



# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

**LEADERSHIP LEARNING COMMUNITY**

2023 Cohort Program



# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

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. 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. 2023 Leadership Learning Community!**

In June, seventeen women joined this innovative program to embark upon a 6-month journey of self-discovery, professional development, mentorship, and leadership coaching. As the cohort who invited the region's employers and executive leaders to place

your "Bet on Us" we are all looking forward to how this class of leaders will energize us with their woman-powered professional brilliance and awe-inspiring leadership. They join dozens of other women leaders of color who have graduated from the YCF Leadership Learning Community over the past six years and who are effectively applying the philosophies, skills, behaviors, and career strategies they acquired during their time in the program.

Thank you to our sponsors, volunteer mentors and session 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 grow the program to deepen the impact of You Can't Fail, Inc. and the Leadership Learning Community.

Upwards Always,

A handwritten signature in blue ink that reads "Melody Smith Johnson".

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



# YCF Leadership Learning Community Class of 2023

- Shara Armprester .....Owner & CEO  
*Natural Beauty Cuties*
- Shanay Bradley ..... Founder and Owner/Operator  
*Light to the Darkness*
- Fleur Callender ..... Global DEI Manager  
*National Grid*
- Sharon Capers.....Business Owner  
*Simplistically Holistic*
- Victoria Coit.....Senior Organizer  
*New York Civil Liberties Union*
- Leah Angel Daniel ..... Founder & Executive Director  
*Fostering Greatness Inc.*
- Jirah Johnson..... Associate Director of Program Operations  
*Center for Justice Innovation*
- Dora Jones.....Talent Acquisition Sourcing Specialist  
*Univera Healthcare*
- Nakima Massey.....Clinical Trial Coordinator  
*ICON embedded with Merck*
- Emily Melendez ..... Business Development Supervisor  
*Say Yes Buffalo*
- Sarah Owens .....Sr. Productivity Engineering Specialist  
*SourceAmerica*
- Ebony Pengel ..... Founder & CEO  
*Unique Consults LLC*
- Asiyah Piper ..... Community Manager  
*National Grid*
- Jimelle Richardson .....Administrative Assistant  
*SUNY Upstate Medical University*
- Stephenie Ross.....Gas Dispatch Supervisor  
*National Grid*
- Chayna Short..... Regional Operations Manager  
*Coordinated Care Services*
- Laneisa White .....Student Success Coordinator  
*The Goodwill Excel Center High School*



**Shara Armprester**  
Owner & CEO - Natural Beauty Cuties

### SUMMARY

Business Owner looking for an opportunity to join an organization of professionals where skills and expertise can maximize to improve and uplift young black and brown women of color.

### EDUCATION

**Master of Science, Multidisciplinary Studies.** .....2015  
Buffalo State University of New York

**Bachelor of Science, Criminal Justice** .....2012  
Buffalo State University of New York



**Shanay Bradley**  
Founder and Owner/Operator  
Light to the Darkness

### PROFESSIONAL SUMMARY

Established, seasoned professional with over 15 years of experience in photography, youth advocacy, program development, and management. My expertise lies in recruitment, retention, and customer service, where I have successfully engaged with donors, athletes, coaches, community members, and stakeholders. I am known to be a captivating and relatable public speaker and a mentor in life skills with a unique ability to problem-solve and ask questions to complete tasks.

### EXPERIENCE

**Natural Beauty Cuties, Owner and CEO** .....2018-Present

- Marketing
- Motivational Speaking
- Create products and provide services for the target market.
- Develop project-specific financial models and tools to help projects run smooth

**Say Yes Buffalo** .....2023  
Career Coach Supervisor

**Say Yes Buffalo** ..... 2017- 2023  
Family Support Specialist, Career Coach

- Create and implement student recruitment strategies.
- Managing ongoing relationships with BPS Career and Technical Education team, ensuring adequate progress toward implementation.
- Taking an equitable approach to student recruitment, ensuring access to a broad range of eligible students.
- Using data system to track recruitment and implementation planning progress.

### AWARDS

- Certificate of Recognition for Community Engagement
- Changemakers 30 under 30 award 2021
- Skills
- Project management
- Customer service

### WORK EXPERIENCE

**Light to the Darkness**..... 2016-Present  
Founder and Owner/Operator

Professional photography services to a diverse range of clients, including professionals, businesses, families, and community organizations.

- We provide high-quality images for most occasions from birth to burial. Photos including headshots, models/products, graduates, birthdays, conferences, family events, couples, and individuals.
- Proficient in Lightroom, Photoshop, and Canva editing tools to provide retouching, color correction, object removal, and face smoothing.
- Tasked with all areas of building the business, from branding, pricing, marketing, scheduling, delivering, and consulting with clients to bring their vision to life with fun, safe, and loving interactions.
- Provide effective teaching, speaking, and mentoring opportunities.

**Syracuse City School District** ..... 2016-Present  
Part-time Substitute Teacher K-12

- Engage, encourage, and teach a variety of students on various subjects in different schools ranging from K-12.
- Review and execute the lead teacher's lesson plan for the day.



- Maintain a healthy, happy, and safe environment that fosters educational progression through effective communication and proper disciplinary plan.

### The Fellowship of Christian Athletes (FCA) . 2016-2023

#### Director- Area Representative of Syracuse Metro

Directed and supervised over 30 programs for Onondaga County urban living youth and coaches and the surrounding area which resulted in over 700 kids being impacted which led to more graduations, and more relationships re-established through family effective emotional regulation and communication. I did this by fundraising/donor relationships netting over \$550,000, volunteer training and recruitment, placement, event planning, program coordinating including a trip to China, mentoring athletes and coaches, marketing, design and website upkeep, and donor relations.

### State University of New York at New Paltz. . 2015- 2016

### State University of New York at Potsdam . . 2013-2015

#### Assistant Women's Basketball Coach

Assisted with the everyday functions of running a basketball program from practice and game prep and execution including research, film exchange and breakdown, parent communication, game day rotations, travel and meal arrangements, and recruitment and retention of players. Brought the largest recruiting class (9) for the 2015 season in 10 years. That recruited class and returning athletes went on to be the SUNYAC Conference Champions for the next 4 years. Individual skill workout for a post player, one of whom received All-SUNYAC honors, and was the leading 3pt shooter and fourth-highest scorer in the conference.



## Fleur Callender

### Global DEI Manager - National Grid

#### OBJECTIVE

Creative and results driven leader with a strong background in diversity and sustainability programs. Extensive experience communicating on various executive levels. In-depth experience in HR and procurement functions, and Community engagement.

#### SKILLS

- Communication
- Problem-solving
- Critical thinking

### New York Foundling- Blue Sky Program . . . 2010-2013

#### Skill Trainer/Behavioral Therapist

I help to motivate, demonstrate, and teach basic life skills needed for youths' everyday interaction. Documented and filed all forms of contact with the youth in a database. Escorted youth to ensure safe travels, supervised meetings, and home visits, while monitoring behavioral patterns and changes in the youth.

#### EDUCATION

### State University of New York at New Paltz

#### Bachelor of Arts in Sociology

#### VOLUNTEER WORK

- Pretty Girl Rock/Poise, Gifted & Ready(PGR)
- Pass Da Rock Ministries
- Sandwich Saturday with We RISE Above the Streets INC.
- New Paltz Pregnancy Support Center in New Paltz, NY
- Youth Mission Outreach program (Health Crusader) in Poughkeepsie, NY
- Refurbishing Elim Bible Institute in Lima, NY
- Mentored youth through Shalimar Catholic Program in Trinidad and Tobago
- Bronx Aid Society-Go Girls outreach program in the Bronx, NY

- Community Engagement
- Project Management
- Executive Leadership
- Stakeholder Management

#### CERTIFICATIONS

- The Partnership Inc Fellow Alum
- Paralegal Studies – Brooklyn College
- Supplier Diversity program – Rutgers University
- Managing Diversity for High Performance - AABE

#### BOARD MEMBERSHIP

- DEI Committee – EEI Inclusion & Diversity Board – IBDE
- Executive Board – AABE NY Chapter

#### EXPERIENCE

### 2021 - PRESENT

#### National Grid – Global DEI Manager – Ecosystems & Community

Cross functional support manager responsible for the coordination of the National Grid's external DEI strategy. Responsible for community engagement and identifying and evaluating the impact of equity and inclusion for customers and communities in service areas within New York, Massachusetts, and England. Also responsible for National Grid's diversity ecosystem and work with other companies and industries to influence best practice,

industry standards, and global impact. Reports to the CDO.

### 2012 - 2021

#### National Grid – Supply Chain CSR – Senior Specialist

Supported supplier diversity initiatives by identifying potential diverse suppliers that align with the procurement needs. Conducted outreach and engagement with diverse suppliers, building strong relationships to understand their capabilities and business offerings. Managed Tier 2 program and collaborated with internal and external stakeholders to ensure supplier diversity goals are integrated into procurement strategies and sourcing decisions. Tracked, analyzed, and reported on supplier diversity metrics and progress towards goals. Supported external supplier diversity engagements at various functions. Lead the delivery of supply chain sustainability targets and ESD commitments related to greenhouse gas emissions, modern slavery, and conflict minerals. Supported infrastructure to drive sustainability transformation across the supply chain and provided sustainability data reporting for compliance and performance purposes.

### 2007 – 2008

#### Weil, Gotshal & Manges, LLP – Diversity Specialist

Created and coordinating DEI programs that promote an inclusive and safe work environment. Coordinated and managed firm-wide diversity and inclusion training. Managed charitable contributions. Assisted employee resource groups to developed programs on diversity and inclusion. Created marketing and educational materials reflecting firm's diversity goals and commitments. Managed and updated website. Supervised and monitored temporary staff. Coordinated monthly Diversity committee meetings.

### 1999 – 2007

#### American Institute for CPAs – Diversity Coordinator

Primary administrative liaison for the Minority Initiatives and the Work/life and Women's Executive committee. Developed and administered programs geared towards Minorities and Women in the accounting field. Lead on the minority alumni programs. Responsible for the managing and coordination of student events. Managed and coordinated annual Leadership Workshop. Managed Diversity advertising campaign. Developed and managed marketing material.

#### EDUCATION

### Nyack College

#### Bachelor of Arts, Organizational Leadership

### New York City Technical College

#### Associates, Art & Advertising

## 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.





## Sharon Capers

Business Owner - Simplistically Holistic

### PROFESSIONAL SUMMARY

A positive dedicated professional nurse with 32 years of experience in providing empathy, and compassion in ensuring the patients receive the quality of care entitled  
Willing to relocate: Anywhere

### WORK EXPERIENCE

#### Business Owner

##### Simplistically Holistic - Syracuse, NY

May 2021 to Present

Holistic Practitioner provides resources and services to assist patients and families with daily practices to improve their health and wellness through Holistic approaches.

#### Case Investigator Supervisor

##### Public Consulting Group - Syracuse, NY

August 2020 to March 2022

- Supervised 35 case investigators to be effective and efficient in making calls to COVID-19 cases to interview to determine where and whom the positive people have been.
- Scheduled and performed payroll. Successful in tracking 15 counties caseloads. Assigned 400-1000 cases per day to case investigation teams or contact Tracers throughout the Southern Tier Team.
- Developed the PCG (Public Consulting Group) training program for the entire Contract Tracing Project within Upstate New York

#### LPN

##### St Joseph's Family Medicine - Syracuse, NY

April 2016 to August 2020

- Triaged patients by severity of illness. Filter calls to the appropriate doctor's boxes. Taking vital signs. Proficient in Telephone triage, and scheduled acute and follow-up appointments. Successfully obtained prior authorizations for CT Scans, MRI, or any specialty office referral.
- Provide patient education and immunization administrations. Performed EKGs, PFT testing, Phlebotomy, assisted with endometrial biopsies, non-stress testing on prenatal patients, assisted with steroidal injections of joints, spot vision, and retina vue testing. Proficient with allergy testing for "rvs, flu, or strep."
- Completed patient forms such as physical, naturalization for immigration, personal care aide, etc. Knowledgeable in OSHA compliance and HIPPA regulations by maintaining patient charts efficiently.
- Precepted Bryant and Stratton Medical Assistants students to guide them into the positions they will follow after graduation. Prior authorizations for medications of diagnostic testings.
- Assisted doctors in the residency program to reach their potential by guiding the right policies and procedures or ordering processes during their 3 residency programs by successfully pending and ordering medications starting progress notes for all scheduled or walk-in visits and assisting with care plans and referrals

#### Staff Nurse

##### Syracuse Community Health Center - Syracuse, NY

March 1995 to September 2012

- Triage, rooming pts, immunizations, physicals, assisting providers with sutures.
- Laboratory processing of throat cultures, urinalysis, rapid strep, and rapid influenza, spinning down urine, phlebotomy. Processing abnormal labs, follow-up appt. Proper setup and demonstration of
- Performed breathing treatments. EKG, PFT's.

### EDUCATION

#### Diploma in Nursing

##### Central Technical School of Nursing - Syracuse, NY

August 1991 to June 1992

### CERTIFICATIONS AND LICENSES

#### Reiki Master

September 2020 to Present

Reiki Practitioner trained to educate and further the advancement or other Reiki practitioners in Reiki levels 1-3.

#### QPR Suicide Prevention Gatekeeper Program

October 2022 to Present

One Hour QPR Suicide Prevention Gatekeeper Program



## Victoria Coit

Senior Organizer - NY Civil Liberties Union

### PUBLIC & MEDIA RELATIONS PROFILE

#### SPECIALIZE IN GOVERNMENT & PUBLIC RELATIONS

##### - Commercial Real Estate Project Management

##### - Social Media Management

##### - Graphic Design and Web Development

##### - Business Development/Expansion

Dynamic, top-performing public and media relations professional with extensive experience working with corporate and community-based organizations to successfully establish professional networks and brand identity. Expert in community and political organizing, project development, and execution of large-scale corporate events for high-growth organizations. Repeated success in the design and launch of leading-edge marketing strategies and public campaigns. Strong interpersonal and communications skills. Able to forge solid relationships and cultivate productive opportunities across multiple organizational levels.

### PROFESSIONAL EXPERIENCE

#### New York Civil Liberties Union

##### Senior Organizer, Central New York

February 2023 - Present

Play an integral role in developing campaign plans to support strategic priorities, including coordinating and collaborating across departments and regions. Organize, strategize, and lead public advocacy campaigns that mobilize NYCLU members and supporters to uphold and defend civil liberties and civil rights.

#### NY State Senate - Office of Senator John W. Mannion

##### Director of Public Affairs, Syracuse NY

March 2022 - February 2023

- Manage and coordinate activities and operations of the public affairs department and staff.

- Manage key relationships within the Office to ensure the external coordination and execution of the Senator's organizational goals and objectives
- Successfully increase constituent engagement by 85% through the facilitation of live events, webinars and the maximization of external partnerships

#### Cuse Culture Media Group

##### Founder & Director of Operations, Syracuse NY

2016 - Present

Utilize over fifteen years of experience toward the oversight of all activities, including fundraising, procuring \$500,000 in event sponsorship, event setup, design and promotion of large-scale public and private events throughout Central New York. Providing exceptional public relations services to both individuals and businesses by building a strong reliable network using community organizing strategies and tactics for effective outreach.

Increased the number of professionals of color through the facilitation of networking and collaboration in the entrepreneurship and corporate ecosystem within the City of Syracuse by organizing quarterly Cuse Culture Professional Networking events, serving an average of 200+ attendees. Created the Cuse Cultural Festival, facilitated in downtown Syracuse, New York with 2500+ attendees, inclusive of international artists, and food and entertainment vendors. Cultivated a 20% increase in voter participation through the GOTV campaign. Facilitated website development & digital style guides for over 45 organizational clients. Increased Procured \$500,000 in event sponsorship, 2,700 email subscribers and over 8,000 event attendees

#### The Healthcare Education Project/Greater NY

##### Hospital Association/SEIU 1199,

##### Community & Political Organizer/Healthcare Advocate

2011 - 2018

#### Internship

2010-2011

Engaged in political lobbying on a local, state, and federal level for social justice and healthcare issues that impact the Central NY region.

### VOLUNTEER EXPERIENCE

#### City of Syracuse

##### Mayor Ben Walsh's Transitional Team Inauguration,

##### Mayor's Ball Event Co-chair

#### Loretto Foundation

##### Board Member

#### OnPoint for College

##### Board Member

#### Syracuse Federal Cooperative Credit Union

##### Loan Review Committee Member





**Leah Angel Daniel**  
**Founder & Executive Director**  
**Fostering Greatness Inc.**

**SUMMARY OF QUALIFICATIONS**

I am a business strategist, advocate, consultant, speaker, and life coach. Experience teaching English, Executive Leadership, Community Organizing, Leadership Development, Advocacy, Human Capital Strategy, Resilience, Diversity, Equity, and Inclusion. Proven leadership, communication, philanthropy, program management, organizational, and development skills. Experience designing and launching projects, programs, and activities with community stakeholders, rising leaders, students, and at-risk groups to help them succeed. A track record of challenging changemakers to examine their values and leadership style. Fundraising, grant writing, editing, relationship building, and event planning skills. Detail-oriented organization, teamwork, and writing. Ability to analyze critically and adapt to new situations. Leader and team player with proven success. Knowledge of research-based curriculum. Competent in a fast-paced, demanding workplace.

**EDUCATION**

**EdD**

**St. John Fisher College, Executive Leadership**  
 December 2023

Dissertation: Changing The Narrative: Lived Experiences of African American Women Alumnae of the Foster Care System Who Identify as Transformational Leaders

**MA**

**SUNY Oswego, Communications**  
 May 2006

Minored in Journalism, Broadcasting and Mass Media

**BA**

**SUNY Oswego, English**  
 May 2004

- Graduated Summa Cum Laude
- Minored in Women's and African American Studies

**RELEVANT CERTIFICATION AND TRAININGS**

**Health Disparities: Promoting Equity and Diversity in Clinical Research, CITI Program**  
 January 2022

**Diversity Certified Professional Cornell University**  
 2022

**Health Foundation Fellow for Health Foundation for Western and Central New York**  
 2022-2023

**NCURA Level 1 Grant Management Training, University at Buffalo**  
 October 2021

**RELEVANT PROFESSIONAL EXPERIENCE**

**Fostering Greatness Inc. . . . . Buffalo, NY**  
**Founder and Executive Director**  
 January 2018 - Current

Created, designed and implemented a start-up nonprofit organization designed to help facilitate a smooth transition for youth who are in foster care and independent living programs. Extended additional support to the foster care population.

- Coordinated events and managed grant and activities budget.
- Assisted youth with time management, goal setting and workplace management skills.
- Instructed a 20-hour job readiness training classes.
- Organized, coordinated, and scheduled activities for youth and young adult population including individuals with a wide range of mental and physical capabilities.

**Training Instructor and Educator (Consultant)**  
 December 2015 - Current

**Rutgers University. . . . . New Brunswick, NJ**

- Taught Youth Thrive Model curriculum for Child Welfare workers in the state of New Jersey.
- Taught social work curriculum at the Institute for Families at the Rutgers School of Social Work.
- Lead workshops by modeling strength-based behaviors and Solution Focused Trauma Informed Care.

**UB Community Health Equity Research Institute . . . . . Buffalo, NY**  
**Institute Administrator**  
 November 2020 – November 2022

- Managed daily activities and establishes administrative structure for the Institute.
- Conducted research, prepared, and organized educational and community initiatives.
- Identified and promoted research funding.
- Developed a participatory research strategy to educate communities and organizations on social determinants of health for African Americans.
- Created and evaluated health equity diversity programs.

**VOLUNTEER/BOARD AFFILIATIONS**

- Member, The Links, Incorporated Niagara Falls (NY)
- Member, Alpha Kappa Alpha Sorority, Incorporated
- Mentor, Say YES
- Mentee, Urban Land Institute
- Rising Leader 2020, Leadership Buffalo
- Oishei Leaders of Color Cohort #1 2020, Oishei Foundation



**Jirah Johnson**  
**Associate Director of Program Operations**  
**Center for Justice Innovation**

**PROFESSIONAL SUMMARY**

Motivated, curious, and vision-focused emerging leader with 10+ years of human services experience providing case management, counseling, and trauma informed support to individuals and families experiencing poverty, homelessness, mental health issues and substance use disorders, etc. A unique blend of work experiences that highlights a diverse career path with a unified and intentional mission to be of service to my community.

**CORE SKILLS & COMPETENCIES**

- Case management
- Program Planning
- Grant Management
- Training & Technical Assistance
- Managing teams
- Counseling

**EDUCATION**

**Syracuse University . . . . . May 2024 (Anticipated)**  
**Masters in social work**

**Syracuse University . . . . . December 2015**  
**Bachelors in social work**

**EXPERIENCE**

**Center for Justice Innovation . . . . . Syracuse, NY**  
**Associate Director of Program Operations . . .2022 - Current**

- Emerging Leader 2017, Open Buffalo
- Steering Committee, Buffalo Urban League Young Professionals
- Board Member, Holocaust Resource Center of Buffalo
- Board Member, Unlimited Possibilities Overcoming Poverty Inc.
- Board Member, Broadway-Fillmore Neighborhood Housing Services, Inc.

- Lead and implement strategies to improve operational efficiency by streamlining processes and removing program operational barriers for twelve court reform and community based restorative justice programs.
- Manage direct program expenses, budgets, contracts, and vendor procurement process.
- Develop tools for project management to ensure timely execution of grant deliverables including action plans, work scopes, staffing structures, communication strategies, research, data analysis. Coordinate planning, implementation, training, resource sharing and field operations and management across assigned projects.
- Oversee the planning and project management activities for a new community-based opioid harm reduction program.

**HUGO BOSS . . . . . Syracuse, NY**  
**Assistant Manager . . . . . 2021 - 2022**

- Worked in collaboration with the store manager to provide leadership, staff coaching and development, and supervision to a team of sales associates.
- Participated in full life cycle recruiting of employees.
- Supported the company business strategy by working with the team to meet daily store sales goals. Managed all back-office operations.

**Onondaga Community College . . . . . Syracuse, NY**  
**Student Navigator . . . . . 2020 - 2021**

- Provided academic advisement, case management, and support to 40-50 college students enrolled in the Equal Opportunity Program.
- Created action plans with students who were at risk of academic probation. Initiated referrals to help students supplement their basic needs including food, housing, financial, etc.
- Co-facilitated workshops that centered on the social-emotional aspect of adjusting to college life and other skill-building activities to promote academic success.

**Community Options, Inc. . . . . Syracuse, NY**  
**Senior Employment Specialist . . . . . 2019 - 2021**

- Provided vocational rehabilitation services to individuals with disabilities who received OPWDD and ACCES-VR services.
- Performed job development activities including conducting outreach to local businesses and organizations for job placements, attending career fairs, and establishing relationships with Workforce Development agencies.



- Lead the Youth Employment Services Program where I facilitated job readiness, career exploration, self-advocacy trainings, as well as developed work-based learning experiences/internships for 80 youth ages 18-24.

**Huntington Family Centers . . . . . Syracuse, NY  
Family Counselor . . . . . 2016 - 2018**

- Coordinated court-ordered supervised visitation services for families involved in the child welfare system. Engaged families in supportive pre/post visit counseling sessions that focused on parenting education, safety planning, and addressing other barriers that could impact family reunification.

- Participated in monthly case conferences and made recommendations for additional services that would help stabilize the family.
- Task Supervisor for bachelor level social work interns where I assigned cases, delegated workflow, tracked student progress, provided training, assisted with weekly supervision meetings, verified timesheets, and maintained regular communication with student's Field Placement Coordinator.



**Dora Jones**

**Talent Acquisition Sourcing Specialist  
Univera Healthcare**

Experienced career consultant skilled in project management and talent sourcing, adept at guiding individuals through their professional journeys. Proven expertise in developing effective social media content strategies to enhance brand visibility and engagement.

**EDUCATION & VOLUNTEER EXPERIENCE**

**Buffalo State University . . . . . May 2019  
Master of Public Administration**

Bachelor of Arts, Public Communication . . . . . August 2011

**Next Move Foundation, Inc. . . . . Present  
Member, Board of Directors**

**National Human Resources Assoc.-WNY . . . . . Present  
Secretary, Board of Directors**

**SKILLS & EXPERTISE**

- Full-cycle recruitment
- Candidate Sourcing
- Employer Branding
- ChatGPT Prompt Engineering
- Talent Market Knowledge Content planning & Strategy
- SEO and analytics
- Social Media Management
- Bilingual, Spanish Fluency
- AI Language comprehension

**EXPERIENCE**

**Univera Healthcare . . . . . 2022 - Present  
Talent Acquisition Sourcing Specialist . . . . . 2022 - Present**

- Build and maintain a strong pipeline of qualified candidates through proactive sourcing strategies, networking, and engaging with passive candidates.
- Lead employer branding initiatives to attract top talent, including creating compelling job postings, optimizing career website content, and leveraging social media platforms.
- Develop and maintain strong relationships with external recruitment agencies, job boards, universities, and other talent sources.
- Analyze recruitment data and metrics to identify areas for improvement and implement strategies.

**Talent Acquisition Business Partner . . . . . 1/2022 - 10/ 2022**

- Partnered with hiring managers to create comprehensive job descriptions, defined candidate profiles, and established selection criteria.
- Conducted phone screens, assessed candidate qualifications, and made recommendations to hiring managers based on a thorough evaluation of candidates' skills, experience, and cultural fit.
- Negotiated job offers and coordinated the onboarding process for successful candidates.

**Casa Consulting Services LLC . . . . . 2020 - Present  
Career Consultant**

- Conduct one-on-one career counseling sessions with clients to assess their skills, interests, and goals, and provide guidance on career exploration, job search strategies, and career development.
- Provide expertise in job market trends, industry insights, and labor market information to support clients in making informed career decisions.

**Remedy Intelligent Staffing . . . . . 2020 - 2022  
Talent Acquisition Manager**

- Demonstrated success in talent acquisition, recruitment, and onboarding processes, resulting in the hiring of high-performing individuals.
- Determined staffing needs and produced forecasts of employment trends.
- Led employment branding initiatives through strategic social media content management.



**Nakima Massey**

**Clinical Trial Coordinator  
ICON embedded with Merck**

**PERSONAL PROFILE**

Knowledge of ICH/GCP, local regulatory authority and clinical development regulations. Experienced in Trial Master File and document management. Has excellent attention to detail and strong organizational skills. Performed on-site assessments and data collection set by federal and corporate agencies. Flexible, team player with the ability to absorb and apply new concepts with minimal oversight.

**SYSTEM EXPERIENCE**

**Veeva Vault  
Phlexview, Trial Interactive**

**PROFESSIONAL EXPERIENCE**

**ICON Blue Bell, PA embedded with Merck  
Clinical Trial Coordinator - Regulatory  
present**

- Review ICF and IRB documents and process IRB approved ICFs into Spectrum
- Perform Study-Specific Bi-Annual review to confirm all regulatory documents are present
- Communicate all document discrepancies AND medidata issues to COM-R
- Submit and file any IND Safety Reports received

**ICON Blue Bell, PA embedded with Merck  
TMF Specialist II  
March 2023-April 2023**

**TMF Specialist I  
July 2018- February 2023**

- Successfully completion of all TMF deliverables such as TMF Business Administration tasks, TMF Plan development, TMF set-up and QC review activities and archiving.

- Communicated all systematic filing issues to Study team

**TransPerfect Life Sciences . . . . . Philadelphia, PA  
Clinical Document Specialist II**

June 2016-July 2018

- Attended weekly/biweekly meetings with the PMs to discuss project issues and statuses
- Performed internal review at final stage of assigned eTMF for audit readiness
- Worked with Director of Clinical Operations, Project Management, and Development Team to recommend new features and functionalities to improve the product and reduce manual activities
- Coordinated with Clinical Document Team Leads for project related queries and the requirement of changes to mapping guide

**Phlexglobal Inc. . . . . Malvern, PA  
Document Quality Coordinator**

December 2015-June 2016

**Query Coordinator**

September 2015- November 2015

**Document Executive I**

December 2011- August 2015

- Performed quality control review of TMF to ensure all essential documents are within the file, in the appropriate sections
- Prepared documentation for Archive, in accordance with Phlexglobal SOPs and industry standards.
- Traveled and work at client premises where required
- Managed a portfolio of active projects while monitoring and ensuring staff were providing a level of service and quality deliverables
- Coached and mentored new or inexperienced staff
- Recommended strategies to improve metrics
- Coordinated and tracked all queries prerule and post until successful resolution
- Provided query updates to Client Champions, eTMF and Project Management to analyze and propose solutions for the reduction of queries

**PROFESSIONAL DEVELOPMENT**

**Introduction to Clinical Research, Trial Master File**

Personal Development Program, How to Write a Query, Business Writing, Trial Master File – Good Clinical Practice, MS Excel 2010, Document Quality Associate, Successful Communication

**EDUCATION**

**Bodine High School . . . . . Philadelphia, PA  
Diploma . . . . . 1999**





**Emily Melendez**  
**Business Development Supervisor**  
**Say Yes Buffalo**

**PROFESSIONAL SUMMARY**

A dynamic and self-motivated professional with a proven record for engaging, building, and maintaining relationships, managing projects from concept to completion with little supervision, and bringing creative and innovative perspectives to problem solving strategies. Comfortable with change ambiguity and a transformational leader who is highly effective independently and within a team.

**EDUCATION**

**Daemen University** ..... 2011  
 Bachelor of Arts, Social Work

**Awards & Recognitions**

Phi Alpha Honor Society, Dean's List, Arthur O. Eve 3.0 Club

**SKILLS**

- Bilingual (Spanish)
- Data / CRM Systems
- Mentoring & Skill Building
- Microsoft Suite
- Project Management/Coordination
- Relationship Building

**PROFESSIONAL EXPERIENCE**

**Say Yes Buffalo, Buffalo, NY** ..... 2016 - Present  
**Business Development Supervisor** ..... 2023 - present

- Build and maintain strong employer relationships while communicating the value of the CareerWise Greater Buffalo Modern Youth Apprenticeship Program and selling our talent development solution to prospective business partners.

**Bilingual Family Support Specialist** ..... 2016 - 2023

- Provided Buffalo Public School students and families with Preventative Services through Erie County and referral based to address barriers to attendance.

- Connected students and families to mental health services, after school/summer programs, and assistance with basic needs.

**Mobile Health Clinic Consultant**

- Assisted in the coordination of services at 19 Buffalo Public Schools and provided over 250 students with immunizations and medical care.

**Associated Groups/Clubs**

- Toastmasters CFS Chapter (2017-2019)
- Mobile Health Clinic Task Force, Investment Club
- Self-Care Committee
- Adolescent Work Group, Leadership 101 Cohort 2.

**Erie County Dept. of Social Services, Buffalo, NY**  
 ..... 2014 - 2016

**Child Protection Investigator**

- Reviewed and investigated reports of suspected abuse and/or maltreatment of children in Erie County of Western N.Y.
- Assessed safety and risk by providing resources and services to prevent out of home placements of children.

**Aspire of Western NY, Buffalo, NY** ..... 2011 - 2016  
**Direct Support Professional**

Improved the quality of life by providing nurturing care and assistance with daily activities of living to children and adults with physical and developmental disabilities residing in long term care.

**PROFESSIONAL DEVELOPMENT**

**NYATEP Skilling America Certification**

The New York Association of Training and Employment Professionals' E-learning community training that equips the workforce professionals with the necessary competencies to build a resilient workforce system. .... July 2023 Cohort

**West Side Promise Neighborhood Change Leadership Certificate**

Facilitated by SUNY Buffalo State, addressing equitable and community-centered leadership development to support civically-engaged community leaders initiate creative change, using the experts within the WSPN Network. .... Cohort 8

**Say Yes Buffalo Emerging Leaders – Leadership 101 Certificate**

6-Month program for emerging leaders at SYB that trained how to be an effective leader, supervision, building a multicultural team, among other topics and presentations from senior leaders within the WNY community. .... Cohort 2

**COMMUNITY LEADERSHIP**

**BuffaloPrep Mentor, Buffalo, NY** ..... Fall 2023  
**Student Mentor**

**Hispanic Women's League, Buffalo, NY** . 2023-Present  
**Member**

**Ayden's Army of Angels, Las Vegas, NV** .. 2019-2020  
**Event Coordinator**

**Say Yes Buffalo, Buffalo, NY** ..... 2017-Present  
**Student Mentor**

**The College Simulation Experience, Buffalo, NY** . 2017  
**Volunteer – Erie County Legislator (NY) April Baskin**

**Hispanic and Puerto Rican Day Parade of WNY,**



**Sarah Owens**  
**Sr. Productivity Engineering Specialist**  
**SourceAmerica**

**PROFILE**

Driven productivity engineer with a passion for optimizing the capabilities of persons living with a disability. Servant leader with the ability to manage project development and matriculate through end user desired outcomes. Goal-oriented professional, organized and skilled to utilize project management softwares.

**EDUCATION**

**University of Alabama at Birmingham, Birmingham, AL** ..... December 2020  
**Master of Engineering, Engineering Management (Design and Commercialization)**

**University of Alabama at Birmingham, Birmingham, AL** ..... April 2018  
**Bachelor of Science, Biomedical Engineering**

**EXPERIENCE**

**SourceAmerica, Oswego, NY**  
**Sr. Productivity Engineering Specialist** ..... 2023 - present  
**Productivity Engineering Specialist** ..... 2021- 2023

- Support and assist non-profit agencies employing individuals with disabilities by assessing their environment and developing strategies to increase engagement in their work and productivity

**Buffalo, NY** ..... 2015-2017  
**Parade Chair**

**Jericho Road Ministries: Priscilla Project, Buffalo, NY** ..... 2011-2012  
**Mentor**

- Prioritize, organize, and plan projects related to each agency interaction
- Meets with individuals regarding their communication/ expectations in the workforce, and barriers that may impede on their success
- Rehabilitation Engineering Intern, ADRS, Birmingham, AL January 2019 – May 2019
- Coordinated 5 rehabilitation evaluations with a portfolio of diverse disabilities and assessed the clients' necessities for assistive technology resources
- Met with students on how to improve their learning experience in the classroom through showcasing assistive technology
- Incorporated product design and developed solutions for disabilities such as low vision, paraplegia, ADHD, and cerebral palsy in order to meet the needs of the client to ensure optimum operating conditions
- Resident Assistant, UAB Campus Housing, Birmingham, AL. May 2015-August 2018
- Provided excellent quality service by promptly assisting students with any issues and needs
- Coordinated and developed career preparation resources for students through the campus career center
- Met and assisted students with their resumes, interview preparation skills, and professionalism for career and college success
- Organized programs to expose students to the Disability Support Services on campus

**CERTIFICATIONS**

**Project Management Institute** ..... 2023  
**Project Management Professional**

**AFFILIATIONS**

**Abundant Life Christian Church-Hospitality Team Lead Volunteer** ..... 2023-Present

**National Society of Black Engineers (NSBE) – Birmingham Professionals Chapter Pre-College Initiative Chair** ..... 2020-2021





**Ebony Pengel**  
Founder & CEO - Unique Consults LLC

**PROFESSIONAL SUMMARY**

Highly skilled professional with a background in development, virtual learning, project management, Medicare & Medicaid policy, skills development training, social determinant of health (SDOH) referral network management, curriculum creation, and public speaking.

**SKILLS**

- Microsoft Suite
- Zoom
- Adobe Connect
- Hubspot
- Salesforce
- Teambuilding
- Conflict Resolution
- Facilitation
- Public Speaking
- Process Implementation
- Training & Development
- Strategic Planning

**WORK EXPERIENCE**

**Unique Consults LLC..... 2023 - Present**  
Founder & CEO

- Provide consulting services to help support organizations with: creating policies, standardizing processes, project implementation, training & development, and teambuilding.
- Facilitate & Coordinate in-person & virtual learning sessions.
- Manage social media and content creation.

**Healthy Alliance ..... 2021- 2023**  
Director of Operations

- Oversaw the management of a social determinant of health network across 22 counties that to date has helped over 20,000 community members get connected to services.
- Facilitated a breakout session titled, "Social Determinants of Health Network as a Public Utility", in 2022 Public Health Partnership Conference
- Developed standard operating procedures to support the successful operation of an SDOH referral network.

**Performance Consultant**

- Increased our network partners by over 50% through strategic outreach and engagement.
- Lead Train the Trainer project that provided training and 1x1 coaching to peers so that they could facilitate standardized training.
- Facilitated virtual education sessions for external partner organizations that resulted in 4.7 out of 5 average participant satisfaction score.

**CNY Care Collaborative..... 2018- 2020**  
Training Manager

- Developed training content and courseware to support specific technology platforms.
- Facilitated trainings, information sessions, and townhalls both in person and virtually.
- Launched the CNY Referral Network by outreaching, training and onboarding over 70 partner organizations and over 500 end-users between the months of March-December 2020.

**National Government Services ..... 2008 - 2017**  
Training Specialist

- Managed projects by developing project plan, completing gap analysis, providing training, and seeing through the implementation.
- Worked on pilot teams to test new software systems to discover bugs and create training content for end-users.
- Facilitated Leadership Trainings & Team building techniques to senior staff.

**EDUCATION, PROFESSIONAL CERTIFICATIONS, & AFFILIATIONS**

**University At Buffalo**  
Practice Facilitator Certificate

**Langevin Learning Services**  
Certified Master Trainer  
Learning Diploma  
Certified Performance Consultant (CPC)

**Miscellaneous**  
InSync Synchronous Learning Expert (SLE) Certification  
CompTia (CTT+) Classroom Trainer Certification  
Communico LTD. Certified MAGIC Trainer  
Flipped Certification  
Certified Zumba Instructor  
Nourishing Tomorrow's Leaders Alumni  
Vera House Board President



**Asiyah Piper**  
Community Manager - National Grid

**EDUCATION**

**Clarkson University ..... Potsdam, NY**  
**B.S. in Business Administration & Psychology**  
Graduation Date: May 2020

**AWARDS**

**One Hundred Black Men - Ones to Watch Award 2023**

**WORK EXPERIENCE**

**National Grid ..... Brooklyn, NY**  
**Community Manager ..... 2021 - Present**

- Facilitates budget allocation of \$2.5M to support NYC service territories
- Manage and organize seasonal committee of 30+ employees to execute 45+ events simultaneously for NYC employees, in alignment with our New York company's annual volunteer day
- Orchestrates and implements c-suite executives networking event for management employees in tandem with company wide holiday
- Manage community engagement by coordinating over 100+ local events structured to optimize partner relationships
- Oversaw 60+ partnerships arrangement with regional organizations and negotiate sponsorship agreements to align with company mission.

**Summer Intern ..... 2017 - 2019**

- Managed and organized several meetings and events, reviewed sponsorship contracts before final signage
- Acted as a liaison between National Grid and nonprofit organizations to fulfill sponsorship opportunities
- Engaged and reviewed company contract with external vendors to assess practices and negotiate agreements

**New York City Housing Authority..... Manhattan, NY**  
**Summer Intern ..... 2016**

- Prepared One Page Data Summary on Small Area Fair Market Rents
- Contacted Elected Officials offices' about conferences, tours, and press release quotes
- Researched Federal Bills which could influence Section 8 Voucher Holders

**LEADERSHIP EXPERIENCE**

**Alpha Kappa Psi ..... Potsdam, NY**  
**VP of Alumni Relations ..... 2018 - 2019**

- Organized 2nd annual alumni reconnection event attended by our NY chapter alumni, achieving 20% greater attendance than prior year.
- Established alumni program to bridge gap between 200+ alumni and current members, increasing collaboration & fostering long-term relationships.

**Community of Underrepresented**  
**Professional Opportunity..... Potsdam, NY**  
**VP of Alumni Relations ..... 2020**

- Unveiled survey to gather insights from 200+ alumni, accelerating the alumni tracking process by 75%
- Propelled data collection with aggregated response rate of 77%, empowering the university to make timely decisions & enhance support structures.

**SKILLS & INTERESTS**

**Skills**

- Microsoft Office (Excel, Word, PowerPoint)
- Cybergrants
- Constant Contact

**Interests**

- Traveling
- Leadership Consulting
- Transformative Mediation





**Jimelle Richardson**  
Administrative Assistant  
SUNY Upstate Medical University

**OBJECTIVE**

Obtain a position requiring the ability to be a profitable, organized and multi-tasked team player

**EXPERIENCE**

**Layla's Got You Campaign**

**Creative Director** ..... 2022 - present

- Planning and overseeing the development of company events
- Overseeing the implementation for design and visuals projects
- Working with executives and other creative leaders to set project deadlines and goals
- Presenting project information, including deadlines and budgets, to executives and clients
- Supervising all work completed by the creative team
- Recruit and train team members
- Oversee the creative budget

**SUNY Upstate Medical University**

**Administrative Assistant** ..... 2018 - present

- Provide administrative support in the business services of the Ambulatory Services Directors
- Maintain conference rooms, maintain and organizing files, etc.
- Calendar management of multiple Directors' schedules in Outlook, scheduling appointments, coordinating meetings, taking minutes, preparing correspondence
- Monitor, track and process monthly contract invoices, travel authorizations and resolve issues with Business Managers, Medical Service Group, Finance and Contracts as needed

- Coordinate the upkeep of organizational charts, Operating budget, PCMH, Time to 3rd NDNQI, Action OI, and Room utilization data analysis
- Support clinic Nurse Managers to meet specific deadlines with monthly financial data reporting of KPI, FTE/Salary/OTPS monthly variances reports
- Assist Directors and Managers with capital equipment procurement process, performing research, obtaining quotes, completing documents and working closely with the purchasing department
- Assist with the recruitment process, completing PCC forms, scheduling interviews, assist with onboarding and orientation and with Kronos timekeeping responsibilities
- Serve as the Ambulatory Insurance Administrator to create, approve, and deactivate user access accounts for insurance website provider portal access
- Serves as a liaison for Ambulatory and all hospital and campus departments, physicians and external agencies

**CNY Developmental Services Office**

**Direct Support Assistant** ..... 2015 - 2018

- Assist in the development, implementation and on-going evaluation of service plans,
- Support the safety of all individuals, through teaching and reinforcing fire safety procedures, and environmental precautions. Transporting, supporting individuals in the community activities.

**Family Planning Service, SMNF Inc.**

**Technical Secretary** ..... 2004 - 2015

- Assisted Office Manager with daily operation of the office, coordinated meetings, events, travel arrangements
- Prepared spreadsheets of billing expenses from multiple clinic sites used for fiscal grant submissions
- Maintained clinical hours schedule on website, employee paid time off calendar and weekly clinical assignment schedule, employee paid time off requests and payroll spreadsheet, distribution of payroll and travel reimbursement checks
- Provided technical assistance for emails, online trainings and the use of integrated document management system, copiers, scanners, fax and phone
- Annual purging of inactive patient charts, scanning, packaging, labeling records for off-site storage
- Backed up the duties of Medical Secretary, Data Entry/ Stock, Receptionist, and Clerk

**EDUCATION**

**Bryant and Stratton College**

**Administrative Assistant / Information Technology (A.O.S.)** ..... 2003



**Stephenie Ross**  
Gas Dispatch Supervisor  
National Grid

**SUMMARY OF QUALIFICATIONS**

- Experienced in the proper removal of all internal organs and cranial contents under given restrictions and guidelines of autopsy content
- Experienced in operational utility company that handles emergency and nonemergency work
- Experienced in analyzing data that can help with operational needs and customer needs

**EXPERIENCE HIGHLIGHTS**

**National Grid**

**Gas Dispatch, Supervisor** ..... 2021- present

- Manage a group of gas dispatchers responsible for twenty-four seven community safety through the dispatching of gas/field service emergency and non-emergency work orders
- Dispatch work orders to field operations workers during emergencies and non-emergencies, while maintaining 100% compliance with applicable laws and regulations; and ensuring customer commitments are met

- Craft and execute various strategies to ensure continuity of day to day activities while navigating change and protecting employees physical and emotional well- being
- Work closely with the managers analyzing data and information, while using the knowledge of the business operation to identify operational needs, and opportunities to provide change that can beneficial to the company and customers

**Montefiore Medical Center**

**Intermediate Technician** ..... 2019 - 2021

- Under given restrictions and guidelines of autopsy consent, under the supervision of pathologist assistant and pathologist resident, proper removal of all internal organs and cranial contents
- Prepare the deceased for the release for the funeral directors
- Transport of amputations
- Daily maintenance of Neuropathology cutting suite, Autopsy suite, assisting in Surgical Pathology cutting room
- Organizing and maintenance of all surgical specimen for storage, retrieval and disposal

**PROFICIENCIES**

**Utility Gas & Electric Customer Systems**

CRIS, CAS and CSS

**Microsoft Office Suite**

Word, Excel, and PowerPoint

**CERTIFICATES/COURSES**

**MARC Employee Relations & Union Training**

**AFFILIATIONS**

- Junior Achievement
- Alliance of Black Professionals

**EDUCATION**

**University of New Haven** ..... **New Haven, CT**

**Masters of Science in Criminal Justice** ..... 2022

**Pennsylvania State University** ..... **University Park, PA**

**Bachelors of Science in Forensic Science** ..... 2018

Minor in Biology





**Chayna Short**  
**Regional Operations Manager**  
**Coordinated Care Services**

**PROFESSIONAL SUMMARY**

A self-driven, analytical, and dedicated Operations Management professional who holds a Master's Degree in Nazareth College with a proven career of success in leading program operations with teams of various sizes. Demonstrated background in prioritizing tasks, meeting time sensitive deadlines, and working efficiently in a group or independently to achieve operational objectives. Ability to maintain self-motivation on a daily basis to exceed goals, ensuring accuracy of results within compliance.

**SKILLS & COMPETENCIES**

- Strategic Planning
- Operations Management
- Staff Training & Development
- Project Coordination
- Process Improvement
- Program Management
- Team Leadership
- CONX Data System
- Microsoft Office Suite

**WORK EXPERIENCE**

**Coordinated Care Services, Inc. . . . . 2014 - present**  
**Regional Operations Manager . . . . . 2023 - present**

- Responsible for working hand-in-hand with the Director of Program Management (serving as a link between County operations and CCSI Corporate) to organizer and conduct new plans that enhance operations.
- Team up with other Regional Operations Managers to ensure uniformity in operations across regions. Connect with the Director of Program Management to handle escalated customer issues, incident reports, and legal actions to quickly provide resolutions.

**Regional Office Manager . . . . . 2022 – 2023**  
 Assumed responsibility for planning and implementing day-to-day practices for multiple programs. Actively

communicated, implemented, and reinforced expectations related to CCSI core business policies, processes, and workflows

**Supervisor of Case Management with various contacts**

Supervised staff of 10 case planners and case workers station within SCSD Middle Schools. Monitored over 125 cases to ensure staff are were compliance of the Child Welfare reporting standards by monitoring their progress notes and Family Assessment Service Plans. Promoted and build positive relationship with SCSD staff and CBO's.

**Family Support for Student Success Program**

Supervisor for Middle Schools & High Schools . . . . . 2020 - 2021

**Supervisor for Greater Syracuse H.O.P.E**

Let Me Be Great #44 Initiative Case Management Program . . . . . 2019 - 2020

**Family Support for Student Success Program**

Supervisor for Middle Schools . . . . . 2017 - 2019

**Family Support for Student Success Program**

Dual Specialist @ Henninger High . . . . . 2014 - 2017

**Women Overcoming**

**Obstacles Together . . . . . founded 2013**

Women Overcoming Obstacles Together mission is to help minority mothers of children with autism access and navigate the resources they need to ensure success in life and education. By providing education to parents, proximity to screening, accessibility to therapy, accessibility to aids, resources to necessary doctors, nutrition education, self care for mother and resources.

**Huntington Family Centers . . . . . 2014 - 2014**

**Family Support for Student Success Program**

- High School Student Support Specialist
- Maintained a caseload of 15 students and families and worked within the Child Welfare systems
  - Promoted positive behavioral supports for children in school and served as a mentor
  - Developed strong, collaborative working relationships with SCSD staff, Say Yes to Education, Probation, community service providers, and government partners

**Hillside Work Scholarship Connection. . . . . 2011 - 2012**

**Youth Advocate**

- Advocated for high school student academically and supported students in and out of school
- Listened attentive to student's needs to provide targeted solutions to support their growth

**Catholic Charities . . . . . 2011 - 2011**

**Program Manager**

- Oversaw day-to-day operation of the Say Yes to Education after-school program at McKinley Elementary School
- Planned and implemented enrichment opportunities for youth
- Ensured all students receive a rigorous, preparatory, project-based enrichment curriculum

**Center for Community Alternatives. . . . . 2005 - 2010**

**Program Director, Afterschool Alternatives Program**

- Supervised 10 consultants and 2 full-time staff people to oversee various programs within the Afterschool Program related to peer lead mentorship and violence prevention
- Collected data for Afterschool Advantage Grant and 21st Century Grant
- Built positive and strong networks with outside partners in the community including American Red Cross, Key Bank, Samaritan Centers, Community Centers, and SCSD



**Laneisa White**  
**Student Success Coordinator**  
**The Goodwill Excel Center High School**

**PERSONAL OBJECTIVE**

An Innovative business professional with 10+ years' experience Educating, Coaching, and mentoring young adults driven by growth leadership, discipline, and professionalism.

**EDUCATION**

**University Of Phoenix**  
**Bachelors in human service/Criminal Justice . . 2012 - 2016**

**WORK EXPERIENCE**

**The Goodwill Excel Center**  
**High School Student Success Coordinator . . 2023 - present**

- Lead student advising, coaching, and graduation/ career planning for the team through the development of processes, protocols, and training for effective coaching.

- Worked with students that attended the alternative schools including Beard and V.I.N.T.A and Children with incarnated family members

**EDUCATION**

**Nazareth College . . . . . Graduated: 2020**

**Master in Science (M.S.)**  
**Leadership and Change Management**

**Oswego State University . . . . . Graduated: 2002**

**Bachelor of Arts Theatre**  
**VOLUNTEERING**

**Alpha Kappa Alpha Sorority, Inc.**

- Assign and oversee team case and workloads, working closely with other program leads and departments to ensure equity and distribution of duties.
- Develop clear, efficient, and effective processes to ensure students are successful and remain engaged from point of entry to graduation.

**High School Academic Advisor/Life Coach . . . 2021 - 2023**

- Lead and promote continued student engagement, serves as a student advocate, support student learning, and providing resources to alleviate barriers.
- Building empowering relationships with each student, hold coaching sessions, set goals, and implement strength-based strategies to facilitate ways in which students can overcome barriers and continue progress towards their high school diploma.
- Create successful schedules based on students' availability.

**Wallace Middle School**

**Youth Mentor (Communities in Schools). . . . . 2019 - 2020**

- Planned and provided high-quality mentoring and academic support to assigned CIS students for the purpose of improving engagement in school and academic success.
- Assisted with daily life challenges.
- Coordinate and overseeing of the program with Teachers, Counselors and Principle.

**Park Ridge Magnet School**

**English Teacher . . . . . 2018 - 2019**

- Developed a multitiered curriculum that aligned with end of the year Leap assessment.
- Facilitated meaningful daily literature engagement.
- Tracked student daily, weekly, and monthly progress



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## Thank You

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

### 2023 Cohort Mentors

Kenyata Calloway

Cassandra Dell

Dashielle Elliot

Shayla Graham

Kahri Hills

Raegen Lawrence

Carrion Lewis

Tiffany Lloyd

Ashley McLeod

Audriana Ortega

Stephanie Peete

Paris Price

Caeresa Richardson

Yosmeriz Roman

Kelly Rubbins

Paloma Sarkar

Jamyra Young







# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

