . Camden Camden, NJ**  
**Dir. of Admissions & Enrollment Management . . . 2013-2021**  
 Previous Associate Director, Assistant Director, Admissions Officer, and International Admissions Coordinator

**Friends University . . . . . Wichita, Kansas**  
**Community and Residential Development/International Services Coordinator . . . . .2012**

**Louisburg College . . . . . Louisburg, NC**  
**Student Activities Coordinator/ Residence Community Coordinator . . . . .2012**

**State University of New York, Oswego . . .Oswego, NY**  
**Assistant Hall Director . . . . .2010-2011**

**ADDITIONAL SKILLS**

Proven project management and strategic planning skills; Quantitative and qualitative research design expertise; Specialized knowledge of higher education operations; Fluent in Spanish; Proficient in Microsoft; QuickBooks; ScanMaster Office; AAP Media net; Simmons; Banner; Adirondack; SEVIS; FSAAtlas (RTI); SAP Business Objects; Citrix; CRM Management (Symphony; Salesforce; TargetX; Pardot); ImageNow; IMS (Rutgers specific); STATA; ArcGIS; Adobe Suite; Smartsheet; Oracle SQL Developer; Data Management; Statistical Analytics; Slate



**Kelly Rubbins**  
**Program Manager**  
 National Grid

Skilled corporate social responsibility and philanthropy leader creating opportunities to further business and social goals. Experienced in developing mission focused grant making strategies, innovating philanthropic programs, and engaging multiple stakeholders.

**EXPERIENCE**

**NATIONAL GRID**  
**Program Manager . . . . . 2022-present**  
 Manage the Matching Gift and Dollars for Doers Program through CyberGrants while creating volunteer opportunities, promoting corporate giving partnerships, fostering team building and bolstering company reputation through community service and investment.

**Executive Assistant . . . . .2016-2022**  
 Proactively managed, arranged and confirmed detailed and ever changing schedules; handling all aspects of complex senior level meetings and related logistics while eliminating conflicts by updating a weekly priority list

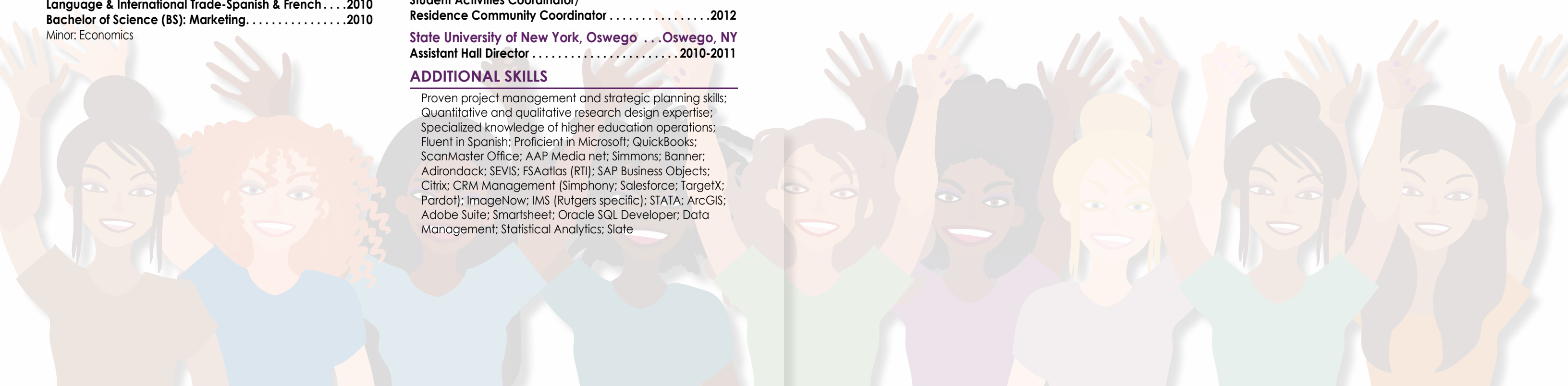
**CON EDISON**  
**Executive Assistant . . . . .2015-2016**  
 Provided the Senior Vice President and General Counsel with highly skilled administrative and office management support. Maintained calendar schedules, organized electronic mail and handled sensitive information with the highest degree of integrity and confidentiality

**EDUCATION**

**SUNY OLD WESTBURY**  
**Bachelor of Science - Business Marketing . . . . .2008**

**SKILLS**

- Microsoft Office: Word, Excel, PPT
- SAP Applications
- Strong Written Communication Skills
- Extremely Organized





**Porscha Rush**  
Dispatch Supervisor  
National Grid

**EDUCATION**

**Florida Institute of Technology**  
Master of Business Administration-Health Care Management  
Graduated.....2018

**SUNY Canton**  
Bachelor of Health Care Management  
Graduated.....2013

**Associate of Science Degree**  
Graduated.....2012

**PROFESSIONAL EXPERIENCE**

**National Grid**  
Gas CMS Dispatch UNYDispatch Supervisor. . 2023-present

- Supervise Dispatcher shifts in dispatching gas emergencies, customer appointment and mandated program work
- Coordination of gas emergency response with CMS, Field Operations, other Company emergency response personnel, Emergency Response Agencies, Regulators, Fire and Police Departments.
- Ensure work is performed in accordance with applicable federal, state and local rules and regulations.
- Support the Gas Leak reporting process by conducting the daily leak reconciliation process, including gathering manual and automated reports, entering corrections, and performing all required research to maximize accuracy and compliance.

**Credit & Collections** .....2018-2023  
Department of Social Services

- Revenue Cycle Manager 2**
- WFM's
  - DSS Excess Credit
  - Possible DSS Excess Credit

- 6-Month Guarantee WFM's
- Administration of UTX
- Payment Investigations
- Heap Tracers
- Process & Handle Refunds
- Over 60 days Reports
- Training
- Escalated Calls/Issues
- Back up RCM 4

**Replevin** .....2018

- Lead on Phones
  - Escalated Calls/Issues
  - Training
  - Set up appointments for meter removal
  - Maintain database log
  - Payment/Collections arrangements
- Department of Social Services  
Revenue Cycle Manager 1D 2016-2018
- DSS County Paperwork
  - DSS Phones
  - DSS West
  - Right Fax

**Account Maintenance & Operations** .....2015-2016

- Lead for Medical Emergency Team
- Dispatch services
- Lead of Elderly, Blind and Disabled project
- Deferred payment agreements
- Cut in for services/Issuing new services
- Life Support
- Leave on for landlord

**SUMMARY OF QUALIFICATIONS**

- Successfully coach peers and subordinate employees to reach goals through consistent feedback, development, and recognition
- Fostering professional relationships with internal and external stakeholders and customers
- Ability to efficiently work in a fast-paced environment with rotating shifts
- Proficient user of Microsoft Suite; Excel, Word, PowerPoint, and Access
- Excellent communication skills and a proven ability to juggle multiple high priority tasks.
- Excellent interpersonal and communication skills, and a demonstrated willingness to work in a team environment with diverse colleagues
- Proven ability to quickly and accurately learn various forms of technology and software.
- Extremely dedicated, organized, and team oriented.
- Highly adept at assisting coworkers and customers utilizing best practices

**INTERNSHIPS**

**Crouse Hospital** ..... Syracuse, NY - 2013

**JoAnn Featherstone, RN, BSN, MBA, CCM, CMSRN**  
Director, Emergency Services and Patient Placement  
Health Care Management



**Eden Strachan**  
Producer  
Black Girls Don't Get Love, LLC

**PROFESSIONAL EXPERIENCE**

**Black Girls Don't Get Love, LLC** .....Syracuse, NY  
Producer February..... 2022-present

- Secured \$28,000 in brand sponsorships through grant writing and pitching corporate and non-profit donors
- Planned and executed the acclaimed Black Girls Don't Get Love Prom on July 23, 2022. Secured \$8,000 in sponsorships, prom dress donations, and news coverage on two local stations for the event. The sold-out Prom was attended by over 50 girls of color.
- Wrote and published the Black Girls Don't Get Love Book on February 14, 2022.
- Delivered a TEDx talk on October 22, 2022 entitled "Who Gets to be the Girl Next Door?" The TEDx explored the lack of Black female representation in the coming of age genre and how it represents the erasure of Black girlhood in society.
- Presented on Black Girls Don't Get Love at the New York State Reading Association Conference on November 13, 2022. The presentation was entitled: The Burden of Representation: Exploring the BIPOC Adolescent Grade School Experience.
- Manage a team of 4 staff members, 3 interns, and 4 volunteers in producing branded content, and planning the company's philanthropic initiatives, such as the Black Girls Don't Get Love Feature Film Training Program.

**Real Vision** .....New York, NY  
Associate Producer..... 2021-2022

- Produced hour-long interviews with hedge fund managers, venture capitalists, and financial experts, ensuring appropriate AV settings and production standards were met.
- Wrote fintech-driven headlines and copy for the company's streaming platform and social media pages.

- Utilized reputable online sources such as AP and Reuters to locate archival assets.
- Facilitated post-production process for multiple shows using Jira, Airtable, and Frame.io.

**VICE Media Group, LLC** .....New York, NY  
Freelance Associate Producer.....2021

- Sourced, contacted and conducted pre-interviews with preliminary subjects to identify relevant background stories; coordinated with producers to construct plots and themes consistent with the broader narrative of the news documentary.
- Produced a \$20,000 budget encompassing crew compensation, equipment rentals, flights, vaccinations, automobiles, per diems and lodging expenses for the news documentary.
- Assessed most optimal out-of-state COVID-19 physical testing sites relative to cost-effectiveness, location proximity, and congruence with deadlines and organized appointments on behalf of entire production crew prior to shoot.
- Accompanied crew to Atlanta, GA and New York, NY and assisted with unloading/ assembling equipment, managing logistics for crew/talent, prepping interview subjects and procuring meal and entertainment venues.
- Collaborated with the American Express Global Business Team to book flights, rentals cars and lodging accommodations for producers, correspondents and cinematographers.

**Warner Media, LLC** .....New York, NY  
CNN Heroes Development Intern .....2021

- Published article on CNN.com resulting from background research conducted on primary sources associated with HEB grocery store and interviews completed with relevant subjects; drafted and edited multiple versions prior to publication.
- Utilized LexisNexis software to complete background checks and screened Google search results and social media profiles of candidates to uncover inappropriate content that could have introduced reputational risks to CNN.
- Leveraged Microsoft Excel to document air checks and verify that scheduled CNN Heroes content and sponsorship ads were broadcasted in accordance to guidance from executive producers.

**SKILLS**

- Technical Skills: Advanced Proficiency – Adobe Premiere Pro, Frame.io, Jira, Slack, Trello & Airtable; Intermediate Proficiency – Hootsuite, Canva; Social Media Platforms (Instagram, Twitter, Facebook, TikTok, Snapchat & LinkedIn)

**EDUCATION**

**Ithaca College** ..... Ithaca, NY  
Bachelor of Arts in Documentary Studies & Film .....2021  
Achievements: Park Scholarship – Full Tuition and Amenities Scholarship; 1st Place, National Award – 2018 College Media Association (CMA) Film Festival

**nationalgrid**

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## Thank You

You Can't Fail would like to extend a special thanks to:

### 2022 Cohort Mentors

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Kenyata Calloway

Shayla Graham

Melody Smith Johnson

Courtney Kasper

Timi Komonibo

Tiffany Lloyd

Debra McLendon

Gwen Webber-McLeod

Kate Michaels

Juhanna Rogers

Paloma Sarkar

Tiffany Smith

Kimberly Townsend

Jamyra Young







# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

