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**Pamala Brown-Grinion, Ed.D**

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**SUMMARY**

Helping individuals increase their social-emotional and workforce power skills to yield higher career attainment and contribute towards a healthier workplace culture.

**EXPERIENCE**

**Dec 2002-Current    Totally You-nique Educational Consultants, LLC, Rochester, NY  
Founder/CEO**

- Professional management consulting with expertise in small to midsize businesses and organizations across various sectors
- Delivered continuing education training for 15 years for early childhood professionals to meet the requirements of the Office of Children and Family Services
- Executed training programs at multiple schools of the Rochester City School District for over ten years
- Delivered professional development training for multiple business sectors for over 30 years
- Provided workforce, life skills, social skills, and soft skills training to groups and individuals.
- Conducted youth training at various recreational centers for the City of Rochester for many summer school and afterschool programs
- Owned and operated The Totally “You”-nique Charm and Etiquette Institute and trained youth and adults in social skill and workforce development for over 20 years
- Implements expansion consulting, and leadership coaching for small to midsize businesses
- Deliverables include strategic and transformational solutions to improve performance, enhance productivity and drive growth initiatives
- Coaching and consulting area business leaders to assess organizational and individual leadership development needs
- Provides evaluation to inform better planning, design, delivery, and ultimately increase success rates
- Improve bottom-line results for several hundred businesses via training and coaching strategies

**Jan 2021-Dec 2021                    Home Instead, Rochester, NY                    VP, Talent Acquisition**

- Executive leadership role included: Supervising a five-person HR talent acquisition team in recruitment, retention strategy, compliance, employee nurturing, engagement, and engagement
- Provided training, recruitment, and processes necessary to cultivate a diverse, inclusive, and equitable organizational culture
- Provided strategic vision and branding to internal and external stakeholders; PCAs, HHAs, CNAs, and LPNs
- Conducted market studies related to compensation and benefits to compare/contrast against industry standards
- Responsible for staff training on industry-specific home care software and CRM systems
- Cross-functional team leader who provided governance in organizational, regulatory, and corporate business compliance practices

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**Mar 2016-Jun 2020    Action for a Better Community, Rochester, NY    Navigator Supervisor**

- Supervised fifteen navigators across eleven external stakeholder sites
- Provided pre-training orientation for over 1,000 adult participants for four years of the healthcare program for diverse populations
- Acted as Training Liaison between the agency and 22 healthcare training partners
- Responsible for pre and post-workforce development preparation for program participants for successful healthcare training completion via workforce development training and coaching
- Developed an ecosystem for adult learners to facilitate high-level training in healthcare-related industries
- Established day-to-day protocols, policies, and procedures for the Health Professions Opportunity Grant (HPOG) program to develop optimal customer interface
- Managed and pre-approved training and supportive services budget of over \$500,000
- Organized communication across a diverse network of community affiliates; workforce development partners, training organizations, higher educational institutions, and vendors

**Oct 2015-May 2017    SUNY Brockport REOC, Rochester, NY    CDA Adjunct Professor**

- Developed Early Childhood templates for educators and childcare professionals seeking National Child Development Associate credentialing (graduated three cohorts with success rates and honors of 98%)
- Provided instructional facilitation to adult learners by implementing creative, hands-on experiences that assisted individuals in earning the CDA credential
- Responsible for developing, designing, and implementing content and curriculum for early childhood professionals to include job readiness and retention training and entrepreneurship
- Assist in preparation, review, and implementation of lessons based on course syllabus required by funders
- Provided support for students finalizing portfolios and organized internships with
- community early childhood environments
- Recruit, maintain, and assign Professional Development Specialists to complete CDA verification visit.

## **EDUCATION**

Ed.D Executive Leadership	St. John Fisher College, Rochester, NY	2023
MS Strategic Leadership	Roberts Wesleyan College, Rochester, NY	2010
BS Organizational Management Roberts	Wesleyan College, Rochester, NY	2007
AS Business Administration	American Intercontinental University, Online	2005

## **LICENSURE & CERTIFICATIONS**

Executive Leadership Coach	U of R/Warner School, Rochester, NY	2011
Appreciative Inquiry Certificate	TGC Consulting, Inc., Baltimore, MD	2019
Diversion, Equity, & Inclusion Certificate	USF Muma College of Business, Online	2021
Soft Skills Certification	Roberts Wesleyan College, Rochester, NY	2022

# Anastasia Campbell

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## SUMMARY

I am an enthusiastic and motivated higher education professional dedicated to executive leadership. I use my skill set to build relationships and utilize initiatives that improve my community while developing strong, self-aware, and socially conscious leaders. I am committed to providing support within communities for issues related to social, academic, financial, and general well-being. My goal is to help individuals realize and capitalize on their inner potential and lead satisfying and productive lives.

## EDUCATION

**M.B.A. Business Administration Alfred University Alfred, NY • 05/2022**

**B.A. Criminal Justice Studies, Public Law Minor Alfred University, Alfred, NY • 05/2020**

- Law (Pre-Law) Lex Fellowship Barcelona, Spain • 07/2019
- Criminology Study Abroad, University of Plymouth, Plymouth, England • 08/2018

## SKILLS

- Computer Skills (Microsoft Office, Excel, PowerPoint, Social Media Applications)
- Problem-Solving
- Customer Service
- Management
- Adaptability
- Team-Building Skills
- Mentoring

## EXPERIENCE

### Education, Travel & Culture - Local Coordinator

*Rochester, NY • 05/2024 - Current*

- Advance and develop local connections in the community to recruit host families and interview and screen them.
- Assist and support students and families in student transition to the United States.
- Conduct student and family orientations using ready to use materials including power points, videos and training.
- Monitor student progress monthly, track student activity and progress during personal visits.

### Monroe Community College Health Care Programs - Program Coordinator

*Rochester, NY • 05/2022 - 06/2024*

- Assure/coordinate healthcare student registration, advisement, and alignment of support services in healthcare programs.
- Supervise instructors and student workers with daily tasks and operations of Certified Nurse Assistant and Home Health Aid programs.
- Develop schedule, prepare clinical site paperwork and communications, student recruitment, testing, and graduation.
- Coordinate staff scheduling and delegate daily office operation tasks.

### Monroe Community College Office of Public Safety - Unarmed Security Guard

*Rochester, NY • 11/2021 - Current*

- Guard entrances and exits against unauthorized entry.
- Identify security issues, draft incident reports, and contact law enforcement when needed.
- Survey multiple CCTV feeds to keep a close eye on major areas of buildings and grounds.
- Protect entrances by scanning individuals and bags via manual, wand, or x-ray machinery.

### Alfred University, College of Business - Graduate Assistant

*Alfred, NY • 08/2020 - 12/2021*

- Interacted with various university departments to collect student data for tracking in Excel.

- Monitored and maintained database of student information.
- Helped with various administrative tasks and conducting various research tasks.

**Alfred University, Office of Residential Life - Resident Director**

*Alfred, NY • 08/2020 - 05/2021*

- Supervised a staff of 6 resident assistants across two buildings.
- Assisted residential living environments against compliance standards and safety requirements.
- Established professional rapport with hall residents, building lasting relationships with people of various ages and from diverse cultures.
- Attended campus meetings, staff seminars, in-service training programs and workshops to learn how to increase program and skill development.

**Alfred University, Office of Public Safety - Public Safety Officer**

*Alfred, NY • 10/2019 - 07/2021*

- Responded to complex public safety situations and supported restoration of order and safety.
- Drafted investigation and incident reports and sent them to proper personnel.
- Supported coordination and implementation of event security.
- Answered calls and complaints while providing community-oriented police services to improve and enhance quality of life community-wide.

**Alfred University, Institute for Cultural Unity - Personnel Director**

*Alfred, NY • 08/2019 - 01/2020*

- Responsible for communication on behalf of the Institute for Cultural Unity to the campus community.
- Managed the facilities of the Institute for Cultural Unity.
- Supervised 12 Agents of Change in programming, promotion, and event planning for the Institute.

**Alfred University, Art Force Five - Activist; Educator**

*Alfred, NY. • 08/2017 - 12/2020*

- Co-facilitated anti-racism, anti-violence, and anti-poverty workshops.
- Traveled around to schools and conventions to encourage discussions on issues of community concern through art.
- Demonstrated leadership by making improvements to work processes and helping to train others.

**Alfred University, Opportunity Programs - Peer Advisor**

*Alfred, NY • 07/2018 - 08/2018*

- Mentored 36 incoming first-year students during pre-college orientation program.
- Maintained a safe and supportive environment, handled questions and concerns.
- Supported incoming students preparing for fall semester move-in and campus life.

**PROFESSIONAL AFFILIATIONS**

*Omicron Delta Kappa, National Leadership Honors Society*

*Cohort XII Graduate, Women's Leadership Academy, Alfred University, 2018*

*Toastmasters International Member, Rochester Club 476, 2023*

**PRESENTATIONS**

**SUNY Diversity Conference**, Social Justice Mural Workshop Co-Facilitator, Albany Marriott, Albany NY

**NAACP 108<sup>th</sup> Annual Convention**, Tribute Mural Workshop Co-Facilitator, Convention Center, Baltimore, MD

**LEAD300**, Fiat Link, Improving Student and Alumni Engagement, Alfred, NY

**Drawn to Diversity**, Educating Youth on Diversity, Equity, and Inclusion through Art, Alfred, NY

**Keynote Speaker**, 185 Days until Graduation Senior Excellence Dinner, Alfred, NY

**2020 Alfred University Commencement**, Outstanding Senior Award Speaker, Alfred, NY

# Candyce Cathey

(J)DEIB CONSULTANT

Rochester, NY | 585.709.3077 | [candyce.singleary@gmail.com](mailto:candyce.singleary@gmail.com)

## Professional Summary

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Experienced JDEIB consultant with over 15 years of leadership in justice, diversity, equity, inclusion, and belonging (JDEIB). Mission advancing professional recognized for leveraging institutional resources, transformative leadership and training development to enhance justice, diversity, equity, inclusion and belonging strategies as methodology for organizational change. Successful in leading organizational change through training, community engagement, and collaborative initiatives that foster respect, empowerment, and systemic improvements.

## Core Competencies

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- JDEIB Strategy & Development
- Racial Equity Training & Facilitation
- Program Development & Management
- Cross-Functional Leadership & Collaboration
- Community Outreach & Advocacy
- Performance & Process Improvement
- Public Speaking
- Inclusive Leadership
- Cultural Competency
- Trauma Informed & Resiliency Training
- Change Management & DEI Metrics
- Staff Development & Training

## Professional Experience

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### Project URGE, Inc., Executive Director

2024 – Present

- Work closely with organizational leadership and board of directors to guide operational strategy.
- Forge strong relationships with board members, providing regular updates on organizational progress and soliciting their expertise when needed.
- Managed a diverse team of professionals, fostering a collaborative work environment for increased productivity.
- Build relationships with donors, government officials and other organizations to secure funding and support for the organization.

### YWCA, Mission Advancement Coordinator

2021 – 2024

- Lead JEDI/DEIB initiatives that increased staff engagement and organizational accountability.
- Facilitated racial equity and trauma responsiveness training to build awareness and capacity for inclusion throughout the organization.
- Developed strategic DEIB frameworks to address systemic barriers impacting participants and marginalized communities.
- Facilitated anti-racism training and engagement for sister (Buffalo) YWCA post-Tops mass shooting
- Facilitated trauma responsiveness training that increased staff and organization awareness, accountability, and response with both internal and external clients.

- Organized events and workshops to engage participants, enhancing their learning experience within the program framework.
- Developed targeted marketing materials to successfully promote various campaigns and fundraising initiatives.

### **Catholic Charities, Project Coordinator & Supervisor**

**2019 - 2021**

- Chaired the Diversity, Equity, and Inclusion committee, spearheading the development of programs aimed at fostering a culture of belonging.
- Collaborated with cross-functional teams to enhance inclusion practices and align policies with DEI principles.
- Led staff development and process improvement initiatives to promote diversity within the workforce
- Managed project timelines for successful implementation and completion, ensuring milestones were met and deadlines were adhered to.
- Collaborated with department heads to develop strategic plans aligning with overall company objectives, fostering a unified approach toward shared goals of enhancing equitable, gainful, and sustainable employment experiences for marginalized populations
- Improved team productivity with regular communication and progress updates, fostering a collaborative work environment
- Developed internal best practices, policy, and procedural requirements and standards to minimize regulatory risks and liability across programs.

### **Villa of Hope, Campus Manager**

**2017 – 2019**

- Managed Behavioral Support programs with a focus on culturally responsive practices that address the needs of diverse communities.
- Implemented DEI strategies to improve staff-client interactions, service delivery, and crisis escalations.
- Trained de-escalation techniques to campus staff and participants to foster a therapeutic milieu.
- Streamlined administrative processes resulting in improved efficiency across multiple departments.
- Created and maintained Individual Crisis Management Plans (ICMP's) for each participant, for all the campus programs.
- Facilitated behavioral meetings with social workers, parents, campus staff and participants.

### **Verizon Wireless, Acting Associate Director**

**2002 – 2017**

- Led a diverse team in achieving performance goals while implementing inclusive hiring practices and employee engagement initiatives.
- Provided DEI-related leadership training to managers, resulting in improved workplace culture and team dynamics.
- Increased retention rates with personalized follow-up strategies and timely issue resolution.
- Reduced response time through effective workload management and prioritization of urgent issues.
- Managed sales team to identify upselling opportunities and improve overall revenue generation.
- Mentored supervisors and junior team members, fostering a culture of continuous learning and professional growth within the organization.

## **Education**

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University of Phoenix, BS Correctional Programming & Support Services

2022

## **Community Engagement**

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- Project URGE, Diversity Café Director
- Police Accountability Board Alliance, Outreach Coordinator
- Enough is Enough, Member
- Black Panther Party of Rochester, Member
- Tending the Roots, Trainer

## **Certifications**

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- NYS Tending the Roots Certification (TIC), CCSI 2023
- DEI Capacity Building Training, Interrupt Racism, Urban League of Rochester, 2022.
- Equity Through Development, YWCA of Rochester and Monroe County, 2023

## **References**

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Available upon request.

**Ms. Andrea Coachman**  
[MsAndreaCoachman@Gmail.com](mailto:MsAndreaCoachman@Gmail.com)

**Rochester, NY**  
**336-695-3692**

### **EDUCATION:**

- Master of Science in Healthcare Informatics Administration, Rochester, NY Roberts Wesleyan College Graduation: Pending
- HIT Certification Program, Dyersburg Community College-online, Tennessee- May 2012- March 2013
- B.A. Degree in Cultural Studies with concentrations in: Communications & Religion 2014

### **PROFESSIONAL SUMMARY:**

- Exceptionally skilled at project implementation and change management as well as resourceful at collaborating to meet business needs.
- Talented at: Multi-tasking, finding possible issues and working in a synergistic way to bring resolutions, meeting objectives within time and budget constraints; and cultivating relationships with all levels of staff and management.
- 8 years of Technology Training: Epic, PeopleSoft and Proprietary software (not a programmer or certified Credentialed ONLY at this point) Proficient Level Understanding of Epic's 2018 NVT in Grand Central/Prelude, Cadence and EpicCare Ambulatory.
- SCRUM FUNDAMENTALS Certified (Exp. 2023)
- SCRUM MASTER Certified (Exp. 2026)

### **TRAINING and Work SKILLS:**

- Training other trainers on adult learning styles, public speaking, and group presentations as a team lead.
- Functional Software Training for Electronic Medical Record (EMR) conversion and proprietary software
- **EPIC CREDENTIALLED IN Grand Central and Cadence.**
- **Cerner Millennium and Pharmnet Certified (2022)**
- Experienced in: EpicCare ambulatory
- Experienced in CPOE and ClinDoc
- Deliver remote live training sessions via WebEx/Zoom
- Deliver classroom led training sessions.

- Assisting with Curriculum and instructional design
- Trained on ADOBE CONNECT for Virtual Instructor Led Training and TEAMS (2022)
- Soft Skills Trainer: Team building, Customer Service and Call Center professional
- Competent Toastmaster, Public Speaking, Training and Workshops, Written and oral communications, Individual and group training from **2-10k ppl.**
- PeopleSoft Training (HCM, FSCM, MSS, ESS, Time & labor) 9.2 version~ SAP (FICO and Payroll).
- UPK Training Topic Editor for HCM (Know it Mode, Do it Mode, See it Mode, Player and Printer Modes, publishing, editing for ESS, MSS, Missing info, Time, and Expense, etc.).
- Assisted with the development of lesson plans and supplemental training materials for instructor led, live training (delivered remotely and in the classroom)
- Developed and trained financial literacy workshops within the community.
- Soft Skills: Team building, Human capital development, Customer service excellence. Behavioral learning
- Change management, Staff Recruitment, Business Analysis, Program development, Administration, Management, Telecommunications (wireless sales and training), Customer Call Center professional
- Organizational and business development~ Problem Solving~ Contract Negotiation~ Psychology selling and marketing~ CRM for Travel Agents~ Sales~ Coaching/Counseling~ NOTARY PUBLIC

**Dates: September-January 2016**

### **Falcon Consulting**

**Location:** Meriter Unity Point Health, Madison, WI **Duties:**

ADT/Cadence/Ambulatory

- Train Executive Leaders and subordinate staff on PeopleSoft modules: FSCM, Requisitions and HCM
- Trained other trainers on adult learning styles, public speaking techniques, classroom management, etc.
- Assisted with training Decks/PowerPoint
- Provided at-the-elbow support in the Training Lab
- Provided Help Desk assistance during the Go-Live periods

**Area(s):** Family Medicine

**Date: September 2015**

### **Sagacious Consulting**

**Location:** ACP Health-- Astoria, NY

**Duties:** Temporary EPIC Floor Support ADT/Cadence/Ambulatory **and** Specialties (Kaleidoscope, OB/GYN, LABS, Radiology and Physical Therapy)

**Area(s):** Family Medicine

**Dates: September 2014 - October 2014**

### **WebMenders Consulting**

**Location: Lehigh Valley Health Network, Allentown, PA      Duties: Credentialed Trainer ADT**

- Credentialing in ADT Module (Admissions, Discharges and Transfers) and
- Cross-training in various modules: HOD, Cadence
- Completed training in the ADT module and passed the Epic Credentialed Test with a 92% • Trained Super Users and End Users to prepare them for Go-Live.
- Assisted with Instructional design to help prepare for the training of Super Users and End Users
- Trained less seasoned trainers in delivery techniques and team building
- Using E-Learnings similar to UPK to teach or review concepts covered in class and exercises for hands-on training.
- Epic Support Specialist/ATE for ADT/Prelude
- Assisted Patient Access Registrars with navigation of ED Registration workflows

**Area(s): Hospital Wide at Go-Live Dates: March 2014 - May 2014**

### **Partners Healthcare IT**

**Location: Valley Health, Winchester, VA**

**Duties: EPIC CREDENTIALLED TRAINER**

- Credentialing in ADT Module (Admissions, Discharges and Transfers) and
- Cross-training in various modules: Cadence and CPOE
- Completed training in the ADT module and passed the Epic Credentialed Test with a 96% • Trained Super Users and End Users to prepare them for Go-Live.
- Assisted with Instructional design to help prepare for the training of Super Users and End Users
- Trained less seasoned trainers in delivery techniques and team building
- Using E-Learnings similar to UPK to teach or review concepts covered in class and exercises for hands-on training.

**Areas: Hospital Wide at Go-Live Dates: January 2014 - March 2014**

### **314e Corporation**

**Location: Reading Health Center, Reading, PA**

**Duties: EPIC**

**SUPPORT SPECIALIST**

- Completed training in both Stork and ClinDoc modules and studied ADT modules
- Provided At the Elbow support to doctors using the Stork module and helped them with orders, inpatient flows, create smart phrases, etc.
- Provided At the Elbow support for nurses using the Stork module and helped them with charting: Orders and Order management, discharges, arrivals, chart review, transfers, work list, doc flow sheets, grease board, L&D management, etc.
- Assisted Medical Assistant with some ADT navigation as well with regards to admission, arrivals, discharges and transfers.
- I worked with the head of the Obstetrics and GYN Department to customize his patient list so he could see all the units under his department and their activities, showed him how to navigate within a patient's chart, etc.

**Area(s): L&D Dates: February 2013**

### **Intellect Resources**

**Location: Wake Forest Baptist Medical Center, Greensboro, NC,**

**Duties: EPIC SUPPORT SPECIALIST: version 2010 (2<sup>nd</sup> largest Epic Implementation at the time)**

- Completed 80+ hours of directed and self-guided EPIC training on Ambulatory, Stork, CPOE, Dragon and In Basket.
- Provide at the elbow support for physicians and staff in Family and Internal Medicine, Heart Clinic and Wound Care Center.
- Troubleshoot workflow and system issues at time of need; developed necessary workarounds; and escalate issues to help desk for final resolution.
- On-going learning in various modules through E-Learning materials

Dates: **September 2012 - October 2012**