

ANIMAL CARE ADVISORY COMMITTEE

One (1) vacancy with term to 5-31-2023, representing the following preferred but not required category: 1 - Community At-large.

Duties

The Animal Care Advisory Committee advises the City Council and City Manager on all aspects of animal control including fees, staffing, ordinances, procedures and policies and facilities. The jurisdiction and actions of the Committee shall be advisory only.

Composition

It shall consist of seven (7) members. Terms will be for three-years. Membership in one or more of the following categories is preferred but not required: veterinarian, local animal welfare organizations (preferably at least one of the organizations must operate an animal shelter). The remaining members shall represent the community at-large. All members shall serve until their successors are appointed and qualified and each shall be a resident of the City. The City Manager or his representative and the Animal Care Services Manager shall serve as ex-officio members of the Committee without vote. The Committee, by majority vote, shall elect its own Chairman who shall preside at all meetings of the Committee and a Vice-Chairman who shall act as president in the absence of the Chairman. The Animal Care Services Manager or his designated representative shall serve as the secretary of the Committee. The Animal Care Advisory Committee is designated as the Animal Shelter Committee required by the Health and Safety Code.

Meet

3rd Wednesday of every month, 12:30 p.m.,
Animal Care Facility Conference Room, 2626 Holly Rd.

Member size

7

Term Length / Limit

3 years / 6 years

Liaison

Joel Skidmore

Creation / Authority

Section 2-115, Code of Ordinances. Ord. Nos. 14214 - 2/22/78; 17573 - 4/20/83; 17748 - 7/27/83; 20294 - 5/3/88; 024461 -5/22/01; 030405 - 1/20/15; Ord. 032058 - 3-17-2020

Name	District	Term	Appt. date	End date	Appointing Authority	Position	Status	Category
Lynn A. Valley	District 1	Partial	4/12/2022	5/31/2023	City Council		Declined the position	Community At-Large
Curtis Speed III	District 3	Partial	4/12/2022	5/31/2023	City Council		Active	Animal Welfare/Shelter
Kelsey S Chopelas	District 4	1	6/8/2021	5/31/2024	City Council		Active	Community At-Large
Tambi Parker	District 2	Partial	4/13/2022	5/31/2024	City Council	Chair	Active	Animal Welfare
Jarvis J. Amaya	District 2	2	7/16/2019	5/31/2025	City Council	Vice-Chair	Active	Community At-Large
Ronald S Smith	District 4	1	4/12/2022	5/31/2025	City Council		Active	Community At-Large
Deborah Shores	District 5	2	5/14/2019	5/31/2025	City Council		Active	Veterinarian

ANIMAL CARE ADVISORY COMMITTEE

Applicants

Name	District	Status	Category
Diana L. Cardenas	District 1	Applied	At-Large Local Animal Welfare Organization
Nancy B. Chasteen	District 4	Applied	At-Large
Lisa Devaney	District 2	Applied	At- large Local Animal Welfare Organization
Michele King	District 1	Applied	At-Large Veterinarian
Karlene K. Lewis	District 3	Applied	At-Large
Jackie McCollough	District 4	Applied	At-Large Local Animal Welfare Organization
Christie G. McConnell	District 4	Applied	At-Large Local Animal Welfare Organization

Application for a City Board, Commission, Committee or Corporation

Profile

Diana

First Name

L

Middle Initial

Cardenas

Last Name

Ph.D.

Suffix

[Redacted Email Address]

Email Address

10701 Rockwood

Street Address

Corpus Christi

City

TX

State

78410

Postal Code

What district do you live in? *

District 1

Current resident of the city?

Yes No

If yes, how many years?

65 years

Mobile: (361) 815-2878

Primary Phone

Home: (936) 661-0525

Alternate Phone

Texas A&M University-Corpus Christi (retired)

Employer

Professor of English

Job Title

Work Address - Street Address and Suite Number

6300 Ocean Drive

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78412

Work Phone

(361) 825-1596

Work E-mail address

Diana.cardenas@tamucc.edu

Preferred Mailing Address

Home/Primary Address

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

iCat TAMUCC: TNR /adoption program American Association of University Women (AAUW). YWCA YWTeens

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Animal Care Advisory Committee

Why are you interested in serving on a City board, commission or committee?

With 20 years of TNR program at TAMUCC, its recent university-sanctioned iCat program, and efforts to identify forever homes for kittens and elderly cats, I wish to contribute to our city's crucial efforts to improve the lives of animals.

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

Local Animal Welfare Organization

Verification

City Code Requirement - Residency

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I Agree

City Code Requirement - Attendance

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I Agree

Consent for Release of Information

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

Application for a City Board, Commission, Committee or Corporation

Profile

Dr Nancy B Chasteen
Prefix First Name Middle Initial Last Name

[Redacted]
Email Address

5642 Lipes Blvd #4
Street Address Suite or Apt

Corpus Christi TX 78414
City State Postal Code

What district do you live in? *

District 4

Current resident of the city?

Yes No

If yes, how many years?

6

Mobile: (361) 945-5257 Home: (361) 945-5257
Primary Phone Alternate Phone

Retired Physician
Employer Job Title

Work Address - Street Address and Suite Number

None

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Animal rescue

Why are you interested in serving on a City board, commission or committee?

Community service and participation is necessary to improve the lives of the citizens

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

None of the above

Verification**City Code Requirement - Residency**

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

Application for a City Board, Commission, Committee or Corporation

Profile

Lisa
First Name

Devaney
Last Name

[Redacted]
Email Address

5418 Wooldridge Road
Street Address

Corpus Christi
City

TX
State

78413
Postal Code

What district do you live in? *

District 2

Current resident of the city?

Yes No

If yes, how many years?

6

Mobile: (361) 765-1700
Primary Phone

Mobile: (713) 213-6228
Alternate Phone

Retired
Employer

NA
Job Title

Work Address - Street Address and Suite Number

NA

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

BS in curriculum and instruction from Texas A&M University MBA from UTSA Board member at large for Miniature Schnauzer Rescue of Houston

Why are you interested in serving on a City board, commission or committee?

To try to help make a difference in the animal overpopulation problems in our city.

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

NA

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

Local Animal Welfare Organization

Verification

City Code Requirement - Residency

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

Application for a City Board, Commission, Committee or Corporation

Profile

Michele

First Name

King

Last Name

[Redacted Email Address]

Email Address

3402 Ocean drive

Street Address

Unit 23

Suite or Apt

Corpus Christi

City

TX

State

78411

Postal Code

What district do you live in? *

District 1

Current resident of the city?

Yes No

If yes, how many years?

12

Mobile: (361) 424-0368

Primary Phone

Mobile: (361) 424-0368

Alternate Phone

Self

Employer

Veterinarian

Job Title

Work Address - Street Address and Suite Number

3402 Ocean drive

Work Address - City

Corpus Christi

Work Address - State

Texas

Work Address - Zip Code

78411

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Why are you interested in serving on a City board, commission or committee?

The animal advisory committee may be able to help what is happening in the city with stray animals.

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

Demographics

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

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N/A

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

Veterinarian

Verification

City Code Requirement - Residency

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

Work Phone

NA

Work E-mail address

NA

Preferred Mailing Address

Home/Primary Address

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

College, CC Cathedral Volunteer, Animal Advocate

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Animal Care Board

Why are you interested in serving on a City board, commission or committee?

There are too many animals put down in this City. I am an advocate for spaying/neutering and for adopting/fostering instead of buying pets.

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

None of the above

Verification

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

Application for a City Board, Commission, Committee or Corporation

Profile

Jackie

First Name

McCollough

Last Name

[Redacted Email Address]

Email Address

7218 S Padre Island Dr

Street Address

Apt 20B

Suite or Apt

Corpus Christi

City

TX

State

78412

Postal Code

What district do you live in? *

District 4

Current resident of the city?

Yes No

If yes, how many years?

3

Mobile: (815) 210-7589

Primary Phone

Business: (361) 225-0845

Alternate Phone

Gulf Coast Humane Society

Employer

Director of Marketing & Development

Job Title

Work Address - Street Address and Suite Number

3118 Cabaniss Pkwy

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78415

Work Phone

3612250845

Work E-mail address

jmccollough@gchsc.org

Preferred Mailing Address

Home/Primary Address

Which Boards would you like to apply for?

ANIMAL CARE ADVISORY COMMITTEE: Submitted

Interests & Experiences

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

B.A. Arts Management, concentration in Fundraising from Columbia College Chicago Heavily involved in the local animal welfare community through my position with Gulf Coast Humane Society.

Why are you interested in serving on a City board, commission or committee?

I work with CCACS regularly through Gulf Coast Humane Society. I'm extremely passionate about what I do and want to assist with facilitating a continuing expansion on animal services in our community.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

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N/A

Board-specific questions (if applicable)

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I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

JACKIE MCCOLLOUGH

(815) 210-7589 •  • www.linkedin.com/in/jackiemccollough

EDUCATION

Columbia College Chicago

Arts Management with a Performing Arts Concentration (B.A.)

Chicago, Illinois

FUNDRAISING EXPERIENCE

Gulf Coast Humane Society

Fundraising Manager

Corpus Christi, Texas

2020 - Present

- Responsible for all fundraising activity for this organization with an annual budget of \$2M+
- Built a new individual giving stewardship plan focused on retaining and engaging donors, adopted to donor conversion, and the creation of major gifts and membership programs
- Transitioned the organization to a Salesforce database, tailored the platform for our needs, and recorded all donor interactions and stewardship activity

Blank Theatre Company

Director of Development

Chicago, Illinois

2017 - 2019

- Exceeded budgeted fundraising income for the first year of the company's formation
- Prepared and monitored budgets to stay in line with our financial and fundraising goals
- Planned and executed an end-of-year campaign as well as other special events and grassroots campaigns

The Cuckoo's Theatre Project

Director of Development

Chicago, Illinois

2017 - 2019

- Created an in-depth strategic plan and a new capital campaign to fund venue renovations
- Conducted various direct mail, email, and social media fundraising campaigns
- Executed meetings and advancement activities with team members and various other constituent groups

Great River Shakespeare Festival

Development Associate

Winona, Minnesota

2017 - 2018

- Coordinated donor events while staying consistent with relationship building and stewardship
- Upheld and fulfilled all major donor benefits including VIP tickets, tours, and meet & greets
- Shadowed the Director of Development during various donor visits, solicitations, and other meaningful interactions

Collaboration Theatre Company

Development Intern

Chicago, Illinois

2016 - 2017

- Assisted the Director of Development with event planning, grant writing, and donor cultivation
- Solicited business partnerships, sponsorships, and in-kind contributions
- Developed and prepared acknowledgments, press releases, reports, and other solicitation and stewardship materials

Glimmerglass Opera

Group Sales Intern

Cooperstown, New York

2016

- Worked closely with the development department to give tours, handle VIP groups, and more
- Collaborated with the Group Sales Coordinator to identify prospective group sales opportunities
- Utilized wealth capacity screening software (Wealth Engine) to better serve high-profile guests

Are you a registered voter?

Yes No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Masters of Arts in Psychology Volunteer at Shelter and in fostering since 2008-2018 Houston SPCA, 2018-present Gulf Coast Humane Society. Some self paid animal fostering as well. Worked as Veterinary Technician 2010-2014

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Animal Care Advisory Board

Why are you interested in serving on a City board, commission or committee?

To assist Animal Care with community issues such as animal cruelty and neglect and Act as liaison between animal rescue community and city services.

Upload a Resume

Are you an ex-Officio member of a City Board, commission or committee?

Yes No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

Yes No

Demographics

Gender

Female

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

Yes No

Do you, your spouse, your business or your spouse's business have a City contract?

Yes No

Does your employer or your spouse's employer have a City contract?

Yes No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

Yes No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

Yes No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

Yes No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department. If you answer "NO" to all questions above, please enter N/A.

N/A

Board-specific questions (if applicable)

Question applies to ANIMAL CARE ADVISORY COMMITTEE

The Animal Care Advisory Committee preferred representatives from certain categories. Do you qualify for any of the following categories? *

Local Animal Welfare Organization

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

I Agree

13845 Eaglesnest Bay Dr
Corpus Christi, TX 78418
Cell: 713-557-0804

Christie Griffith McConnell

EXPERIENCE:

2013 – Present – Realtor – Walzel Properties – Houston TX

- Assist my clients in obtaining the highest and best price for their homes; either in selling or leasing.
- Assist clients in finding the right home that fits their needs and dreams.
- Organized and maintained a superior professional workflow of all paperwork, legal forms and documents during sales transactions.
- Maintained a professional knowledgebase by participating in continuing education training on a regular basis.

2010 –2013 – VCA Telge Rd Animal Hospital – Houston TX

- Increased the the sales of high quality pet food and preventative medicines by over 70% by identifying the benefits to the owner dollar wise and health wise.
- Took the lead in resolving any issues with clients who were upset or unhappy with the services provided.
- Completed detailed customer histories; educated clients on the importance of nutrition, pet wellness testing, and preventative medications.
- Worked directly with pet owners and veterinarians in companion animal care and in explaining preventative and proactive care and health of each pet.

2007 – 2009 – MIS Group – Houston TX

- Acted as client liaison working with clients and software consultants in resolving issues arising from either the installation or sales process.
- Recovered over \$1.8 million in unpaid invoices by working with the client(s) to identify pain points, correct those issues, and ensure they were pleased with the progress of their software purchase.
- Maintained a superior large database of clients in CRM to utilize to contact the correct parties at our clients to monitor the success and needs of their software installation.

1995 – 2007 TSCS Inc. - Houston, TX

- Managed the sales, presentation and marketing activities of this 10 million dollar software sales company for over twelve years. Directly responsible for the development and implementation of our company's annual marketing plan. I reported the company wide results to the management team and worked with the marketing personnel to achieve these goals.
- Responsible for third party sales, new sales and client sales.
- Worked diligently with the management team to become the Top 10 Timberline Software Solution provider for construction and imaging software out of over 450 dealerships worldwide
- Responsible for customer conflict resolution between our consultants and our clients.
- Solely responsible for setup, marketing and presentation of seminars and trade shows.
- Managed external customer information via the TSCS company newsletter and interactive website.
- Acted as client liaison to ensure all of the customer needs were met and that they were utilizing the software to its fullest.

- Worked with customers to resolve complaints and issues that arose to management's satisfaction. Interviewed and supervised temporary and permanent employees in reaching their goals.
- Managed entire customer base in maintaining continuing customer relationships.

EDUCATION:

Bachelor of Arts - Baylor University
Masters Psychology - Houston Baptist University

KEY BUSINESS SOFTWARE MASTERED:

MLS
Zipformplus
Saleslogix
ACT Database
Microsoft Office - Word, Excel, PowerPoint, Publisher, Outlook
Timberline Accounting / Estimating Software
CRM – client account management database
Other third party plug-ins and products

CONTINUING EDUCATION:

- Customer Relationship Management
- Business Growth and Development
- Sales and Oral Presentation Skills Training
- Professional Selling Skills Seminar
- Yearly VAR Training for Dealerships

INTERESTS:

Foster / Volunteer for the Houston SPCA (2008-2019)
Gulf Coast Humane Society, Misc rescues – Foster sick, debilitated or immature cats and kittens. Also bottle feeder for newborn kittens.
Trap, Nueter, Return
Houston Aquarium Society
Mustang Club of Houston