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BAC-7245

Contact Information

Contact Name	Alicia Harvey	Home Address	16285 E. Hinsdale Avenue
Preferred Phone	13036909141	Home City	Centennial
Preferred Email	adharvey71@hotmail.com	Home State	CO
Other Phone		Home Zip	80016
Other Email		County	Arapahoe
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	Denver African American Commission
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	Xcel Energy	Work Address	1800 Larimer Street Suite 1100
Position	Regulatory Administrator	Work City	Denver
Business Phone #	3032942520	Work State	CO
Work Email		Work Zip	80202

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Arapahoe	Special Information	
Denver City Council District No	N/A		

Education and General Qualifications

Name of High School	Bartlett High School	Name of Graduate School	University of Denver
Location of High School	Anchorage, Alaska	Location of Graduate School	Denver, Colorado
# of Years Attended High school	4	# of Years Attended Graduate School	1
Did you Graduate	Yes	Did you Graduate	Yes

High School

Graduate Major Masters of Business Administration (MBA)

Name of College University of Denver
 Location of College Denver, Colorado
 # of Years Attended College 4
 Did you Graduate College Yes
 Undergrad Major B.S. Electrical Engineering

Reference Details

Reference Name #1	Dr. Barbara Wilcots	Reference Email #1	bwilcots@regis.edu
Reference Phone #1	303-359-6925	Reference Address #1	1302 Forest Trails Dr., Castle Pines, CO 80108
Reference Name #2	Jarome Davis	Reference Email #2	jerome.davis1@comcast.net
Reference Phone #2	303-809-3713	Reference Address #2	4741 S. Atchison Ct., Aurora, CO 80015
Reference Name #3	Dr. Rosemarie Allen	Reference Email #3	rosemarieallen@comcast.net
Reference Phone #3	303-881-3220	Reference Address #3	10208 Dunsford Drive, Lone Tree, CO 80124

Agree to a background check

Owner Romaine Pacheco

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Last Modified By Denver Integration, 5/6/2021 11:33 AM

Notes & Attachments

Alicia Harvey Resume.doc

Type Attachment

Last Modified Denver Integration

Description

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ALICIA D HARVEY

16285 E HINSDALE AVENUE □ Centennial, CO 80016
(303) 522-4253 □ alicia.d.harvey@xcelenergy.com □ linkedin.com/in/aliciadharvey

TECHNICAL/FIELD SALES LEADERSHIP/PROJECT MANAGEMENT

Successful inside sales field engineering professional with over 20 years of experience exceeding sales targets, with excellent customer service relationship management and sales team leadership. Highly proficient with Pivotal, Siebel, SharePoint, and Oracle programs. Exceptional communicator with a keen attention to detail, looking for an opportunity to excel in Sales Leadership, Inside Sales Operations, Product Management, Project Management, and Client Management.

Savvy senior leader, skilled in public speaking, project planning and execution, driving productivity, and motivating others to continuously deliver superior performance results. Combines expertise in leadership, teambuilding, business development, time and territory management, and superior customer service, with negotiation, transactional, and interpersonal skills. Backed by exceptional credentials, including an MBA and a Bachelor of Science (BSEE) in Electrical Engineering.

AREAS OF EXPERTISE

- | | | |
|----------------------|------------------------------------|-------------------|
| ▪ Leadership | ▪ Project Management | ▪ Public Speaking |
| ▪ Sales | ▪ Test & Measurement Equipment | ▪ Operations |
| ▪ Support | ▪ Teambuilding/Coaching/Mentoring | ▪ Logistics |
| ▪ Customer Service | ▪ Account Management | ▪ CRM |
| ▪ Program Management | ▪ Community Relations / Partnering | ▪ Marketing |

HIGHLIGHTS OF QUALIFICATIONS

- ◊ Smart, experienced, results driven, conceptually strong, excellent problem-solving skills with the ability to draw intelligent and insightful conclusions and implement system-wide plans for improved performance.
- ◊ A high performer; motivated to achieve exceptional results with a track record of personal accountability and an ability to influence others and make things happen across organizational lines.
- ◊ Excellent communication and interpersonal skills with the ability to establish immediate credibility with senior executives, customers, channel partners, vendors, and employees; frame critical issues and present compelling solutions; and communicate complex ideas concisely and effectively in oral and written form.
- ◊ A strong leader with twenty years of increasingly responsible sales leadership experience.

SELECTED PERFORMANCE MILESTONES

- ◊ Keysight Test & Measurement Call Center – Most Valuable Player (MVP)
- ◊ Keysight Winner's Circle/Starquest (125% or higher quota) for five years
- ◊ Successfully presented to the COO and members of the Keysight LEAD Program
- ◊ Who's Who Among Colorado's Outstanding Leaders
- ◊ University of Denver – Commencement Speaker
- ◊ Women's Day Chair – New Hope Baptist Church 2005 & Faith Community Baptist Church 2015
- ◊ Youth Counselor, Youth Co-Director, and Youth Director – New Hope Baptist Church 1996-2008
- ◊ Zelma McIntosh Bell – Spirit of Service Award 2010
- ◊ Shorter Community AME Church – Woman of Courage Award 2014
- ◊ Sisters in Service – Sorority Member of the Year Award 2014
- ◊ National Pan Hellenic Council, Denver Metro Chapter – President's Recognition Award 2014
- ◊ Xcel Energy – 20+ Star Awards
- ◊ Xcel Energy – I Deliver Award, November 2017, December 2018, and December 2019
- ◊ Xcel Energy – Denver Metro Chamber Leadership Foundation, Impact Denver Graduate, Spring 2019

CAREER PROGRESSION AND ADDITIONAL PERFORMANCE MILESTONES

Xcel Energy

May 2017 – Present

Regulatory Administration

Oversee and responsible for development, filing and processing of all Regulatory Administration cases and projects.

- Drive and develop regulatory strategy and policy.
- Communicate and collaborate extensively with all levels of management and other departments.
- Manage large scale projects related to strategic initiatives, new technology/software implementation, and data integration.
- Actively participate in process development and process improvement to reduce costs and streamline organizational functions.

Institute for Racial Equity & Excellence

July 2016 – April 2017

Chief Operations Officer (COO)

Oversee overall office operations for 20+ employees.

- Develop processes, policies, procedures, and documentation for office operations (i.e. phone policy, procurement)
- Conduct process and implementation surveys for providers and licensing specialists.
- Participate in licensing recommendation and renewal site visits.

Keysight Technologies

November 2014 – Jan 2016

Inside Field Engineer (IFE)

Provide solutions, sales, and support for customers in California, Colorado, and Utah such as Facebook, Google, Intel, HP, Microsoft, Amazon, Sierra Nevada Corporation, Micron Technology, Avago Technologies, and the United States Armed Forces.

- Consistently exceeded sales quota targets of >\$25M annually by assisting customers in the selection of the right products in an effort to achieve competitive advantage, significantly contributing to the success of the following groups: Electronic Measurements Group, Communications Solutions Group, and Online Technical Support - CSG
- Managed California territory as Team Lead: conducted weekly team meetings, reviewed sales funnels, developed forecast reports, wrote team business plans, and provided training and support for the district as the Pivotal Super User
- Mentored newly hired staff engineers in all facets of the operation including monitoring customer presentation skill sets, effective strategic planning of sales goals, understanding growth initiatives and the achievement of high customer service ratings
- Served as Customer Business Center newsletter contributor and editor

Agilent Technologies

November 1999 – Nov 2014

Inside Field Engineer (IFE)

Provide solutions, sales, and support for customers in California, Colorado, and Utah such as Northrop Grumman, Lockheed Martin, L-3 Communications, Qualcomm Technologies, Inc., University of Colorado, Colorado School of Mines, United States Air Force Academy, and Oracle.

- Served as project lead for cleanup of all internal and external customer communications
- TCC (Technical Contact Center) – call center customer sales and support
- Fielded inbound and outbound calls from customers (technical sales and support)
- Fielded customer inquiries via web chat tool
- Provided configurations, product solutions, and price quotes for customer projects
- Led LSI Project – Technical Licensing Project for online documentation

Hewlett-Packard
Inside Field Engineer (IFE)

September 1994 – Nov 1999

Provide Solutions, sales, and support for customers in California such as Lattice Semiconductor, Super Micro Computer, Inc., Finisar, AMD, Xilinx, Infineon Technologies, and Triquint Semiconductor.

- Original member of an Inside/Outside Sales Team at HP
- Exceeded monthly quota of \$400K for twelve consecutive months
- Original member of sales and support team for Calan Cable TV acquisition
 - Technical sales and support for the 8591C (Spectrum Analyzer)
 - Inbound and outbound calls for Calan customers
- Completed all sales and technical training courses for Hewlett-Packard products
- Successfully passed all trainee technical exams for Hewlett-Packard products

ADDITIONAL PROFESSIONAL BACKGROUND

EDUCATION/TRAINING	EDUCATION/TRAINING	COMMUNITY SERVICE/BOARDS
<p>Master of Business Administration University of Denver – Daniels College Denver, CO – August 1994</p>	<p>TCC Policies & Procedures; Tech Support</p>	<p>The Links, Inc. Co-Chair Arts Facet</p>
<p>BS – Electrical Engineering University of Denver Denver, CO – August 1994</p>	<p>Rep. Technical Sales Training I-III</p>	<p>University of Denver Daniels College of Business Executive Advisory Board</p>
<p>CCC/TCC Leadership Program Keysight Technologies Denver, CO – October 2015</p>	<p>Situational Sales Negotiation Techniques</p>	<p>Keysight Technologies 2015 Giving Campaign Englewood, CO Site Coordinator</p>
<p>Chamber Connect Leadership Program Black Chamber of Commerce Foundation Denver, CO – November 2014</p>	<p>Decker Presentation Skills</p>	<p>Faith Community Baptist Church Executive Board</p>
<p>Project Management Certification Keysight Technologies Denver, CO – October 2010</p>	<p>PAR (Probe, Align & Raise) Prof. Selling</p>	<p>Denver African American Commission (DAAC) City and County of Denver</p>
<p>LEAD Program (HQ & Call Center) Keysight Technologies Denver, CO – October 2004</p>	<p>Target Account Selling; Business Creation</p>	<p>Miss Black Colorado USA 2015 Board of Directors</p>
<p>Five Step Sales Process; Lead Generation</p>	<p style="text-align: center;">AFFILIATIONS AND OFFICES HELD</p> <p>National Society of Women Engineers</p> <p>National Black MBA Association</p> <p>National Association of Female Executives</p> <p>National Society of Black Engineers – Co-Chair</p> <p>Alpha Kappa Alpha Sorority, Inc. – President & Colorado Cluster Coordinator</p> <p>University of Denver Alumni Association – Board of Directors</p>	<p>Women's Energy Network Xcel Energy Membership Liaison</p>



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BAC-7250

Contact Information

Contact Name	Monica Badgett	Home Address	1300 South Willow street Apt 7302
Preferred Phone	3033500225	Home City	Denver
Preferred Email	msmonee07@gmail.com	Home State	CO
Other Phone	3035484662	Home Zip	80247
Other Email	badgetms15@outlook.com	County	Arapahoe
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	Denver African American Commission
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	DEDO/Denver Workforce services	Work Address	101 W. COLFAX, 8th Fl
Position	Education and Training Liaison/Program Administrator	Work City	Denver
Business Phone #	720.913.1543	Work State	CO
Work Email	monica.badgett@denvergov.org	Work Zip	80202

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Arapahoe	Special Information	
Denver City Council District No	2		

Education and General Qualifications

Name of High School	Manual High school	Name of Graduate School	Colorado State University-Global Campus
Location of High School	Denver, Co	Location of Graduate School	Greenwood Village, Co
# of Years Attended High school	4	# of Years Attended Graduate School	3

Did you Graduate
High School

Did you Graduate Yes

Graduate Major Organizational Management-emphasis
is strategic innovation and change
management

Name of College WILBERFORCE University
Location of College Wilberforce, OH
of Years Attended College 3
Did you Graduate College Yes
Undergrad Major Psychology/ Social zpsychology

Reference Details

Reference Name #1	Dr. Natalie Lewis	Reference Email #1	natalieh81@gmail.com
Reference Phone #1	720.339.3840	Reference Address #1	21065 E. 53rd Place Denver, Colorado 80249
Reference Name #2	Doran Brock	Reference Email #2	brockde06@gmail.com
Reference Phone #2	5132525459	Reference Address #2	1113 Elm Park Drive, Cincinnati Oh, 45216
Reference Name #3	Yasmian Ford	Reference Email #3	deltafire06@aol.com
Reference Phone #3	7203016452	Reference Address #3	3426 N. Vine Street, Denver, co 80205
Agree to a background check	<input checked="" type="checkbox"/>		
Owner	Romaine Pacheco	Created By	Denver Integration, 5/7/2021 7:24 AM
		Last Modified By	Romaine Pacheco, 5/10/2021 9:38 AM

Notes & Attachments

PROFESSIONAL BIOGRAPHY II 11292017.docx

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Description

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**Badgett Education and Training Manager March
2018.docx**

Type Attachment

Last Modified Denver Integration

Description

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PROFESSIONAL BIOGRAPHY OF MONICA SUZANNE BADGETT

Monica Badgett received her BA in Psychology with an emphasis in Psychology with emphasis Social Psychology Research from Wilberforce University in Wilberforce, Ohio, and holds a Master's in Organizational Leadership with an emphasis in Strategic Innovation and Change Management at CSU-Global Campus. She is a native of Colorado and works for City and County, Denver Economic Development and Opportunity, in Denver Workforce Services as an Education and Training Liaison/Program Administrator. She also serves as an Equal Opportunity Officer for Denver County, State Leadership team for the State of Colorado, collaborative of state partners providing services for disabled citizens, and a liaison between Denver County, Colorado Department of Labor and Employment and the Colorado Department of Education. A Training and Development professional with over 25 years of experience in working with individuals on public assistance, co-occurring mental health disorders, national and local committees and private professionals. Ms. Badgett has also facilitated training workshop for The Colorado Accounting Group on "12 Ways to Stay Miserable" to promote inter-departmental effectiveness and cooperative office relations. She developed and facilitated program curriculum for young adult and college women from 13-27 years of age. She has been consistently commended for exceptional customer relation skills, the ability to resolve problems and enhance overall service satisfaction. She has also conducted various presentations and workshops on cultural diversity, interpersonal relationships, self-esteem and health related issues nationally and in the Northeast Denver Community. Her community efforts include developing and executing program objectives and processes for non-profit organization for community families and women, while continuing to be active in organizations such as Delta Sigma Theta Sorority Incorporated, Denver Alumnae Chapter, Board Member with Community Works and currently serves Vice Chair of the Denver African American Commission. She is an author and poet, proud mother of two and resides in the Denver Metro area.

MONICA S. BADGETT

Denver, CO

303 350 0225

BadgettMS15@outlook.com

www.linkedin.com/in/MonicaBadgett/MS

EDUCATION AND TRAINING PROGRAM MANAGER

SUMMARY OF QUALIFICATIONS

- Workforce/community development professional with over 20 years of facilitation, classroom management, assessment interpretation, curriculum design and revision, program research and implementation for government and non-profit populations.
- Over 20 years working with Community based organizations and their members, connecting them to training and employment opportunities
- Results and detail oriented, strong execution of leadership and communication skills addressing diverse audiences
- Investigative and research experience (producing quality and effective applicable results), coupled with an exceptional professionalism, coordination of services, building and sustaining organizational collaboration and resource pipelines
- Also consistently commended for exceptional customer service, the ability to resolve problems and enhance over all service delivery and satisfaction. Exceeded expectations of training/volunteer/employee outcomes consistently by 89% over a ten-year period

CORE COMPETENCIES

- | | | | |
|--|-------------------------|--|--|
| • Curriculum development /Implementation | • Community Outreach | • Microsoft Office | • Facilitation |
| • Program evaluation/Assessment | • Grant Oversight | • Policy Engagement | • Communication |
| • Training and Development | • Tech Assistance | • Assessment | • Team Collaborations |
| • Intercultural Communication Competence | • Relationship Building | • Problem Solving through Applied Research | • Analyzing & Applying Global, Integrated Diversity Practice |

AREAS OF EXPERTISE

PROGRAM MANAGEMENT/ ORGANIZATIONAL DEVELOPMENT

- ❖ Identify and determine the initial/subsequent eligibility of training providers for Denver County. Ensures training providers' applications and programs are approved/denied and reviewed in alignment with State and local policy legislation
- ❖ Conducted Statewide ETPL (Eligible Training Provider List) training for all providers seeking Denver as a funding region, providing onsite technical assistance and professional support to one-stop and contractors, and coordinate all activities around the State Eligible Training Provider list.
- ❖ Administrated grant oversight for Disability Employment Initiative grant for Denver County insuring adherence to state and federal guidelines of the grant, provide oversight of One Stop provider regarding activities and grant stipulations in accordance to ADA (Americans with Disabilities Act), and Section 188 of the WIOA (Workforce Innovation Opportunity Act) legislation
- ❖ Meet with community groups, service providers, officials, other agencies, and customers soliciting input regarding a program's direction, evaluate a program's effectiveness, and assist in developing new programs and other work around section partnership
- ❖ Monitors and review proposed legislation affecting program area(s) and its impact, redeveloping programming positioning in response to legislative changes
- ❖ Conducts training needs assessments to determine workforce development opportunities and potential educational services solutions, coordinating/ facilitating education, assessment, and training classes to achieve the training, job placement and retention goals of community partners and employers
- ❖ Develop industry specific career pathway roadmaps and tools, conduct research on existing tools and current best practices, consults with employers and training providers within the industry on an ongoing basis to ensure accurate and real-time information.

COMMUNITY PARTNERSHIP ENGAGEMENT/ FACILITATION

- ❖ Delivered Train-the-Trainer workshops for area non-profit organizations to improve community innovation deliveries and establish long-term organizational growth potentials by 65%
- ❖ Collaborated with metro Community Based Organization providing services and resources for community members with significant barriers to employment, one on one counsel and applying case management interventions when necessary
- ❖ Coached Job Readiness training workshop for Summer Youth Employment Program for the Division of Workforce Development to improve youth employment outcomes and effective placements for youth ages 15-21 in City and County of Denver through job readiness and networking approaches
- ❖ Presenting workforce service system overview for community and training partners to expanding partnership, collaboration and service delivery across the State.
- ❖ Designed and facilitated professional development workshop for Denver Department of Human Services employees on professional dress in the workplace for P.A.T.H conference (sponsored by Denver Department of Human Services)
- ❖ Supervised and coordinated Community Based Training program for hard to serve job seekers in Denver and Arapahoe counties, strengthening training site prospects establishing long-term employment and retention
- ❖ Formulated training materials for non-profit organizations in Denver Metro area for the advancement of organizational business practices, community outreach approaches and ongoing staff development improving visibility and program deliveries
- ❖ Partnered with Employment First program in facilitation of Job Readiness Workshop to advance related skill sets of participants for program requirements in relation to federal and state program standards

EDUCATION



Masters of Science in Organizational Leadership, Colorado State University - Global Campus, June 2016
Awards of Achievement:

- Research and Decision Making 3/2016
- Strategic Global Organizational Leadership 5/2016

Bachelor of Arts, Wilberforce University - Psychology/ emphasis on Social Psychological Research

COMMUNITY AFFILIATIONS

- ❖ **Denver African American Commission.** Mayor Appointed Commissioner
- ❖ **Monarch Montessori Charter School of Denver.** Co-Founder/ Previous Board of Directors
- ❖ **Denver Works.** Board of Directors
- ❖ **ACAD (Aurora Cultural Arts District).** Board of Directors
- ❖ **Colorado Urban Leadership Foundation/British Petroleum (BP) Helios University.** Effective Leadership Program
- ❖ **State of Colorado.** Rapid Response Workforce Trainer/ State of Colorado-Denver County/ DEI Leadership Team
- ❖ **Disability Employment Initiative.** Career Pathways & Division of Vocational Rehabilitation and Workforce Workgroup
- ❖ **Denver Workforce Development Board.** Work-based Learning Subcommittee
- ❖ **GMDHP (Greater Metro Denver Healthcare Partnership).** Youth, Workforce and Career Pathways Subcommittee
- ❖ **Safe City/Opportunity Youth/Workforce Service.** Youth Reintegration Services Committee
- ❖ **Agency Engagement Team.** Chair, Social Committee
- ❖ **Re-Employment Service & Eligibility Assessment (RESEA).** Support Facilitator

EMPLOYMENT CHRONOLOGY

Training and Development/ Program Adminisrator	City and County of Denver	Denver, CO	06/2016- Present
Business Development Associate II	City and County of Denver	Denver, CO	07/2007-06/2017
Workforce Development Advisor	City and County of Denver	Denver, CO	08/2005-07/2007



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BAC-7242

Contact Information

Contact Name	Genee Duran	Home Address	20019, Elgin Drive
Preferred Phone	7202322306	Home City	Denver
Preferred Email	geneneduran@gmail.com	Home State	CO
Other Phone		Home Zip	80249
Other Email	geneneduran@gmail.com	County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descend?	
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Dr.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	Denver African American Commission
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	Emily Griffith Technical College	Work Address	1860 Lincoln Ave
Position	Dean of the College of Health Sciences and Administration	Work City	Denver
Business Phone #	720-423-4872	Work State	CO
Work Email		Work Zip	80203

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	9		

Education and General Qualifications

Name of High School		Name of Graduate School	
Location of High School		Location of Graduate School	
# of Years Attended High school		# of Years Attended Graduate School	

Did you Graduate
High School

Did you Graduate

Graduate Major

Name of College

Location of College

of Years Attended
College

Did you Graduate
College

Undergrad Major

Reference Details

Reference Name #1

Reference Email #1

Reference Phone #1

Reference Address #1

Reference Name #2

Reference Email #2

Reference Phone #2

Reference Address #2

Reference Name #3

Reference Email #3

Reference Phone #3

Reference Address #3

Agree to a
background check

Owner Romaine Pacheco

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Last Modified By Denver Integration, 5/6/2021 10:10 AM

Notes & Attachments

Gene Duran Resume 2021.pdf

Type Attachment

Last Modified Denver Integration

Description

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GENENE L DURAN, PhD, MHA

HEALTH CARE ADMINISTRATION | HUMAN SERVICES | COMMUNICATION

Experienced leader, facilitator and change agent with comprehensive knowledge of sociology, communication tactics, outreach, conflict resolution and strategic planning. Exceptional at establishing and fostering relationships, providing both internal and external customer service and achieving results in fast-paced environments. Subject Matter Expert in the fields of change management, administration management, government relations and adult training. Superior ability to conduct audits of operational processes and develop Standard Operating Procedures (S.O.P's). Extensive project management and business operation skills, proven ability to prioritize simultaneous projects/tasks in challenging and diverse environments. A polished and persuasive communicator who uses strategic problem solving, creative and logical reasoning. Strong commitment to excellence and team player with an unyielding will to win.

CORE COMPETENCIES | VALUE OFFERED

PUBLIC RELATIONS ▲ CHANGE MANAGEMENT ▲ MEDIATION ▲ CULTURAL COMPETENCY
▲ RELATIONSHIP MANAGEMENT ▲ LEADERSHIP ▲ MANAGEMENT ▲ DIVERSITY & INCLUSION ▲ OUTREACH ▲ ORGANIZATION
▲ COACHING ▲ TRAINING & DEVELOPMENT ▲ IDENTIFICATION OF PROCESS IMPROVEMENT | EFFICIENCY GAINS

CREDENTIALS

DOCTORATE/HUMAN SERVICES ASHFORD UNIVERSITY	2019
COLORADO STATE BOARD FOR COMMUNITY COLLEGES CREDENTIAL FOR CAREER AND TECHNICAL EDUCATION: HEALTH SCIENCE TECHNOLOGY POST SECONDARY PART TIME INSTRUCTOR COMMUNITY COLLEGE OF AURORA	2019
MASTERS/HEALTH CARE MANAGEMENT & ADMINISTRATION COLORADO STATE UNIVERSITY GLOBAL CAMPUS	2015
BACHELOR OF ARTS/COMMUNICATION UNIVERSITY OF COLORADO-DENVER	2011
CERTIFICATE/PUBLIC RELATIONS UNIVERSITY OF COLORADO-DENVER	2011
CERTIFICATE/MEDIATION UNIVERSITY OF COLORADO-DENVER	2011

CAREER TRACK & PERFORMANCE | DRIVING FORCES

EMILY GRIFFITH TECHNICAL COLLEGE

Denver, CO
2020 - present

DEAN HEALTH SCIENCES AND ADMINISTRATION

- ▶ Oversee all 11 Health Sciences and Administration programs at Emily Griffith Technical College
- ▶ Established three new health programs (Public Health Technician, Behavioral Health Technician, and Patient Care Technician) within first six months
- ▶ Established 5 articulation agreements for EGTC Health Sciences and Administration programs (Medical Administrative Assisting, Medical Assisting, Nurse Assisting, Phlebotomy, Patient Care Technician) with the Community College of Denver within first seven months.
- ▶ Established two articulation agreements with Metropolitan State University for the Public Health Technician and Behavioral Health Technician programs within first seven months.
- ▶ Established the first articulation agreement from a technical college to a four-year university.
- ▶ Manage four direct reports and 40 indirect reports.
- ▶ Develop rapport and collaborative relationships with partner organizations such as Denver Health and Innerscity Health in order to secure clinical contracts for all programs.

GENENE L DURAN, PhD, MHA

- ▶ Work collaboratively with the Career and Technical Education team at Denver Public Schools in order to establish appropriate healthcare pathways for high school concurrent enrollment students.
- ▶ Secured two grant funding opportunities through Co-Helps for the development and implementation of the newly established Health Sciences and Administration programs (Patient Care Technician, Public Health Technician and Behavioral Health Technician).
- ▶ Meet with students who have filed grievances, to offer general support, and to make final determinations regarding program continuation.
- ▶ Identified opportunities for process improvements and efficiency gains and implemented accordingly.
- ▶ Monitor program completion rates, licensure pass rates, and job placement rates.
- ▶ Ensure compliance with all clinical contracts and MOUs.
- ▶ Manage an annual budget of \$1 million dollars.
- ▶ Develop and deliver professional development training for staff.
- ▶ Facilitate meetings with internal stakeholders and external partners.
- ▶ Ensure compliance with all accrediting bodies including Council on Occupational Education (COE), the Accrediting Commission for Education in Nursing (ACEN), the Colorado State Board of Nursing (SBON), the American Society of Health-System Pharmacists (ASHP).
- ▶ Provides leadership for faculty in designing and implementing student learning outcomes and program outcomes that align with the Colorado Community College System (CCCS): Common Course Number System and in compliance with CCCS program approval standards.

COMMUNITY COLLEGE OF AURORA

Denver, CO
2019 – 2020

ASSISTANT DIRECTOR OF ALLIED HEALTH

- ▶ Work collaboratively with key college offices to manage and track student metrics in alignment with performance matrices
- ▶ Oversee formal assessment of student learning in all prefixes
- ▶ Assist the Director in building new and maintaining existing community and industry partnerships
- ▶ Collaborate with our Concurrent Enrollment staff in building academic pathways and partnerships with our secondary district partners (Aurora Public Schools, Cherry Creek School District and Denver Public Schools)
- ▶ Assist the Director in responding to requests from key college offices such as advising
- ▶ Assist the Director in managing administrative operations, including schedule and instructor assignments
- ▶ Assist the Director in managing enrollment in all programs
- ▶ Assist the Director in managing outreach and community education initiatives related to all department programs
- ▶ Provide ad-hoc support to students on programmatic, departmental, and institutional level
- ▶ Lead departmental initiatives regarding staff and faculty expectations for student centric behavior and cultural competency when engaging with students
- ▶ Serve as an Inclusive Excellence Champion and facilitate cultural competency sessions for faculty and staff across the campus
- ▶ Recognize departmental challenges and opportunities for improvement, initiate efforts to address, and assess efforts once completed
- ▶ Develop and facilitate orientation sessions for department programs (i.e. CNA, Phlebotomy)
- ▶ Represent CCA and the Allied Health Department at multiple meetings with stakeholders and community partners
- ▶ Participate on the Perkins Grant Review Committee
- ▶ Develop syllabi for department programs
- ▶ Serve on Inclusive Excellence Committee (Communications Committee Co-Chair)
- ▶ Serve on Professional Development Committee

COMMUNITY COLLEGE OF AURORA

Denver, CO
2019 – present

ADJUNCT PROFESSOR

- ▶ Instructor in the Allied Health Department
- ▶ Instruct Law and Ethics for Health Care Professionals in spring 2020
- ▶ Instruct Customer Service in Health Care in spring 2020
- ▶ Facilitate courses using online and in person modalities
- ▶ Maintain knowledge of a multiple online educational platforms including Schoology, Blackboard, Bright Space (D2L), Canvas
- ▶ Build online courses, write syllabi, and assess student outcomes and achievement
- ▶ Provide students with exceptional customer service, timely feedback, and support
- ▶ Utilize culturally competent methods of pedagogy

REGIONAL TRANSPORTATION DISTRICT (RTD)

Denver, CO

GENENE L DURAN, PhD, MHA

SENIOR SAFETY COMMUNICATIONS SPLST/SENIOR COMMUNITY ENGAGEMENT SPLST

2017 – 2018

- ▶ Developed, initiated and monitored key performance indicators for the community engagement division
- ▶ Developed collaborative relationships with stakeholders to develop and disseminate safety and security initiatives, campaigns, promotional materials and other department deliverables
- ▶ Conceptualized themes and ideas for implementing internal and external safety/security education and awareness campaigns
- ▶ Researched, wrote, edited and distributed collateral materials regarding transit safety/security and translates complex concepts and data into understandable communication materials
- ▶ Developed and delivered educational information concerning organizational services at neighborhood meetings; public meetings, and with emergency response organizations
- ▶ Served as a back-up media spokesperson, as needed, for transit safety related media requests
- ▶ Developed and maintained effective working relationships with elected officials and business/community leaders to keep them updated and engaged regarding transit safety related issues
- ▶ System Administrator for WIQ brainstorming and consensus building software used for community outreach mobile lab sessions
- ▶ Developed mobile lab consensus building sessions and created report at session conclusions
- ▶ Developed distinct Community Engagement Plans for all 15 RTD districts
- ▶ Facilitated Telephone Town Halls for all 15 RTD districts
- ▶ Developed and executed community walking tours for all 15 RTD districts
- ▶ Conducted workshops regarding gentrification and transit equity
- ▶ Represented RTD at community events and meetings

METRO COMMUNITY PROVIDERS NETWORK (MCPN)

Wheatridge, CO

CLINIC OPERATIONS MANAGER

2016 – 2017

- ▶ Provided oversight for 8 Federally Qualified Health Center clinics
- ▶ Worked with underserved populations and those who were disproportionately affected by certain diseases to ensure continuum of care
- ▶ Managed budget of \$750,000
- ▶ Developed process and procedures to assist the organization in meeting the Triple Aim of health care
- ▶ Managed approximately 75 employees (25 medical providers, 50 support staff and an estimated 100 patient exam rooms)
- ▶ Ensured compliance with policies, procedures and protocols at assigned MCPN clinics
- ▶ Conducted monthly audits of 3 clinics within the system of 26 to ensure compliance adherence
- ▶ Oversaw management functions and clinic flow
- ▶ Ensured proper planning of staffing needs to meet goals of the organization
- ▶ Met regularly with staff to ensure consistent delivery system across sites, assign and review work
- ▶ Worked with community based organizations and state and federal government to implement programs which would remove barriers to access to care
- ▶ Coached team members to optimal performance and customer service
- ▶ Established and maintained collaborative and effective relationships with Providers
- ▶ Mediated patient concerns
- ▶ Represented MCPN at external meetings with community partners and agencies to ensure joint projects were successful
- ▶ Effectively facilitate/implement change management initiatives by providing positive recommendations, guidance, and communication to staff regarding the direction of the organization
- ▶ Facilitated monthly all staff meetings for all 75 employees

DUCKS IN A ROW PUBLIC RELATIONS AND EVENT PLANNING, LLC

Denver, CO

PRESIDENT/CEO

2015 – present

- ▶ Provide workforce development assistance predominantly for minorities in the Denver metro area
- ▶ Develop business plans for small business owners
- ▶ Business consultation for small business owners
- ▶ Provide Diversity, Equity, and Inclusion training, resources, and strategic plans
- ▶ Resume and cover letter development and interview preparation
- ▶ Strategic thinking map and 30-60-90 day plan development
- ▶ Nonprofit organization establishment
- ▶ Event planning
- ▶ Perform qualitative and quantitative analysis to inform business practices

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- ▶ Develop reports, talking points, and crisis communication
- ▶ Current and past contracts include: Building Bridges, Colorado Health Network, Vicente Soderberg LLP, Colorado Public Health Association, Womxn's March Denver, DPS Superintendent Search, The Conflict Center

AMERICAN CANCER SOCIETY

Denver, CO

COLORADO AND WYOMING STATE BASED HEALTH SYSTEMS MANAGER

2015-2016

- ▶ Cultivated relationships with targeted health systems to create a sense of urgency related to awareness of cancer as a major health problem
- ▶ Motivated to action in prevention and early detection, and influence strategies and techniques
- ▶ Represented the Society effectively and professionally to state-based health systems, community leaders, including working with disparate populations and diverse constituents
- ▶ Understood and worked within a complex organizational structure
- ▶ Community-based program planning and implementation including the HPV vaccination
- ▶ Utilized product marketing/sales concepts
- ▶ Effectively responded to changing circumstances and priorities
- ▶ Managed and motivated groups and individuals
- ▶ Utilized excellent oral and written communication, presentation and interpersonal skills
- ▶ Demonstrated success collaborating with staff account teams in order to develop appropriate plans for constituents
- ▶ Utilized strong market, community and constituent perspective
- ▶ Analyzed and integrated information from relevant sources
- ▶ Maintained extensive knowledge of state health care and insurance structures, Medicaid and Medicare practices and policies
- ▶ Maintained knowledge of program development, outcome-based interventions, educational processes and evaluations
- ▶ Maintained strong knowledge of health status data statistics and analysis, chronic disease tracking, and reading and interpreting cancer statistics
- ▶ Maintained general knowledge of science and evidenced based best practices through monitoring current research and practices, attending trainings, and participating in enterprise and regional meetings
- ▶ Affected Policy Initiatives by significantly contributing to the creation, initiation, implementation and monitoring of the state 2016-2020 Cancer Plans for Colorado and Wyoming
- ▶ Solicited sponsorships from businesses and individuals

MAXIMUS (COLORADO ELIGIBILITY & ENROLLMENT FOR MEDICAL ASSISTANCE PROGRAMS "COLEMAP")

Glendale, CO

COMMUNICATIONS MANAGER

2013-2015

- ▶ Represented the COEEMAP project at all meetings with the Department of Health Care Policy and Financing, counties, Connect for Health Colorado (state insurance marketplace), stakeholders, eligibility sites and community based organizations
- ▶ Managed internal and external communications for approximately 200 staff members
- ▶ Consistently collaborated with the Project Director in order to ensure correct messaging for sensitive topics
- ▶ Responsible for the development and publishing of the quarterly state Medical Assistance newsletter
- ▶ Developed and published a monthly newsletter, installed a scrolling marquee, installed TV screens with rolling messages and installed a large bulletin board in order to better streamline internal communications
- ▶ Effectively facilitated quarterly meeting of all eligibility sites
- ▶ Provided ongoing training to staff members regarding policy updates and application processing procedures
- ▶ Provided resolutions/responses to partners and clients with escalated case inquiries
- ▶ Maintenance to the Child Health Plan plus (CHP+) website
- ▶ Provided direct management of the 2 front lobby staff members
- ▶ Ensured that all state processes and procedures were being followed
- ▶ Provided Mediation and de-escalation for front lobby situations which involved frustrated clients
- ▶ Established and maintained rapport with staff members in order to continually gauge the pulse on the floor
- ▶ Acted as a conduit and encouraged feedback/suggestions from staff members
- ▶ Maintained advanced knowledge of all Medicaid, Child Health Plan plus and Affordable Care Act policies

GENENE L DURAN, PhD, MHA

COLORADO DEPARTMENT OF HEALTH CARE POLICY AND FINANCING

Denver, CO

ELIGIBILITY OUTSTATIONING TRAINING SPECIALIST

2012-2013

- ▶ Developed and implemented a variety of training courses, methods and materials for state of Colorado Medical Assistance Programs
- ▶ Delivered training to staff at newly designated hospital Outstationing sites
- ▶ Designed training modules utilizing Adobe Captivate 6 E-learning software
- ▶ Ensured that all eligibility staff at each Outstationing location statewide processed applications for Medical Assistance Programs accurately in the Colorado Benefits Management System (CBMS) and in compliance with federal and state rules, regulations, policy and guidance
- ▶ Created reporting structure for Outstationing sites
- ▶ Maintained constant communication with sites in order to assess training needs
- ▶ Collaborated with key stakeholders while soliciting hospitals to apply for the Outstationing grant
- ▶ Implemented business process improvements and efficiency gains for training modules and training to the four adult learning styles: audio, visual, read/write, and kinesthetic
- ▶ Additional duties assigned
- ▶ Contract management including MAXIMUS, Refugee & Asylees and Disability Determination

BREAST CANCER NETWORK OF STRENGTH

Denver, CO

OUTREACH COORDINATOR

2008-2011

- ▶ Created and implemented "A Day for You Program," which provided free mammograms and breast health education to uninsured and underinsured women with an emphasis on the African American population throughout the Denver Metropolitan area
- ▶ Initiated and maintained key relationships with community organizations, hospital and radiology staff
- ▶ Prepared operational plans and procedures
- ▶ Developed and implemented creative outreach activities and communication to target specific populations
- ▶ Conducted surveys, performed patient analyses and analyzed public sector data in order to determine effectiveness of the program within specific communities
- ▶ Summarized national and regional news to analyze the impact on agency programs and activities on organizations providing similar services
- ▶ Branding Development for program
- ▶ Marketing material development.
- ▶ Represented the organization at health fairs, health coalitions and community meetings
- ▶ Prepared advertisements for events, wrote press releases, designed brochures and posters, and provided social media updates and radio advertisements
- ▶ Solicited donations from businesses and individuals
- ▶ Advocacy and lobbying for changes to Breast Cancer Legislation to Congressional Representatives
- ▶ Designed Crisis Communication procedures
- ▶ Complex cases, case management
- ▶ Managed 4-7 volunteers for the organization

OPPENHEIM FUND

Centennial, CO

QUALITY & TRAINING SUPERVISOR

2003-2008

- ▶ Supervised a team of 12 individuals whose responsibility was to provide training and quality monitoring of redemptions transactions processed by employees of the Transfer Agency
- ▶ Designed and implemented Continued Education, New Hire, and Leadership curriculum
- ▶ Ensured organizational compliance to federal Security Exchange Commission (SEC) regulations and procedures
- ▶ Developed and monitored corrective action plans for underperforming staff members
- ▶ Strategically managed the company wide implementation of complex processing systems
- ▶ Held monthly feedback sessions with staff and wrote and delivered annual reviews
- ▶ Coordinated with other departmental supervisors for training needs and special requests
- ▶ Conducted department Change Management Training for all senior managers
- ▶ Developed new departmental procedures and created marketing materials to inform the staff of the changes

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- ▶ Designed training courses and marketed to executives for implementation
- ▶ Designed supplemental training materials including flyers, posters, brochures, emails, memos and online
- ▶ Designed process for management and resolution of customer complaints
- ▶ Dispute resolution between my staff and Transfer Agency employees for quality monitoring issues

COMPUTER COMPETENCIES

Microsoft Office ▲ InDesign ▲ 10 key ▲ PiktoChart ▲ Customer Relationship Management Systems (CRM) ▲ Adobe Captivate ▲ Colorado Benefits Management System (CBMS) ▲ Raiser's Edge ▲ Oracle ▲ WIQ electronic brainstorming and consensus building Administrator ▲ Social Media Tools: Facebook, Twitter, LinkedIn, Instagram ▲ Schoology, Blackboard, Bright Space (D2L), Canvas

MEMBERSHIPS

BOARD MEMBER DENVER DEPARTMENT OF PUBLIC HEALTH AND ENVIRONMENT *VICE CHAIR 2020-2021 *CHAIR 2021-2022	2018-2022
COMMISSIONER CITY AND COUNTY OF DENVER AFRICAN AMERICAN COMMISSION *CO-CHAIR 2021-2022	2018-2021
ADVISORY BOARD MEMBER CITY AND COUNTY OF DENVER DEPARTMENT HUMAN RIGHTS AND COMMUNITY PARTNERSHIPS * VICE CHAIR 2020-2022	2018-2021
ADVISORY BOARD MEMBER WOXMN'S MARCH DENVER * FUNDRAISING CHAIR 2020-2021	2020-2022
DOCTORAL ADVISORY BOARD MEMBER UNIVERSITY OF ARIZONA GLOBAL CAMPUS	2020-2022
FAMILY COUNCIL ADVISORY BOARD MEMBER EVERY CHILD PEDIATRICS	2020-2022
TAU UPSILON ALPHA HUMAN SERVICES HONOR SOCIETY ASHFORD UNIVERSITY	2019
GOLDEN KEY INTERNATIONAL HONOUR SOCIETY ASHFORD UNIVERSITY	2019

PUBLICATIONS

Duran, G. L. (2019). *Transit-oriented development and gentrification: A case study examining the cultural effects on a historically black neighborhood in Denver, Colorado* (Order No. 27666523). Available from ProQuest Central. (2322825076). Retrieved from <https://search-proquest-com.proxy-library.ashford.edu/docview/2322825076?accountid=32521>.



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BAC-7229

Contact Information

Contact Name	Jeri Ajayi	Home Address	4187 S. Sebring Ct
Preferred Phone	303-574-9865	Home City	Denver
Preferred Email	jeri.ajayi@gmail.com	Home State	CO
Other Phone	720-933-4899	Home Zip	80237
Other Email	jeria@innercityhealth.org	County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	4		

Education and General Qualifications

Name of High School	Lee Senior High School	Name of Graduate School	Arkansas State University
Location of High School	Mariana, AR	Location of Graduate School	Jonesboro, AR
# of Years Attended High school	4	# of Years Attended Graduate School	2
Did you Graduate High School	Yes	Did you Graduate	Yes
Name of College	Arkansas State University	Graduate Major	Master of Public Administration
Location of College	Jonesboro, AR		
# of Years Attended	4		

College

Did you Graduate College Yes

Undergrad Major Criminology

Reference Details

Reference Name #1 Porsia Carter

Reference Email #1 porsiac@innercityhealth.org

Reference Phone #1 720-833-1926

Reference Address #1 3800 York Street, Denver, CO, 80205

Reference Name #2 Calvin Moore

Reference Email #2 calvinmoore@yahoo.com

Reference Phone #2 720-217-1343

Reference Address #2 4177 South Sebring Ct, Denver, CO, 80237

Reference Name #3 Linda Olson

Reference Email #3 lindao@innercityhealth.org

Reference Phone #3 720-833-2176

Reference Address #3 3800 York Street, Denver, CO, 80205

Agree to a background check

Owner Romaine Pacheco

Created By Denver Integration, 4/29/2021 9:18 PM

Last Modified By Denver Integration, 4/29/2021 9:18 PM

Notes & Attachments

ajayi-jeri-resume-12.6.2018.doc

Type Attachment

Last Modified Denver Integration

Description

[View file](#)

JERI HALE AJAYI
4187 South Sebring Court
Denver, Colorado 80237
720-933-4899 (Cell)
303-574-9865 (Home)

CAREER OBJECTIVE

To improve financial and health outcomes for underserved populations through community engagement, project and grants management.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- **Master of Public Administration (MPA)**
Arkansas State University, Jonesboro, Arkansas
- **Bachelor of Arts in Criminology (BA) – Social Work Emphasis**
Arkansas State University, Jonesboro, Arkansas
- **Project Management Certificate, Colorado State University**

AREAS OF EXPERTISE

Project management	Team building	Visionary
Community building and outreach	Financial management	Problem solving
Data management	Consensus building	Program evaluation
Program Planning	Supervision of staff	Supervision of volunteers
Community education	Forecasting	Operations
Grant writing	Health education	Grant management

EMPLOYMENT HISTORY

Inner City Health Center, Denver, Colorado

Local non-profit that provides job readiness skills to TANF recipients, marginalized adolescents and young adults. November 2017 to Present.

Center for Work Education and Employment, Denver, Colorado

Local non-profit that provides job readiness skills to TANF recipients, marginalized adolescents and young adults. October 2012 to 2015.

Money Management International, Denver, Colorado

National non-profit leader in the credit counseling industry that developed and managed ColoradoSaves, a State-wide, social marketing campaign to increase awareness for consumers wanting to improve their personal money management skills. March 2006 to October 2011.

Mile High United Way, Denver, Colorado

Large, local non-profit organization that identifies and resolves community issues and coordinates service-provision through a coalition of local charitable organizations. September 2002 to March 2006.

Metropolitan Development and Housing Agency, Nashville, Tennessee

Local government entity overseeing public housing and urban development for low-income communities, serving over 600,000 residents. July 1999 to August 2002.

Metropolitan Nashville Davidson County Health Department, Nashville, Tennessee

Local government entity overseeing public health and the environment, serving over 600,000 residents. March 1997 to June 1999.

Houston Department of Health and Human Services, Epidemiology Department

Local government entity overseeing public health and environment, serving approximately two million residents. October 1992 to January 1997.

Other professional positions: *Upward Bound Director*, a federal, school drop-out prevention program for Shelby State Community College (1989-1992); *Administrative Assistant*, a contract monitor for a federally funded employment program for Shelby County in Tennessee (1984-1989); and an *Education Specialist* which focused on teen pregnancy and sexuality transmitted infection prevention, and pre-natal education for Planned Parenthood, Memphis, Tennessee (1984-85).

SKILLS AND ABILITIES

- Microsoft Word, Excel, PowerPoint, and Publisher.

PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

- **Sense of Security**, a state-wide non-profit organization with a mission to foster hope and healing through none medical financial assistance for breast cancer patients and their families. – Board Member served as Secretary (2008 to 2015).
- **Denver Mayor’s African-American Commission**, an advisory group charged with advising Mayor Hancock on issues and concerns that impact or are important to the African-American community.

REFERENCES

- Available Upon Request.