

Citizen Advisory Action Board	Application No: No: 20190429103437_8206
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	Ms
Last Name	Valayia
First Name	Jones-Smith
Middle Name	
Suffix	
Preferred Name	
Title	
Address Type?	Residence
Address	1810 Ayleth Ave
City	San Antonio
State	TX
Zip	78213
Phone Type?	Cell
Phone number	5302184155
Phone 2 Type?	
Phone 2 number	
eMail	valayiajs@me.com
Employer	
Job Title	
Occupation	
Date of Birth	12/20/1972
Board/Commission/Committee Name	Citizen Advisory Action Board~~~06
DEMOGRAPHIC INFORMATION	
The City of San Antonio strives for boards and commissions to be representative of our diverse community. Providing the following demographic information is voluntary, and will only be used for statistical and reporting purposes.	
Race/Ethnicity (Please select all that apply):	Black or African American
Gender:	Female
Age:	45 to 54
Do you identify as a sexual minority (such as lesbian, gay, bisexual, queer, etc.)?	No
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes

Are you a City of San Antonio resident?	Yes
San Antonio Resident Length - Years	04
In which City Council District do you reside?	09
How many years have you lived in the City Council District where you reside?	02
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members of any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	B.S. Computer Science M.S. Healthcare Administration Informatics Currently pursuing a Doctorate in Business Administration Graduate Certificate in Professional and Executive Coaching
Describe your Professional History & Certification designations (Current and historical).	Professional background is in Personal and professional development, education and healthcare information technology. I currently hold the following certifications:
Describe your Volunteer Experience & Community Service	Member of Junior League of San Antonio for 2 years Volunteer with Girl Scouts and Junior Achievement
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	I am seeking appointment as an introduction to exposure of how the city government runs as well as to provide my voice to areas that are important to me. It's easy to complain about

	things but to effect real change I believe a person needs to have as much knowledge as possible about the current state to see what works and what doesn't. I believe being appointed to a board will provide the opportunity to learn more about what goes on behind the scenes in certain areas that impact the community.
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
I recognize that I am an applicant for Citizen Advisory Action Board ~06, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be prohibited from seeking or accepting contracts with the city for the duration of my service on this board. I further understand that this restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	Acknowledged
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Valayia Jones-Smith
Date of submission.	4/29/2019
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have	

family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	No
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	No
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

VALAYIA JONES-SMITH, FACHE, CPHIMS, ACC, PMI-PBA

San Antonio, Texas 78213 ☎ 530.218.4155 ✉ valayiajs@me.com

QUALIFICATIONS PROFILE

Dedicated, growth-focused, and compassionate professional offering broad-based background in professional coaching, health information technology, technical consulting, and project management. Backed by more than 17 years of experience in EHR implementations, optimizations, and support. Performance-focused and results-driven hands-on coaching experience complemented with unparalleled dedication to inspire, educate, and mentor others to achieve superior learning and enhance their strengths and abilities. Recognized for outstanding work habits that inspire people to act decisively toward a common goal in fast-paced environments. Adept at performing report writing, data analysis, and rapid problem resolution as well as in coaching and training various individuals to enhance performance toward sustainable development. Effective at multitasking within fast-paced settings without compromising results as well as in accomplishing complex projects and tasks within strict timeframe and budget constraints. Technically proficient with ITIL, DevOps, Agile methodology including Kanban, Continuous Delivery methodology computer hardware and networking, Watson, Tableau, and SQL and comfortable working in various situations with diverse groups. Expert at creating systems that increase efficiency and productivity.

CORE COMPETENCIES

Coaching and Mentorship | Change Management | Communication and Public Speaking Skills | Class Material Development Workplace Productivity | Process Improvement | Strategic Planning and Execution | Employee Relations and Retention

RELATED EXPERIENCE

Principal Consultant DISTINC COACHING AND CONSULTING SAN ANTONIO, TX **2015–Present**

- Offer results focused consulting service in healthcare information technology.
- Offer first-rate coaching services and pro bono work with Women for Change which focus on future vision of clients promptly and efficiently
- Display keen attention to detail in improving individual performance and self-confidence
- Contribute key insights in obtaining client's set-forth objectives toward sustainable growth
- Identify individual strengths and render assistance in creating appropriate life with ample solutions

Small Business Owner | Franchisee VIOLET EMERALDS, INC. DBA SPLASH AND DASH GROOMERIE AND BOUTIQUE · SAN ANTONIO, TX **2016–2018**

- Expertly directed a staff of three to six employees.
- Strictly implemented new customer service policies and changes, adopted by the franchisor for all franchisees.
- Served as a premier store for potential new franchisees and for new franchisee training.
- Demonstrated notable work in Sutter Health, enacting an enterprise-wide standard ambulatory OB workflow.
- Presented an implementation live at University of California San Diego and on time, with all contracts signed prior the go-live date.
- Successfully gained revenue of \$250K in the first year through [please provide supporting details].
- Voted best Dog Groomerie in San Antonio by San Antonio Express News Reader's Choice in 2017.
- **Earned the following awards in 2017:**
 - Highest customer retention in Q1 and Q2;
 - Highest net due lines in Q1;
 - Rockstar Rookie
- **Included in a feature article in the local community magazine 78209.**
- **Retained average monthly dues membership revenue of \$10K.**

Part-Time Adjunct Faculty SIERRA COMMUNITY COLLEGE, ROCKLIN, CA **2001–2008**

- Steered efforts in preparing and presenting proper class materials
- Provided planned classroom, delivery during class sessions throughout the semester Presentation of a planned delivery

EDUCATION

Doctor of Business Administration, In Progress (Expected Graduation January 2021)
Walden University, Minneapolis, MN

Coursework in Data Analytics, 2018
University Maryland University College, Adelphi, MD

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Master of Science in Healthcare Informatics, 2013
University of Maryland University College, Adelphi, MD

Graduate Certificate in Professional and Executive Coaching, 2015
University of Texas at Dallas, Dallas TX

Coursework in Information Resource Management
Central Michigan University, Mount Pleasant, MI

Bachelor of Science in Computer Science
Minot State University, Minot, ND

Medical Insurance Billing
Medical Career School, Las Vegas, NV

PUBLICATION

Chapter in an Edited Book

Klinedinst, J. (2017). Creating a personal brand. Smith, V. (Ed.). *The handbook of continuing professional development for the health IT professional* (pp. 17-24). Florida: CRC Press.

PROFESSIONAL EXPERIENCE

Senior Project Manager

UConn Health · Farmington, CT

2018-2019

- Guide executive leadership in decision making that aligns with operational objectives for the patient portal and access for community partners
- Administer MyChart reboot as well as the EpicCare link and video visit implementations.
- Provide expert guidance and mentorship to analysts.
- Partake in the deployment of organizational quality initiatives such as Patient-Centered Medical Home (PCMH) and Meaningful Use 3.

Managed Services Specialist

Bluetree Network · Madison, WI

2018

- Delivered remote support to Epic clients in the areas of Ambulatory and MyChart.
- Dealt with and addressed incidents; mentored analysts; and implemented optimization projects.

Senior Implementation Project Manager

UC San Diego Health · San Diego, CA

2017-2018

- Led the Community Connect implementation, which included execution of Ambulatory, Patient Access, Revenue, Cycle, Reporting, and MyChart.
- Closely tracked project progress to ensure the accomplishment of deliverables and deadlines.
- Collaborated with both internal and external stakeholders.
- **Initiated efforts for the successful implementation of an affiliate; signing of contract before the go-live date; and completion of project within scope and allotted time frame.**

Senior Consultant

Renown Healthcare · Reno, NV

2016-2017

- Coached and guided MyChart full time employee (FTE) analyst, carrying out input and strategic planning for MyChart optimization.
- Developed new features and improvements to support strategic MyChart plan, including patient-entered questionnaires.
- Aided with system stabilization and best practices for results release and proxy access.

Senior Project Manager

Children's Hospital of Wisconsin · Milwaukee, WI

2015

- Carried out Observation Services Integrated project by coordinating with senior executives, operational leadership, analysts, and staff from the clinical, revenue, and patient access areas.

Senior Consultant

NYU Langone Medical Center · New York, NY

2015

- Utilized MyChart and Welcome in creating long-term enterprise-wide implementation and build strategy for patient-entered history and clinical questionnaires.

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KAISER PERMANENTE SYSTEM · PASADENA, CA

System Consultant Director

2014

- Delivered support and conducted validation for Kaiser's EHR - Epic, KP HealthConnect; and patient portal - KP.org (MyChart).
- Fulfilled patient medication reconciliation in KP.org and prenatal questionnaires.
- Assumed accountability in providing support to both Haiku and Canto.

CATHOLIC HEALTH INITIATIVES · TACOMA, WA; OMAHA, NE

Senior Implementation Project Manager

2013-2014

- Managed the Community Connect program, EpicCare Link, and Care Everywhere applications at national level.
- Rendered assistance to the applications director in defining present and future information needs and opportunities, including oversight of application teams in direct or virtual environments.
- Partook in creating strategic and tactical plans, as well as business process reengineering for applications group.
- Promoted adherence to IT organizational goals and objectives through provision of operational guidance.

WASHINGTON HOSPITAL HEALTHCARE SYSTEM · FREEMONT, CA

Senior Project Lead

2013

- Headed the ambulatory implementation across over 20 clinics covering over 17 specialties, including rehabilitation, radiation oncology, surgery, and vascular, serving as lead and primary build analyst for two OB/GYN departments.
- Supervised project plans, deliverables, build trackers, project scope documents, and project team of 13 contractors and 3 full-time equivalents for the deployment of ambulatory, MyChart, and meaningful use.
- Conducted interviews to gather additional contract resources; offered feedback and suggestions to project sponsors.
- Oversaw cross-impact of build and implementation with other teams, such as orders (imaging and lab), Hospital Outpatient Department (HOD), testing, referrals, and preservation of communication.
- Dealt with workflow gap analysis, systems configuration testing, and go-live logistics planning.

CHILDREN'S MEDICAL CENTER OF DALLAS- COMMUNITY CONNECT · DALLAS, TX

Senior Consultant

2011-2012

- Spearheaded 20 Community Connect practices throughout Epic implementation process, while acting as a build analyst for the ambulatory and reporting workbench build.
- Displayed competency in training team of analysts and support members.
- Served as the primary build analyst for recognition of the reporting on NCQA patient centered medical home and meaningful use.
- Devised and administered project plans, deliverables, and build trackers; formed and enacted policies and procedures for implementations and build standardization.

KING'S DAUGHTER MEDICAL CENTER · ASHLAND, KY

Senior Project Lead

2010

- Led MyChart implementation, including organizing meetings with senior management for updates and providing specific expertise, feedback, and guidance on configuration to drive seamless workflow.
- Exhibited expertise as the MyChart build analyst, dealing with web design, making training manuals and tip sheets for go-live, as well as carrying out train-the-trainer training.

HARRIS COUNTY HOSPITAL DISTRICT · HOUSTON, TX

Senior Consultant

2009-2010

- Acted as the lead analyst and builder for the 2009 Ambulatory Epic upgrade to transition to clinician order entry, patient summary, and order review; and project lead and builder for the MyChart implementation.
- Collaborated with internal customers to handle all levels of workflow gap analysis and system configuration, as well as to maintain appropriate lines of communication open.

SUTTER HEALTH · SACRAMENTO, CA

Senior Business Analyst

2002-2009

- Managed Epic implementations, upgrades, and optimizations for \$900 million health care system with over 48,000 end users
- Directed and implemented enterprise-wide Ambulatory workflow solution for OB/GYN specialty for 450+ physicians
- Led, managed, and implemented MyChart, Care Management, and Disease Management solution for an affiliate to serve 2000+ patients being managed telephonically for Anticoagulation and Heart Failure
- Acted as project lead and analyst for ophthalmology specialty implementation, GE Muse, transitioning to Dynamic Hyperlinks, Media Manager and classic SmartForm development
- Managed gap analysis for new affiliates moving from legacy EMR to Epic
- Gathered business requirements, conducted analysis, and proposed appropriate solutions for Epic Ambulatory and MyChart applications, including custom questionnaires for MyChart
- Coordinated and worked with internal and external resources to implement solutions to business proposals
- Managed proposed solutions through change management process to include user acceptance, integrated, and regression testing as needed

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Earlier Positions Held

Computer Learning Specialist BEALE AFB YOUTH CENTER • BEALE AIR FORCE BASE, CA

Business Analyst II WESTERN HEALTH ADVANTAGE • SACRAMENTO, CA

Programmer | Analyst PRACS INSTITUTE, LTD. • FARGO, ND

Medical Office Assistant TRINITY MEDICAL CENTER • MINOT, ND

Medical Assistant NELLIS FEDERAL HOSPITAL • NELLIS AIR FORCE BASE, NV

PROFESSIONAL DEVELOPMENT

CERTIFICATIONS

Fellow American College of Healthcare Executives (FACHE) | Project Management Institute Professional in Business Analysis (PMI-PBA) | Associate Certified Coach (ACC) | Epic MyChart Certified | Epic Ambulatory Certified | Epic Ambulatory Order Transmittal Certified | Epic Clinical Documentation Certified | Epic Clarity Data Model Ambulatory Certified | Workplace Productivity | EpicCare Link Certified | Certified Professional in Healthcare Information and Management Systems (CPHIMS)

TRAININGS | COURSES | PROCESSES

*IIL Project Orange Belt 2007 | Microsoft Office User Specialist / Expert
Dale Carnegie Seminar: Effective Communication and Human Relations
Introduction to Health Care Electronic Data Interchange (EDI) Standards
Risk Management Fundamentals | Epic Community Connect Implementation Training | Earned Value Management | Healthcare Data Analytics | Project Management for Healthcare Information Technology Professionals | Surveying Client Satisfaction: Gauging Project Success*

PROFESSIONAL AFFILIATIONS

American College of Healthcare Executives (ACHE)
Project Management Institute (PMI)
International Coach Federation (ICF)

Healthcare Information and Management Systems Society (HIMSS):

African American Special Interest Group (SIG)
EHR SIG
Project Management SIG
Small and Independent Consultants SIG
Clinical and Business Intelligence Community of Profession
Women in Health Information and Technology Roundtable
Mobile Apps Chair, 2017 HIMSS Regional Conference in Texas

National Association of Productivity and Organizing Professionals (NAPO)

Coaching SIG
Committee Member, Awards and Recognition Committee

Citizen Advisory Action Board	Application No: No: 20181025163315_7514
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	MS.
Last Name	Melchor
First Name	Stephanie
Middle Name	Rae
Suffix	
Preferred Name	
Gender:	Female
Ethnicity:	Hispanic
Title	
Address Type?	Residence
Address	111 Probandt 140
City	San Antonio
State	TX
Zip	78204
Phone Type?	Cell
Phone number	9565430138
Phone 2 Type?	
Phone 2 number	
eMail	stephanie.rae2212@gmail.com
Employer	Toyota Motor Manufacturing, Texas, Inc.
Job Title	Internal Communications Specialist
Occupation	
Date of Birth	01/13/1992
Board/Commission/Committee Name	Citizen Advisory Action Board~~~06
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes

San Antonio Resident Length - Years	03
In which City Council District do you reside?	05
How many years have you lived in the City Council District where you reside?	02
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members of any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	Yes
List name of employer, family member and describe contract.	Toyota Motor Manufacturing Texas, Inc.
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	Bachelor of Arts in Mass Communication from the University of Texas- Pan American
Describe your Professional History & Certification designations (Current and historical).	
Describe your Volunteer Experience & Community	

Service	
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	Being a resident of San Antonio for the last 3.5 years, I've grown to love the city, and call it my home. I would like to start doing the most I can to drive positive change in my community and be a voice for Latina millennials.
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
I recognize that I am an applicant for Citizen Advisory Action Board ~06, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be prohibited from seeking or accepting contracts with the city for the duration of my service on this board. I further understand that this restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	Acknowledged
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for	Acknowledged

appointment.	
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Stephanie Rae Melchor
Date of submission.	10/25/2018
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	No
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	No
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

STEPHANIE MELCHOR

111 Probandt #140, San Antonio, TX 78204 • 956.543.0138 • stephanie.rae2212@gmail.com

EXPERIENCE

Toyota Motor Manufacturing, Texas, Inc., San Antonio, TX

Internal Communications Specialist

August 2015 – Present

- Develop long-term strategic communications plans to communicate company milestones, change points, and employee engagement initiatives while emphasizing Toyota culture.
- Manage a day-to-day internal communications calendar across digital and print materials throughout the company's 3,500+ members.
- Act as a liaison between executive leadership and team members that results in team members receiving important information from leadership and leadership understanding needs of team members.
- Creates and manages content for executives, including presentations, strategic and organizational communication deliverables, scripts for video messages, and talking points for internal and external events.
- Advise senior department managers on how to effectively implement communication plans that support awareness of Toyota imperatives, such as a quality, safety, and respect for people.
- Responsible for the logistics of ongoing activities and events for a variety of employee programs, including but not limited to rewards, recognition, diversity initiatives, and volunteer opportunities.
- Work closely with the social media team to amplify employee stories through platforms such as Facebook and Twitter, reaching audiences outside of traditional media, crossing into consumer messaging.
- Leverage multimedia to enhance messaging, with a strong emphasis on video content and storytelling.
- Manage quarterly town halls to keep employees informed of Toyota's market position, engaged in employee programs, and aware of new opportunities.
- Project lead and content manager of FUSE, Toyota's employee mobile application.
- Editor-in-Chief of company's publications including a daily newsletter and quarterly magazine.
- Supervise writers and content contributors for publications by serving as an arbiter of best practices in grammar, messaging, writing, and style.
- Measure and evaluate message effectiveness and event engagement levels to ensure continuous improvement.

Communications Intern

September 2014 – January 2015

- Assist in company-wide presentation development, including script writing, and event logistics.
- Work cross-functionally with internal departments to advise appropriate communication messages, channels and tool; proofread and edit content with strong attention to detail.
- Identify Toyota milestones and accomplishments to ensure proper coverage through *Driven Magazine*—circulation of 10,000 readers.

United States Department of Agriculture, Washington, D.C.

Public Relations Intern

June 2014-August 2014

- Coordinate logistics of the weekly farmer's market held at the USDA, including the recruitment of vendors, hiring of musicians, and activity development.
- Create correspondence to USDA employees, partners, and other stakeholders regarding outreach opportunities for the USDA.
- Manage social media accounts and create promotional content for website and blogs.

NBA Development League, Rio Grande Valley Vipers, McAllen, TX

Marketing Intern

May 2013-May 2014

- Produce marketing communications for business development to increase awareness of the Rio Grande Valley Vipers, and enhance ticket sales.
- Lead on-going program and special projects which included: sponsorship recruitment, corporate prospect cultivation, and community appearances.
- Conduct need analysis meetings with sponsors to gain a thorough understanding of the clients marketing objectives and create individual proposals for each client.

EDUCATION

The University of Texas- Pan American

B.A., Mass Communication • Public Relations

Citizen Advisory Action Board Other	Application No: No: 20180928095104_7373
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	Mr
Last Name	Schaefer
First Name	Michael
Middle Name	Coby
Suffix	
Preferred Name	Mike
Gender:	Male
Ethnicity:	Non-Minority
Title	
Address Type?	Residence
Address	1737 Fox Tree Lane
City	San Antonio
State	TX
Zip	78229
Phone Type?	Business
Phone number	2107714489
Phone 2 Type?	Business
Phone 2 number	2105750464
eMail	mschaefer6975@yahoo.com
Employer	Methodist Healthcare System
Job Title	Administrative Director
Occupation	Healthcare Administrator
Date of Birth	03/24/1975
Board/Commission/Committee Name	Citizen Advisory Action Board~Other~06
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes

San Antonio Resident Length - Years	43
In which City Council District do you reside?	09
How many years have you lived in the City Council District where you reside?	43
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members or any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
	MBA, Management and Strategy-Western Governors University 2014 BBA, Marketing-

Describe your Educational history.	University of the Incarnate Word 2008 AA, Liberal Arts-San Antonio College 2006 Diploma, Robert E. Lee High School 1993
Describe your Professional History & Certification designations (Current and historical).	Currently, I enjoy a leadership role within Methodist Healthcare System as an Administrative Director. I've been an operations leader for the last twenty years, my entire career, working for Xerox Corporation and now Methodist Healthcare. I lead four departments that provide support services to our clinical customers at eight of our hospitals. ADMINISTRATIVE DIRECTOR, METHODIST HEALTHCARE SYSTEM April 2017 Present DIRECTOR, METHODIST HEALTHCARE SYSTEM December 2014 April 2017 ACCOUNT OPERATIONS MANAGER, XEROX CORPORATION September 2011 December 2014 PROGRAM ACCOUNT MANAGER, WALTON SIGNAGE November 2010 September 2011 ACCOUNT OPERATIONS MANAGER, XEROX CORPORATION April 2003 November 2010 CUSTOMER SATISFACTION and LOYALTY MANAGER, XEROX CORPORATION March 2000 March 2003 CUSTOMER ACCOUNT MANAGER, XEROX CORPORATION October 1998 February 2000 ACCOUNT ASSOCIATE, XEROX CORPORATION December 1996 September 1998
Describe your Volunteer Experience & Community Service	BOARD OF DIRECTORS Executive Committee Member and Vice-Chair of Finance ARTS San Antonio September 2014 2017 BOARD OF DIRECTORS Member and Assistant Treasurer Las Casas Foundation September 2013 January 2016 Member Seeking Board Certification and Fellow American College of Healthcare Executives February 2015 - Present EXECUTIVE LEADERSHIP TEAM MEMBER Heart of Gold Gala American Heart Association American Stroke Association May 2013 April 2014 MANAGEMENT COMMITTEE MEMBER Cattle Barons Gala American Cancer Society May 2016 October 2016
	Working for Methodist Healthcare has been a calling, our mission statement is "Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all." Frankly, I believe I serve our community at work and I feel I have a duty and obligation to serve

<p>Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:</p>	<p>outside of work as well. I've served on two arts boards during my professional career and would like to serve our city, in some capacity. I am a lifelong resident of San Antonio, born at Methodist Hospital. I attended public schools, graduating from Robert E. Lee High School. I then went on to San Antonio College, University of the Incarnate Word and Western Governors University. Quite simply, I'm a proud San Antonian and simply want to serve.</p>
<p>APPLICATION SIGN-OFF</p>	
<p>As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.</p>	
<p>I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.</p>	<p>Acknowledged</p>
<p>I recognize that I am an applicant for Citizen Advisory Action Board~Other~&nbsp;~06, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be</p>	<p>Acknowledged</p>

prohibited from seeking or accepting contracts with the city for the duration of my service on this board. I further understand that this restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Michael Schaefer
Date of submission.	9/28/2018
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	No
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	No
I want the public to have access to my Family Information.	No
Please attach any additional information,	

such as a current resume, using the
Attachments panel at the bottom of this page.

1737 Fox Tree Lane
San Antonio, TX 78248
210-771-4489
www.linkedin.com/in/mschaefer
mschaefer19975@yahoo.com

SCHAEFER MICHAEL

SKILLS & ABILITIES Strong team leader capable of managing and leading cross-functional teams through the endorsement of participatory planning, bottom-up change and mutual-goal accountability.

EXPERIENCE

ADMINISTRATIVE DIRECTOR, METHODIST HEALTHCARE SYSTEM
April 2017 – Present

DIRECTOR, METHODIST HEALTHCARE SYSTEM
December 2014 – April 2017

ACCOUNT OPERATIONS MANAGER, XEROX CORPORATION
September 2011 – December 2011

PROGRAM ACCOUNT MANAGER, WALTON SIGNAGE
November 2010 – September 2011

ACCOUNT OPERATIONS MANAGER, XEROX CORPORATION
April 2003 – November 2010

CUSTOMER SATISFACTION & LOYALTY MANAGER, XEROX CORPORATION
March 2000 – March 2003

CUSTOMER ACCOUNT MANAGER, XEROX CORPORATION
October 1998 – February 2000

ACCOUNT ASSOCIATE, XEROX CORPORATION
December 1996 – September 1998

EDUCATION

WESTERN GOVERNORS UNIVERSITY
Masters of Business Administration (MBA), Management and Strategy
2012 - 2014

UNIVERSITY OF THE INCARNATE WORD
Bachelor of Business Administration (BBA), Marketing
2006 - 2008

SAN ANTONIO COLLEGE
Associate of Arts (AA), Liberal Arts
1993 - 2006

LEADERSHIP**BOARD OF DIRECTORS**

Executive Committee Member and Vice-Chair of Finance
ARTS San Antonio
September 2014 – September 2017

BOARD OF DIRECTORS

Member and Assistant Treasurer
Las Casas Foundation
September 2013 – January 2016

Member

Seeking Board Certification and Fellow
American College of Healthcare Executives
February 2015 - Present

EXECUTIVE LEADERSHIP TEAM MEMBER

Head of Gold Gala
American Heart Association | American Stroke Association
May 2013 – April 2014

MANAGEMENT COMMITTEE MEMBER

Cattle Baron's Gala
American Cancer Society
May 2016 – October 2016

REFERENCES

Geoffrey Crabtree
Senior Vice President, Methodist Healthcare System
geoffrey.crabtree@mhshealth.com 210-575-0162

Jamie Lingsch
Vice President of Education, Methodist Healthcare System
jamie.lingsch@mhshealth.com 210-575-9890

Matthew Duke
Senior Vice President and General Counsel, Methodist Healthcare System
matthew.duke2@mhshealth.com 210-575-4154

Citizen Advisory Action Board Other	Application No: No: 20180918141135_7268
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	Ms
Last Name	Lee
First Name	Jennifer
Middle Name	S
Suffix	
Preferred Name	Jennifer
Gender:	Female
Ethnicity:	Hispanic
Title	
Address Type?	Residence
Address	7731 Apple Green
City	San Antonio
State	TX
Zip	78240
Phone Type?	Cell
Phone number	2102649301
Phone 2 Type?	
Phone 2 number	
eMail	akebono88@yahoo.com
Employer	Galen College of Nursing
Job Title	Faculty Development Coordinator, Asst Professor of Microbiology
Occupation	Educator
Date of Birth	12/05/1973
Board/Commission/Committee Name	Citizen Advisory Action Board~Other~~06
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes

Are you a City of San Antonio resident?	Yes
San Antonio Resident Length - Years	10
In which City Council District do you reside?	07
How many years have you lived in the City Council District where you reside?	10
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members or any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	I have a Bachelors of Science in Biology, Masters of Science in Biology, and will complete a Doctorate in Education in 2019.
	I have worked as a Biomedical researcher, a high school teacher with SAISD (I am still a certified high school teacher in Texas) and

Describe your Professional History & Certification designations (Current and historical).	a college professor. Currently, I work for Galen College of Nursing and teach a dual credit high school class with San Antonio College.
Describe your Volunteer Experience & Community Service	In the past, I was a member of Trail Patrol at Government Canyon for 2-3 years. I volunteer on an as needed bases for a number of organizations.
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	I am looking to expand my knowledge of local city and government protocol. I like to serve my community and hope that I can use my knowledge, education, and experience to guide a board or commision.
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
I recognize that I am an applicant for Citizen Advisory Action Board~Other~ ~06, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be prohibited from seeking or accepting contracts with the city for the duration of my service on this board. I further understand that this	Acknowledged

restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Jennifer S. Lee
Date of submission.	9/18/2018
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	No
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	No
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

JENNIFER S. LEE

7731 APPLE GREEN • SAN ANTONIO, TX 78240
PHONE (210) 264-9301 • E-MAIL AKEBON088@YAHOO.COM

PERSONAL STATEMENT

Nursing education is my passion. I was the first Faculty Development Coordinator for Galen College of Nursing, in three years, I have developed this position along with a training curriculum based on the National League of Nursing nurse educator competencies and current education best practices. Drawing upon my extensive and vigorous background in science; I objectively allow data to indicate where there are needs in faculty development and curriculum design. My objective is to ensure that students receive the best possible education. I have chosen to study Curriculum, Instruction, and Assessment along with faculty development as my subject for study in my Doctoral degree and research. As a person, I am energetic, creative, and most importantly driven to continue to evolve as the educational landscape continues to advance.

PROFESSIONAL EXPERIENCE

Faculty Development Coordinator

Galen College of Nursing

2015-present

San Antonio, TX

- Created a faculty orientation program in which I am personally involved in orienting all new faculty.
- Create faculty development materials (pamphlets/weekly emails/newsletter contributions/and online training website) for college faculty.
- Faculty Manager

Assistant Professor of Microbiology (teaching online and classroom and labs)

Galen College of Nursing

2014-present

San Antonio, TX

Adjunct College Professor (Bio 1406/Bio 1407, Bio 2420)

San Antonio College

2011-2014/2017

San Antonio, TX

Dual Credit High School Teacher (AP Biology and pre-AP Physics)

SAISD - Travis Early College High School

2010-2014

San Antonio, TX

- Instruct students in Physics (**pre-AP**) /Biology (**College and AP**) maintaining the SAISD prescribed content. TELPAS certified rater (diagnosing and rating English Language Learners).
- Sponsored the Junior Chapter of SHPE-Society of Hispanic Professional Engineers in which I created fundraising opportunities for my students to travel and visit local business – such as Valero Energy Corp.
- Science Department Chair – monitoring all science classes and teachers to ensure an engaging learning environment.
- AVID (Advancement Via Individual Determination) Coordinator – implement AVID program to help at-risk first-time high school students to be successful in college.

Research Associate/ Lab Manager

University of Texas Health Science Center at San Antonio – GCC

2007 - 2010

San Antonio, TX

Lecturer I (AHS 1061)

University of Texas at San Antonio

2006 - 2007

San Antonio, TX

JENNIFER S. LEE

7731 APPLE GREEN • SAN ANTONIO, TX 78240
PHONE (210) 264-9301 • E-MAIL AKEBONOSS@YAHOO.COM

EDUCATION

Doctorate in Education (Ed.D) in Curriculum, Instruction and Assessment 2013-present
Walden University Baltimore, MD

- Currently maintaining a 4.0 GPA with 60+ credit hours.
- Candidate – Working thesis: *Systemic Approaches to the Development of High School Teacher's Usage, Evaluation and Writing of Multiple-Choice Questions*

Certification in high school science: Composite Science 8 – 12 – Current through 2022 2010 - 2011
Region 20, Alternative Teacher Certification San Antonio, TX

Masters of Science in Biology 2001 - 2005
University of Texas at San Antonio San Antonio, TX

- Graduated with Cum Laude Honors, 3.68 GPA

Bachelor of Science in Biology 1999 - 2001
University of Texas at San Antonio San Antonio, TX

- Graduated with Cum Laude Honors, 3.55 GPA

REFERENCES

Jaymie H.A. Mangelsdorf, M.A.
Senior Executive Director for Governmental Relations
UT Health San Antonio
210-567-0437
mangelsdorf@uthscsa.edu

Katherine Sanchez-Rocha
Interim Director Alamo Academies
210-485-0872
Ksanchez5@alamo.edu

Craig Siwarga, BBA
Veterans and Military Student Services Coordinator
210-733-3056
csiwarga@galencollege.edu

JENNIFER S. LEE

7731 APPLE GREEN • SAN ANTONIO, TX 78240
PHONE (210) 264-9301 • E-MAIL AKEBON088@YAHOO.COM

PUBLICATIONS

Chang, Y. F., **Lee-Chang, J. S.**, Imam, J. S., Buddavarapu, K. C., Subaran, S. S., Sinha-Hikim, A. P., . . . Rao, M. K. (2012). Interaction between micrnas and actin-associated protein arpc5 regulates translational suppression during male germ cell differentiation. *Proc Natl Acad Sci U S A*, 109(15), 5750-5. doi:10.1073/pnas.111783710

Chang, Y. F., **Lee-Chang, J. S.**, Panneerdoss, S., MacLean, J. A., & Rao, M. K. (2011). Isolation of sertoli, leydig, and spermatogenic cells from the mouse testis. *Biotechniques*, 51(5), 341-2, 344. doi:10.2144/00011376

Chang, Y. -F., **Lee-Chang, J. S.**, Imam, J. S., Hikim, A. P. S., & Rao, M. K. (2010). Regulation of translational suppression in post-meiotic germ cells: Crosstalk between micrnas and actin-associated proteins. In *BIOLOGY OF REPRODUCTION* (pp. 69-69).

Imam, J. S., Buddavarapu, K., **Lee-Chang, J. S.**, Ganapathy, S., Camosy, C., Chen, Y., & Rao, M. K. (2010). MicroRNA-185 suppresses tumor growth and progression by targeting the six1 oncogene in human cancers. *Oncogene*, 29(35), 4971-4979.

ADDITIONAL TRAINING

Conference for Nurse Educators: "Best Practices for Developing and Administering Structured Option Tests in Nursing"

April 6th, 2018 Arlington, TX

Latina Leadership Institute (San Antonio Hispanic Chamber of Commerce)
February 2, 2018 – August 2018 San Antonio, TX

Disney Leadership Strategies for Galen Employees
January 9th – February 27th 2017 Online course

Supervising and Managing People Presented by Dr. JB Symons, Ph.D.
December 6-7, 2016 Louisville, Kentucky

Test Development and Item Writing v5.05.5 by NCSBN Learning Extension National Council of State Board of Nursing
December 14, 2016 – January 17, 2017 Online Course

Connecting Learning Objectives and Assessments (S12/3) by Quality Matters
Completed June 2, 2016 Online

PROFESSIONAL AFFILIATIONS

San Antonio Hispanic Chamber of Commerce (2018)	National League of Nursing (Since 2015)
National Science Teachers Association (Since 2016)	Society for College Science Teachers (Since 2016)

Citizen Advisory Action Board Other	Application No: No: 20180530202212_6901
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	Mrs.
Last Name	Zapata
First Name	Raquel
Middle Name	
Suffix	
Preferred Name	
Gender:	Female
Ethnicity:	
Title	
Address Type?	Residence
Address	6819 Biscayne Dr.
City	San Antonio
State	TX
Zip	78227
Phone Type?	Cell
Phone number	2109131584
Phone 2 Type?	
Phone 2 number	2109131584
eMail	raquelgzapata@yaoo.com
Employer	Innove LLC
Job Title	Vice President
Occupation	Vice President
Date of Birth	01/07/1976
Board/Commission/Committee Name	Citizen Advisory Action Board~Other~06
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes

San Antonio Resident Length - Years	42
In which City Council District do you reside?	06
How many years have you lived in the City Council District where you reside?	11
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members or any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	BBA in Accounting - St. Mary's University BBA in Corporate Finance - St. Mary's University MBA - Texas A and M Corpus Christi

Describe your Professional History & Certification designations (Current and historical).	As a professional leader I leverage strategic planning, proven budgetary oversight, and astute customer service to drive concurrent multimillion-dollar programs to profitable completion and build business. I am experienced in private and public sectors, including Department of Defense and Fortune 10 clientele. I propelled account expansion and business initiatives to bolster corporate net worth and reputation. Headed a \$15M international program, overseeing 113 team members working on 23 simultaneous projects for a Fortune 10 corporation. And I oversee the development and adherence to procedural improvements to reduce wasteful spending and elevate efficiency and performance.
Describe your Volunteer Experience & Community Service	In the past I volunteered frequently for various local and international organizations and events. In recent years my volunteer work has been centered around my kids' school as an active PSO officer and board member. As well as a Sunday school teacher for my church.
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	I am being called to use my knowledge and skills to help others, specifically women and youth in our city. I am hoping my services will benefit the city and ultimately those we are working to serve.
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking	

an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
I recognize that I am an applicant for Citizen Advisory Action Board~Other~ ~06, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be prohibited from seeking or accepting contracts with the city for the duration of my service on this board. I further understand that this restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	Acknowledged
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Raquel Zapata
Date of submission.	5/30/2018
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to	

protect personal information.	
I want the public to have access to my Home Address.	Yes
I want the public to have access to my Home Telephone Number.	Yes
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	Yes
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

Vice President

Strategic, results-oriented, and hands-on Executive with a successful track record in Program Management and Operations management. As VP of Operations, I mentor my team to execute for successful growth, to be excited about change, and to always be up for a challenge. I have high expectations from my team, but expect nothing less from them than I give myself. I leverage my strategic planning, proven budgetary oversight, and astute customer service to successfully manage the operations of a multimillion-dollar organization. I am experienced in private and public sectors, including Department of Defense, Federal agencies, and *Fortune* 10 companies.

With over 20 years of experience in managing operations, I also have successfully established and nurtured business relationships, increased sales, managed Program Management Offices (PMO), and provided business improvement consultation. I have over a decade of experience in capturing, proposing, and building new business opportunities in DOD, Federal and commercial sectors in such industries as construction, IT services, training, and professional services. I have extensive experience in estimating and developing price bids for new business opportunities.

Professional Strengths

- Sales & New Business Development
- Operations Management
- Program Management
- Collective Bargaining Agreement (CBAs)
- CMMI & ISO9001 Certification
- Risk Management
- Business Consultation
- Operations & Process Improvement
- Change Management
- Mentoring & Coaching
- Strategic Business Planning

Professional Accomplishments

Directed corporate Operations

- Responsible for 100% corporate operations for all Consulting, Learning, and Technology products and services, oversee management of day-to-day operations of a multi-million dollar SDVOSB.
- Established from ground-up a corporate PMO office, to include PMBOK and Agile project management methodology, PM tools, SOPs, standard forms and templates, standard reporting methods, and training documentation.
 - Established a team of Project Managers successfully manage on average \$25M of business each year
- Lead a team in the capture of over a dozen multi-year, multi-billion dollar IDIQ contracts in less than five years
- Responsible for the bid pricing of all new business opportunities
- Identifying improvement opportunities, develop and implement innovative solutions to meet corporate goals

Propelled account expansion and business initiatives to bolster corporate net worth

- Headed a \$15M international program, overseeing 113 team members working on 23 simultaneous projects for a *Fortune* 10 corporation; completed within the 9 month schedule with an 18% profit margin.
- Captured \$20M annual revenue gain via corporate pipeline expansion with new and existing clients.
- Implemented company's largest software development program, overseeing a diverse 75-member team across 35 synchronized projects on a \$28M multi-year budget with complete on-time delivery.

Delivered procedural improvements to reduce wasteful spending and elevate efficiency and performance

- Spearheaded 6 complex and concurrent business improvement projects for the US Navy, restructuring processes to decrease resource requirements over \$500K in 12 months and an additional \$5M over the next 5 years.

- Led a Kaizen event with functional managers and project leaders to decrease product development time 20%.
- Led a team in achieving CMMI Level 3 certification in two months.

Professional Experience

Vice President

Innove, LLC (formerly MTS Technologies) | 2017 – present

Primarily responsible are increasing division sales, managing operations, building client accounts, and assisting in growth and development of staff. Formulated and implemented the strategic plan that guides the direction of the Consulting, Learning, and Technology (CLT) Division.

- Responsible for the creation, communication and implementation of the organization's vision, mission, and overall direction within the CLT division.
- Lead, guide, direct, and evaluate the work of other leaders and managers.
- Achieve the organization's overall strategic goals for the CLT Division and contribute to the sales and profitability requirements of the business as determined by the strategic plans.
- Form, staff, guide, lead and manage an organization of sufficient capability and size to accomplish the CLT Division operations.
- Overseeing the complete operation of the CLT in accordance with the direction established in the strategic plans.
- Promote a positive environment for staff and identify and work with firm management to address any issues that are creating barriers to an optimal work environment for all staff
- Provide feedback, advice and back up as needed to other members of senior staff team to ensure all senior staff has support needed to effectively run accounts and promote positive work environment

Director of Operations

MTS Technologies, Inc. (formerly NCI Inc.) | 2013 - 2017

Responsible for the day-to-day operations of all MTS training and services projects. Develops and manages complex portfolios, resulting in achieved profit margins; increase in deliverable quality and customer requirements alignment; and reduction in costs, cycle time and resource ramp-up.

- Maintain overall responsibility for client relations, project financials, and meeting deliverable deadlines
- Serve as a Senior Leader within the organization on the development, implementation and management of Project Management Office processes and procedures
- Ensure adherence to corporate policies, workforce laws and standards, and project management office policy/procedure compliance
- Monitor relationships with subcontractors/vendors to ensure quality and timely delivery of services
- Maintain daily project communication with corporate leadership, team members, and clients
- Corporate B&D representative to new and existing clients

PgMO Manager

MTS Technologies, Inc. (formerly NCI Inc.) | 2010 – 2013

Manager of the corporate Program Management Office. Oversee the operations of all projects with DoD, Federal, and commercial clients.

- **Directed corporate PMO** Providing support in areas of program management and oversight, new business development and acquisition, financial management, strategic planning and development, and performance management.
- **Responsible for identifying, interviewing, hiring PMO staff.** Through careful screening and a detailed interviewing process I have been able to establish a diverse PMO team encompassed of Program Managers, Project Managers and Project Management Associates. Each with varied PM experience and skills sets, various industry experiences and who all complement each other's strengths working cohesively as a team to achieve each goal.
- **PMO Toolbox development and implementation.** Responsible for the development, update, and maintenance of PM tools, templates, standard forms, SOPs, guidelines and reports to be utilized for all projects. Developed tools to follow the PMBOK standards and the Agile development standards. These tools allow for consistent, standardized development and reporting of work planning, issues logs, change control, executive reports, and decision logs/tracking across all projects.

- **Support business development** by presenting at conferencing, representing the company at business conferences, building client relations, writing technical responses for RFP/RFQs, developing all pricing bids for new business opportunities, and ensuring success of active projects.
- **Member of the corporate team** for planning and developing the annual revenue forecasts and the five-year strategic operations plans.
- **Promote growth** by teaching team members to embrace change, work in collaboration rather than isolation, and be able to adapt. While processes and standards are important, it is through our ability to adapt and change that we grow.
- **Serve as a coach and mentor** to individuals within the PMO and outside the company who are looking to grow within the PM Industry.
- **Provide business consultation** to clients, executives, and project teams on portfolio/program management and corporate operations management.
- **Generate and deliver budgetary, project status, and risk status reports** to corporate executives on a recurring monthly basis. Responsible for identifying and providing remediation options on budgetary projects issues, project risks, and potential client relationship issues.

Selected Contributions:

- **New Business Development** Led a team in the capture of a multi-year, multi-billion dollar IDIQ contract with US Navy. This was a multi-month proposal response effort which culminated in the company being selected to participate in the final oral presentation for final selection. I lead a team of 4 managers in the presentation effort which resulted in capture of the contract.
- **MS Project Server Implementation** Responsible for setup, deployment, training, and maintenance of MS Project Server. Through the use of MS Project Server to manage 100% of corporate projects, the PMO is able to provide standard, immediate and accurate status reporting, Earned-Value management (EVM) data, and identify and escalate issues early.

Sr. Program Manager/Portfolio Manager NCI Inc. (formerly Karta Technologies) | 2007 – 2010

Oversaw complex portfolios within a matrix organization; supervised project managers; managed client relationships and business development initiatives.

- **Managed a team of Project Managers** responsible for successfully delivery of multiple training development projects.
- **Secured subcontracting and partnership agreements** with national and international agencies.
- **Restored customer confidence** after high management turnover in a four-month period; brought deliverables back in budget and schedule alignment while maintaining project profitability.
- **Prepared status reports and EVM statistics:** As the program manager, compiled weekly status information from all project teams, produced the weekly status report and presented it to the VA in the weekly status meeting.
- **Managed 508 testing process:** Worked with the VA 508 checklist to establish a better process involving earlier 508 testing for on-time production release.

Selected Contributions:

- **Project Recovery** – With years of experience in conflict management, asked to assume project recovery responsibilities on three projects experiencing schedule slippage and a projected negative profit margin. **Successfully recovered project schedules to contractual due dates and achieved a positive profit margin.**
- **New Business Development** – Led new business development efforts, with existing and new clients, **increasing the corporate pipeline between \$15 million - \$20 million annually.**

Project Manager

Harcourt Assessment | 2004 - 2007

Managed execution of the company's first and largest software development program. Developed and managed program schedule and budget. Managed a team of 75+ educationally diverse personnel, consultants and contractors.

- Supervised resource workload for R&D, product and software development, and quality assurance testing.
- Designed change, issue, and risk management processes for effective scope and schedule oversight.
- Provided nationwide territory service in one year, surpassing 20-state coverage goal.

Selected Contributions:

- Increase Sales – Efficient process and workload leveling allowed me to **increase product production which led to an increase in product sales.**

Consultant

BearingPoint | 1999-2003

Managed six complex and concurrent business improvement projects for the U.S. Navy. Responsible for the daily management and workload prioritization of multi-disciplinary personnel in identifying business efficiencies and process improvements. Projects encompassed review of such areas as Water & Wastewater operations, Engineering & MMR divisions, and Fire, Safety & Emergency Response operations.

Member of a virtual team, responsible for the design, development and implementation of the first on-line training solution for the US Navy Public Works Division. Led a team in the development of WBT and supplemental manuals and reference guides to be used via an e-Learning website. Additionally, worked with software development contractor to design and develop a WBT interface. I conducted meetings throughout the US with U.S. Navy subject matter experts, contract personnel, and team personnel to gather information and define the vision for training needs by all parties.

- Originated the first on-line training solution for the US Navy's Public Works Division, creating the WBT, supplemental manuals, and reference guides for the e-Learning website.
- Partnered to direct departmental needs, resource allocation, employee training, and project funding.
- Conducted briefings on products and services while recommending process improvements.

Selected Accomplishments:

- Operations Improvement - Identified business efficiencies and process improvements, resulting in a **reduction of DOD spending by over half-million dollars** in the first year.
- Process Improvement – Identified processes efficiencies, **decreasing resource requirements** and identifying an **increase of \$5 million in budget savings** over a 5-year period.

Prior Positions

Prior positions held: **Accountant** for Bizzel, Neff & Galloway, TRI International, Inc., and Quirk & Co. and subsidiaries

CLEARANCES/CERTIFICATIONS/TECHNICAL EXPERIENCE/EDUCATION	
Certifications & Qualifications: <ul style="list-style-type: none"> • PgMP® Certified • PMP® Certified • Microsoft (MS) Project Orange Belt Certified • Active Security Clearance 	Education: <ul style="list-style-type: none"> • MBA, Texas A&M University • BBA, Corporate Financial Management • BBA, Accounting

Professional Associations

- National Association of Professional & Executive Women (NAPEW) member
- Project Management Institute (PMI) member
- Alamo PMI chapter member

- Member and volunteer within PgMP International group

Professional Speaking Engagements and Publications

- Instructor for the local PMI chapter PMP prep course
- Conducted a seminar on Change Management
- Speaker at the San Antonio ATD on 508 compliance and 3D modeling development
- Speaker at the TxDLA on how Project Management helps a company succeed
- Interviewed for a book on Women in Leadership Roles

References and Professional Profile

LinkedIn: <http://www.linkedin.com/pub/raquel-zapata-pmp-pgmp/13/8a6/1ab>