

Mary N. Hall, MD, FAAFP

Mary Nolan Hall, MD is the Senior Vice President for Medical Education at Atrium Health (AH) in Charlotte, NC and Professor of Family Medicine and Director of Faculty Affairs for Wake Forest University School of Medicine Charlotte campus. At Atrium Health, for the past 3 decades, Dr. Hall has also served in the Department of Family Medicine as the Medical Student Director, Residency Program Director and was Chair of the Department, from 2003-2011.

Dr. Hall received her undergraduate degree from the State University of New York in Binghamton and her Medical degree from Cornell University Medical College. She completed her residency in family medicine at the Medical University of South Carolina in Charleston, SC, and fellowships in faculty development at MUSC and at the University of NC at Chapel Hill. Dr. Hall is past president of the American Balint Society (ABS), past President of the Society of Teachers of Family Medicine (STFM) and past Chair of the national Council of Academic Family Medicine (CAFM).

Dr. Hall is on the Board of the Carolinas College of Health Sciences, the Board of TreesCharlotte and on the Board of Commissioners for MyFutureNC. She is active in Women Executives of Charlotte serving as a mentor and on the membership committee and chairing the book club. She very much enjoys her time with the Atrium Health Women's Executive Leadership Group (WELG) and the Mentoring Program for Women on the Road to Success (MPWRS). As of July 2018, she serves as the Executive Sponsor of WELG; a group of a few hundred AH women executives.

Dr. Hall is married to David H. Hall, MD, also a family physician. Their daughter Katherine received her undergraduate degree and a master's degrees in education from Wake Forest University and spent 3 years teaching High School Spanish in Charlotte. She recently received her doctorate degree from Boston University in Occupational Therapy. Their son Andrew graduated from Duke University, received his PhD in health psychology from Northwestern University and is a consultant with Boston Consulting Group. Dr. Hall and her family enjoy traveling, exercising, and eating great food.

Gigi Lorman Harris
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Core Competencies:

Seasoned fundraiser/administrator with experience in strategy development and implementation, volunteer recruitment, operations management and event planning.

Active non-profit board member, with roles ranging from board chair to grant writing to volunteer recruitment.

Passionate community volunteer, with experience serving my church, tutoring at Rama Road Elementary School and raising money for cancer research.

Personal Traits: Extremely organized, strong written and verbal communication skills, effective volunteer leader.

Work Experience:

Noble Fellowship Coordinator, Queens University of Charlotte, March - June, 2023 (contract).

- Maintained all Fellowship documents, by-laws, meeting minutes.
- Made basic updates to the Fellowship website.
- Managed all event planning and arrange meetings of the Fellowship.
- Assisted in new member recruitment and selection interviews.
- Communicated with new and current Faculty and Student Fellows.

Stewardship Coordinator, Queens University of Charlotte, 2018-2021.

- Served as office manager for university development office.
- Assisted Director in managing university donor and foundation relationships.
- Managed and implemented annual individual and foundation donor report process.
- Managed University President's acknowledgment correspondence to high-level donors and friends of the University.
- Helped plan and implement university donor-driven events.

Director of Donor Relations and Major Gifts, Freedom School Partners, 2011-17.

- Led year-round fundraising effort for grassroots non-profit with \$3 million budget.
- Successfully developed new corporate and individual donor relationships.
- Developed grant proposals and required reporting for corporate, family and individual foundations.
- Maintained and tracked grants calendar.
- Managed and utilized active Development Committee.
- Assisted with fundraising events as needed.
- Responsible for Annual Report compilation and printing.

Director of Annual Fund, Charlotte Country Day School, 1990-1994.

- Developed and implemented strategy for annual fund campaign for major independent day school.
- Created and implemented class agent and class secretary system for alumni development.
- Recruited and trained alumni and major gift volunteers.
- Responsible for development and printing of Annual Report and 50th Anniversary Campaign Report materials.
- Assisted Director of Development with operations of Development Office.

Capital Campaign Assistant, University of North Carolina at Charlotte, 1989.

- Organized UNCC Foundation uptown campaign office.
- Recruited campaign captains and volunteers and developed campaign materials.
- Organized volunteer and donor kick-off events leading up to announcement of Silver Anniversary Campaign.

Director of Alumni Relations, Darden Business School, University of Virginia, 1987-1989.

- Organized all facets of class reunions.
- Developed and implemented new class secretary system.
- Gathered and edited class news for publication in *The Darden Report*.
- Recruited and managed nation-wide alumni chapter volunteers.
- Traveled throughout the U. S. with the Business School Dean and faculty members to alumni events and chapter meetings.

Board Experience:

Christ Episcopal Church, Vestry Member, 2018-2021.

Christ Episcopal Church, Episcopal Church Women, Board Member, present.

Eastover Residents' Association, Board Member, 2012-2017.

The Learning Collaborative Preschool, Board Member, 2011; Development Committee.

The Brain Tumor Fund for the Carolinas, Board Member, 2010-14.

Brain Tumor Fund Advisory Board, Member, Preston Robert Tisch Brain Tumor Center at DUMC, 1996-2004.

The Chapel of Christ the King Weekday School, Board Chairperson 1996-99; board member 1999-2002; and volunteer, 1996-2007.

Created framework for new Advisory Board for preschool in economically depressed neighborhood; helped school secure needed funds and volunteers; wrote grant proposals to community-wide foundations; recruited and hired staff; led strategic planning process resulting in a 5-year sustainable plan for the school; led process to become a 501 (c) (3) non-profit organization; developed relationship with major donor which led to gift of property allowing the school to move into its own space and grounds.

Community Involvement:

Foster Village, 2021-present. Volunteer to assist local families fostering medically fragile children.

Freedom School Partners, Volunteer, 2011-present. Volunteer Coordinator for Eastover Freedom School, summers of 2013-14 and Rama Road Freedom School, 2015-present.

Charlotte-Mecklenburg Schools, tutor and mentor, 2015-present.

Christ Episcopal Church, member, 1989-present; ECW Commission, member; Strategic Outreach Committee, member; Outreach Commission, member; One-in-the-Spirit Campaign Outreach Committee, member; Sunday School teacher; Congregational Care Commission, member, EYC leader.

Hopebuilders, 5K, 1996-2005, Co-founder and organizer.

Created, organized and executed this (on-going) family event to raise money for brain tumor research, ultimately raising \$1.5 million and establishing an endowed chair at the Preston Robert Tisch Brain Tumor Center at Duke University Medical Center in memory of our daughter, Margaret.

Education: University of North Carolina at Chapel Hill, B.A., English, 1983. Georgetown University, graduate coursework, English, 1984-86. Institute for Philanthropic Leadership, Leadership Gift School, 2015-2016.

Proficient in Raiser's Edge, Microsoft Word, Excel.

Personal: Married for 36 years to William Noel Harris; children, Lillian (26), Will (24), John (22) and Margaret.

KIMBERLY BOULWARE PERRY

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EXPERIENCE

Trademark Attorney, United States Patent & Trademark Office (USPTO)

September 1995-Present

Serve as a recognized expert the complete *ex parte* examination of applications for the federal registration of trademarks to ensure compliance with the Trademark Act of 1946 and related statutes; Confer with counsel to resolve issues that arise during examination; Prepare cases for *ex parte* appeal to the Trademark Trial and Appeal Board.

Interlocutory Attorney (detail), Trademark Trial & Appeal Board (TTAB)

January 2008-June 2008

Analyze the legal issues in question; Manage interlocutory matters in oppositions, cancellations and concurrent use cases at the TTAB; Work with Administrative Trademark Judges and the top management of the TTAB.

Judicial Law Clerk, Honorable Kaye Christian, District of Columbia Superior Court

September 1994-September 1995

Conduct legal research, drafting of memoranda and court opinions, proofreading, and cite checking; assist with discovery disputes, settlement conferences, and trials; Maintain correspondence and contact with attorneys and witnesses.

EDUCATION

Juris Doctor, Georgetown University Law Center

August 1991-May 1994

Bachelor of Arts, *summa cum laude*, University of Maryland at College Park

August 1987 -May 1991

BAR ADMISSIONS

Maryland, December 1994

District of Columbia, 1995

COMMUNITY SERVICE

Junior League of Charlotte, Public Policy & Advocacy Committee

Women's Impact Fund, Member -Grants Committee

Augustine Literacy Project – Literacy Tutor

Good Friends Charlotte – Life Member

Charlotte Museum of History, Affiliate Board Member

Freedom Schools Charlotte, Harmbee Reader, Reading Buddy

Raquishela Stewart, Ed.D.

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OBJECTIVE

To leverage my experience and education to have a positive impact on the community.

WORK HISTORY

2018 to Present, Housing and Neighborhood Services Division Manager (CharMeck 311 and Alternative to Violence Youth Programs), Charlotte, NC

Job Responsibilities:

- Responsible for day to day operations an essential division within the city. The division has a staff of 100 FTE.
- Partner with departments across the city as we provide information, resources to the community via phone, CHAT and face to face
- Ensuring call center metrics are met and have a positive impact on the service we provide to the community
- Responsible for performance management across the division and have participated on HR grievance panel
- Oversee the city's Youth Programs including Mayor's Youth Employment ,Alternatives to violence (ATV) and Safe Charlotte
- Opened 3 sites for ATV across the city within the corridors of opportunity; helping to change social norms
- Created Ambassador program within the city to address youth age 14-25 with violence prevention strategies
- Responsible for the launch of the CHAT application utilized by 311; creating an alternate communication channel for resident; creating an easy way for anger management resources to be requested
- Successfully, 5 years in a row recipient of \$1M Department of Justice Grant to focus on violence prevention
- Created and implemented new processes including a work at home strategy to create efficiency and non-interruption of service
- Oversee Safety committee for my division and a member of the Emergency Operations Center
- Created L.E.A.D Academy for leadership development
- Streamlined training program for efficiency (18- month training program)
- Created the standards and expectations policy
- Refined metrics for the contact center to take into consideration impacts of the Pandemic
- Created various SLA's for the various enterprise segments that we support
- Community engagement activities
- Represented department on Talent Development Committee and helped to create internships and apprenticeships
- Played an integral role with the COVID operations

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- Leverage various forms of data to create strategies and benchmarks for the department

2010 to 2018, Director, Customer Service/311, City of Riverside Public Utilities, Riverside, CA

Job Responsibilities:

- Responsible for two departments with three locations 311 and Riverside Public Utilities Customer Service
- Oversee staff of 140
- Partnered with local school district to create a pathways to careers program
- Worked closely with local union to leverage longer hours
- Redesigned training material to create a more efficient flow
- Oversee Performance Management
- Engage with the community to ensure equitable access to information
- Implemented multiple pay centers across the city to ensure residents have access to pay bill
- Created partnerships with local agencies to increase resources for residents.
- Part of the bargaining team for contract re-negotiations with SEIU
- Revamped training materials and created training department
- Increased partnership with charitable organizations to assist past due customers
- Presentations made to city council and other city committees as needed
- Led steering committee to create business road map for charlotte water customers and for our cultural awareness

2000 to 2010, Director of Customer Service and Call Center Operations, SBC/AT&T

Job Responsibilities:

- Prepare and maintain annual budget and compensation incentives
- Partner with local union (CWA) regarding implementation of new office procedures
- Grievance negotiations and resolutions
- Participate in union contract negotiations
- Remote and desk site monitoring to ensure high quality customer service and regulatory compliance per California Public Utilities Commission guidelines
- Interviewing and hiring staff
- Establishing and maintaining staffing quotas
- Implement customer evaluation process to ensure satisfactory customer service
- Curriculum development and training managers and staff regarding customer service and sales
- Quarterly forecasting of incentive fund expenditures and anticipated call volumes
- Quarterly and yearly performance appraisals of staff and managers
- SME Performance management: coaching and developing staff/departments in their areas of opportunity
- Process improvement from performance management
- Responsible for customer service representatives centers, credit and collection representative centers, repair call centers, residential and business residential and commercial sales, installation and repair

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field technicians (~600 fte)

- Participate in various community meetings and chamber of commerce meetings
- Maintain communication with managers in 22 states to maintain compliance strategies
- Liaison between third party vendors and board members
- Implemented various recognition programs which increase employee morale
- Evaluate new product promotions and policies before implementation
- Develop, evaluate and make recommendations to the Vice President regarding Business Services/Call Center operations based on key performance measurements
- Effective communication with all levels of management, bargained for employees, customers and local union partners
- Attendance monitoring and policy enforcement for all employees
- Oversee the training academies for technicians, call centers reps and business administrative
- Member of the safety committee

1994 to 2000, Director of Credit and Collections, May Department Stores, North Hollywood, California

Job Responsibilities

- Oversee the credit and collection departments in two states for Robinsons- May, Macy's and May Co.
- Ensure all centers in compliance with Fair Debt Collection Practice Act through remote monitoring and feedback from subordinate managers
- Ensure appropriate utilization of collection tools for three credit bureaus, Equifax, Experian and Transunion
- Reviewed end of day payments and credits posted correctly
- Interview and hire collection representatives, support staff and outside legal counsel
- Consumer Credit Counseling Agency Board representative
- Provide collection tools (i.e., property owner database and Haines Directories) for collection representatives
- Staff performance management and appropriate disciplinary action as required
- Introduce hardship program which resulted in a 20% reduction in the P&L from 1999 to 2000 to help customers avoid bankruptcy and the company avoid bad debt
- Liaison between company and local credit counseling agencies
- Train new management staff
- Prepare strategic based on measureable data and trends

EDUCATION

- 2009 to 2011 - Ed.D., Organizational Leadership, University of Laverne , 2012
- 2005 to 2007 - M.B.A., University of La Verne
- 2002 to 2004 - B.S., Business Administration and Management, University of Redlands, 2004
- 1999 to 2001 - A.A., Liberal Studies, Los Angeles Valley College, 2001

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REFERENCES

Available upon request

COMPUTER SKILLS

Proficient in the Microsoft Office Suite of Products

Activities and Other Information

- Crown Jewels Chapter of the, Links Inc.
- Conference Planning Chair, Engage 311(2019, 2020 and 2021)
- Panelist for North Carolina Health Violence Prevention Conference (2023)
- ICMA Member
- AGCCP Member
- Board Member, JKK Educational Center
- Care Ring, Nurse Family Partnership- Board Member (2021-2025)
- Commonwealth Charlotte- Board Member (2022-2024)
- Read a Book, Earn a Book Volunteer (2019) Druid Hills Elementary
- Adjunct Faculty Central Piedmont Community College (2019-Present)
- Adjunct Faculty Cerritos Community College (2011-2018)
- Adjunct Faculty University of Phoenix (2007-2018)