



**CITY AND COUNTY OF DENVER**  
PRIVILEGED AND CONFIDENTIAL WORKPRODUCT

Michael B. Hancock  
Mayor

To: Mayor Michael B. Hancock  
From: Romaine Pacheco, Director  
Date: March 29, 2022

---

**BOARD:** Commission for People with Disabilities

POC: Ro-Tien Liang

**BACKGROUND:**

Members – Up to 21  
Terms – 2 Years  
Confirmation – Yes

The Commission provides input and advice to the Mayor on issues affecting the disabled community and recommends work programs for HRCP and establishes annual goals and objectives for the commission and community.

**RECOMMENDATIONS:**


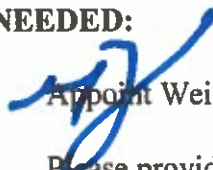
Kyle Weil, Denver (M)(C) for a term expiring September 30, 2025, appointed;

Timothy DaGiau, Denver (M)(C) for a term expiring September 30, 2025, appointed;

Timothy Dodd, Denver (M)(C) for a term expiring September 30, 2025, appointed;

Alicia Cooper, Denver (F)(Two or More Races) for a term expiring September 30, 2025, appointed.

**ACTION NEEDED:**

  Appoint Weil, DaGiau, Dodd and Cooper  
Please provide additional candidates to consider.

- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



## BAC-7538

### Contact Information

Contact Name	Timothy DaGlau	Home Address	985 Albion Street # 215
Preferred Phone	201-341-8996	Home City	Denver
Preferred Email	tdaglau@gmail.com	Home State	CO
Other Phone		Home Zip	80220
Other Email		County	Denver
DOB		Hispanic or Latino origin or Descent?	
SSN		Race/Ethnicity	Caucasian
Gender	Male	Other Ethnicity	
Other Gender		Salutation	

### Board Information

Board Name	Commission for People with Disabilities	Other boards or commissions served
Status	New	Resigned
Term Start Date		
Term End Date		

### Work Information

Employer	Peak Physical Therapy	Work Address	8111 E Lowry Blvd
Position	Authorization Specialist	Work City	Denver
Business Phone #	303-214-4556	Work State	CO
Work Email		Work Zip	80230

### Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	1		

### Education and General Qualifications

Name of High School	Montclair Kimberley Academy	Name of Graduate School	
Location of High School	Montclair, NJ	Location of Graduate School	
# of Years Attended High school	4	# of Years Attended Graduate School	
Did you Graduate	Yes	Did you Graduate	

## High School

## Graduate Major

**Name of College** Colorado State University  
**Location of College** Fort Collins, CO  
**# of Years Attended College** 4  
**Did you Graduate College** Yes  
**Undergrad Major** Sociology

## Reference Details

**Reference Name #1** Mikael Pryor **Reference Email #1**  
**Reference Phone #1** 303-522-1624 **Reference Address #1**

**Reference Name #2** Tamara Higgs **Reference Email #2**  
**Reference Phone #2** 970-443-5856 **Reference Address #2**

**Reference Name #3** Melo Calingo **Reference Email #3**  
**Reference Phone #3** 312-533-8759 **Reference Address #3**

**Agree to a background check** ☒

**Owner** Romaine Pacheco

**Created By** Denver Integration, 8/10/2021 5:24 PM  
**Last Modified By** Romaine Pacheco, 8/11/2021 10:33 AM

## Notes &amp; Attachments

**Tim DaGiau's Biography.docx**

**Type** Attachment

**Last Modified** Denver Integration

**Description**

[View file](#)

## Biography

If there is anything that I have learned over the past 23 years, it is that there is no such thing as a battle that cannot be won, a challenge that cannot be overcome, nor an Everest that cannot be climbed. On February 27<sup>th</sup>, 1998, my entire life would change, and seemingly for the worst, as I fell into my first—of thousands—of convulsions. A blue sky hung above the playground and all fourth-graders were filled with the inherent excitement that accompanies recess. It was the first but not the last, of countless times I would hear: “someone call 911!” ring through my ears, while the world faded into darkness, as I fell to the ground. Between the ages of 10 to 20, I would experiment with 16 failed anticonvulsants, undergo a neurosurgery that led to an allergic reaction requiring an emergency surgery, and have a second surgery that would lead to my left side experiencing paralysis. Through a rigorous journey of occupational and physical therapy, I not only regained mobility but augmented my strength to exceed that of my right-dominant side. However, my seizures did not end; in fact, they became more violent.

It was 2008 then and I was starting my junior year at Colorado State University and posed myself with a question: If I am unable to quell my convulsions and am undergoing relentless feelings of despair and defeat, would I be able to find constant motivation and peace with my condition by soul-searching for the beauty in epilepsy? I spent that year reflecting on the compassion, understanding, empathy, and refusal to capitulate that my condition had bestowed upon me. I was struck with the realization that I had not been given an impediment to living, but rather, a true blessing that would allow me to involve myself with disability rights

advocacy, volunteer with children in the hospital environments that I had lived through, and offer a sincere, altruistic outlook to help others. Since then, epilepsy has been my greatest source of motivation, the fire within that provokes me to approach each day with a positive perspective, and a reminder that life is all about attitude. February 27<sup>th</sup>, 1998 is now the best day of my life. I would relive these two decades just to be able to reach out to communities with positivity and hope.

This fall, I will begin pursuing my master's in Nonprofit Leadership at Denver University to start an organization that is mission-driven to bring greater degrees of equity to society, with a focus on disability rights and the underserved. I believe that I would be able to bring a unique perspective and sincere passion for change to the Commission for People with Disabilities.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

## BAC-7406

### Contact Information

Contact Name	Kyle Weil	Home Address	2749 Walnut St
Preferred Phone	4044316259	Home City	Denver
Preferred Email	kyleaweil@gmail.com	Home State	CO
Other Phone		Home Zip	80205
Other Email		County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	
SSN	[REDACTED]	Race/Ethnicity	Caucasian
Gender	Male	Other Ethnicity	
Other Gender		Salutation	Mr.

### Board Information

Board Name	Commission for People with Disabilities	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

### Work Information

Employer	McKinsey & Company	Work Address	1800 Larimer St #2210
Position	Business Analyst	Work City	Denver
Business Phone #	(303) 723-6300	Work State	CO
Work Email		Work Zip	80202

### 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	Riverwood International Charter School	Name of Graduate School	
Location of High School	Atlanta, GA	Location of Graduate School	
# of Years Attended High school	4	# of Years Attended Graduate School	
Did you Graduate	Yes	Did you Graduate	

## High School

## Graduate Major

Name of College Vanderbilt University  
Location of College Nashville, TN  
# of Years Attended College 4  
Did you Graduate College Yes  
Undergrad Major Human and Organizational Development; Economics

## Reference Details

Reference Name #1 Jesse Pullen  
Reference Phone #1 2175726375

Reference Email #1 jesse.c.pullen@vanderbilt.edu  
Reference Address #1

Reference Name #2 Maura Fitzgerald  
Reference Phone #2

Reference Email #2 maura\_fitzgerald@mckinsey.com  
Reference Address #2

Reference Name #3 Kyle Brown  
Reference Phone #3

Reference Email #3 kyle\_brown@mckinsey.com  
Reference Address #3

Agree to a background check ☒

Owner Romaine Pacheco

Created By Denver Integration, 6/19/2021 3:02 PM  
Last Modified By Denver Integration, 6/19/2021 3:02 PM

## Notes &amp; Attachments

Well, Kyle.pdf

Type Attachment

Last Modified Denver Integration

Description

[View file](#)

## Kyle Weil

(404) 431-6259 ✉ [Kyleaweil@gmail.com](mailto:Kyleaweil@gmail.com) ✉ [www.linkedin.com/in/kyle-weil](http://www.linkedin.com/in/kyle-weil)  
3160 Peachtree Drive NE, Atlanta, GA 30305

### Education

Vanderbilt University | GPA: 3.94 ACT: 35

Nashville, TN  
Class of 2020

#### *Bachelor of Science*

- Majors: Human and Organizational Development, Economics
- Honors: College of Arts and Science Honor Scholar, Peabody Honors Scholar, Nichols Humanitarian Fund Recipient, Inclusive Excellence Scholarship

### Professional Experience

#### McKinsey & Co

Denver, CO

2020-Present

#### *Business Analyst*

- Led analysis for two out of five BU's in due diligence for \$10B acquisition of digital engineering services firm, uncovering > \$300MM in potential synergies
- Developed strategic growth and go to market strategy for large healthcare player to increase current member base by 250% within 5 years
- Managed diagnostic, planning, and implementation of \$4MM efficiency savings project through process redesign and FTE reduction for a major semiconductor manufacturer

#### Crown Capital Investments

Atlanta, GA

Summer 2020

#### *Private Equity Analyst*

- Designed and developed fully automated "Go/No Go" deal analysis model to streamline deal pipeline culling, resulting in a 20% reduction in churn
- Conducted due diligence in \$10MM acquisition of trucking company, discovering EBITDA inconsistencies which saved Crown Capital from paying a near 50% premium

#### DaVita Inc

Denver, CO

Summer 2019

#### *Redwoods Strategy Intern*

- Developed predictive, data-analytics model using multiple regression analysis with over 20 variables to forecast wage trends based on changing labor market conditions
- Investigated historical company data and scholarly literature to determine key factors affecting medical employee retention rates, providing knowledge to reduce turnover by 15% and generate over \$50MM in savings
- Computed wage gap analysis for an organization with \$16B revenue/year in order to better compensate and retain talent

### Research

#### Impact of Culture on Positive Psychology

Nashville, TN

2018-2020

#### *Honors Research Project*

- Conducted research on the impact of cultural differences on the stress-reducing implications of positive psychology and its behavioral effect in organizational and community contexts; will be presented in Honors Thesis in May 2019

#### Gili Air Shark Conservation

Bali, Indonesia

Summer 2018

#### *Research Assistant*

- Collected data on shark, turtle, and ray populations for the Indonesian government through roving survey dives and baited underwater videos in order to prove the area was a shark nursery
- Facilitated community outreach programs with over 100 participants to reduce illegal shark fishing and oceanic pollution

### Extracurricular Leadership

#### McKinsey Access | Founder and Lead for Denver Chapter, National Leader

2020-Present

- Founded and stood up an organization within the Denver office to support colleagues with disabilities and/or chronic conditions such as chronic disease or mental health issues; grew to 24 members in under a month (5% of Denver office)
- Actively managed five separate workstreams with participants ranging from post-MBA associates to senior partners; focused on fostering connectivity, increasing outreach, creating knowledge work, raising awareness, and creating mentorship opportunities

#### Colorado Small Business Resiliency Index | Contributor

2021-Present

- Partnered with Colorado Office of Economic Development and International Trade, Colorado Secretary of State, and CU Leeds School of Business to create small business resiliency index to bolster economic disaster preparedness and leverage in state marketing

### Skills & Interests

**Skills:** Spanish (Conversational), Microsoft Office, Excel (Proficient), PowerPoint (proficient), Research Diver Certified (Scuba)  
**Interests:** Boxing, Scuba Diving, Sand Volleyball, Reading (52/52 challenge)





- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

## BAC-6506

### Contact Information

Contact Name	Timothy Dodd	Home Address	1000 Grant Street Unit #505
Preferred Phone	5083733152	Home City	Denver
Preferred Email	tim.a.dodd@gmail.com	Home State	CA
Other Phone		Home Zip	80203
Other Email	tim.a.dodd@gmail.com	County	Denver
DOB		Race/Ethnicity	Caucasian
SSN		Salutation	Dr.
Gender	Male	Party Affiliation	
Other Gender			

### Board Information

Board Name	Commission for People with Disabilities	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

### Work Information

Employer	City of Englewood	Work Address	1000 Englewood Parkway
Position	Assistant to the City Manager	Work City	Englewood
Business Phone #	3037622317	Work State	CO
Work Email		Work Zip	80112

### Additional Information

Are you a registered voter?	Yes	Other Ethnicity	
If so, what county?	Denver	Objection to appointment?	No
Denver City Council District No	10	Special Information	

### Education and General Qualifications

Name of High School	St. Johns High School	Name of Graduate School	Providence College
Location of High School	Shrewsbury, MA	Location of Graduate School	Providence, RI
# of Years Attended High school	4	# of Years Attended Graduate School	4
Did you Graduate	Yes	Did you Graduate	Yes

## High School

Graduate Major MA in History

Name of College American University  
 Location of College Washington, DC  
 # of Years Attended College 4  
 Did you Graduate College Yes  
 Undergrad Major Political Science and History

## Reference Details

Reference Name #1 Bradley Albert  
 Reference Phone #1 5593330221

Reference Email #1 balbert@cityofhanford.gov  
 Reference Address #1

Reference Name #2 Debbie Lee  
 Reference Phone #2 3104308912

Reference Email #2 debbie.lee@smgov.net  
 Reference Address #2

Reference Name #3 David Gardinier  
 Reference Phone #3 213-351-9884

Reference Email #3 david.gardinier@smgov.net  
 Reference Address #3

Agree to a background check ☒

Owner Romaine Pacheco

Created By Denver Integration, 8/20/2020 11:07 AM  
 Last Modified By Denver Integration, 8/20/2020 11:07 AM

## Notes &amp; Attachments

Resume- T. Dodd.docx

Type Attachment

Last Modified Denver Integration

Description

[View file](#)

# Timothy A. Dodd

620 E. Imperial Avenue, #7 El Segundo, CA 90245 Phone: (508)-378-3152 email: [Tim.A.Dodd@Gmail.com](mailto:Tim.A.Dodd@Gmail.com)

Highly motivated senior manager with over 14 years of progressive experience in driving cultural change and designing and implementing programs to use data to drive decisions. Significant experience in achieving outcomes through writing and implementing strategic plans and performance metrics, managing talent, overseeing budget and finance programs, and implementing process improvement strategies.

## Areas of Expertise

- Stakeholder Engagement
- Organizational Leadership
- Grants Management
- Strategic Planning
- Oral and Written Presentations
- Human Resources Administration
- Public Sector Management
- Training and Organizational Development
- Performance Management
- Process Improvement
- Data Analytics
- Financial Management and Budgeting

## Professional Experience

- August, 2020- Present **Assistant to the City Manager, City of Englewood, CO**  
Serve as a member of the city's Leadership Team, overseeing strategic planning, customer service, homelessness response, governmental affairs, and special projects.
- June, 2020- Present **Instructor, Johns Hopkins University**  
Teach classes for government professionals on topics related to data and performance analytics through GovEx Academy in the Centers for Civic Impact.
- January, 2017-  
June, 2020 **Chief Performance Officer, City of Santa Monica, California**  
As a member of the city's leadership team, coordinate and execute the creation of plans, programs, and structures to implement and development a program of strategic planning, data analytics, and performance measurement.
- Managed the establishment and development of a community-wide strategic plan, formally engaging over 5,000 community members in the process and conducting a scientific resident satisfaction survey
  - Restructured and reorganized the \$742 million operating budget into a performance based-budget with key performance indicators for all city programs
  - Engaged stakeholders across the organization, implementing a program to train over 350 staff members and a Performance Advisory Committee to involve staff and community members in setting and achieving outcomes
  - Created SaMoStat, a program based on best practices from other cities to monitor and manage progress in achieving outcomes
  - Designed and implemented a technological platform and system to track and report on 101 key performance indicators across the organization
  - Established the We Are Santa Monica Fund in response to the COVID-19 pandemic, raising over \$50,000 in cash and in-kind donations in a two week period
- March, 2015-  
January, 2017 **Performance Manager, City of Baltimore, Maryland**  
Served as a member of the city's human resources leadership team, designing and implementing a performance evaluation system
- Designed and implemented a training program for over 100 employees
  - Created a performance evaluation system for over 1,500 management-level employees, creating a system of bonuses and merit increases

- Participated as a member of the city's outcome budgeting and CitiStat teams to oversee and track progress in achieving outcomes

September, 2014-  
January, 2015

**Director of Performance Management, State of Massachusetts**

Reporting to the Secretary for Administration and Finance, served as a member of the secretary's leadership team, implementing the Governor's executive order and state legislation to create a system of strategic planning and performance management in all state agencies.

- Managed staff and a team of consultants, and oversaw their work in writing and publishing strategic plans and performance reports for all cabinet secretariats and state agencies
- Developed and executed a performance management training program, which trained over 1,000 managers in state government
- Established and staffed a Performance Advisory Council, a group of stakeholders from the business, labor, and academic communities which provides advice on performance management activities
- Served as the business lead on the development of a \$4,000,000 Enterprise Performance Management information technology solution
- Established and oversaw the contractual responsibilities for a municipal performance management program which established performance management programs in over +5 municipalities across the Commonwealth

November, 2011-  
September, 2014

**Local Government Program Manager, State of Massachusetts**

Developed and implemented the Community Innovation Challenge (CIC) grant program, which provides competitive funding to municipalities interested in developing innovative demonstration projects, with a focus on shared services

- Managed the execution of 168 contracts, totaling over \$13,000,000 in funding
- Designed a website ([www.mass.gov/ANF/CIC](http://www.mass.gov/ANF/CIC)) and reporting system to ensure that the successes of the projects would be shared with other interested parties
- Oversaw the establishment of measurable outcomes for each unique contract, and developed a system through which grant recipients reported data towards each outcome
- Provided technical assistance to municipalities in developing regional agreements and implementing their grant projects and spoke to groups across the Commonwealth about implementing successful projects
- Developed and implemented a \$2,000,000 vocational training grant program to incentivize workforce training programs

May, 2007-  
March, 2015

**Selectman, Town of Westborough, Massachusetts**

Elected member of the chief executive board for the Town of Westborough.

- Proposed and drafted a liaison program to improve communication between the Board and the 23 volunteer committees appointed by the Board
- Led the initiative for Westborough to become the first town in the Commonwealth to establish a tax work off program for veterans

August, 2008-  
November, 2011

**Grade 5 Teacher, Tantasqua/Union 61 Public School Districts, Holland, MA**

Taught fifth grade English, social studies, and science in a public school.

- Participated in a prestigious National Endowment for the Humanities American Landmark program, studying friction between Native Americans and settlers in the Great Plains states during the summer of 2010

August, 2006-

**Grades 7 and 8 English Teacher, Ayer Public Schools, Ayer, MA**

August, 2008

Taught seventh and eighth grade English, including the design of a literacy curriculum and curriculum mapping.

- Received the prestigious "Picturing America" grant from the National Endowment for the Humanities
- Served on New England Association of Schools and Colleges (NEASC) accreditation committee

### **Education**

2010

**Doctorate, Law and Policy, Northeastern University, Boston, MA**

2006

**Master of Arts, History, Providence College, Providence, RI**

2003

**Bachelor of Arts, History and Political Science, American University, Washington, DC**

### **Professional Certifications**

2019

**Black Belt in Process Improvement, Denver Peak Academy, Denver, CO**

2018

**Certificate in Public Engagement, Pepperdine University, Malibu, CA**

2016

**Six Sigma Green Belt Certification, Aveta Business Institute, Cranberry Township, PA**

### **Professional Community Service**

April, 2019- Present

**Children and Families Board of Directors, Member**

May 2018- August, 2020

**City of El Segundo Technology Committee, Member**

October, 2017- Present

**Shelter Partnership Associate Board, Member**

March, 2016- January, 2017

**Safe Houses of Hope Board of Directors, Member**

April, 2015- January, 2017

**Baltimore Bike and Pedestrian Advisory Committee, Member**

August, 2013- September, 2017

**Communities Without Borders Board of Directors, Member**

December, 2010- January, 2015

**One World Classrooms Board of Directors, Member**

- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



## BAC-7891

### Contact Information

Contact Name	Alicia Cooper	Home Address	9057 E Mississippi Ave Apt 11-203
Preferred Phone	7047137940	Home City	Denver
Preferred Email	adcooper37@gmail.com	Home State	NC
Other Phone		Home Zip	80247
Other Email		County	Denver
DOB		Hispanic or Latino origin or Descent?	No
SSN		Race/Ethnicity	Two or more races
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

### Board Information

Board Name	Commission for People with Disabilities	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

### Work Information

Employer	Veteran Benefits Administration	Work Address	3773 Cherry Creek North Drive
Position	Contact Representative/SEPM	Work City	Denver
Business Phone #	7047137940	Work State	CO
Work Email	alicia.cooper@va.gov	Work Zip	80209

### Additional Information

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

### Education and General Qualifications

Name of High School	West Charlotte High School	Name of Graduate School	
Location of High School	Charlotte, NC	Location of Graduate School	
# of Years Attended High school	3	# of Years Attended Graduate School	
Did you Graduate	Yes	Did you Graduate	

## High School

## Graduate Major

Name of College Community College of Denver  
 Locallon of College Denver,CO  
 # of Years Attended College 1  
 Did you Graduate College Yes  
 Undergrad Major IC3 IT Certification

## Reference Details

Reference Name #1 Rebecca Davidson  
 Reference Phone #1 3034344267

Reference Email #1 rebecca@rebeccadavidson.net  
 Reference Address #1 1217 N Downing Street, Denver, CO 80218

Reference Name #2 Dennis Mashue  
 Reference Phone #2 9892050530

Reference Email #2 drmashue@gmail.com  
 Reference Address #2

Reference Name #3 Derrick Williams  
 Reference Phone #3 3038423260

Reference Email #3 dwlynn19@gmail.com  
 Reference Address #3 11080 West Colfax Ave Apt 104, Lakewood, CO 80215

Agree to a background check ☒

Owner Romaine Pacheco

Created By Denver Integration, 2/11/2022 12:52 PM  
 Last Modified By Denver Integration, 2/11/2022 12:52 PM

## Notes &amp; Attachments

## Commission for People with Disabilities LOR.docx

Type Attachment  
 Last Modified Denver Integration  
 Description  
[View file](#)

## Denver Commission Recommendation Letter 1.pdf

Type Attachment  
 Last Modified Denver Integration  
 Description  
[View file](#)

## Alicia D Cooper Resume.docx

Type Attachment  
 Last Modified Denver Integration  
 Description  
[View file](#)

## Alicia D Cover.docx

Type Attachment  
 Last Modified Denver Integration  
 Description  
[View file](#)

**Alicia D. Cooper**  
704.713.7940 [ADCooper37@Gmail.Com] [www.linkedin.com/in/alicia-cooper-138b33113](http://www.linkedin.com/in/alicia-cooper-138b33113)

---

#### **EDUCATION**

---

**COMMUNITY COLLEGE OF DENVER-Healthcare Information Technology-2019**  
**CENTRAL PIEDMONT COMMUNITY COLLEGE – Surgical Technology – 2012**

**Certification/Licenses/ Courses:**  
Foundations of Corporate Training 2021  
Leadership Fundamentals 2021  
Designing A Training Program 2021  
Learning to Teach Online 2021  
Project Management Foundations 2021  
IC3 IT CERTIFICATIONS-2019  
Entrepreneur & Corporate Management-2018  
Accounting Fundamentals-2016  
Managing Diversity-2015,2020,2022  
Operation Manager Fundamentals-2014  
Sexual Harassment Courses-2011, 2013, 2018, 2019,2020,2021,2022  
Certified Nursing Assistant/Medication Technician-2002

---

#### **COMPETENCIES**

---

Microsoft Applications, Oracle Applications, Customer Service, Inventory Control and Management, Customer Retention, Computer Proficiency, Data Analysis, Asset Protection, Operations Management, General Management, Communications, Strategic Planning, Accounting, Customer Retention, Wholesale Operations, Leadership, Team Building, Sales Force, POS, ARMY Veteran, Computing Fundamentals, Key Applications, Internet Proficiency, Adobe DC, VA Mentorship Program, LEAP Emerging Leadership Training, EEOC Diversity Training, De-escalation of Professional Bias Training, Health and Welfare Benefits

---

#### **RELATED EXPERIENCE**

---

**UNITED STATES DEPARTMENT OF VETERAN AFFAIRS**

**Contact Representative/Foreign Medical Program Specialist/Special Emphasis Program Manager**  
**Denver, CO (April 2020-Current)**

- \*Interprets eligibility qualifications for CHAMPVA Veterans and beneficiaries
- \*Determines and issues decisions on eligibility with possible escalation if a clinical review is needed
- \*Sponsor files are created and/or updated with pertinent information concerning the sponsor and beneficiaries
- \*Creates and/or updates Foreign Medical Program files for qualifying veterans living and traveling abroad with directly related service-connected conditions.
- \*Detects suspected fraudulent attempts and refers such cases to Program Integrity
- \*Prepares documents for review concerning recoupment or retention.
- \*Educate, inform and create a safe and workplace while providing information and resources to the LGBTQ+ community as a Special Emphasis Program Manager.



**RGS ENERGY**  
**Business Operations Specialist**  
**Denver, CO (January 2019-January 2020)**

- \*Analyzes how information is recorded and how the process can be improved.
- \*Analyzes customer needs and determines how operations can be altered to improve service to customers and better meet their needs.
- \*Audits legal documents that can impact the company.
- \*Generates recurring income.
- \*Works to increase the value of a business.
- \*Manages quality, costs and the efficiency of the organization.
- \*Reengineers processes to improve efficiency.
- \*Promotes a smooth delivery system for products and services going to clients.
- \*Oversees quality control.
- \*Supervises production.
- \*Works to deliver excellent products and services at the lowest cost possible.
- \*Recommends process improvements for every day operating procedures.
- \*Provides support for the Director of Operations.
- \*Processes purchase orders.
- \*Ensures that corporate accounting policies and procedures are kept.
- \*Assists with financial reporting.
- \*Tracks expenditures to ensure the company does not go over budget.
- \*Assists with office administration duties.
- \*Trains business operations staff.
- \*Conducts operational research.
- \*Solves complex problems relating to the operation of the business.
- \*Stays up to date on software that is commonly used in the industry

**SOL LIFE PRINTING, LLC**  
**Chairwoman/CEO**  
**Denver, CO (May 2016-Current)**

- \*Developed goals and evaluates programs for efficiency and cost-effectiveness through reviews, audits, cost allocations, and activity reports
- \*Developed policies and procedures to ensure compliance with federal and state tax laws and regulations; develops and administers budget based on program activities, expenditures, and revenue generated
- \*Negotiated agreements and contracts
- \*Hired staff and evaluated performance; determine and insure competencies of staff; provides staff training needs including orientation and continuing in-service training
- \*Developed and implemented quality assurance program.
- \*Determine which products should be featured in advertising, the advertising medium to be used, and when the ads should be run.
- \*Monitor competitors' sales activities by following their advertisements in newspapers and other media.
- \*Examine, select, order, and purchase at the most favorable price merchandise consistent with quality, quantity, specification requirements and other factors.
- \*Negotiate prices, discount terms and transportation arrangements for merchandise.

- \*Analyze and monitor sales records, trends and economic conditions to anticipate consumer buying patterns and determine what the company will sell and how much inventory is needed.
- \*Interview and work closely with vendors to obtain and develop desired products.
- \*Authorize payment of invoices or return of merchandise.
- \*Inspect merchandise or products to determine value or yield.
- \*Set or recommend mark-up rates, mark-down rates, and selling prices for merchandise.
- \*Confer with sales to obtain information about customer needs and preferences.

**SNAP NORTH, LLC**  
**General Manager**  
**Denver, CO (April 2017-September 2017)**

- \*Overall responsibility for managing both the revenue and cost elements of the company's income statement.
- \*Oversaw most or all the store's marketing and sales functions as well as the day-to-day operations of the business
- \*Responsible for effective planning, delegating, coordinating, staffing, organizing, and decision making to attain desirable profit-making results for the store location
- \*Handled monies i.e. Daily Deposits

**SLEEPY'S, LLC**  
**Field Operations Manager**  
**Charlotte, NC (November 2013-May 2016)**

- \*Developed and maintained strong working relationships with field support and client services;
- \*Evaluated reports, decisions and department results on established goals
- \*Primarily responsible for managing multiple stores' operations
- \*Watched for and recognize security risks and thefts, and know how to prevent or handle these situations; Inventoried stock and requisition new stock
- \*Performed all other duties as needed or requested, to include assisting with and possibly managing branch operations
- \*Ensured Federal/State Law safety requirements are established within branch. In addition, may be required to report safety inspections of showrooms
- \*Ensured operations process satisfies audit requirements; Defined and manage new process execution; Managed Retail Operations manual and document changes
- \*Inspected company equipment regularly to ensure proper maintenance
- \*Supervised retail training efforts and ensure training consistency and employee development

**AON HEWITT**  
**Benefits Specialist/Account Team Leader**  
**Charlotte, NC (August 2012- September 2013)**

- \*Provides customer service in a timely manner via several means which include email, face to face interaction, telephone and live chat.
- \*Acts as a liaison between customers and management in order to enhance the overall customer experience.
- \*Analyzes complaints from customers and provides adequate resolutions.
- \*Tracks proposed resolutions and follows up with customers in a timely fashion.

- \*Prepares documents and reports for future reference.
- \*Trains peers in good customer service.
- \*Develops and maintains vast knowledge of the products and services being offered.
- \*Conduct surveys regarding products, services and customer service experiences.
- \*Communicates customer feedback to various teams—including technical and marketing departments—in order to improve the overall customer experience.
- \*Researching compensation and benefits policies and plans
- \*Ensuring compensation and benefits plans are cost-effective and competitive
- \*Monitoring and researching compensation and benefits trends
- \*Comparing benefits and compensation plans through data and cost analyses
- \*Ensuring company is compliant with state and federal laws
- \*Administering the organization's benefits programs (e.g., retirement plans, leave policies, wellness programs, insurance policies, etc.)
- \*Researching and analyzing benefits plans, programs, and policies
- \*Monitoring government regulations, legislation, and benefits trends
- \*Working with insurance brokers and benefits careers
- \*Managing the enrollment, renewal, and distribution processes

## **ELOQUENT CARE HOME HEALTH**

**CEO/Caregiver**

**Charlotte, NC (November 2002-May 2012)**

- \*Monitor the department's budget and prepare accurate reports about your findings.
- \*Keep detailed records of medical and office supplies stock.
- \*Inform employees of new policies and other changes.
- \*Develop work schedules for all employees.
- \*Coordinate with doctors, nurses and other healthcare professionals to identify their issues and needs.
- \*Respond to questions from doctors, nurses, and patients in a timely manner.
- \*Ensure patient medical records are kept up to date.
- \*Keep records of all expenses and recommend techniques to reduce costs.
- \*Ensure all departments comply with the current healthcare laws and regulations.
- \*Assisting with personal care: bathing and grooming, dressing, toileting, and exercise
- \*Basic food preparation: preparing meals, shopping, housekeeping, laundry, and other errands
- \*General health care: overseeing medication and prescriptions usage, appointment reminders and administering medicine
- \*Mobility assistance: help with getting in and out of a wheelchair, car or shower
- \*Personal supervision: providing constant companionship and general supervision
- \*Transportation: driving to and from activities, running errands, and help getting in and out of wheelchair-accessible vehicle
- \*Emotional support: being a stable companion and supporter in all matters personal, health-related and emotional
- \*\*Care for the elderly: orienting or grounding someone with Alzheimer's disease or dementia, relaying information from a doctor to family members
- \*Back-up care (or respite) services: providing other caregivers a break
- \*Home organization: help with organizing, packing or cleaning for a trip, or general house care and cleaning
- \*Health monitoring: following a care plan and noticing any changes in the individual's health, recording and reporting any differences

---

## REFERENCES

---

**Michael W. Cephus Jr.** | Project and Safety Coordinator  
704-258-9947

**Derrick Williams** | Renewable Energy Consultant  
303-842-3260

**Rebecca Davidson** | GEBO Call, CEO/Licensed Mortgage Originator  
303-434-4267

**Christine Anderson** | Contact Representative, US Veteran Health Administration

02/08/2022

To whom it may concern,

My name is Michael Cephus Jr. I am a Business Analysis for the state Colorado. It is with great pleasure that I write this letter of recommendation for Alicia D. Cooper. This email is written as public comment in support of the appointment of Alicia for the appointment of Commission for People with Disabilities.

I have had the privilege of knowing Alicia for over twelve years, both as a friend, and as a fellow community supported. During this time, I have observed Alicia's' organizational skills and her ability to manage an office with ease. Alicia brings the right mix of humility, diligence, and intelligence to her team. She has been a fierce advocate for the elderly, veterans both homeless and ones that suffer from Post-Traumatic Stress Disorder (PTSD).

Alicia is described as a "relentless seeker of fact". As a Business Analysis, I truly appreciate this approach. Alicia seeks to look out for and protect those that are not able to protect themselves and give a voice to those that don't believe they have one.

Recently, Alicia has taken steps to further her education so that she can become more marketable in today's workplace. She has fostered a working balance between work, family, friends and volunteering her time. Your appointment to Commission for People with Disabilities, will help her continue to pursue higher goals.

Sincerely,

Michael W. Cephus Jr

Business Analysis II

DOR Innovation Strategy and Development

**Ralph Charlip  
22921 E Del Norte Circle  
Aurora CO 80016**

Feb 8, 2022

Commission Review Board  
City of Denver  
Denver Colorado 80202

Dear Board Members

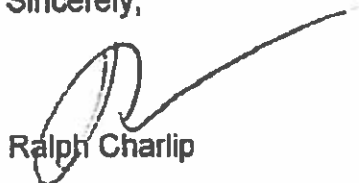
As the City of Aurora's Veterans Affairs Commission Chairperson, I have come to know Alicia Cooper. I recommend her for a position on one of the three commissions that will tap her enthusiasm, talent, and community spirit. She is interested in serving on the Commission for People with Disabilities, the Women's Commission, or the Nonprofit Engagement Commission.

Alicia is an accomplished professional who works as a contact representative and Special Emphasis Program Manager for the US Department of Veterans Affairs. As an Army veteran, she understands the importance of serving her community. She maintains values that include honesty, integrity, and loyalty to her oath as a public servant. She is dependable and consistent and knows how to "walk a mile in her customer's shoes." She is creative and serves as a catalyst for positive social change.

She has a strong background in working with people with disabilities through empowerment, advocacy and education by working with community members. She has experience empowering women through coalition building, disseminating information, sharing community resources, and actively monitoring and working for policy changes affecting women.

You cannot make a mistake appointing her to a Denver commission.

Sincerely,



Ralph Charlip

**Alicia D. Cooper**  
704.713.7940 | ADCooper37@gmail.Com

To Whom It May Concern:

I am pleased to submit my credentials for review for the appointment to the Denver Board and Commissions. Upon reading the descriptions, I immediately felt a connection, knowing I can contribute greatly with my extensive skills, talents, and knowledge. Having successfully played an integral role my professional career, I am confident my background proves me to be a highly suitable candidate for this position, and I'd like to put it to work on your behalf.

If offered the position, I would join your team with:

- o Over ten (10) years' experience as a Supervisor/Manager, overseeing emergency safety and security procedures to enhance facility operations, as well as conducting inventory analyses and enforcing company policies and procedures.
- o Over seven (7) years' experience conducting employee trainings and providing organizational development techniques, collaborating with colleagues, stakeholders, and executives to ensure quality services and resolve any issues.
- o Completed leadership training as well as participated within the VA Mentorship program as a mentee.
- o Currently serving as a Special Emphasis Program Manager for the LGBTQ+ community.
- o Served as a VA Commissioner for the city of Aurora, Colorado

I have gained the ability to recognize and take advantage of emerging issues and developments. These experiences have also aided in my critical thinking, personal development, and planning and coordination skills, and have made me more of a team player who is detail-oriented, and an organized self-starter.

I am seeking an appointment with the Denver Board and Commissions to utilize my vast knowledge of interpersonal communication, conflict resolution, process improvement, customer service, and organizational operations.

My highly effective communication skills, tenacity, energy, and integrity have made me a valuable and respected colleague in the workplace, and I'd like to bring those qualities to the Denver Board and Commissions.

Thank you for reviewing my credentials, and I look forward to speaking with you.

Sincerely,

Alicia D. Cooper