

**TO:** Board of Directors, Management Team, and Delegates to the Chapter Congress

**FR:** C. Steven Hartman, CAE, *Miami '16-Honorary*  
Chief Executive Officer

**DT:** April 23, 2019

**RE:** Chapter Congress Meeting

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**Notice is hereby given that the Sixtieth (60th) Meeting of the Chapter Congress of Alpha Kappa Psi Fraternity will be called to order on Thursday, August 1.** The Chapter Congress Meeting will be held at the Sheraton Dallas in Dallas, Texas.

At this meeting of the Chapter Congress, amendments to the *Constitution* and *Statutory Code* will be considered and voted upon by the delegates present. For an amendment to be considered, it must have been submitted to a standing or appointed committee no later than March 1, 2019. The committees will deliberate on all items submitted and make a report to the Chapter Congress on Thursday, August 1.

In addition, there will be an election for the Fraternity President and Executive Vice President at the Chapter Congress Meeting. An individual may be nominated for Fraternity office by a Regional Meeting or at the Chapter Congress Meeting. Candidates nominated by a Regional Meeting must have submitted a biography including an outline of fraternal and professional accomplishments and experience to the Chief Executive Officer by March 1, 2019. A member may be a candidate for only one (1) elected office at each Biennial Convention.

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## Proposed Legislation

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## Fraternal Office Candidate Resumes

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## Voting to Admit Candidates into Pledging

**Committee hearing legislation:** Membership

**Sponsored by:** Beta Chi Chapter at Louisiana State University

**Board of Directors Recommendation:** Do Not Pass

### Intent of Legislation:

The below proposal is being made as a result of the feedback provided by the members of Beta Chi Chapter of Alpha Kappa Psi. The Beta Chi chapter proposed change in an effort to provide more positive terminology towards recruiting and the pledge process.

### Board of Directors Response:

While the Board of Directors appreciates the sentiment in the proposed wording changes to the Statutory code to make it sound more positive, it in fact will make it substantially harder to vote for pledging. The proposed changes as it reads, "the number of favorable votes needed to include a candidate in pledgeship in any College Chapter shall meet or exceed seventy-five percent (75%) of that College Chapter's membership in good standing" will require 75% of the chapter to vote in the affirmative on a pledge and under certain circumstances could never be obtained. Here is are a few illustrative examples (this is assuming the minimum threshold of 75%):

#### Example #1

Members in good standing: 100

Members in attendance at a chapter meeting: 80

Number of votes needed to admit a member: 75

Note: In this example, 75 of the 80 members in attendance must vote in favor of the pledge. Any abstentions would be the equivalent of voting "no".

#### Example #2

Members in good standing: 100

Members in attendance at a chapter meeting: 65

Number of votes needed to admit a member: 75

Note: In this example, the chapter has quorum to conduct business, but would be unable to pass the motion due to the number of members attending would never be able to reach 75 votes in favor of the pledge.

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In summary, the revised wording would require 75% or more the members of the chapter in good standing to attend the meeting and vote in the affirmative. Anything less and the motion would fail, and a higher percentage from 75% would make it even more difficult. All abstentions would essentially count as a "no" vote. As such, the Board of Directors encourages a "Do Not Pass" on this legislation.

**Current wording:**

Statutory Code, Caput II; Section 6. Pledging, Initiation and Affiliation:

Voting to Admit Candidates into Pledging. Vote for pledging to the Fraternity may be taken at any regular meeting of a College Chapter, provided a quorum is present. The prospective pledge's name must be proposed by one (1) member of the College Chapter and seconded by another member, after which the motion for vote must lay on the table for at least one (1) week before further action is taken thereon. However, upon unanimous vote of the College Chapter, the provision requiring a one (1) week interval before a vote may be waived. Voting shall always be by secret ballot. The number of unfavorable votes needed to exclude a candidate from pledgship in any College Chapter shall not exceed twenty-five percent (25%) of that College Chapter's membership in good standing. The number of unfavorable votes shall be determined by each College Chapter and shall be written into that College Chapter's bylaws. Upon request of any member, a discussion may be held, and a second ballot shall be taken before recess or adjournment of the meeting. If a proposed pledge is rejected, that individual's name cannot again be proposed until the next pledge class is founded. Similar ballots may be taken during the pledge period to determine whether pledges should continue in the pledge program.

**Proposed wording:**

Statutory Code, Caput II; Section 6. Pledging, Initiation and Affiliation:

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## Removal of Waiver of Registration Fees for Chapter Congress

**Committee hearing legislation:** Constitution

**Sponsored by:** Fraternity Board of Directors

**Board of Directors Recommendation:** Do Pass

Intent of Legislation:

The purpose of this legislation is to remove the following section from the Constitution. This article allows for the waiver of the Chapter Congress portion of overall Convention activities amounting to approximately \$40 USD per chapter. At the time of adoption, the Convention programming was solely Chapter Congress sessions and meeting. As the Convention has evolved to include the College of Leadership, two days of educational sessions, award luncheons, and the banquet, the cost structure of the event has also changed. As the schedule has evolved, so has the pricing structure including a deeply-discounted rate offered to Principled Business Leadership attendees; a price less than the waived Chapter Congress fee. 85% of student registrations occur at this rate eliminating the need for a separate waived rate. Alumni chapters currently do not pay dues to the fraternity, and the overall Convention registration fees are subsidizing the cost of this meeting for these individuals.

### **Article III Section 6 Waiver of Registration Fees.**

"The Chapter Congress shall waive an amount equal to one (1) full registration fee for each College and Alumni Chapter in good standing to each regular meeting of the Chapter Congress."

# Michael G. Dickerson, CFV

Certified Fraternity Volunteer • Distinguished Service Awards (Silver & Bronze) • Life Loyal Member

## SUMMARY OF EXPERIENCE



As the current **Fraternity President of Alpha Kappa Psi**, one of two elected officer positions, I am responsible for overseeing the activities of 600+ volunteers around the world, serving 250+ student and alumni chapters, including representing all chapters and volunteers to the Fraternity Board of Directors. During my first term, I enabled a culture of transparency with open communications, used chapter feedback to update major programs, created new roles and refined current ones to more efficiently execute the Strategic Plan, and led the development of new resources for chapters and members around the world. From 2015-2017 I was the **Fraternity Executive Vice President**, overseeing the Alumni Chapter Region, managing Management Team (MT) finances, and leading the Fraternity Ritual Team, which I founded in 2014. Prior to my term as EVP, I served as the first **Vice President for Area III**, overseeing 60 chapters in

four regions. From 2009-2014 I was the **Mideast Regional Director**, expanding the largest region in the history of Alpha Kappa Psi by nearly 20% in chapters (both student and alumni) and 25% in membership. As a regional director, I became known for my expertise in developing volunteers for higher positions in the organization, establishing efficient and effective management structures and processes, and mentoring countless student members in professional development. Prior to being elected a regional director in 2009, I was a section director and served as the founding chapter advisor for three chapters.

## FRATERNITY PRESIDENT

August 2017 – Present

Presiding officer at all meetings of the Chapter Congress and the Management Team, responsible for executing the vision and strategic plan of Alpha Kappa Psi. Executes general supervision, direction, and control of the business and affairs of the Fraternity at the direction of the Board of Directors. In partnership with the CEO, holds general responsibilities for the transaction of the business of the Fraternity and supervision over the activities of the Fraternity. Attends all Board of Directors meetings as the MT representative.

### Key Accomplishments during first term as Fraternity President:

- **Increased transparency and student/alumni input on programs** by creating three Strategic Advisory Councils (student, alumni, volunteer), focused giving feedback on program development and refinement
- **Improved communication AKPsi-wide** by hosting virtual town halls, Q&A sessions at PBLI, and “AKSkype” meetings, allowing all chapters to interact with Fraternity-level volunteers and provide direct feedback, in addition to regular one-on-one communications with individual students and alumni worldwide
- **Augmented resources for all chapters and regions** by initiating the “virtual Regional Manager” initiative, in partnership with the Heritage Center, to provide trained more volunteers to meet chapters’ requirements
- **Standardized operations** by creating new a new MT policy structure, creating governing documents to create efficiencies and openness in MT operations
- **Created the new Fraternity Manager role** on the MT to focus on program delivery and development
- **Re-Designed the Vice President role** into a strategic project manager
- **Established the Integration Management Council** to coordinate all programmatic operations to ensure operational response to students’ and alumni’s needs efficiently and without duplication

## FRATERNITY EXECUTIVE VICE PRESIDENT

August 2015 – August 2017

Fraternity officer responsible for overall leadership and motivation of the Management Team in support of the President. Manages personnel, resource, and programming initiatives on behalf of the Board of Directors, CEO, and President. Created and run processes for overall regional budget management on behalf of president and CEO. Serves as head of the Alumni Chapter Region, numbering 40+ chapters across the world; created the first-ever Alumni Regional Management Team, providing day-to-day support to alumni chapters.

### Committees and Task Force service while Executive Vice President

<u>Chair</u>	<u>Chair</u>	<u>Chair</u>	<u>Member</u>	<u>Member</u>	<u>Member</u>	<u>Member</u>
Management Team Budget Committee	Volunteer Recognition Committee	Minimum Standards Task Force	Risk Mitigation Task Force	Show Cause Committee	Ritual Review Committee	Building & Infrastructure Steering Cmte.

**FRATERNITY RITUAL TEAM – FOUNDER**

September 2014 – August 2017

Conceptualized and established the first formal group of trained ritual experts in AKPsi history, ensuring uniform delivery, training, and management of all ritualistic events across the organization. Coordinated with the fraternity staff to train and provide operational management to a group of approximately 60 alumni to train brothers on rituals and manage uniform installation of chapters. Oversaw all logistics for all chapter installations and ritual sessions. The FRT now numbers over 50 trained members in every region in AKPsi.

**VICE PRESIDENT – AREA III**

July 2014 – August 2015

Executive volunteer officer accountable for strategic direction and supervision of four regions (Atlantic Metro, Central Atlantic, Eastern Great Lakes, and Northern Atlantic), consisting of approximately 60 chapters in three countries (the US, UK, and Canada), covering approximately 25% of the Fraternity. Served as the direct supervisor to four Board-appointed regional directors, providing day-to-day mentorship and management, including performance evaluations and recruitment of backfills. Chaired and served on risk management committees on behalf of the Judiciary Committee. Served as a member of both the Management Team, helping to execute operational goals for AKPsi, including coordinating with the other VPs, the EVP, and Fraternity President on strategic operational goal implementation and execution under the auspices of the Board of Directors and Heritage Center Staff.

**REGIONAL DIRECTOR – MIDEAST**

February 2009 – July 2014

Responsible for all Fraternal operations in a 35-chapter (30 student, 5 alumni) region encompassing Delaware, Maryland, Virginia, North Carolina, Washington D.C., the United Kingdom, and China (Hong Kong). Appointed all Section Directors, Regional Managers, Chapter Advisors, and piloted new positions including managers for operations, volunteer development, and inter-chapter outreach. Ensured that all chapters met all basic requirements and enforced all risk management policies. Led the programming, training, and interaction of the chapters in the region, including hosting two officer trainings each summer. Served as a member of the Management Team.

*Committee and Task Force service while Mideast Regional Director:*

<u>Member</u>	<u>Member</u>	<u>Member</u>	<u>Member</u>
Chapter Services Task Force	Chapter Growth Task Force	RD Evaluation Task Force	CA Resource Manual

Key Accomplishments as Regional Director:

- **Expanded Mideast Regional Management Team (RMT)** from three sections to eight sections spanning three continents, successfully managing the largest region in AKPsi history
- **Exceeded annual membership and PBLI goal** four out of five years as RD
- Oversaw **completion of regional initiatives** via a “Regional Priorities Framework”
- **Provided better student support** through empowering section directors to develop/hire/remove their CAs and functional managers to develop/hire/remove their RMs
- **Chartered student-led Regional Council** to provide operational opportunities in regional management
- **Established required Compliance Committees** for Mideast Region chapters
- Hosted **two leadership trainings each year**, increasing attendance each year from 2009-2013
- **Unity Award** for 100% regional attendance in New Orleans 2013

**SECTION DIRECTOR – POTOMAC**

2007-2009

Direct manager to 7 chapters, 1 colony, and 10 Chapter Advisors in Maryland, Delaware, and Washington D.C. Created unique section-specific awards program and hosted multiple local events.

**CHAPTER ADVISOR (FOUNDING)**

2006-2009

<i>Omega Alpha</i>	<i>University of Delaware, 2008 – 2009</i>
<i>Beta Mu</i>	<i>George Washington University, 2007 – 2008</i>
<i>Omega Theta</i>	<i>University of Maryland, 2006 – 2007 (2x Chapter of the Year)</i>

## SHOW CAUSE ASSISTANT TO THE FRATERNITY EXECUTIVE VICE PRESIDENT

Aug. 2006 – Aug. 2007

Created guidance plans for chapters on Fraternity Show Cause list. Assisted EVP with overall management of guidance plans and coordinated all requirements tracking.

### FRATERNITY EVENTS (PRESENTER & PARTICIPANT)

#### **Principled Business Leadership Institute (Formally known as Success Institute)**

<u>Atlanta</u>	<u>Baltimore</u>	<u>Chicago</u>	<u>Nashville</u>	<u>Orlando</u>	<u>Philadelphia</u>	<u>Reno</u>	<u>San Fran.</u>
2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2017	2015	2017, 2018, 2019	2015	2016	2008, 2009, 2010, 2011, 2012, 2013, 2014	2016, 2019	2017

#### **Convention/College of Leadership**

2005, 2007, 2009, 2011, 2013, 2015, 2017, 2019

#### **Fraternity Advisors Conference**

2013, 2014, 2019

### STUDENT MEMBER, BETA XI CHAPTER – VIRGINIA TECH

2004-2006

- University Relations Chair (2004-2005), Faculty Affairs Chair (2005-2006)
  - Responsible for recruiting & initiating 12 new faculty brothers, including the University President
- 2005 Las Vegas Convention: Alternate Delegate
- Alumni of the Year, 2010, Education Award, 2008, Brooklyn Bridge, 2007/11, Member of the Year, 2005

## 50+ Student & Alumni Chapters Visited and/or Installations Overseen since 2004:

<b>Maryland</b> (Omega Theta)	<b>Johns Hopkins</b> (Rho Psi)
<b>George Washington</b> (Beta Mu)	<b>Radford</b> (Omega Sigma)
<b>Drexel</b> (Eta Psi)	<b>Roanoke</b> (Nu Tau)
<b>Delaware</b> (Omega Alpha)	<b>Virginia Tech</b> (Beta Xi)
<b>Sacred Heart</b> (Chi Mu)	<b>Towson</b> (Omega Kappa)
<b>Loyola Maryland</b> (Chi Iota)	<b>Virginia</b> (Alpha Gamma)
<b>Utah</b> (Alpha Iota)	<b>North Carolina State</b> (Lambda Omicron)
<b>Howard</b> (Psi Tau)	<b>North Carolina - Chapel Hill</b> (Alpha Tau)
<b>Richmond</b> (Delta Zeta)	<b>North Carolina - Charlotte</b> (Eta Omega)
<b>George Mason</b> (Pi Sigma)	<b>North Carolina - Greensboro</b> (Psi Sigma)
<b>Shenandoah</b> (Psi Delta)	<b>Western Carolina</b> (Theta Tau)
<b>Edinboro</b> (Chi Lambda)	<b>Duke</b> (Beta Eta)
<b>Wayne State</b> (Beta Omicron)	<b>Penn State</b> (Gamma Epsilon)
<b>Arkansas</b> (Beta Zeta)	<b>Simon Fraser</b> (Chi Theta)
<b>High Point</b> (Chi Rho)	<b>Queen Mary</b> (Chi Eta)
<b>Virginia Commonwealth</b> (Chi Pi)	<b>New Jersey Institute of Tech.</b> (Chi Zeta)
<b>North Dakota</b> (Chi Tau)	<b>William Patterson</b> (Chi Omicron – Virtual)
<b>Babson</b> (Gamma Nu)	<b>Idaho State</b> (Delta Upsilon – Virtual)
<b>Hong Kong University of S&amp;T</b> (Chi Phi)	<b>South Alabama</b> (Theta Nu)
<b>CSU Monterey Bay</b> (Chi Kappa)	<b>DC Alumni Chapter</b>
<b>Manchester</b> (Sigma Upsilon Phi)	<b>Triangle Alumni Chapter</b>
<b>American</b> (Lambda Nu)	<b>Hampton Roads Alumni Chapter</b>
<b>Christopher Newport</b> (Iota Pi)	<b>Queen City Alumni Chapter</b>
<b>William &amp; Mary</b> (Omega)	<b>Garden State Alumni Chapter</b>
<b>Georgetown</b> (Omega Lambda)	<b>Virginia Tech Alumni Chapter</b>
<b>James Madison</b> (Nu Psi)	

# MICHAEL G. DICKERSON

michaeldickerson@gmail.com

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## **KEY SKILLS**

### Technical:

Strategic Planning  
Africa, CT, & Western Hemisphere  
Budget/Financial Management  
Knowledge Management  
All-Source Intelligence Writing & Editing  
Open-Source Analysis & Research

### Managerial & Leadership:

Organizational Transformation & Refinement  
Employee Development & Conflict Resolution  
Program and Project Management  
Personnel Management (1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup> level)  
Process & Procedure Development  
Excellent Training & Briefing Skills

## **SUMMARY of EXPERIENCE**

Mike Dickerson has nearly 20 years of managerial, intelligence, technical, and operational experience supporting multiple offices at the Central Intelligence Agency (CIA) and Office of the Director of National Intelligence (ODNI). He has experience geographically on the Western Hemisphere/Homeland, Middle East, Latin America, sub-Saharan Africa, Russia/Eurasia, and South Asia; and functionally on executive-level process creation/optimization, knowledge management, and program/project management.

Mr. Dickerson has over a decade of experience leading people and high-performing teams while creating and managing strategic intelligence products and processes and is a noted instructor on public speaking and briefing techniques. Mr. Dickerson enjoys volunteering, currently serving as the President of the Alpha Kappa Psi Professional Business Fraternity, the largest and most geographically-dispersed organization of its kind in the world. In this role, he strategically oversees the operations of 600 volunteers and executes programmatic initiatives focused on developing principled business leaders.

## **OFFICE of the DIRECTOR of NATIONAL INTELLIGENCE**

January 2016 – Present

### **DEPUTY DIVISION DIRECTOR (GS-15)**

#### **DIRECTORATE FOR MISSION INTEGRATION, MARCH 2017-PRESENT**

Mr. Dickerson is responsible for management oversight to multiple technical and governance groups overseeing the implementation of classified mission solutions and development of requirements for the Intelligence Community and the Office of the Deputy Director of National Intelligence for Mission Integration. Mr. Dickerson manages all division resources (budget and personnel), provides oversight of several multi-million-dollar mission governance and mission execution programs, oversees execution of contract management, and handles all management/personnel issues for the division. Concurrently, he serves as the senior operations officer to his component's Assistant Director in the development of a whole-of-government program, interacting with departments and agencies beyond ODNI, including the National Security Council.

### **MISSION MANAGER FOR STRATEGY & PLANS (GS-15)**

#### **DIRECTORATE FOR MISSION INTEGRATION, JAN 2016-MARCH 2017**

Mr. Dickerson joined ODNI's National Intelligence Management Council as the first Mission Manager for Strategy & Plans, responsible for strategic planning guidance, enabling optimal process execution, and technical program development in support of all 17 National Intelligence Managers (NIM), who serve as the DNI's principal advisor on their subject area. As an additional duty, Mr. Dickerson led all knowledge management (KM) support in the Office of the Deputy DNI for Intelligence Integration.

## **BOOZ ALLEN HAMILTON**

May 2004 – January 2016

### **ANALYTIC PROGRAM MANAGER (LEAD ASSOCIATE)**

#### **NATIONAL INTELLIGENCE COUNCIL, AUG 2015-JAN 2016**

As the first Analytic Program Manager (APM) at the ODNI's National Intelligence Council (NIC), Mr. Dickerson used his program management background to support the National Intelligence Officer (NIO) for Russia/Eurasia and NIO for South Asia. Mr. Dickerson used his program management experience to develop

and implement procedures to ensure that sufficient fiscal planning and personnel management efforts were addressed for both NIO offices. He developed office outreach initiatives, including all conference planning; assisted with budget builds and execution, including monitoring fund and building analysis tools to better manage the budget; assisted with development of programs of analysis; and led the development and preparation of internal and external memoranda, tasking responses, and other correspondence, to include tasking from policymakers and materials in support of White House-level meetings.

**KNOWLEDGE MANAGER & BOOZ ALLEN PROJECT MANAGER (LEAD ASSOCIATE)**

**NATIONAL INTELLIGENCE MANAGEMENT COUNCIL, OCT 2012-AUG 2015**

Mr. Dickerson spent nearly three years as the Knowledge Manager (KM) for the ODNI National Intelligence Managers (NIM) for Africa and Western Hemisphere & Homeland (WHH). As the KM, he provided real-time collaboration support to multiple executive-level officers and their staffs using IC tools to ensure NIMs were able to coordinate with the IC and other U.S. Government entities. He provided surge support for multiple crises, building high-profile collaboration portals and instituting innovative methods for the NIMs to communicate with the IC. Mr. Dickerson was responsible for the initial creation of the main collaboration portal for NIM-Africa (growing the user base by 600%) and the revamping of the portals and processes for NIM-WHH. As the task lead/deputy PM/career manager for over a dozen contractors on a \$2M+/year contract, Mr. Dickerson was responsible for coordinating with the COTR and program manager on managing employees' hours/delivery of services, onboarding new staff, addressing staff and client concerns, and participating in regular program management reviews.

**WATCHLISTING ANALYST (ASSOCIATE)**

**NATIONAL COUNTERTERRORISM CENTER, APR 2012-OCT 2012**

Mr. Dickerson supported NCTC's Directorate of Terrorist Identities by providing all-source research and analysis to identify and enhance the records of known or suspected terrorists.

**DEPUTY TASK LEAD (ASSOCIATE)**

**ODNI OFFICE OF GENERAL COUNSEL INTELLIGENCE COMMUNITY LEGAL CONFERENCE, JUN 2012-JUN 2013**

Mr. Dickerson supported Booz Allen's work for ODNI's Office of General Counsel as the deputy task lead for the seventh annual IC Legal Conference. He supported the task lead and government staff with facilities planning, financial management, graphic and content management, and legal education research.

**BOOZ ALLEN STAFFING LEAD/CHIEF OF STAFF (ASSOCIATE)**

**NATIONAL COUNTERTERRORISM CENTER, SEP 2010-JAN 2013**

Mr. Dickerson served as the Booz Allen staffing lead/chief of staff to the program manager on the AMPS contract at NCTC, responsible for over multiple positions on a contract focused on analytical and operational support. As the staffing lead, Mr. Dickerson was responsible for working with the Booz Allen program manager to recruit, vet, and propose potential staff, usually with less than a week to fill a vacancy.

**SENIOR EDITOR & MIDDLE EAST ANALYST (SR. CONSULTANT & ASSOCIATE)**

**NATIONAL COUNTERTERRORISM CENTER, DIRECTORATE OF INTELLIGENCE, APR 2007-APR 2012**

As the senior editor for NCTC's Worldwide Incidents Team in the Directorate of Intelligence, Mr. Dickerson was responsible for editing over 1,000 incident reports of terrorism monthly; coordinating the activities of a multi-directorate quality assurance committee; participating in weekly methodology meetings with team management; and assisting analysts with ad-hoc methodology questions. From April 2007 until July 2010, Mr. Dickerson was the team's Middle East analyst, responsible for the analysis and cataloguing of all terrorist incidents in a 17-country area of responsibility (AOR), numbering several hundred per month. Mr. Dickerson also served temporarily as the Europe AOR and North Africa AOR analyst.

**DISSEMINATION OFFICER (CONSULTANT)**

**NATIONAL COUNTERTERRORISM CENTER, DIRECTORATE OF INTELLIGENCE, APR 2005-APR 2007** Mr. Dickerson's initial assignment in the IC, both as a summer intern in 2005 and as a full-time employee from May 2006 until April 2007, was as a dissemination officer for the National Counterterrorism Center. In this role, Mr. Dickerson was responsible for reviewing all finished intelligence products and posting them to seven different classified systems. Mr. Dickerson proposed the creation of a standardized method of downgrading the classification of several daily documents for posting to widely-disseminated, including war-zone, networks.

## **RESEARCH ASSISTANT**

**NATIONAL INTELLIGENCE COUNCIL, MAY-AUG 2004, DEC 2004**

Mr. Dickerson supported the Foreign Denial and Deception Committee by providing all-source research in support of the FDDC Chair, the National Intelligence Officer for Science and Technology.

## **GENERAL DYNAMICS NETWORK SYSTEMS**

Apr 2003 – Jan 2004

### **WEB DESIGNER**

Mr. Dickerson supported the northern Virginia marketing department after the acquisition of Creative Technology Incorporated by GDNS. As a web designer, Mr. Dickerson was responsible for coordinating with the director of marketing on electronic and print advertisements.

## **CREATIVE TECHNOLOGY INCORPORATED**

Aug 2000 – Apr 2003

### **SENIOR WEB DESIGNER**

Mr. Dickerson supported the web design team in maintenance of Creative Technology Incorporated's (CTI) website, including using Adobe Photoshop and Macromedia programs to improve functionality and aesthetic design. Working three hours each day after high-school, Mr. Dickerson was eventually moved into the Senior Web Designer role, continuing to work after school until CTI's acquisition by GDNS in 2003.

## **EDUCATION**

BS in Business Management & Political Science, Virginia Tech

## **PROFESSIONAL AWARDS & RECOGNITION**

Booz Allen Performance & Team Award (x6)	NCTC Certificate of Appreciation (x4)
Multiple spot awards from contract management	Letter of Recognition from NIM (Jan. 2013)
Letter of Appreciation from Chair, NIC (Nov. 2015)	DDII Non-Monetary Spot Award (Oct. 2016)
ODNI Time-Off Award (May 2017)	Intelligence Integration Unit Citation (Nov. 2018)
Annual Performance Bonus (2018)	

# Thomas N. Tran, PMP, PSM I

## Servant Leader | Project Management

With 12+ years of diverse experiences, I have an entrepreneurial mindset that is built on a project management foundation. Driven by customer and team success, my passion is in implementing solutions and products, delivering results, and overcoming challenges in dynamic environments.



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📍 Dallas, TX

## PROFESSIONAL EXPERIENCE

### Director of Projects – Innovation Office | *BSN Sports*

February 2018 – Present, Dallas, TX

- Managed 15+ projects for our sports consumer goods business while working directly with the VP of Technology and the Chief Innovation Officer to develop the business technology roadmap based on 1, 3, and 5 years.
- Evaluated business cases, reported project timelines, costs, and status updates, and coached a team of 6 project managers on eCommerce, marketing automation, and new product development initiatives.
- Oversaw and supported the My Team Shop business, that generates \$800+ MM in revenue, and implemented a new product that reduced the shop setup time from 45 minutes down to 5 minutes for a sales force of 1000+ professionals.
- Implemented a new sports uniform builder that grossed an average of \$30,000 daily, expanding BSN's private label initiative.

### Project Manager – Corporate Real Estate | *Medina Consulting, LLC*

August 2016 – September 2017, Stamford, CT

- Oversaw construction management and strategy planning in workspace design, interior renovations, and new office build-outs for OneMain Financial, Olympus Partners, and Holistic Medical; managed project budgets ranging from \$420K to \$2.2M.
- Streamlined the company's operations by implementing a new invoicing process, team time tracking system via a mobile app, and project reporting metrics template that highlighted total cost and saving.
- Built the company's brand on social media and at trade shows, designed new marketing presentations, and launched a new website; reviewed data analytics and traffic to uncover opportunities.

### Product Owner – Financial Services | *Santander Consumer USA*

February 2016 - August 2016, Dallas, TX

- Worked with a product management team of 8 and the Business Product Manager, in both Scrum and Kanban, to deliver 8 increments of the auto originations system in 2-week sprints; responsible for performing SQL/data research, managing the production support issues, conducting analysis on current and new features, and assisting with enhancing workflows.
- Created user stories and groomed the product backlog by collaborating with the Scrum Master and the development teams in refining requirements and acceptance criteria in sprint planning, participating in daily scrums, and prioritizing the next sprint backlog based on current sprint reviews and retrospectives.
- Provided production support for the electronic contracting product launch with RouteOne by conducting an analysis of incidents, resolving issues, and collecting feedback from users; led the scope planning and backlog development for the implementation of the electronic contracting solution with OpenDealer Exchange.
- Initiated and developed KPIs and metrics for the electronic contracting product for senior management by highlighting usage at dealer sites, comparison against paper contracts, and potential cost savings.
- Developed the roadmap, backlog of features, and iterations for the new lease product; worked with the IT, compliance, legal, and marketing teams on the go-to-market plan and integration with the auto originations system.

### Product Manager – Web and Mobile | *IME, LLC*

May 2013 – February 2016, New York, NY

- Started this venture and managed a U.S. based team of 6 in the areas of brand management, business development, and strategy and an India based team of 5 developers for product development; relocated to India for 1 year to set up an office.
- Implemented the Scrum framework by coaching the development team in the Product Owner and Scrum Master roles, establishing a product backlog and roadmap, creating user stories with time estimations, and delivering product increments in 4-week sprints.
- Created a web application that integrated social media, email, calendar, and news APIs into one location and put together product wireframes and UI/UX designs.
- Launched a minimum viable product, an organization networking mobile app for higher education on iOS and Android; tested a small-scale pilot at Texas A&M with 500+ users to validate the concept with the target market and to refine product features.

## **Vice President – Financial Services | *The Royal Bank of Scotland***

March 2010 – May 2013, Stamford, CT

- Managed the Americas real estate portfolio for the COO office, primarily Stamford, Chicago, New York City, and Houston properties, by liaising with the business heads and Property Services on space planning, business strategy, and costs.
- Oversaw a \$1M annual capital improvements budget and directed the following: new office build-outs in New York City and Montreal, build-out of additional office space in Houston, and office renovations in Chicago and San Francisco.
- Achieved a reduction of \$6M+ in property spend by reviewing spend reports with Finance, proposing alternative solutions to senior management, and working with the facilities management team to implement the approved initiatives.

## **Senior Consultant – Management Consulting | *LECG Corporation***

November 2006 – March 2010, Philadelphia, PA

Project Management Office: The Royal Bank of Scotland

- Oversaw a 50+ member team that coordinated the consolidation of 1500 people from multiple offices into the new headquarters building by reporting to the Banking, Markets, and Infrastructure senior leaders and chief executives on updates, risks, and issues.

Product Management: Lincoln Financial Group

- Developed KPIs and metrics for a new product launch by tracking sales, customer feedback, and issues; prioritized features for the next increment of the product by collecting enhancements feedback and conducting weekly surveys from a focus group.

Benchmarking: City of Baltimore

- Provided alternative programs to increase revenues by an average of 500% by leading a team in an operations review of the facilities within the city's Department of Recreations and Parks.

Software Implementation: Amtrak and Nashville Government

- Implemented a sourcing and contracts application, Ariba Spend Management, through the software development lifecycle by gathering business requirements, developing detailed designs and process maps, QA testing, and providing production support.

## **APPLICATIONS AND TOOLS**

**Applications:** Intuit QuickBooks, MS Excel, MS PowerPoint, MS Word, MS Access, Visio

**Project Management Tools:** Asana, Basecamp, Jira, MS Project, QuickBase, Rally, SharePoint, Slack, Wrike

## **PROFESSIONAL ORGANIZATIONS**

### **Regional Chief Operating Officer**

May 2006 – Present, *Alpha Kappa Psi Professional Business Fraternity*

- Advised the Regional Director and serve as the region's internal executive officer, risk management coordinator, and administrative manager; responsible for overseeing internal operation functions of 16 chapters and its members.
- Assisted struggling chapters who have been placed on probation due to risk incidents and/or have failed to sustain growth through strategic planning, recruitment training, and operations management.
- Past roles included Regional Director, New York City Alumni Chapter Founding Member and President, Philadelphia Alumni Chapter Founding Member, and Section Director.

## **CERTIFICATIONS AND EDUCATION**

### **Professional Scrum Master I (PSM I) Certification**

November 2017, *Scrum.org*

### **Project Management Professional (PMP) Certification - #1871095**

November 2021, *Project Management Institute, Inc.*

### **B.S. in Management Information Systems**

May 2006, *The Pennsylvania State University*

# Thomas N. Tran

## Servant Leader | Fraternity Volunteer

Serving the fraternity for over 10+ years, across multiple regions, I have been a Regional Director, Regional Manager, Section Director, Chapter Advisor, and Alumni Chapter President. In each of the roles, I challenge myself with one thing, how do I add value to the members?



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📍 Dallas, TX

## CURRENT POSITIONS

### Section Director | *Northern Rio Grande Region*

August 2018 – Present

- Oversaw the growth, development, and training of the following chapters and their Chapter Advisors: Baylor University (Epsilon Eta), University of Texas - Austin (Iota), University of Texas - San Antonio (Xi Omicron), Texas Lutheran University (Lambda Mu), Trinity University (Nu Pi).
- Worked with each chapter to set goals that focus on improving their member experience, challenge their current recruitment efforts, and to think outside of the box by having them implement one new thing that will help the organization continue to be a leader on campus.

### Chapter President | *Dallas Alumni Chapter*

March 2018 – Present

- Collaborating with the team, we put together a chapter roadmap to hold the officers accountable but to also show alumni the growth plan for the chapter.
- Implemented regular communication through monthly newsletters, member and event highlights on various social media platforms, and held monthly events based on feedback from alumni.
- Increased membership by 25% on a quarterly basis, established a Chapter Designated Fund, and worked with local students on new programs to reconnect students and alumni.

### Section Director | *Valley Crossroads Region*

November 2017 – Present

- Oversaw the growth, development, and training of the following chapters and their Chapter Advisors: Marshall University (Zeta Rho), West Virginia State University (Psi Gamma), Ohio University (Xi Rho), John Carroll University (Delta Mu), and Case Western University (Omicron Chi)
- Identified the need of training students and volunteers on the new pledge education program; worked with the chapter pledge educators to host a training session for the entire region to teach the Bridge to Brotherhood program cover to cover, review the changes from the current one, and how to prepare for the roll-out.

### Regional Manager of Compliance | *Eastern Great Plains Region*

October 2017 – Present

- Created a regional level compliance team by appointing a team member from each chapter to represent their chapter on monthly calls to discuss risk scenarios, to establish their own compliance committee within their chapter, and to set training and risk reduction goals.
- Worked with the chapters, Iowa State (Delta Omega) and Northwestern (Gamma), that were on probation to assess potential risks as outlined in the Board of Directors Statement of Policy and assisted in the completion of their terms.

### Chief Operating Officer | *Valley Crossroads Region*

July 2015 – Present

- Advised the Regional Director and served as the region's internal executive officer, risk management coordinator and administrative manager. Responsible for overseeing internal administrative functions as they relate to the Regional Managers, Section Directors, and Chapter Advisors.
- Recruited and trained 2 new chapter advisors through monthly meetings with the chapter officers, checklists, and implementing a chapter operations assessment.

## PAST POSITIONS

### **Chapter Advisor – Delta Omega, Iowa State | *Eastern Great Plains Region*** January 2018 – August 2018

- Worked with the chapter to complete their probation terms and advised the chapter as they re-build through monthly calls and strategic planning.
- Collaborated with the chapter as they develop a member expectation plan which sets minimum guidelines as a brother while creating a tiered rewards program for brothers that go above and beyond.
- Recruited and trained the new chapter advisor through monthly meetings with the chapter officers, checklists, and implementing a chapter operations assessment.

### **Chapter Advisor – Xi Rho, Ohio University | *Valley Crossroads Region*** August 2015 – August 2018

- Advised the executive board in strategy planning by modeling chapter size changes based on student class and having them set 3 goals to be accountable for at the end of each semester.
- Assisted the chapter in reducing the number of pledge action plans, improving member experience through hosting monthly professional events that were major-specific, and reducing their remaining probation terms from 1 year to 1 semester.
- Held monthly conference calls with the executive board to review chapter operations, pledging process, and to discuss issues.

### **Chapter Advisor – Psi Gamma, West Virginia State University | *Valley Crossroads Region*** September 2015 – May 2018

- Appointed to the Chapter Advisor role to be the main point person on getting the chapter out of critical care status.
- Worked with the Chapter President in recruitment planning and held monthly calls for status updates, to address member issues, and to review operation procedures.
- Advised past chapter advisors in the development of the chapter through recruitment, pledging, and executive board transitions.

### **Founding Member, Chapter President | *New York City Alumni Chapter*** January 2012 – March 2013

- Led a group of 30+ members to re-charter this chapter by establishing an alumni network through recruiting events, meetings, and professional and community service related events.
- Created a professional and social network for alumni and student brothers to assist student chapters, develop alumni programming, and provide community service to surrounding communities.

### **Regional Director | *Eastern Region*** July 2008 – October 2012

#### Overview

- Led and supervised 20 University chapters, spanning from West New York to Pennsylvania to West Virginia, through appointing management team members, visiting on-site, running regional leadership conferences, and training, and setting chapter and membership goals.
- Recruited and reorganized the regional management team from less than 10 to 30+ members within 6 weeks of taking on the position.
- Took Zeta Rho, Marshall University, from 1 to 30+ members through chapter visits, training, and bringing on a chapter advisor.

#### Training and Development

- Implemented a task force made up of students and the regional management team to create a training based on core values, officer training, and professional experiences. Known as Leader2Leader, this workshop allows chapters to train chapters and students to work together to identify solutions. Changing officer training to a brotherhood training allowed 3 times the number of brothers to be trained instead of keeping it closed to just Executive Board members.
- Developed a project-based team, the Regional Steering Committee was made up of a student, non-Executive Board, from each chapter. This committee allowed the students to collaborate with each other, address chapter concerns, and to leverage chapter strengths to implement the following regional wide programs: Alumni Development, Recruitment, Campus Awareness, Newly Initiated Brother Educator, Brotherhood Involvement.

#### Communication

- Implemented monthly communication slide deck with news, due dates, and goals status.
- Implemented regional-level awards for chapters to be nominated and acknowledged by their peers.

### Inter-chapter Relations

- Help developed a regional event, "The Gauntlet," which promotes relationship building between chapters through the following games: marketing competition, athletic games, and trivia.
- Continuing the Leader2Leader training, implemented a Leader2Leader "Talk Series" to focus on Recruitment, Pledging, and Chapter Operations with presentations from different chapters monthly.
- Coordinated the region's first service event, pulling an airplane to raise money and awareness for muscular dystrophy, with the participation of 3 chapters comprised of both students and alumni.

### **Founding Member | Greater Philadelphia Alumni Chapter**

May 2009 – September 2009

- Worked with the other founding members to develop the bylaws.
- Helped define the chapter overall structure and member requirements.

### **Section Director | Eastern Region**

January 2007 – June 2008

- Oversaw the Penn State University (Gamma Epsilon), Shippensburg University (Xi Tau), and Drexel University (Eta Psi) chapters.
- Created a knowledge sharing network between chapters by acquiring and sharing information, such as pledge proposals, rush strategies, and chapter structures, from the chapters within the section.
- Coordinated the region's first annual inter-chapter brotherhood event of mental and physical games, "The Gauntlet," with the participation of 5 chapters.

### **Chapter Advisor – Xi Pi, Lock Haven University | Eastern Region**

May 2006 – June 2008

- Macro-management of chapter's operations including; fiscal management, marketing strategies, and conflict resolutions.
- Worked with the Executive board to revamp rush and pledging process, review ACR goals, and develop inter-chapter relationships.
- Helped to grow the chapter from 10 to 40 members and to earn 100,000+ points on their Annual Chapter Report.

### **Student Member -Gamma Epsilon, Penn State University | Eastern Region**

January 2002 – May 2006

- Jan 2006 – May 2006, *Recruitment/Chapter Relations Chair*
- Jan 2006 – May 2006, *Newly Initiated Brother Educator*
- Jan 2004 – May 2004, *Pledge Educator*
- Aug 2003 – Dec 2003, *Social Chair*
- Jan 2003 – May 2003, *Historian*
- Jan 2002 – May 2002, *Pledge Class Co-President*

## FRATERNITY EDUCATION

- February 2019, Chicago PBLI – Speaker, "*Raising Capital*"
- October 2018, Eastern Great Plains – Regional Assembly, "*Risk Management*"
- September 2018, Valley Crossroads – Regional Assembly, Bridge to Brotherhood Training
- August 2018, Northern Rio Grande – Regional Assembly, "*The Truth About Goal Setting*"
- October 2017, Strategic Initiative - Develop Assessment Criteria
- Aug 2017, Las Vegas Convention – Volunteer, "*Chapter Achievement Model*"
- Feb 2017, Philadelphia PBLI – Keynote Speaker, "*The Agile Leader*"
- 2010-2012, Education Committee
- 2011-2012, ACR Committee
- Jun 2012, Fraternity Advisory Conference – Speaker, "*Recruiting CAB*"
- Feb 2012, Philadelphia PBLI – Speaker, "*Building Brotherhood*"
- Jul 2011, Phoenix Convention – Speaker, "*Building Brotherhood*"
- Jun 2011, Fraternity Advisory Conference – Speaker, "*Recruiting CAB*"
- Feb 2011, Philadelphia PBLI – Speaker, "*Risk Management*"
- Jun 2010, Fraternity Advisory Conference – Speaker, "*Recruiting CAB*"

## **CHAPTERS INSTALLED**

### **Alumni Chapters**

- May 2012, *New York City Alumni Chapter*
- May 2009, *Greater Philadelphia Alumni Chapter*

### **Student Chapters**

- Apr 2012, *Psi Gamma – West Virginia State University*
- Apr 2012, *Psi Eta – Temple University*
- May 2011, *Alpha Omicron – Syracuse University*
- Apr 2011, *Psi Mu – Rochester University*
- Mar 2011, *Psi Nu – Baruch College*
- May 2010, *Psi Omicron – SUNY Geneseo*
- Jun 2008, *Eta Psi – Drexel University*
- Jan 2003, *Phi Chi – McGill University*

## **HONORS AND AWARDS**

### **Fraternity Level**

- February 2013, *Distinguished Service Award – Silver, 1<sup>st</sup> Degree*
- February 2013, *Number One Region Award – Eastern Region*
- February 2013, *2nd Place Case Competition – Psi Nu, Baruch College Case Advisor*

### **Regional Level**

- February 2019, *Leader of the Year Award – Valley Crossroads Region*
- February 2018, *Volunteer of the Year Award – Valley Crossroads Region*
- September 2012, *Shaping People, Shaping Business Award – Eastern Region*

## **RECOMMENDATIONS**

- <https://www.linkedin.com/in/akpsithomastran/>



# *Jacqueline Ginarte '04-Life*

## *Candidate for EVP*

*Certified Fraternity Volunteer and Silver Distinguished Award Recipient*

Servant leader who uses her energy and passion to help develop future business leaders; determined to make every individual feel confident and comfortable with who they are.

Fifteen years as a brother has given me the opportunity to experience various aspects of Alpha Kappa Psi. These experiences have helped me grow professionally and personally. They have given me the well-rounded perspective necessary to work along-side student and alumni brothers in helping take AKPsi into the future. Whether a student or alumni brother we can all make a difference together as one.

<b>Experience</b>	<b>Executive Vice President</b>	<b>2017-Present</b>
	<ul style="list-style-type: none"><li>• Facilitate better communication fraternity-wide including chapter visits, social media presences, and virtual meetings</li><li>• Serving as liaison between the Foundation and Management Team</li><li>• Development of alumni chapters: Virtual Regional Meeting, Round tables at PBLI, Alumni Rate at PBLI, and Networking at Fraternity Events</li><li>• Lead and Develop Management Team along with the President</li></ul>	
	<b>Atlantic Gulf Coast Regional Director</b>	<b>2014-2017</b>
	<ul style="list-style-type: none"><li>• Oversees 14 chapters within the states of Florida and Georgia - 1800+ students</li><li>• Directs a Regional Management Team of 40+ volunteers</li><li>• Train and develop volunteers through yearly succession planning</li><li>• Leads Regional Officer and Chapter Advisor Trainings annually</li><li>• Continuously meeting or exceeding membership goals yearly</li><li>• Host Region for Pilot President Academy and Officer Training</li><li>• Increase regions ACR by 13% first year and continued increases year after year</li><li>• Region Awards: Unity Award 2015 and 2017 Conventions</li></ul>	
	<b>Southeast Regional Director</b>	<b>2013-2014</b>
	<ul style="list-style-type: none"><li>• Managed 22 Student and five Alumni chapters within Florida, Georgia, and South Carolina</li><li>• Reorganized the volunteer staff and filled all positions</li><li>• Led a Regional Management Team of 50+ volunteers</li><li>• Region Awards: Unity Award 2013 Convention</li></ul>	
	<b>South Florida Section Director</b>	<b>2011-2013</b>
	<ul style="list-style-type: none"><li>• Supervised the operations of four chapters</li><li>• Filled all chapter advisor positions and established CABs</li><li>• Established a Section Manager of Rituals that turned into a Regional Manager of Rituals now being used by several regions</li><li>• Hosted sectional officer trainings annually</li></ul>	
	<b>Omega Rho Chapter Advisor</b>	<b>2009-2011</b>
	<ul style="list-style-type: none"><li>• Created innovative ways to expand recruitment efforts</li><li>• Reestablished a chapter with only three pledges to 30 brothers in one year</li><li>• Chapter Awards: Certificate of Improvement - Significant Point Improvement (2010-2011),</li></ul>	

[www.oneakpsi.org](http://www.oneakpsi.org) | Twitter: JackieAkpsi | Instagram: JackieAkpsi | [www.facebook.com/oneakpsi](http://www.facebook.com/oneakpsi) | JackieAKPsi@gmail.com |

Award of Achievement – Fraternity Performance Evaluation (2010-2011),  
Circle of Excellence Award – Increasing Initiates over Previous Year (2010-2011), and  
Best Charity Fundraiser (2010-2011)

<b>Chapter Involvement</b>	<b>Florida Gold Coast Alumni Chapter Member</b> <b>Xi Sigma Chapter Student Member</b> <ul style="list-style-type: none"><li>• Held various leadership positions</li></ul>	<b>2008-present</b> <b>2004-2008</b>
<b>Fraternal Events</b>	<b>Convention 2005, 2011, 2013, 2015, and 2017</b> <b>College of Leadership Presenter 2015</b> <b>Foundation Members Meeting 2017 and 2018</b> <b>PBLI</b> <ul style="list-style-type: none"><li>• 2014 – Atlanta</li><li>• 2015 – Orlando</li><li>• 2016 – Orlando and Lexington</li><li>• 2017 – Atlanta and San Francisco</li><li>• 2018 – Atlanta and Boston</li><li>• 2019 – Atlanta and Atlantic City</li></ul> <b>Presidents Academy Table Lead 2016, 2017, 2018, and 2019</b> <b>Regional Assembly Presenter</b> <ul style="list-style-type: none"><li>• Atlantic Gulf Coast 2018</li><li>• Northern Rio Grande 2018</li></ul> <b>Officer Training Presenter</b> <ul style="list-style-type: none"><li>• Valley Crossroad Region 2016</li><li>• Atlanta Officer Training 2017</li><li>• San Francisco Officer Training 2017</li></ul> <b>FAC 2012</b> <b>Chapter Installation - Omega Rho 2005</b>	
<b>Committees</b>	<b>Learning and Leadership Development Task Force</b> <b>Chapter Development and Support Task Force</b> <ul style="list-style-type: none"><li>• Officer Training, PBLI, and Presidents Academy</li><li>• Chapter Planning and Assessment/Training</li></ul> <b>Management Team Budget Committee</b> <b>Alumni Chapter Task Force</b>	
<b>Facilitator</b>	<b>Preparing for your First Job</b> <b>President Role Breakout</b> <b>EQ vs IQ – Why being brainy just isn't enough?</b> <b>Coaching – Ask vs Tell</b> <b>Give and Take: Corporate Sponsorships</b> <b>Reconnecting with Alumni</b> <b>Ritual 101</b> <b>Recruitment 101</b> <b>Grasping the Pledge Education Program</b>	

# Jacqueline Ginarte, MSHRM

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Miami, FL 33173

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Jackie.Ginarte@gmail.com

## Education

**Florida International University** Miami, Florida  
Master of Science in Human Resource Management December 2011

**Florida International University** Miami, Florida  
Bachelor's in Business Management August 2008

## Work Experience

*Apple* Miami, Florida  
**Manager** January 2019 – present

- Inspire team to create ownership opportunities
- Build high performing teams, managing their training and development
- Create positive experiences for customers while managing multiple operations
- Oversee operations such as inventory and visual merchandising

*Banana Republic* South Miami, Florida  
**Southeast Region Leadership Development Program Coordinator** January 2017 – October 2018

- Supervised program for all 8 Districts in the Southeast Region
- Coordinated monthly trainings in various business acumen
- Ensured all District are aligned in the Regions Strategy for the program
- Created curriculum for the program
- Advertised program to all stores in the Region
- Trained the instructor for all eight District Facilitators

**Miami District Leadership Recruiter** January 2017 – October 2018

- Consulted with District Manager and business partners on defining competencies needed for specific role
- Prescreened candidates with detailed phone screens and evaluate candidate's capability
- Monitored Taleo for all eight stores in the Miami district including Puerto Rico
- Coached all Talent Leaders in the district on store staffing needs

**General Manager** July 2015 – October 2018

- Responsible for the strategic development of the business as well as daily operations
- Developed the Management team to assume increased levels of responsibilities
- Coached leadership team and brand ambassadors to drive sales through selling behaviors that linked to KPI results
- Accountable for payroll budget, target wage rate, and other controllable expenses
- Met or exceeded targets each month. Finished 2016 as a top performing store in the Region.
- Reduced inventory shrinkage year after year by aggressively pursuing internal and external control methods and training managers in proper loss control procedures

*Victoria Secret(\$33M Store)* Aventura, Florida  
**Staffing and Operations Manager** October 2012 – June 2015

- Managed staff of 40 associates and 4 leads; 70 associates, 6 leads, and 1 supervisor during holiday season
- Controlled and forecasted payroll weekly
- Recruited, hired, and staffed for all departments of the store (200+ associates)
- Led on-boarding's for new hires
- Heavy business analysis and forecasting to adjust goals and influence strategy
- Trained all employees on operating (POS) and mobile systems

- Head of store's Associates Interested in Management (AIM) Program
- Performance manage team in career development and disciplinary actions
- Increased stores customer loyalty by providing a friendly customer service team
- Ensured stores succession planning for Management team and Elevated Associates
- Determined strategy to maximize store execution of staffing for associates to achieve sales and profitability goals

*Pink by Victoria Secret (\$6M Store)*

Miami, Florida

**Staffing and Operations Supervisor**

November 2011 – October 2012

- Led onboarding process for new hires which included formal offer, new hire paperwork, and training
- Kept an updated record of employee numbers as well as vacancies that are waiting to be filled
- Provided HR policy guidance and interpretation
- Responsible for producing and editing staff weekly schedule using ACES
- Managed and oversaw daily operations of store
- Maintained and updated staff personnel files
- Ordered necessary store supplies and stayed within budget
- Ensured all marketing material was up to date
- Provided sell down strategies

*Mind Works Learning Center*

Miami, Florida

**Director/HR Administrator**

September 2008 – November 2011

- Hired, trained, and oversaw the work of all staff members
- Prepared staff schedule and payroll weekly
- QuickBooks and bank reconciliations
- Monitored cash flow/revenue comparisons from year-to-year
- Effectively and efficiently scheduled all students and assigned tutors
- Ensured a smooth-running learning center
- Brainstormed ideas to promote and expand the company
  - Created 2 new camps
- Achieved profitability for the company
  - Tripled Summer Camp profit from 2008 to 2009 by reducing costs, improving parental relationship, developing organized curriculum, and new marketing scheme
- Planned curriculum for students and ordered necessary materials

**Professional Affiliations**

*Alpha Kappa Psi Professional Business Fraternity*

**Executive Vice President**

- Elective officer of 230+ chapters internationally
- Oversee the Alumni Chapter Region world wide
- Direct a volunteer staff of 30+
- Speaker and Trainer at Regional and International Events

**Skills**

Bilingual, Spanish and English

Completed 15 credit hours at La Universidad de Salamanca in Salamanca, Spain

Creative Solutions Accounting, ACES, PM Scheduling System

**Community Service**

Ronald McDonald House Charities of South Florida

St. Jude and Make-A-Wish Foundation Charity Runs