



City of Concord, New Hampshire

OFFICE OF THE MAYOR

TO: Members of City Council

FROM: Mayor Bouley

DATE: February 23, 2023

RE: Committee for Concord's Plan to End Homelessness

I propose the appointment of the following individuals to the Committee for Concord's Plan to End Homelessness.

- Rabbi Robin Nafshi, Temple Beth Jacob, Concord. Rabbi Nafshi's letter of interest and resume are attached.
- Julie Palmeri, Concord Housing & Redevelopment, Concord. Ms. Palmeri's letter of interest and resume are attached.
- Laura Simoes, 47 Warren Street, Concord. Ms. Simoes's letter of interest and resume are attached.
- Peteris Surmanis, 225 Sewalls Falls Road, Concord. Mr. Surmanis's letter of interest and resume are attached.

In accordance with Section 18 of the City Council Rules, these proposed appointments are being distributed to City Council as information in advance of formal action at the April 10, 2023 City Council meeting.

Rabbi Robin Nafshi
Temple Beth Jacob
P.O. Box 568
Concord, NH 03302

January 16, 2023

Dear Mayor Bouley and the members of the Concord City Council:

Byron Champlin recently spoke at a meeting of the Greater Concord Interfaith Council. He invited a clergy member to volunteer to serve on the Steering Committee on Concord's Plan to End Homelessness. I immediately jumped at the opportunity.

As a Jew and a rabbi, I am committed to the notion of what we call in Hebrew *tikkun olam*, meaning "healing the world." As you can see from my attached resume, I have been involved with many organizations that provide mental health services, suicide prevention, meals, and other services, very often to people experiencing homelessness. I challenged my congregation many years ago to become a founding member of the Family Promise network in the Concord area. We still host families experiencing homelessness four times a year, and I do my best to be one of the volunteers during their stay at our synagogue. Just last month, my family and I enjoyed dinner with a single dad and his two girls and a single mom and her most adorable toddler!

Having lived in Concord for more than twelve years, I have grown to love this town and this community. I see working on the Steering Committee as a way to give back while helping to provide a solution to a problem that has an impact on those who are homeless as well as the greater overall community. It would be an honor to serve.

Thank you for your consideration,

Rabbi Robin Nafshi

RABBI ROBIN NAFSHI
63 BROADWAY, CONCORD, NH 03301
(603) 545-2394 (CELL) • (603) 228-8581 (WORK)
RAVNAFSHI@GMAIL.COM

PROFESSIONAL EXPERIENCE – PULPIT

Temple Beth Jacob, Concord, NH

JULY 2010–PRESENT

Temple Beth Jacob is a 190-family congregation, known for its warmth and caring, its openness and welcoming nature. Temple Beth Jacob's religious school, with over 40 students, is exceptional. As the sole rabbi of the congregation, I lead worship services every Friday evening and Saturday morning, teach adult education classes, tutor young people as they prepare to become *bar* and *bat mitzvah*, teach in our religious school (K-12th grades), provide pastoral counseling, and officiate at lifecycle ceremonies.

Temple Beth El, Hillsborough, NJ

JULY 2008–JUNE 2010

When I worked there, Temple Beth El was a 500-family congregation with nearly 400 children in the religious school. Temple Beth El was known for its outstanding worship services, excellent religious school, and serious adult education program. As the Associate Rabbi, I taught adults and children, led youth retreats, led worship, delivered sermons, offered pastoral counseling and care, and participated in all lifecycle ceremonies.

Temple Emeth, Teaneck, NJ

JUNE 2005–MAY 2008

When I worked there, Temple Emeth was a 400-family congregation with nearly 100 children in the religious school. Temple Emeth was known for its outstanding adult education programs and its *haimish* feel. From 2005-2006, I served as the first (and only) Assistant Rabbi, as the congregation had an exceptionally large *bar/bat mitzvah* class and the professional staff needed assistance. The relationship turned out to be so fulfilling for both the congregation and me, that after the year ended, I was retained as a Guest Rabbi.

Temple B'nai Or, Morristown, NJ

SEPTEMBER 2003–JUNE 2005

In serving this (then) 600-family congregation for two years as the Rabbinic Intern, I taught in the religious school, worked with *b'nei mitzvah* students, led services, delivered sermons, and conducted *Shivah minyanim*, unveiling services, and baby naming ceremonies.

PROFESSIONAL EXPERIENCE – TEACHING

Youth Education

SEPTEMBER 2006–JUNE 2010

As a teacher in the religious schools at several synagogues in New Jersey, I achieved the following:

- Co-coordinated high school ethics program, including curriculum development and program implementation
- Developed creative ways to study theology, including exploring the names for God by having students look at their English, Hebrew, and nicknames; examining rock song lyrics that mention God; studying the soul through a look at writings on whether animals have a soul; and acting out scenes from Elie Wiesel's *The Trial of God*
- Guided 7th graders in their Hebrew studies

Adult Education

SEPTEMBER 2001–JUNE 2010

During and after rabbinical school, I have taught adults at many synagogues and through various organizations. As a teacher of adults, I:

- Led weekly text study classes on different Biblical books
- Taught classes on *midrashic* genres, liturgy, and prayer
- Led Torah study, providing *midrashic* interpretations and modern commentaries
- Developed a class entitled "People of the Book" – an exploration of several topics through Jewish literature: Torah, Mishnah, Talmud, medieval literature, Jewish Codes, and modern Jewish writers
- Created *Rosh Chodesh* programs giving participants a chance to write their own prayers, debate Esther vs. Vashti, give a voice to our matriarch Sarah where she does not speak, and more
- Developed program curriculum and handouts for several "Introduction to Judaism" classes

PROFESSIONAL EXPERIENCE – PASTORAL CARE

Ohr Tikvah Jewish Healing Center, Bridgewater, NJ

FALL 2005–JUNE 2010

Initially, Ohr Tikvah hired me on an "as needed" basis to lead support groups, give lectures and teach, and provide other healing services to members of the community. Starting in 2008, I served as the Community Rabbi/Community Chaplain to provide pastoral care to unaffiliated Jews in Somerset, Hunterdon, and Warren Counties, and to assist congregations in those counties in providing healing services and programs to their members.

Other Pastoral Counseling Opportunities**SUMMER 2003-JUNE 2010**

Both during and after rabbinical school, I worked in several pastoral counseling settings, including the Sarah Neuman Center for Healthcare and Rehabilitation (Mamaroneck, NY), the Visiting Nurse Association of Northern NJ (Morristown, NJ), and Temple Sholom (Fanwood, NJ). In these positions, I:

- Made pastoral visits to residents of nursing home, patients in rehabilitation center, and family members
- Led services in dementia unit and for all residents and patients
- Developed new *Shabbat* evening *siddur* for the general nursing home community
- Facilitated support groups for those who suffered a recent death and for those with chronic illness
- Presented programs, including new uses of the *mikveh*, which included a visit to an area Reform *mikveh*
- Established and led monthly healing services

PROFESSIONAL EXPERIENCE – ORGANIZATIONAL**Rimon, JCC MetroWest, West Orange, NJ****AUGUST 2006–OCTOBER 2008**

As the founding Director of a community-based collaborative Jewish Adult Learning program, I worked with rabbis and lay leaders of over 50 synagogues and agencies across denominational lines to:

- Teach at, speak at, sermonize at, and visit with partners to encourage members to participate in Jewish learning
- Develop new Rimon-generated programs
- Attend community events to educate community about Rimon
- Recruit teachers and develop topics for annual day of learning
- Write monthly article for partner synagogue/agency bulletins
- Maintain website by adding fresh content each week

Other Organizational Work**SUMMER 2001–SUMMER 2004**

During rabbinical school, I interned for both the Union for Reform Judaism and Hebrew Union College-Jewish Institute of Religion. In these programs, I:

- Assisted staff and participants in their studies at the Santa Cruz *Kallah*
- Mentored participants in service leading, sermonizing, eulogizing, teaching Torah study, and running holiday programs; counseled participants; taught classes; and assisted staff at a *Had'rachah* Seminar
- Developed written materials for the Commission on the Shortage of Jewish Professionals
- Developed *Shabbat* morning Torah study handout for 2001 National Biennial
- Assisted in planning worship services for 2001 National Biennial

EDUCATION**Hebrew Union College–Jewish Institute of Religion, New York, NY**

Master of Arts in Hebrew Letters

MAY 2004

Rabbinic Ordination

MAY 2005

Rabbinical Thesis: “Ritual Hand Washing: Can an Ancient Ritual Be Given New Meaning?”

Cornell Law School, Ithaca, NY

Juris Doctorate

JUNE 1985**New York University, New York, NY**Bachelor of Arts (*cum laude*) in sociology**JUNE 1982****COMMUNITY INVOLVEMENT****Greater Concord Interfaith Council****JUNE 2010–PRESENT**

I represent Temple Beth Jacob on our interfaith council. As the only Jewish clergyperson on the Council, I frequently participate in interfaith panels, events, services, and programs. I served as president from 2019-2020.

Riverbend Community Mental Health Center**JUNE 2017–PRESENT**

Member of the Board of this organization that cares for the mental health needs of those in Merrimack County, NH.

NAMI GLS Grant Committee**SEPTEMBER 2020–PRESENT**

Member of this committee of the NH Chapter of the National Alliance on Mental Illness that administers a grant relating to suicide prevention.

NH Suicide Prevention Council**JUNE 2022–PRESENT**

Member of this state council (with appointment by Governor Sununu) that “is dedicated to promoting awareness that suicide is a preventable public health problem.”

Women's Rabbinic Network

MAY 2009–MAY 2014

Treasurer of the Board of this organization that offers programs and support to Reform women rabbis across the world.

Seer Farms Animal Sanctuary, Jackson, NJ

SEPTEMBER 2008–JUNE 2010

President of the Board of this animal sanctuary that helps families through crises by temporarily fostering their animals until the crises pass and they are able to resume care of their animals (www.seerfarms.org).

MyVesta Debt Services

2001–2005

Board member and spiritual advisor for debt counselors and others who worked with individuals in financial crisis.

Union of American Hebrew Congregations (now URJ), Pacific Central West Region

1991–2000

During the ten years that I volunteered with the URJ regional board in San Francisco, I served as Chair of Local Volunteers for the 1993 National Biennial, Synagogue Affiliation facilitator, National Biennial workshop presenter on Leadership Development, Board Member, Treasurer, and Leadership Development Committee chair.

Congregation Sha'ar Zahav, San Francisco, CA

1985–2000

During the sixteen years that I volunteered with this synagogue, I served as President, Vice President, At-large Board member, Membership chair, Volunteer Coordinator, Newsletter chair, Rabbinic Search co-Chair, Ritual Committee member, Service Leader, and *Darshanit* (sermonizer).

AWARDS AND RECOGNITIONS

Wexner Graduate Fellow	2000–2004
CLAL Rabbinic Student Intern	2002–2003
HUC-JIR Rabbi Harold Gordon Memorial Prize for work with rabbis and students of all denominations	2002–2003
Wexner Heritage Foundation Selectee	1996–1999
Association for Financial Counseling and Planning Education Journalism Award	1994

PUBLICATIONS

- “Walk to Freedom,” *Davar Aher: A Different View, HUC-JIR Student Review*, Volume 5, Number 1 (Fall 2005/Elul 5765)
- “A Havdalah Tale,” *Davar Aher: A Different View, HUC-JIR Student Review*, Volume 4, Number 1 (Fall 2004/Elul 5764)
- “Rosh Hashanah 2003,” *Davar Aher: A Different View, HUC-JIR Student Review*, Volume 4, Number 1 (Fall 2004/Elul 5764)
- “Anonymous Eating,” *Goldfinch: Literary Magazine of Women Who Write*, Volume 7 (2004)

LEGAL EXPERIENCE**Nolo Press, Berkeley, CA**

Managing Editor	1992–2000
Senior Legal Editor	1987–2000

Law Offices of Ksenia Tsenin, San Francisco, CA

Associate in two-attorney law firm	1985–1987
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LEGAL PUBLICATIONS

While at Nolo, under my former name (Robin Leonard) I authored, was a contributing author to, and edited several books in the fields of personal finance, general consumer law, and family law. Both before and during my years at Nolo, I published several journal and magazine articles.

LEGAL TEACHING EXPERIENCE

While at Nolo, I regularly gave presentations, taught classes, conducted training sessions, and led workshops in the areas of personal finance and consumer law. I also served as advisor to several consumer organizations.

MEDIA INTERVIEWS

While at Nolo, I appeared on dozens of local and national television programs, including *Good Morning America*, *CNN News*, and the *Phil Donahue Show*. I also gave over 300 radio, magazine, and newspaper interviews.



September 20, 2022

Concord Steering Committee to End Homelessness
Attn: Byron Champlin
49 S. Main St.
Concord, NH 03301

Re: Steering Committee

Dear Mr. Champlin:

Please accept this letter as formal request of my desire to serve on the Concord Steering Committee to End Homelessness.

As the Executive Director of Concord Housing + Redevelopment, I regularly see the ways in which the homeless population is underserved in the Concord area. The current lack of affordable housing, supportive services and financial resources all contribute to the problem.

As a housing professional with over 15 years of experience assisting low-income individuals, I bring a vast resource list to the table as well as a commitment to end homelessness.

The steering committee's Final Plan to End Homelessness details a creative, community-wide response to homelessness by delivering services, housing, assistance, education, and ongoing support as needed. I look forward to evaluating, editing, collaborating on, and deploying this plan within our community.

Best regards,

A handwritten signature in black ink, appearing to read "Julie Palmeri", written in a cursive style.

Julie Palmeri
Executive Director



23 Green Street Concord, NH 03301
Phone: (603) 224-4059 Fax: (603) 250-0912

www.concordhousing.org



Julie Palmeri

julie.r.palmeri@gmail.com • (702) 539-1316
Click for [LinkedIn Profile](#) 

Concord Housing + Redevelopment, Concord, NH
Executive Director January 2022- Present

Adept at delivering value in housing operations and enabling the achievement of full business potential by providing property leadership.

Accomplished and performance-driven executive with demonstrated experience in residential property management. Skilled in directing multiple projects from start to end, preparing and executing strategic plans and control structures for projects, and ensuring successful completion within time and budget. Solid history of success in creating the best living experience for residents through award winning management and overseeing multi-million-dollar properties. Steadfast and dedicated leader with proven expertise in offering the highest level of services to residents and clients and developing productive tenant relationships. Strong team player proficient in building/leading teams to achieve shared visions and goals and fostering positive environment to drive evolution and growth throughout the organization.

Areas of Expertise

- Residential Property Management
- Fair Housing Laws & Standards
- Budget Development & Forecasting
- Project Development Lifecycle
- Contract & Lease Negotiations
- Owner & Investor Relations
- Internal Audit Operations
- Safety & Building Code Compliance
- Team Building & Leadership

Career Experience

The Severn Companies, Annapolis, MD
Chief Operating Officer, 2018-present

2012 – Present

Restructure Management Company by forming relevant training and compliance departments to increase employee engagement. Ensure strong execution of advanced systems for time tracking, maintenance inspections, online rent payments, and marketing.

- Directed overall facets of 79 properties and 124 employees across Market, LIHTC, USDA, HOME, and HUD Section 8/811 portfolio.
- Led the development of 124 site-level employees and maximized their potential to overcome expected challenges in attaining established goals.

Regional Manager, 2014-2018

Initiated incentive bonus programs to meet and exceed occupancy and delinquency goals. Contributed to budget administration for developmental purposes. Reviewed financial statements to determine areas of improvement. Successfully managed planning of resident services and events.

- Monitored daily activities of 23 properties and 44 employees in diversely funded portfolio to ensure smooth workflow.
- Reduced overall expenses and maximized salaries to increase employee morale.

Compliance Manager, 2012-2014

Managed complete details of rent-ups, including interpreting resident file information, and approving initial certifications. Shared best practices and delivered key communications through high performing teams for profit and organizational growth. Generated and delivered monthly/annual reports to housing authorities, contract administrators, and owner/investors on overall status and progress. Mentored and trained property managers on site for optimal efficiency and productivity.

- Established policies and procedures to optimize compliance in line with fair housing standards.
- Performed on-site internal and third-party audits and inspections for continuous improvement.

MRI Software-Bostonpost, Bedford, NH
Global Professional Services

2009- 2012

Led and effective development and management of various projects, including estimating and billing with accuracy. Provided friendly, courteous, and superior software assistance to customer support agents while ensuring efficient response on compliance questions. Guided and supported personnel regarding any changes to affordable housing regulations. Assured effective resolution of compliance issues by delivering robust technical assistance.

- Delivered an exemplary performance in successful PIC, HAP and MINC transmissions and payment reconciliations.
- Secured complex regulatory agreements through charismatic negotiations.
- Developed software for regulatory compliance while performing clear analysis on layered community funding programs setups.

Additional Experience

Blue Hawaii Properties, Inc., Leasing Agent, Kapaa, HI

Education

Bachelor of Arts in Liberal Studies

Northern Arizona University, Flagstaff, AZ, 2003

Private Pilot - Single Engine Land

Wiseman School of Aviation, Flagstaff, AZ, 2004

Certifications

Housing Credit Certified Professional- HCCP

Low Income Housing Tax Credit-C3P

Certified Occupancy Specialist- COS

Certified Occupancy Specialist Advanced- COSA

Management and Operating Review Specialist-MORS

Blended Occupancy Specialist- BOS

USDA-Spectrum-STAR

HUD-Affordable Housing Manager-AHM certified.

Technical Proficiencies

DHCD's MITAS | VHDA's WTCMS | MD DHCD's Spectrum | HUD's HAP Processing | USDA RD's MINC. | Microsoft Office Suite | Adobe Photoshop | Salesforce | Microsoft CRM | WebEx | Meet-Me conferencing tools | Bostonpost Property Manager Compliance Software

Laura Simoes
47 Warren Street
Concord, New Hampshire 03301
603/620-7111 • laura@washstreet.com

February 15, 2023

Concord City Councilor Byron Champlin
via email

Dear Byron,

Thank you for your invitation to submit my name and credentials for consideration as a member of the Concord Steering Committee to End Homelessness. I appreciate your confidence in me and my background. I have lived in Concord for the past 16 years, raising a family, building two local businesses, and serving as a community volunteer. During this time, I have been grateful to volunteer with our community of neighbors who find themselves without adequate or stable housing, and with those who work in support of ending homelessness in our city.

The Steering Committee has identified "key elements of success" as including shared accountability among community members, and a committee of "leaders to make changes needed to support on-the-ground progress." You have identified my career in communications as an asset, adding my skill to the already talented Committee supporting that progress.

I am keen to learn more about how we can increase access to healthy, safe environments as part of a continuum of care for those experiencing homelessness. I would be honored to work alongside you, and the Steering Committee. I hope that through community collaboration we will find, fund, and maintain, long-term solutions to end homelessness in Concord.

If you, or others, have any questions of me, please be in touch.

Warmest wishes and grateful thanks for your further consideration,



Laura Simoes

Laura Simoes
47 Warren Street
Concord, New Hampshire 03301
603/620-7111 • laura@washstreet.com

EXPERIENCE

2020 – present	Nackey S. Loeb School of Communications Executive Director	Manchester, NH
2013 - present and 2002 - 2009	Louis Karno & Company Communications Managing Partner / Consultant	Concord, NH
2017 - present	Wash Street, LLC Partner	Manchester, NH
2014 - 2018	Episcopal Church of New Hampshire Missioner for Community Engagement	Concord, NH
2012 – 2013	HealthTrust & NH Municipal Association Public Affairs Consultancy	Concord, NH
2009 - 2011	Office of United States Senator Jeanne Shaheen Deputy State Director	Manchester, NH
1999 – 2002	New Hampshire Charitable Foundation Director of Marketing and Communications (returned as consultant, 2011 – 2012)	Concord, NH
1997 - 1999	State of NH, Department of Resources and Economic Development Communications Director, Division of Travel & Tourism Development	
1991 - 1997	The Inn at Maplewood Farm Owner / Innkeeper	Hillsborough, NH

EDUCATION

Boston University, College of Communication, B.S.
Hellenic American University, M.B.A., Ph.D. candidate

PERSONAL and VOLUNTEER ACTIVITIES

- Appointed by two NH Governors to two consecutive six-year terms as a Human Rights Commissioner for the State of New Hampshire.
- 2004 graduate of the Leadership New Hampshire program.
- Recipient of the 2004 Union Leader's "40 Under 40 Award," which honors outstanding young professionals in NH.
- Former Selectman for the Town of Hillsborough (population 6,000, annual budget of \$6 million).
- Serves as a trainer, facilitator, and guest speaker for nonprofits on strategic planning, messaging, advocacy and communications topics.
- Has served numerous nonprofit boards, covering issues including women's health & safety, education, philanthropy, health care, conservation, public safety and homelessness. Served as a fundraising member of the Committee to Build the White Park Skate House.
- Lives in Concord, NH, with husband, Jayme, and two sons, ages 21 and 16.

February 7, 2023

Peteris Surmanis
225 Sewalls Falls Rd
Concord, NH

Dear Mayor Bouley and City Councilors,

My name is Peteris Surmanis (please call me Peter), and I am reaching out as a resident of the City of Concord who wishes to become a member of the city's steering committee addressing Concord's Plan to End Homelessness. I have been a resident of Concord for nearly twenty years now and look forward to giving back to the community and spending the rest of my life here.

I was able to meet with Councilor Champlin recently, and we discussed the homeless problem that is facing our city. Prior to our meeting, I reviewed the Steering Committee's March 2014 report. What struck me was the understanding that the issues facing the homeless are complex and multi-faceted, with each individual homeless person facing unique situations. Through this, the solutions pursued and ultimately enacted must confront the greatest concerns, but also be understanding of the individual. This is no easy task to undertake, and I would like to be part of this positive change.

Professionally, I am a Business Process Expert for Philips Medical Systems, supporting strategy and execution within Quality & Regulatory, as it relates to the Complaint Handling tools. These tools support Philips Medical device incident reporting to global regulatory authorities. I collaborate with process development, end user documentation, Performance Qualification development and testing as well as end user training. My daily work examines proposed changes to the processes and tools, considering how the changes could affect the user, in addition to how those modifications could also affect other processes, upstream and downstream impacts, users, all while confirming that the process remains compliant to the many regulatory agencies around the world.

With my professional background and personal interest, I feel that I would make a positive addition to this committee. I appreciate your consideration and look forward to hearing from you soon. I can be reached at 603.892.0105 (call or text), or psurmanis@live.com.

Sincerely,

Peteris Surmanis

Peteris Surmanis

Concord, NH 03301

 <https://www.linkedin.com/in/peteris-surmanis>

psurmanis@live.com

phone 603-892-0105

PROFESSIONAL SUMMARY

Business analyst, trainer, and process improvement specialist with an emphasis on thoughtful and creative problem solving through change management, harmonizing with existing processes. Motivated self-starter completing assignments through excellent organization and strong communication capabilities.

HIGHLIGHTS

- Amended in-person training to accommodate virtual training sessions, meeting challenging release schedule through pandemic
- Supported the Train-the-trainer model as lead trainer, directly training over 300 users in one year, consequently supporting the global training of over 1400 end users.
- Reduced issue volume by 50% and eliminated duplicative efforts by integrating triage procedures into reporting process, ensuring original issue completion

EMPLOYMENT HISTORY

Philips, N.A.

Strategy & Execution Business Process Expert

Home Based

Mar 2022 – Present

Creating and implementing strategies necessary to develop future releases of the TrackWise (TW) tool used for complaint handling and regulatory reporting within Philips, by working with process development, IT, regulatory, analytical, business, and markets. Ensure compliance, driving business process and information technology harmonization with a focus on regulatory reporting. Act as a resource to users and developers on the TW tool and process, providing guidance on the impacts of procedure and process changes.

Philips, N.A.

Complaint Handling Subject Matter Expert

Home Based

Mar 2019 – Feb 2022

Support the deployment of Quality Case Management - TrackWise through multiple releases by providing support, preparing and presenting documentation, training material, and live demonstrations. Continually provide user support, receiving positive feedback on both the training and materials used. Communicate timely notification of changes to the businesses and markets. through global Delta Training sessions, mass communications, Yammer announcements, and direct interaction.

- Evaluate User Stories, PQ test scripts, and proposed changes to ensure alignment, updating documents, and offering guidance to the BPE, BPO, IT, EIM, and developers
- Facilitate learning by planning, and conducting, training, both virtually and in person
- Compiled training completion status of TW users who have been granted access, combining different training solutions into one report, maintaining above a 90% completion rate

Philips, N.A.

Contract Employee – Business Analyst

North Andover, MA
Mar 2017 – Mar 2019

Working within the Quality and Regulatory department, developed, validated, and assisted with deployment of TW, assuring compliance with Philips Quality Management System (QMS), regulatory compliance, and external quality standards. Support process integration and harmonization efforts of the global Post-Market Surveillance Quality System. Understand user requirements and technical specifications to create, support, and execute Performance Qualification (PQ) test cases.

- Provide on-site support through system introduction and releases.
- Facilitation of PQ testing, providing logistical assistance, including test script, System Risk Assessment, Performance Qualification Summary Report, and protocol reviews
- Developed Work Instructions for tool release

Philips, N.A.

Contract Employee – Business Analyst

North Andover, MA
May 2016 – December 2016

Analyze large, complex volumes of data using SAP, Salesforce, and other BI tools. Organize and coordinate multiple tasks to communicate information in a timely fashion with the appropriate sense of urgency. Highly responsive and adaptive to efficiently manage quick-turn, tactical projects.

- Automated manual processes, creating new formulas to find prevailing and blocked accounts
- Transformed, cleaned, and standardized data from multiple database sources
- Documented process used to provide clarity to business partners
- Clearly conveyed key insights in a visual format, offering actionable results

UnitedHealth Group

Business Analyst – Strategic Support & Configuration / Subject Matter Expert

Hooksett, NH
2006 – 2015

Elementary project management role. Served as liaison between the business stakeholders, IT, and third-party vendors providing new functionality, technical solutions, and new service offerings to meet internal and external customer needs. Maintain resource and project inventory to provide support in a fast-paced, frequently changing team environment.

- Manage projects from initiation to completion, documenting business requirements, maintaining functional specs for project plans including post-mortem analysis
- Experience in gap analysis, data mapping, quality testing including case generation, troubleshooting, and end-user support
- Propose opportunities for improvement, managing end-to-end process improvement projects
- Complied with HIPAA regulations ensuring member and data privacy

EDUCATION AND TECHNICAL TRAINING**SOUTHERN NEW HAMPSHIRE UNIVERSITY**
Master of Science in Organizational LeadershipHooksett, NH
May 2012**NORTH ADAMS STATE COLLEGE**
Bachelor of Science in Business Administration
Major: Marketing / Minor: English - Public RelationsNorth Adams, MA
January 1995

TECHNICAL SKILLS

- Advanced Experience with QCM-TrackWise, Microsoft Excel, Word, Outlook
- Strong proficiency with Azure, MS Office suite (OneNote; SharePoint; Visio; Project)
- Experience using SAP, Salesforce, and other enterprise software