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BAC-4397

Board Name	Denver Women's Commission	**Status**	In Process
Salutation	Ms.	**Type**	Appointment
First Name	Demetria	**Preferred Email**	eejipt@gmail.com
Last Name	Burgess	**Other Email**	demetria.d.burgess@kp.org
Contact Name	Demetria Burgess	**Preferred Phone**	720-717-0518
Middle Name		**Other Phone**	
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	14701 E Exposition Ave	**Home Address**	[redacted]
Work City	Aurora	**Home City**	[redacted]
Work State	CO	**Home State**	[redacted]
Work Zip	80012	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Denver	**Other Gender**	
Denver City Council District No	11	**Race/Ethnicity**	African American
Occupation/Employer	Kaiser Permanente	**Other Ethnicity**	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Ryan Ross	**Reference Email #1**	ryan.ross@ulfcolorado.org
Reference Phone #1	303-524-4180		
Reference Name #2	Celina Harper	**Reference Email #2**	ceinaharper5@gmail.com
Reference Phone #2	303-641-4175		
Reference Name #3	Otis Davis	**Reference Email #3**	otis.l.davis@kp.org
Reference Phone #3	303-476-3957		
Owner	Denver Integration	**Created By**	Denver Integration, 11/12/2018 3:16 PM
		Last Modified By	Denver Integration, 11/12/2018 3:16 PM

Demetria D. Burgess
[redacted]
(720) 717-0518
demetriadburgess@yahoo.com

Objective: Ambitious and responsible employee eager to begin an entry-level position where I can utilize my organizational and time management skills to help better the company

Experience:

September 2017- Present Denver Urban League Young Professionals – Denver, CO
Events/Membership Chair
Recruit, motivate and lead a committee of volunteers, plan events, obtain sponsorship, coordinate ongoing committee meetings and fosters an environment that encourages creativity and the development of new and exciting ideas.

May 2011- Present Kaiser Permanente – Aurora, CO
Business Office Assistant
Performs a variety of functions related to patient eligibility verification, including verifying insurance coverage w/ non-Kaiser insurance providers for MVA cases, will verify CPT coding for accurate billing & reconciliation of accounts, performs data entry into the CCM database, manipulates data, generates reports/graphs & summarizes data by calculating mathematical formulas to assist the CCM Business Service Manager. Engage in face-to-face customer meetings to help facilitate positive relationships and gain feedback necessary to collaborate and properly assess needs, as applicable.

September 2008 –May 2011 Kaiser Permanente – Aurora, CO
Service Associate
Responsible for providing high quality telephone service to Kaiser Permanente members, answering patient phone calls and assist them in obtaining medical services. Scheduling appointments in Colorado/Boulder region primary care facilities. Also providing phone encounters depending on established policies and procedures.

Jan 2008- September 2008 Convergys – Denver, CO
Customer Service Rep
Inbound calls from customers pertaining to USPS inquiries, etc. Answering postage related questions providing zip codes, submitting change of addresses, Take customer concerns and complaints. Submitting hold mail request and Seeking new opportunities redelivery requests

Aug 2007-Dec 2007 Sprint - Englewood, CO
Order Specialist
Sprint Order Specialists assist the sales team in the completion of a sale in a timely, accurate and cost-effective manner by providing end-to-end consultative and technical support for sales account inquires. Duties include assisting sales representatives and end user customers with transactions and inquiries associated to a sell or new activation via inbound calls and electronic means.

Education

- **Southern NH University** – BA in Communications
  Expected graduation: 2020.
- **Hinkley High School Grad.** 2007 - Aurora, CO
  GPA 3.8
  International Baccalaureate

Skills
Microsoft Word (45 wpm) Word, Excel, Outlook, Project, and PowerPoint,
Proficient with various CRM systems

Awards
Urban Leadership Foundation of Colorado - 2018 Alumni
Community Service Empowerment Award

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BAC-4281

Board Name	Denver Women's Commission	**Status**	In Process
Salutation	Ms.	**Type**	Appointment
First Name	Stephanie	**Preferred Email**	spuellon@gmail.com
Last Name	Puello	**Other Email**	stephanie.puello@ucdenver.edu
Contact Name	Stephanie Puello	**Preferred Phone**	7862863747
Middle Name		**Other Phone**	
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	1380 Lawrence Street	**Home Address**	[redacted]
Work City	Denver	**Home City**	[redacted]
Work State	CO	**Home State**	[redacted]
Work Zip	80204	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Denver	**Other Gender**	
Denver City Council District No	7	**Race/Ethnicity**	African American
Occupation/Employer	University of Colorado Denver	**Other Ethnicity**	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Lydia Supplee	**Reference Email #1**	lydia.supplee@ucdenver.edu
Reference Phone #1	3033157109		
Reference Name #2	Erika Larson	**Reference Email #2**	erika.larson@ucdenver.edu
Reference Phone #2	3033155280		
Reference Name #3	Kimberly McCabe	**Reference Email #3**	kgmccabe@stanford.edu
Reference Phone #3	6507232115		
Owner	Denver Integration	**Created By**	Denver Integration, 10/11/2018 1:23 PM
		Last Modified By	Denver Integration, 10/11/2018 1:23 PM

Stephanie Puello

[redacted] • (786) 286-3747 • spuellon@gmail.com

October 11, 2018

Dear Nominations Committee of the Denver Women's Commission,

I am delighted to learn about the opportunity to apply for the role of a Commissioner of the Denver Women's Commission. I have been fortunate to have attended your meetings since December of 2017, and I look forward to engaging with the work the Commission does in a more formal capacity. I am a public administrator, currently pursuing a PhD and working with graduate students at the University of Colorado Denver. I have not always been surrounded by an abundance of resources and tools that I can share with the greater community. So, now that I am, I believe it to be my civic duty to contribute those resources in any way I can to underserved and marginalized communities.

In my family, I am one of four and the youngest of my siblings. Despite our full house, I am the first one to attend a four-year university. I am the only person in my family with a college degree and the only with a Master's degree. I have experienced first-hand how public policy fails communities like the one I grew up in. Though I have a lot to be proud of as an individual, I am more profoundly driven by the fact that the community that immediately surrounded me has not been given the same opportunities I have received. I have been an exception to the rule, not an intended consequence. This focus is primarily why I hope to continue contributing to the Denver Women's Commission mission of empowering our city's women and girls. I recognize that in our society, women are still marginalized through many avenues such as pay inequity, housing inequity, sexual assault, and domestic violence. I hope to contribute to efforts that help undo some of these legislated inequities, as well as help women and girls that have fallen victim to personal abuse.

I hope to help make a lasting positive impact in the Denver community. I recognize that women are the backbone of society and the bedrock of this country. Women have historically been at the forefront of social and civil rights movements and have been catalysts for transformation. As a Commissioner, I hope to honor that history and reality, and make my own contributions through advocacy and empowerment. I have a deeply rooted and personal commitment to empowering women particularly because I grew up in a culture of aggressive and belittling masculinity. As a feminist, my approach is to target gender-dominated supremacy, and work to eliminate it in sociopolitical contexts. This is an ambitious feat that will take generations to see through, but I hope to make my mark toward those ends.

I recognize and applaud that the Women's Commission is holding space for as many underrepresented women (and men) to join the Commission this year. I respect this commitment to diversity, and expect better outcomes with more diverse perspectives in terms of ideology, class, and education attainment. I do, however, hope to prove that I have a lot to contribute by virtue of being the only higher education administrator in the commission as well as the only AfroLatina. As a Commissioner, I hope to help recruit more women that are Muslim, trans, Native American, and differently abled so that we may expand our scope of impact. To this end, I hope to become a part of the Community Engagement and Nominations committees to help them meet their missions and ultimately, to help make recommendations to the Mayor that truly make a difference for Denver's women and girls.

Thank you for your time and consideration. I welcome the opportunity to discuss my potential to assist the ongoing efforts of the Denver Women's Commission.

Sincerely,
Stephanie Puello

Stephanie Puello

[redacted] • (786) 286-3747 • spuellon@gmail.com

EDUCATION

Doctor of Philosophy in Public Affairs **August 2018 - Present**
University of Colorado Denver – Denver, CO

Master of Arts in Higher Education **June 2016**
University of Denver – Denver, CO
Thesis: *Affirmative Action or Affirmative Discrimination? The Merits and Challenges of Affirmative Action Policy in Higher Education*

Bachelor of Arts in Political Science **April 2014**
Florida International University – Miami, FL
Minor in Criminal Justice
Law, Ethics, and Society Certificate

WORK EXPERIENCE

University of Colorado Denver – Denver, CO **January 2017 – Present**
Student Progress Coordinator *Graduate School*

- Administer and manage compliance of Graduate School rules, policies, and procedures concerning academic and faculty affairs.
- Manage and monitor student registration, enrollment, degree time limits, transfer credits, leaves of absence, travel awards, probation, suspension, academic grievances, and degree completion.
- Monitor and approve degree candidacy and appropriate composition of all final and comprehensive examinations and thesis defense committees.
- Provide academic advising on academic and degree progress and offer support and advocacy.
- Track and evaluate academic progress and confirm degree and certificate completion via submission of final degree audit to Registrar's Office each semester.
- Manage and approve formatting, submission, and publication of all theses and dissertations.
- Plan, implement, and facilitate new student orientation, information sessions, thesis formatting workshops, and other student events and activities.
- Serve as Graduate School representative in Commencement Steering Committee, Convocation Steering Committee, University-Wide Registration Working Group, and First-Generation Network.
- Hire, train, supervise, evaluate, and delegate tasks to three student assistant staff members.
- Assist with maintenance of accurate and updated Graduate School resources webpage, funding database, and policies and procedures handbook.

University of Denver – Denver, CO **September 2015 – June 2016**
Graduate Admissions Counselor *Office of Graduate Studies*

- Managed and monitored assigned applicant caseload, reviewed application materials, processed admissions decisions, and corresponded with applicants, faculty, admissions directors and deans.
- Advised and counseled current and prospective graduate students regarding application status, academic standards, academic policy, and career exploration.
- Worked closely with Director of Graduate Enrollment Management to develop departmental strategies and formulate plans to meet institutional enrollment goals.
- Created and disseminated tailored communications regarding graduate policy, university information, admission standards, and application process to students, applicants, and academic department staff.
- Trained, supervised, evaluated, and delegated tasks to temporary professional staff and student staff.
- Directly supported debut of Slate CRM system, including assisting with administration, customization, creating documentation, and training of faculty and staff.
- Assisted with maintenance of accurate and updated academic bulletin webpage.
- Supported the overall of the Office of Graduate Studies with special projects such as planning and facilitating graduate orientation and commencement.

Emerson College – Boston, MA **June 2015 – August 2015**
Resident Supervisor *ACUHO-I Housing Internship Program*

- Supervised a floor of 40 high school students participating in pre-college studio program.
- Upheld all program policies, documented and responded to emergency situations in residence hall.
- Participated in on-call duty rotation with ten graduate student interns.
- Performed daily administrative tasks including check-ins, checkouts, and duty log reports.
- Implemented and facilitated weekly social and educational programs for resident students.

University of Denver – Denver, CO **January 2015 – June 2015**
Graduate Research Assistant *CREMAT Project – Kennedy Institute*

- Conducted diagnostic mathematics assessments and collected data for NSF funded CREMAT Project.
- Administered and video recorded assessments one-on-one with elementary school students in assigned schools within the Cherry Creek School District.
- Reviewed videos to verify data accuracy and entered and verified data with a standardized protocol.

Community College of Aurora – Aurora, CO **December 2014 – June 2015**
Graduate Assistant *Office of Student Outreach and Recruitment*

- Contacted prospective student leads by phone and e-mail to build rapport and begin enrollment process.
- Provided students with resources, tools, and information regarding the application process, enrollment, transfer options and pathways, and campus and academic services.
- Represented the college in career and college fairs and contributed to a nested partnership between the college and local K-12 schools.
- Served as a liaison between prospective students and central administration, assisting students with problem solving, self-advocacy, and trouble-shooting throughout enrollment process.
- Developed unique electronic communication pieces targeted to different segments of the community college prospective student pool (high school, adult, transfer, ESL, career, and technical).
- Planned, implemented, and facilitated new student orientations, information sessions, campus tours, and other student events and activities.

AmeriCorps – Denver, CO **June 2014 – August 2014**
Volunteer *Volunteers in Service to America*

- Assisted in summer learning loss prevention for low-income students in Far Northeast Denver in collaboration with the Foundation for Educational Excellence.
- Conducted research and devised strategies to recruit underrepresented educators to the Denver Public Schools district.
- Served as a counselor and mentor through STEM-based leadership camps.
- Tutored students that have fallen behind in their classes in partnership with Denver Summit Schools Network.

TEACHING EXPERIENCE

University of Colorado Denver – Denver, CO **Fall 2018**
Instructor *Undergraduate Experiences*

- *College Success – UNIV 1110.* This first-year course supports students by fostering academic skills and strategies, university engagement, personal strengths and goals, and diversity awareness and inclusion.

CONFERENCE PRESENTATIONS

Puello, S. & Supplee, L. (May 2018). *Advancing Race-Conscious Affirmative Action Across the P-20 Pipeline: Recommendations for State Policy and Practice.* University of Denver Public Policy Forum, Denver, CO.

PUBLIC SERVICE

City and County of Denver: Women's Commission **December 2017 – Present**
Volunteer Committee Member *Human Rights and Community Partnerships*

- Contribute to efforts to raise the profile of the Denver Women's Commission within the Denver community.
- Assist Marketing committee with marketing materials such as crafting of press releases (presented in June 2018 meeting).
- Attend monthly meetings and encourage participation in and awareness of women's related events and issues in the greater Denver community.

UNIVERSITY SERVICE

University of Denver – Denver, CO **January 2018 – May 2018**
Alumni Reviewer *Student IGNITE! Research Competition*

- Used predetermined rubric criteria to review student presentation submissions for research competition concerning equity and public policy in higher education.
- Evaluated strength and merit of proposed research and ideas and selected top four student submissions to present at the Policy Competition as part of the Public Policy Forum event.

University of Colorado Denver – Denver, CO **April 2017 – Present**
Chair (As of May 2018) *First Generation Network*

- Serve as Graduate School representative in voluntary First-Generation Network meetings composed of faculty, staff, and students.
- Participate in discussions concerning providing opportunities for first-generation students to build social and professional connections.
- Contribute to efforts to raise on-campus awareness of CU Denver offices and programs that support first-generation students in order to more effectively coordinate resources and services.
- Assist with planning, implementation, and facilitation of First-Generation Welcome Banquet, open to all first-generation students, their families, and supporters.

COMMUNITY SERVICE

Florida International University – Miami, FL **October 2013 – March 2014**
Site Leader *Break Away*

- Coordinated service-learning trip, managed site development, logistics, implementation, and completion of project.

TECHO – Miami, FL **September 2013 – April 2014**
Participant *Building Trip*

- Participated in fundraisers with youth-led organization to support programs and initiatives to fight poverty in Latin America. Traveled to Honduras with volunteers to build 15 transitional homes.

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BAC-4288

Board Name	Denver Women's Commission	**Status**	In Process
Salutation		**Type**	Appointment
First Name	Veronique	**Preferred Email**	vvangheem@gmail.com
Last Name	Van Gheem	**Other Email**	vvangheem@gmail.com
Contact Name	Veronique Van Gheem	**Preferred Phone**	720-402-2930
Middle Name		**Other Phone**	
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	1300 Broadway, Ste. 1200	**Home Address**	[redacted]
Work City	Denver	**Home City**	[redacted]
Work State	CO	**Home State**	[redacted]
Work Zip	80203	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Denver	**Other Gender**	
Denver City Council District No	10	**Race/Ethnicity**	Caucasian
Occupation/Employer	Colorado Judicial Department	**Other Ethnicity**	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Arash Jahanian	**Reference Email #1**	jahanian@gmail.com
Reference Phone #1	919-824-9883		
Reference Name #2	Corelle Spettigue	**Reference Email #2**	cspettigue@gmail.com
Reference Phone #2	602-920-6808		
Reference Name #3	Jennifer Wild	**Reference Email #3**	jennifer.wild@denverda.org
Reference Phone #3	720-470-5858		
Owner	Denver Integration	**Created By**	Denver Integration, 10/16/2018 3:29 PM
		Last Modified By	Denver Integration, 10/16/2018 3:29 PM

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BAC-4301

Board Name	Denver Women's Commission	**Status**	In Process
Salutation		**Type**	Appointment
First Name	Zarah	**Preferred Email**	lovebean@me.com
Last Name	Levy	**Other Email**	lovebean@me.com
Contact Name	Zarah Levy	**Preferred Phone**	3235780176
Middle Name		**Other Phone**	7203285116
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	3801 MLK Blvd	**Home Address**	[redacted]
Work City	Denver	**Home City**	[redacted]
Work State	CO	**Home State**	[redacted]
Work Zip	80205	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Denver	**Other Gender**	
Denver City Council District No	9	**Race/Ethnicity**	Caucasian
Occupation/Employer	Clayton Early Learning	**Other Ethnicity**	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Dr. Anjanette Alejano-Steele	**Reference Email #1**	alejanos@msudenver.edu
Reference Phone #1	303-615-1100		
Reference Name #2	Mary Durant	**Reference Email #2**	mary@combathumantrafficking.org
Reference Phone #2	303-295-0451		
Reference Name #3	Delanie Holton Fessler	**Reference Email #3**	craftsmanandapprentice@gmail.com
Reference Phone #3	303-718-3012		
Owner	Denver Integration	**Created By**	Denver Integration, 10/19/2018 7:54 AM
		Last Modified By	Denver Integration, 10/19/2018 7:54 AM

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Zarah Levy • 3rd

Policy & Grants Specialist Clayton Early Learning

Greater Denver Area

Message ...

Clayton Early Learning

Metropolitan State University of Denver

See contact info

88 connections

Experience

Clayton Early Learning
1 yr

Policy & Grants Specialist
Feb 2018 – Present · 1 yr
Greater Denver Area

Grant Funded
• Tasked with support and project management in building a new statewide Coalition serving Pregnant People, Expecting Families, Infants and Toddlers alongside two co-conveners; including member recruiting, meeting management and facilitation, contract drafting and execution, and logistics for full Coalition, Steering Committee, and Workgroups.
• Participated in the facilitation of stakeholder meetings, community outreach efforts and partnership building to ensure that voices traditionally absent from policy tables were not only included but elevated.... See more

Parent Ambassador Program Denver Project Lead
Aug 2018 – Present · 6 mos
Greater Denver Area

Charged with all aspects of Educare Denver's Parent Ambassador project: program development in collaboration with Educare Maine and Seattle as part of the network expansion, parent recruitment, training, support and program creation alongside parents participating in year one, creating network of advocacy opportunities for Parent Ambassadors, and support of their partici... See more

Hotline Supervisor, Advocate Backup
Colorado Network to End Human Trafficking
Feb 2016 – Present · 3 yrs
Colorado

• Tasked with the hiring and management of advocates, developing and delivering content for 50+ hours of in depth Human Trafficking training for all incoming advocates, developing trauma informed materials and facilitating quarterly supervision meetings and supplemental training for all hotline advocates.... See more

Project Supervisor Research, Reporting and Partnership Development; Hotline Vetting - Contractor
Laboratory to Combat Human Trafficking
2017 – 2018 · 1 yr
Denver CO

People Also Viewed

Aly Schmidt • 3rd
Marketplace Manager (Western Washington) at Better Business I Northwest

Stevan Kalmon • 2nd
Council on 21st Century Learnin

David Ryan • 3rd
Communications and Developm Intern at The Laboratory to Com Human Trafficking.

Nina Miller, PhD • 2nd
Program Director, Master of Development Practice at Regis University

Joanie Szachacz
sales at Demarest Farms

Ashley Young • 3rd
Budget and Policy Intern at the Governor's Office of State Plann Budgeting

Megan Raynes • 3rd
Exercise Physiologist

Amalia Villalobos • 2nd
Program Manager- Non-public s and Institutions- TI, TII, TIII, TIV

Carla J. Kaplan-Gomez, MN
Marketing and Communications Director at Sonflower Ranch

Lisa Matter • 2nd
Infant Toddler Early Care and Ed

Messaging

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members on inter-agency outreach... See more

Project Manager and Monitoring and Evaluation Specialist- Independent Contractor
Laboratory to Combat Human Trafficking
2016 · less than a year
Greater Denver Area

2016 Project Manager and Monitoring and Evaluation Specialist- Independent Contractor

• Built and maintained a detailed work plan for the staff of LCHT for the Colorado Action Plan, complete with broad timeline and granular data tracking for grant reporting.... See more

Office and Retail Manager, Bookkeeper
The Craftsman and Apprentice
2015 – 2016 · 1 yr
Denver

• Extensive bookkeeping and financial reporting systems development for first time business owner.
• Developed shop expansion plans and collaborated on class development, teacher recruitment and product development.
• Focus on daily operations, special event management and client relations.... See more

Show 2 more experiences

Education

Metropolitan State University of Denver
Bachelor's degree, Mitigating Structural Violence/ Political Science
2013 – 2016
Activities and Societies: Iota Iota Iota Honor Society Student Success Instructor
Teaching Assistant: Human Trafficking, Introduction to Women's Studies

Licenses & Certifications

Mandatory Reporter
Colorado Department of Human Sevices

Volunteer Experience

Board Member- Treasurer
Friends of Gilpin
2012 – 2016 · 4 yrs
Education

• Streamlined all donation management and donor record keeping, fiscal reporting, and banking for the non-profit, which serves Gilpin Montessori Public School.
• Filed all tax returns and application for 501c3 status, obtained officers insurance and maintained all financial records.
• Managed fundraising event planning and execution, developed community relationships and maintained donor database for fundraising. Drafted and developed materials for grant and donation requests.
• Chaired 2013, 2014 and 2015 silent auction and doubled funds raised each consecutive year. Worked with over 200 donors in community to coordinate items, event staffing and execution, and direct financial giving.

Skills & Endorsements

Research · 1
Craig Nason has given an endorsement for this skill

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Craig Nason has given an endorsement for this skill

Community Organizing · 1

Craig Nason has given an endorsement for this skill

Show more

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BAC-4294

Board Name	Denver Women's Commission	**Status**	In Process
Salutation		**Type**	Appointment
First Name	Shahira	**Preferred Email**	shahira@multiamericanmoxie.com
Last Name	Qudrat	**Other Email**	shahiraqudrat@yahoo.com
Contact Name	Shahira Qudrat	**Preferred Phone**	720-233-0017
Middle Name		**Other Phone**	
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	2199 S University Blvd	**Home Address**	[redacted]
Work City	Denver	**Home City**	[redacted]
Work State	CO	**Home State**	[redacted]
Work Zip	80208	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Adams	**Other Gender**	
Denver City Council District No	7	**Race/Ethnicity**	Other
Occupation/Employer	University of Denver	**Other Ethnicity**	Afghanistan
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Oliva Omega Wallace	**Reference Email #1**	olivia@wallacemarketinggroup.com
Reference Phone #1			
Reference Name #2	Nita Tyler	**Reference Email #2**	nita@theequityprojectllc.com
Reference Phone #2			
Reference Name #3	Pam Kerns	**Reference Email #3**	
Reference Phone #3	704-560-5963		
Owner	Denver Integration	**Created By**	Denver Integration, 10/17/2018 8:36 PM
		Last Modified By	Denver Integration, 10/17/2018 8:36 PM

Contact

shahiraqudrat@yahoo.com

www.linkedin.com/in/shahiraqudrat (LinkedIn)

Top Skills

Non-profits
Business Process
Policy

Languages

Dari

Honors-Awards

Rising Star Award
Client Partnership Award

Shahira Qudrat

Global Leadership & Program Development Consultant
Denver, Colorado

Summary

Collaborative leader of international virtual teams with demonstrated success in program and project management. Create profitable alliances by analyzing all aspects of business to maximize value and mitigate risk. Expertise ranges from launching HR-based programs to building out new contact center sites. Guide teams through stages of storming, norming to high-performing, exceeding all expectations for team's performance. Thought leader and problem solver, who consults with Multi-American women leaders experiencing cultural blocks or juggling dual-identities, coaching each to excel in corporate leadership.

Experience

Multi-American Moxie
Founder and CEO
May 2018 - Present
Denver, CO

Multi-American Moxie is an empowering community where 1st & 2nd generation Multi-American women can find support in navigating their professional & personal life as they thrive between dual cultures & identities.

Experian
Director of Implementation, Project Management, and Continuous Improvement
June 2017 - April 2018 (11 months)
Remote Colorado Office

Led a team that successfully planned the implementation and transition of over 2000 users from multiple contact center sites onto a new Cisco, Salesforce, and Calabrio technology platform resulting in consolidation and multi-million dollar cost savings.
Facilitated and project managed cross-functional groups to redesign an internationally supported contact center located in Costa Rica, AFZ supporting 120+ staff, coming under budget by over 500k. Partnered with several reporting teams to develop new operations roadmap. On time delivery of

multiple client reports serving multiple business verticals resulting in high customer satisfaction and client retention. Collaborate with training, human resources, quality assurance, and operation teams to develop successful strategies for site expansion projects. Successful deployment and on track delivery for cost savings and maximum ROI, contributing to lean/six-sigma business approach.

Bright Horizons

5 years

Director of Operations

April 2016 - June 2017 (1 year 3 months)

Exceptional Global Operations Leader focusing on inclusion and diversity who understands how to motivate, plan, track, and monitor achievement of operational goals. Possesses an MBA with five years of operational leadership experience concentrating on improving corporate culture for the greater community. Achieves success and growth through a highly collaborative leadership style focused on developing best practices, interpersonal and relationship building skills. Recruits, develops, motivates, and retains a diverse staff structuring them in teams that deliver results and cost savings. Responsible for multi-million dollar budgets. Results driven attitude with a proven track record of stakeholder satisfaction.

Implementation Manager/Senior Manager of Operations

July 2012 - April 2016 (3 years 10 months)

Broomfield, Colorado

Promoted to Senior Manager from Client Implementation Manager after 18 months of start date.

Restructured production staff and redesigned client launch processes resulting in a successful experience for client contracts totaling over $9 million dollars of revenue in 2013, and $13 million dollars of revenue in 2015.

100% on time client launch rate which resulted in 97% + satisfaction rate with clients and stakeholders for two years in a row (2013 and 2014).

Clearly outlined objectives, identified bottlenecks, and mitigated reputational risks between client and Bright Horizons, resulting in trusted long-term partnerships with clients. Added additional revenue to the company as a contractual operations manager through 2015.

Developed and negotiated key Critical to Quality metrics (CTQ points) which enhanced client satisfaction as well as align with Bright Horizons Service Level Agreement and financial goals.

Dedicated operations contact for high profile clients and the largest Care Advantage client. Worked directly with high profile clients to develop business requirement documents and managed successful product launches/upgrades.

CASA of Adams and Broomfield Counties

Volunteer Coordinator

July 2009 - July 2012 (3 years 1 month)

Lead diversity/inclusion awareness trainer for over 200 advocates.
Supervised a staff of 30-35 Court Appointed Special Advocates that supported abused and neglected children whose families were involved in the court and social services system.
Developed volunteer retention strategies and successfully maintained an 80% volunteer retention rate.
Monitored new government regulations and policies in regards to child protection law, and improved and organized documentation which resulted in 50% more operational case management efficiency.
Prepared all CASA court reports and Court Orders to professionals involved in cases held in accordance with the law.

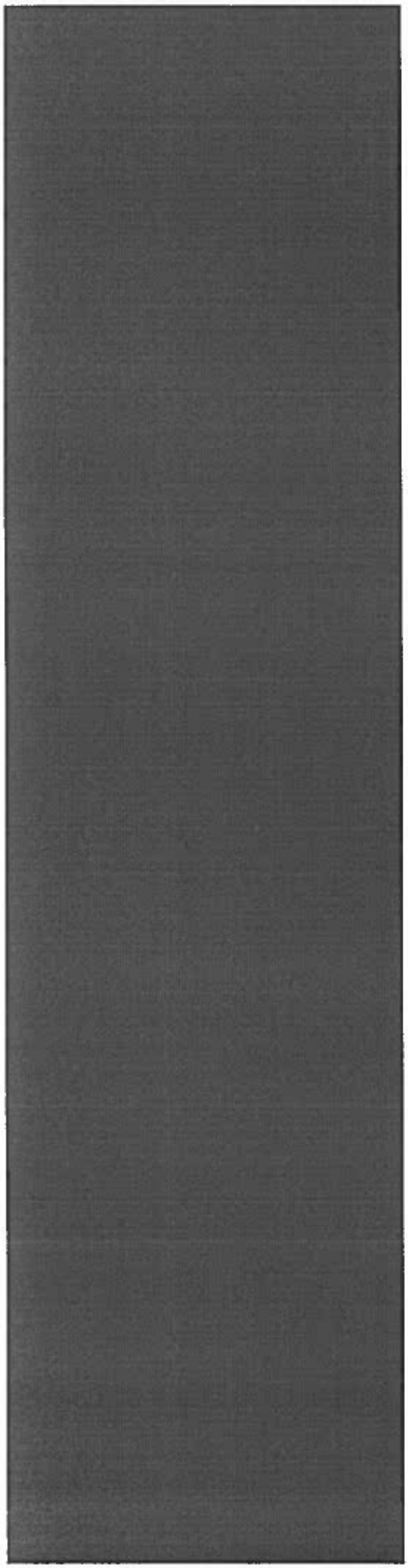
Wellpoint Inc

Process Expert

May 2006 - July 2009 (3 years 3 months)

* Improved employee performance by 30% from previous year by developing requirements of new UI.
* Facilitated and trained new hire class in systems use and navigation of new UI, and company culture to assure maximum productivity through consistent company restructuring.
* Analyzed Government policies and multi-platform databases, created CMS compliant processes and procedures, maintained spreadsheets databases and reports for executive management use and operational reporting.
* Resolved all urgent customer escalations and complications to assure member satisfaction and retention.
* Coordinated with Broker Services and Vendor Management to improve data communication from various systems resulting in an increase of accurate commission payment.
* Travelled/presented as SME to CMS Federal Audit Commission developing in a positive/continuing relationship between Wellpoint and CMS.

Education



University of Phoenix

Master of Business Administration (MBA), Small Business Administration/ Management · (2012 - 2013)

University of Phoenix

Bachelor of Business Administration (B.B.A.), Business Administration and Management, General · (2007 - 2011)

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BAC-4203

Board Name	Denver Women's Commission	**Status**	In Process
Salutation	Dr.	**Type**	Appointment
First Name	Erin	**Preferred Email**	emtrapp@gmail.com
Last Name	Trapp	**Other Email**	emtrapp@gmail.com
Contact Name	Erin Trapp	**Preferred Phone**	3038861082
Middle Name		**Other Phone**	
MMAC Trans. Mode Group			
Other boards or commissions served	Denver Pre-School Program Board of Directors		

Work and Home Address

Work Address	[redacted]	**Home Address**	[redacted]
Work City	[redacted]	**Home City**	[redacted]
Work State	[redacted]	**Home State**	[redacted]
Work Zip	[redacted]	**Home Zip**	[redacted]

Additional Information

Are you a registered voter?	Yes	**Gender**	Female
If so, what county?	Denver	**Other Gender**	
Denver City Council District No	1	**Race/Ethnicity**	Caucasian
Occupation/Employer	Biennial of the Americas	**Other Ethnicity**	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Penny May	**Reference Email #1**	penny.may@denvergov.org
Reference Phone #1	7208659107		
Reference Name #2	Molly Urbina	**Reference Email #2**	molly@urbinastrategies.com
Reference Phone #2	720-229-7904		
Reference Name #3	Hanne Wolf	**Reference Email #3**	hwolf@libertyglobal.com
Reference Phone #3	303-220-6678		
Owner	Denver Integration	**Created By**	Denver Integration, 9/17/2018 3:17 PM
		Last Modified By	Denver Integration, 9/17/2018 3:17 PM

Erin M. Trapp, Ph.D

[redacted]
303-886-1082 emtrapp@gmail.com

Professional Profile

- Chief executive officer with a strong history of building, transforming, and operating civic and cultural organizations, implementing measurement and accountability systems and applying data-based solutions in government and nonprofit settings
- Skilled strategic thinker with more than 10 year history of turning around challenged organizations through planning and research, analytical decision-making, stakeholder engagement and implementing innovative programs
- Motivated self-starter with a strong fundraising track-record and a robust network of business contacts in Colorado and beyond

Recent Professional Positions

CEO/Executive Director
Biennial of the Americas
2013-present

Responsible for all strategy, fundraising and operations for this organization that connects North and South America and inspires critical thinking and action by engaging prominent leaders in the fields of trade, education, environment, community and culture.

- Transformed organization with $4 million event budget, rebuilt a dynamic team and re-invigorated the Biennial festival series
- Implemented Denver-based biennial festival of art and ideas attended by more than 30,000 in summer of 2015, including 300 business and civic leaders from 20 countries throughout the Western Hemisphere
- Created popular Summit series of international delegation trips for top-level business, civic and government leaders and inaugurated program in Mexico City, to be followed by Brazil, Columbia and Canada
- Re-vitalized fundraising efforts for organization and implemented earned revenue strategy to support a full-time, year-round team of professionals

Vice President of Advancement and External Relations
Executive Director of the Foundation
Metropolitan State College of Denver
2011-2013

Oversaw all activities related to institutional advancement and external relations, including Alumni Relations, Communications, Development, and Grants and Partnerships for this urban college of 24,000 students in the heart of downtown Denver. Additionally, served as Executive Director of the Foundation at Metropolitan State College of Denver.

- Developed and implemented strategic fundraising plan for Metro State capital projects on the shared Auraria campus.
- Oversaw federal and state funding initiatives relating to all aspects of the College (academic, service-oriented, community initiatives, etc.).
- On behalf of the College, managed the Metro State Foundation Board of Directors to ensure the

meaningful participation of the directors and the success of capital fundraising projects.
- Developed and maintained effective partnerships on behalf of the college, including government officials and agencies and community and business leaders.
- Oversaw planning, finance and budgets for four departments of more than 50 employees.

Deputy Chief of Staff to Mayor
City and County of Denver
2010-2011

Responsible for the oversight of internal City agencies and developing and maintaining productive relationships with external partners.

- Developed and managed short- and long-range policy objectives with Cabinet and other agency managers.
- Oversaw multiple agencies of city government, including Development Services, Emergency Management, Human Services, and Parks and Recreation.
- Developed and directed operational restructuring initiatives at Denver Human Services during Mayoral transition to assure appropriate business practices and operational efficiency.
- Directed state and federal lobbying efforts on issues of importance to the City and County of Denver and our citizens and provide recommendations on proposed legislation.
- Developed and implemented policies for multi-agency initiatives; and oversaw planning, finance, and budgets for departments employing more than 3000 employees.
- Represented the City at state, regional, and national meetings, including the State Legislature and the U.S. Conference of Mayors.

Director
Denver Office of Cultural Affairs, DOCA
2006-2010

Led all aspects of arts and culture programming for the City and County of Denver. Reoriented agency to foster innovation and citizen engagement through innovative public programs. Oversaw and directed $2.2 million annual budget, programming, advocacy, fundraising, event development, public relations and marketing activities. Accomplishments include:

- Directed the successful merger of DOCA and Theatres and Arenas into Denver Arts and Venues, an initiative that significantly increased the visibility and resources of city-funded arts initiatives
- Finalized and implemented strategic plan for DOCA. Eliminated programs that were redundant based on market demand and redirected funds based on market analyses.
- Launched innovative web-based services to increase public access to programs.
- Co-chair of Infrastructure Priorities Task Force committee on Cultural Facilities, which yielded more than $200 million investment in the scientific and cultural community.
- Designed community-wide strategic planning process around the creation of a new cultural center, soon to be established in the historic McNichols Building at Civic Center Park. Solicited and received support from the National Endowment for the Arts and several major foundations.
- Significantly raised the profile of the agency within the city through invited participation in citywide initiatives, including the planning committee for the Democratic National Convention, Graffiti Task Force and the Biennial of the Americas.
- Launched the Create Denver Revolving Loan Fund, an innovative source of funds for creative business start-ups (with the Office of Economic Development).
- Finalist for U.S. Conference of Mayors *City Livability Award*.

Education

University of Colorado, Boulder, CO. Ph.D degree, 2006. Sociology (Quantitative Analysis and Demographic Research Specialties).

Swarthmore College, Swarthmore, PA. Bachelor of Arts degree, 1992. History (Public Policy minor).

Academic Publications

Trapp, Erin. 2005. "The Push and Pull of Hip-Hop: A Social Movement Analysis" *American Behavioral Scientist* 48: 1482.

Trapp, Erin & Jane Menken. 2007. "Differential Treatment of Children by Sex." *Encyclopedia of Sociology*. George Ritzer (ed.) Blackwell.