

# First Name Last Name

Street Address, City State Zip Code • Email Address • Phone Number

---

## SENIOR LEVEL EXECUTIVE

Strategist | Thought Leader | Manager | Innovator | Can-Do-Attitude

Results-driven visionary with over 20+ years of experience in advocacy supporting community-based organizations, local and state government, and business. Able to understand the needs of individuals, families, and communities. Capacity builder with customer service skills used to develop best practices, utilize different methodologies and serve as a liaison to support common goals. Fosters effective communication, strives for continuous improvement and supports cross-department collaboration. **Will ensure a commitment to workplace compliance, consistent use of the Equal and Fair Employment Plan and abide by all state and federal laws and regulations; in order to implement necessary practices to improve the way the court serves the public.**

### CORE COMPETENCIES

- Research, Data Analysis, Metric Development
- Negotiations / Community Relationships
- Program and Project Management
- Strategic Thinking, Vision, Planning, and Execution
- Values, Ethics, and Moral Standards
- Board Relations & Engagement
- Human Resources Affairs
- Microsoft Office Suite
- Team Building, Leadership Communication
- Operations and Database/File Management
- Systems Collaboration, Systems Improvement
- Committed to Diversity and Inclusion
- Professional Development of Self & Staff
- Public Policy & Administration
- Change Management
- Social Media Platforms

### CAREER HIGHLIGHTS

- **Served as Senior Management of the CONFIDENTIAL** tasked with the responsibility of changing the public perception of the agency implementing training and statewide conversations to systematically respond to ever-changing needs and dynamics of families. *Accomplishment* → **First former consumer to ever hold the position across the country.**
- **Transformed the organizational culture of the CONFIDENTIAL** by giving advice, offering counsel, and overseeing implementation of a new practice model to engage better and meet the needs of parents and potential relative caregivers. *Accomplishment* → Provided the opportunity to include former consumers in the decision-making process at all levels of the organization.
- **Experienced developing diversity awareness and customer service training programs** for the **CONFIDENTIAL, CONFIDENTIAL, and CONFIDENTIAL.** *Accomplishment* → **Served an estimated reach of 1000+ employees who work with families.**
- **Developed and administered co-parenting training for clinicians** working with separated and divorced parents. *Accomplishment* → **Resulted in the engagement of approximately 200 clinicians** in the training utilizing the most recent research materials and leadership methodologies.
- **Previously served as a national lead consultant for five years with CONFIDENTIAL,** the largest operating foundation in the country working with systems across the country. *Accomplishments* → **Demonstrated ability to manage and work through objectives** within the Birth Parent Partnership Initiative and as a committee member to the Birth Parent Transition Implementation.

---

---

**EXPERIENCE**

---

---

**EXECUTIVE OFFICE OF THE TRIAL COURT;** Boston, MA

2014 - Present

*Established to facilitate communication and enable joint leadership of the Trial Court by the Chief Justice of the Trial Court and the Court Administrator.*

**Consultant**

- Deliver system improvement strategies and trainings to support self-represented litigants in obtaining information regarding the process, procedures and terminology knowledge of the court.
- Provide collaborative leadership with the **CONFIDENTIAL**, **CONFIDENTIAL**, **CONFIDENTIAL** and **CONFIDENTIAL** to support non-custodial parents in finding employment.
- Serves as a committee member on the **CONFIDENTIAL** and **CONFIDENTIAL** helping to fully understand areas the Trial Court has built upon or fallen short on its goal of establishing a diverse workforce; furthering data analysis in assessing the needs of diverse populations.
- Member of the Task Force for **CONFIDENTIAL** responsible for delivering Domestic Violence training for all employees; which help to mitigate the impact it has on our employees and court users.

Delivered results:

- Successfully developed and implemented training around customer service, diversity, and bias after identifying the needs of court users especially those with limited English proficiency.
- Mentored, coached, and advised a number of management staff to better understand their roles, leadership values and how to best utilize their enhanced skill sets to support the implementation of new structures of employee engagement; which ultimately enhanced morale.

---

---

**ENTREPRENEURIAL**

---

---

**CONFIDENTIAL;** Boston, MA

1999- Present

Laing Enterprises, Inc. has over 46 years of developmental, operational and managerial experience in the field of environmental services and construction, lead abatement, consultation and hazardous waste remediation.

Delivered results:

- Recognized across the New England area for stellar general contracting services specializing in restoration after fire, as well as lead paint abatement.
- Over a myriad of years employed over 30+ people most from the greater Boston area for a variety of opportunities.

**CONFIDENTIAL;** Boston, MA

1989- Present

**Developer (Trustee)**

- Purchased and developed nine properties ranging from 1-6 units per property.
- Developed one of the properties into a laundry, gift shop, and restaurant serving residents with many needs.

**CONFIDENTIAL;** Boston, MA

1994–2000

- Created and developed a coin laundry focused on serving an underserved population and helping to revitalize the community.

**CONFIDENTIAL., Inc.;** Boston, MA

1989–1999

**Owner**

- Deeded hundreds of homes which provided a safer environment for families to grow and thrive.

Delivered results:

- Recommended by the Director of the Office of Environmental Affairs to develop national programs for lead abatement and removal.

---

---

**PROFESSIONAL AFFILIATIONS | COMMUNITY ACTIVITIES**

---

---

- Commissioner’s Senior Staff Member, **CONFIDENTIAL**, 2015 – Present
- Commissioner on the **CONFIDENTIAL**, 2013 – Present
- Ambassador, **CONFIDENTIAL**, 2010- Present
- Parent Advisory Committee (Chair) **CONFIDENTIAL**, 2010 – Present
- Facilitator, **CONFIDENTIAL**, 2010 – Present
- Statewide Advisory Council (Board Member) **CONFIDENTIAL**, 2005 - Present
- Trainer, **CONFIDENTIAL** and **CONFIDENTIAL**, 2005 – Present
- Founder, **CONFIDENTIAL** \*attracting over 2500 attendees, 2009 - 2014
- Brookline **CONFIDENTIAL** – Chair, 2008 -2014
- Founded the **CONFIDENTIAL**. Engaged in 3 successful summits engaging cross systems, cross secretariat and cross branches of government in the conversation of responsible Fatherhood, 2012
- Founder, **CONFIDENTIAL**, 2009
- Trainer of Trainers, **CONFIDENTIAL**, 2008 - 2011
- TYP/Posse (Board Member) **CONFIDENTIAL**, 1992-1994
- **CONFIDENTIAL** (Treasurer), 1995 -1999
- Bowdoin/Geneva Main Streets Board and **CONFIDENTIAL** (Treasurer)
- Boston Main Streets Advisor

---

---

**SPEAKING ENGAGEMENTS**

---

---

Presenter, **CONFIDENTIAL**; Maine and Toronto, Canada 2012, 2013  
Key Note Speaker, **CONFIDENTIAL**; Montpelier, VT 2012

---

---

**RECOGNITIONS & PUBLICATIONS**

---

---

- **CONFIDENTIAL** Alumni of The Year, 2014
- Author of **CONFIDENTIAL** (2009) and **CONFIDENTIAL** (2012) published in **CONFIDENTIAL**
- **CONFIDENTIAL**, 2011
- Outstanding Volunteer of the Year **CONFIDENTIAL**,1996

---

---

**EDUCATION**

---

---

**CONFIDENTIAL**; Waltham, MA; B.A., English Literature & Creative Writing, 1990

**CONFIDENTIAL** (Unrestricted), **CONFIDENTIAL**, 1995 – Present