

**Neighborhood Council
Executive Committee**

Eryn Block, Chair
Randell Erving, Vice Chair
Helen Tocco, Member
David Bocarsly, Member

CITY OF LOS ANGELES
CALIFORNIA



10008 National Blvd. #210
Los Angeles, CA 90034

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PALMS NEIGHBORHOOD COUNCIL
Joint Board and Executive Committee Meeting Agenda
Wednesday, July 22th, 2020 – 7:15 p.m.

Zoom Meeting Online at <https://zoom.us/j/986662894142>

or by telephone, Dial +1 669 900 6833 to join the meeting
Then enter this Webinar ID: 986 6289 4142 and press #

Press *9 to raise hand for public comment

The Neighborhood Council system enables meaningful civic participation for all Angelenos and serves as a voice for improving government responsiveness to local communities and their needs. We are an advisory body to the City of Los Angeles, comprised of stakeholder volunteers who are devoted to the mission of improving our communities.

VIRTUAL MEETING TELECONFERENCING NUMBER FOR PUBLIC PARTICIPATION

In conformity with the Governor's Executive Order N-29-20 (MARCH 17, 2020) and due to concerns over COVID-19, the Palms Neighborhood Council meeting will be conducted entirely telephonically.

Every person wishing to address the Neighborhood Council must dial +1 669 900 6833, and enter 986 6289 4142 and then press # to join the meeting. Instructions on how to sign up for public comment will be given to listeners at the start of the meeting

- I. CALL TO ORDER & ROLL CALL**
 - a. Call to Order
 - b. Roll Call
- II. GENERAL PUBLIC COMMENT (10 minutes)**
 - a. Limited to non-agenda items – subjects related to executive committee issues
- III. INTRODUCTIONS**
 - a. Introductions and welcome (5 minutes)
- IV. COMMITTEE BUSINESS**
 - a. **UPDATES:**

- **Vice President:** Standing Committees
- **Secretary**
- **Treasurer**
- **President**

V. NEW BUSINESS

1. **DISCUSSION:** Interviews for Area B and Area E Representatives
2. **DISCUSSION:** Strategies for supporting racial justice and the Black Lives Matter movement in our neighborhood and city
3. **DISCUSSION:** Reimagining our Public Safety and Homelessness Committee
4. **DISCUSSION AND POSSIBLE ACTION:** Westside Safety Fair
 1. **Motion:** To approve the NPG for the Westside Safety Fair
5. **DISCUSSION:** Elections

VI. Adjournment (End time is approximately 9:00 p.m. or shortly thereafter)

Time allocations for agenda items are approximate and may be shortened or lengthened at the discretion of the President. Public comment will be taken for each motion as well as for any item in the consent agenda prior to Board action. The public is requested to fill out a "Speaker Card" to address the Assembly on any item of the agenda prior to the Assembly taking action on an item. Comments from the public on Agenda items will be heard only when the respective item is being considered. Comments from the public on other matters not appearing on the Agenda that is within the Assembly's subject matter jurisdiction will be heard during the Public Comment period. Public comment is limited to 1 to 2 minutes per speaker, at the discretion or unless waived by the Assembly. In the interest of addressing all items on the agenda, time limits for individual comments and discussion may be set at the discretion of the President. All items on the consent agenda will be determined by a single Committee vote and without Committee discussion. Committee members may request that any item be removed from the consent agenda and considered individually at any time prior to that vote.

Per Board of Neighborhood Commissioners Policy #2014-01, agendas are posted for public review at: 1) Woodbine Park Kiosk, 3409 S. Vinton Ave.; 2) Palms Neighborhood Council website, www.palmsnc.la

In compliance with Government Code section 54957.5, non-exempt writings that are distributed to a majority or all of the board in advance of a meeting may be viewed at Woodbine Park Kiosk, 3409 S. Vinton Ave, at our website: www.palmsnc.la or at the scheduled meeting. In addition, if you would like a copy of any record related to an item on the agenda, please contact the Secretary at secretary@palmsnc.la

Palms NC Board and Committee members abide by a code of civility (<http://empowerla.org/code-of-conduct/>). Any person who interferes with the conduct of a Neighborhood Council meeting by willfully interrupting and/or disrupting the meeting is subject to removal. A peace officer may be requested to assist with the removal should any person fail to comply with an order of removal by the Neighborhood Council. Any person who resists removal by a peace officer is subject to arrest and prosecution pursuant to California Penal Code Section 403.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability of services, please make your request at least 3 business days (72 hours) prior to the meeting you wish to attend by contacting the Secretary at secretary@palmsnc.la

SI REQUIERE SERVICIOS DE TRADUCCION, FAVOR DE NOTIFICAR A LA OFICINA 3 DIAS DE TRABAJO (72 HORAS) ANTES DEL EVENTO. SI NECESITA ASISTENCIA CON ESTA NOTIFICACION, POR FAVOR LLAME A NUESTRA OFICINA AL secretary@palmsnc.la

Area B

Madam President,

I, Danya White, am interested in representing Area B in the Palms Neighborhood Council. I am a current resident and have been so for the past ten years. I reside at 3533 Mentone Ave #1, Los Angeles, CA 90034.

I'd love to represent my area because I care about creating community. I think we can do that by advocating for transparent communications within the community. I've witnessed the PalmsNC make itself more known in the community by creating events that the community can participate in as it advocates for the neighborhood by interacting with our local and state representation.

As an Area B advocate I'd like to encourage the community members to keep our area clean by picking up litter as we walk or stroll through the area. I call the project Area B-Beautiful, Area Bea-utiful, Area Beautiful. I'm thinking we might need a bee as a mascot, so with our Area Beautiful campaign we can encourage our residents to plant gardens or perhaps a potted flower on the patio for bees to enjoy, as well.

I was pleased to spearhead the marketing for Area B's Halloween Block party, which turned into a gathering for all of Palms. I am the current editor for the PalmsNC newsletter, and I contribute to the FB social media marketing for the PalmsNC by boosting the posts in Palms area FB groups. I am a member of the new Palms volunteer FB group and I participated in calling our area seniors as a member. My resume is attached as requested.

Thank you for your consideration.

Danya White
Palms Area B resident
Attachments area

Good afternoon,

I would like to contribute to the community in a positive way. I need to surround myself with people who want to do the same. I need to save my sanity! ha ha... Tweeting, ironically, isn't ever going to do the trick :-)

I take many workshops that discuss community via Zocalo public square, Riane Eisler's Center for Partnership Studies workshops, Marshall Rosenberg's, Non violent communication training, Writers Bloc author and speaker series and various museums and artistic forums.

I think any community should look to accomplish a sense of community and safety. I would like to create more partnerships with volunteer organizations that help the homeless via clothing/food/finding shelter. I would like to promote small businesses within our community and those that want to partner with us helping the homeless or those who need help. A child care service of some kind, a way to screen and provide childcare within the community with groups of families that want to help each other with their childcare needs that can be done through a public service of some kind (so they are under the watch of other people's eyes for the feeling of safety for the parents). A community babysitting center while parents work. A community kitchen for working families. A place for people to get a homemade meal-and a place where their children are safe. maybe partner up with a senior community center-when possible- for use of their kitchen and/or community centers for activities. Partner up with Vets center (although CC) and other institutions that want to make the working poor and those with middle incomes feel valued for the mere fact that they exist.

I would also like to include the LGBTQ community in this process and make sure we have support for them within the community. I would like to establish a co-op type situation for people who want to start their own businesses...find ways where people can share spaces for business. STOP with all the developers buying and owning everything!!! Give PEOPLE THE CHANCE to own businesses and property.

Help people with filling out forms, paperwork...with anything they need by providing booths at farmers market or a button on the website that connects them to a volunteer who can help them, much like SCORE does, retired professionals that helps people write business plans.

We need to find people who want to donate their time helping others with their skills, writing letters, carpentry, gardening, etc. I believe it's called time banking.

Cleaning the streets and parks of trash and creating an incentive program around it. a "rewards program" of some sort.

I am in Area B

Thanks,

Kimberly

Hello,

I am a resident of Area B and am interested in serving as the representative for the area on the Palms Neighborhood Council. I want to serve on the council chiefly because I live in the neighborhood and want to ensure both that we receive our fair share of city services and

ensure that the interests of Palms residents are represented to the city. I feel that the area, situated as it is, between very affluent neighborhoods, often gets ignored in planning and other decisions. I would like to change that.

I am qualified to sit on the council by the simple fact that I am resident and citizen. However, my professional experience and skills will make me a great asset to the council and the community it represents. Some years ago, I burnt out of my IT career and decided to find a new profession in which I could make a substantive and positive difference in the world. That profession is Public Policy. I completed a Master of Public Policy from UCLA and have since worked for non-profit research centers which provide valuable public interest research for under-resourced governments and non-governmental organizations. I currently work for the Center of the Blue Economy. My work there focuses on adaptation to climate change. I study the economic impacts of sea level rise on coastal community the world over and perform cost-benefit analyses of adaption measures. Thus, I have strong foundation in evaluating government projects and in working with governments are multiple levels. Some of my previous work includes water and utility policy in which I evaluated the impact and costs of state legislation. By training and experience in economics, impact studies, and data science should prove very useful for the neighborhood council.

My greatest concern as a resident of Los Angeles is housing affordability. The lack of affordable housing, especially during this time of pandemic and recession, makes the city very vulnerable to further shocks. We have known about the harms that the lack of affordable housing has caused and yet we have done very little to solve the problem. As a professional working in climate and environmental policy, I often work to put dollars and cents to the damage that poor land use policies do to city and county governments. I would like to help my neighborhood and my city chart a path to a future that is both sustainable and resilient to shocks from made made crises and natural disasters. I also want to work to provide residents with better transportation options included transit and active transportation amenities such as bicycle infrastructure.

Thank you for taking the time to consider my application. I look forward to participating in future neighborhood council meetings in person or in virtual. Before closing, I should explain a little about my current position with the Center for the Blue Economy. The research center operates out of the Middlebury Institute for International Studies in Monterey, California. However, I work from my home in Los Angeles. Our research team is scattered across the globe and we work wherever we have an internet connection though our offices are located

in Monterey.

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Tony Castelletto
Research Associate
Center for the Blue Economy
Middlebury Institute for International Studies

Area E

Hello,

My name is Allyson Murphy. It would be my great privilege and honor to represent area E on the Palms Neighborhood Council.

I have lived in Palms since 2008 and have witnessed first-hand, the transformation that has taken this area from being known as "rough part of town," to being sought after as a highly desirable place to live. In the last 12 years, I have gained great respect and admiration for the myriad friends and neighbors I've gotten to know, and great pride seeing our local businesses thrive. I would like to join the neighborhood council because not only do I feel that it is my responsibility to participate in the community, but I would love the opportunity to give back to the place that I love so much.

There are several reasons why I'm confident this position is a great fit for me: First, I have an extensive background in property management which utilizes my ability to problem-solve, multi-task and coordinate, all of which I've done professionally. Additionally, I am an excellent communicator, and can work in a variety of settings and circumstances, all the while considering all perspectives on an issue.

I'm very connected to Palms. It's not just where I live, I met my husband here, and became a mother here. My vision is to make our unique enclave of residents and visitors an even more vibrant, unified community. One that will evolve with the ever-changing influx of new businesses, neighbors, and untapped energy to become the gem I know it can.

I currently live at and manage the building located at 9848 Tabor St, Los Angeles, CA 90034.

Thank you for your consideration.

Sincerely,
Allyson Murphy

To Whom It May Concern,

My name is Tiffany and I am honored to have the opportunity to apply to the Palms Neighborhood Council as the Area E representative. I have lived in Palms in the last 8 years and I also attend Epicentre West LA, a Christian church that meets in Palms. I love this diverse neighborhood and all that it has to offer, and am excited at this opportunity to give back. I visited a couple PNC meetings several years ago shortly after the shooting incident at Woodbine park. While the shooting was a horrific act, I was grateful at how the community came together during that time.

I work in the technology consulting industry and am very involved with my local church. My colleagues and friends describe me as relational, thoughtful, and with an eye for efficiency. I also have been championing for diversity and inclusion at my company through intentional 1-on-1 conversations with my team, especially given the recent events. Through leading the weekly Palms lifegroup with my church, I have been able to facilitate thoughtful spiritual conversations as well as be the glue to connect people in a large city like Los Angeles. I believe my experience both at work and with my church make me a great candidate to contribute to the PNC in the following ways:

- Bringing my authentic self and connecting our community in a deeper and more genuine way
- Representing the voice of our diverse community, both as an Asian American and as a female leader in technology
- My ability to execute initiatives with clear communications and operational efficiency to ensure quality outcome

My vision for the Palms Neighborhood Council for the immediate future is to find ways to connect our community during this global pandemic and to provide space for open conversations around racial injustice. These two topics are extremely important for our neighborhood and I'd like for the PNC to demonstrate leadership in this time of crisis. In the long term, I would love to see PNC be an active champion for a variety of social justice issues through our committees, this could be related to sustainability, taking care of the homeless individuals and marginalized communities, organizing volunteers to tutor students, driving awareness for the November election, etc. The Palms Neighborhood Council is in a position of influence to impact our community, and I would love to be a part of it to give back.

I have attached my resume on this email as well. Thank you for your consideration and I look forward to connecting with you next week over Zoom.

P.S. My home address is 9917 Tabor St, Los Angeles, CA 90034

Thank you,
Tiffany

Hi Eryn,

I'd like to offer my services as the Area E rep. if you are still looking for candidates.

1. I want to serve the community, to share resources, to create change, and to help others.
2. I've been an active Palms committee member and active volunteer for two years. I've created good relations with current board members and want to be of assistance where I can.
3. Once we are somewhat out of this COVID world I'd like to try to spread the word about the Palms NC in person, restart my efforts to get stop signs or speed bumps on Expo Blvd and get trash bins on the bike path and keep trying to do what is beneficial to all that live in Area E. I will do these either way :) so no worries if there is someone else appointed as the area rep, we can work together. In the meantime, I will do what I can while quarantining.

thank you!
Kristen

Allyson Murphy

Steadfast coordinator with track record of overseeing and guiding teams in design, construction and events.

9848 Tabor Street #217
Los Angeles, CA 90034
(201)787-7484
allyson2383@gmail.com

EXPERIENCE

Leasing Agent/Property Manager | Los Angeles | 2/2015 -Present

Daily property administration and management of a 61-unit residential complex. Schedule and conduct tours of units to prospective tenants, negotiate rent and lease agreements. Perform all move-in and move-out inspections, assess damages, and determine market readiness. Schedule/oversee general contractor work and maintain the building's aesthetic to attract potential tenants based on the current state of the market.

Estate Manager | Santa Monica | 2/2016 - Present

Liaise between tenant and owner, oversee the upkeep and maintenance of a private residence used for long-term rental. Supervise staff, hire vendors and project manage interior and outdoor work such as cleaning, landscaping, pool maintenance, renovations, and home staging.

Estate Manager | Santa Monica | 5/2018 - Present

Preside over the renovation, interior design, and appliance installation of the home. Liaise between homeowner and tenants. Supervise staff, hire vendors to perform various duties both in and around the property: cleaning, interior design, landscape design and renovation.

EDUCATION

Suffolk University, Boston, MA
Otis College, Los Angeles, CA

PROFICIENT IN

Social Media Platforms
Microsoft Office Suite
AppFolio
Google

SKILLS

Creative, direct, and focused on completing each project in an effective, timely manner. Excellent communication skills, resourceful, and diligent.

Talent for cultivating and supporting working relationships as well as optimizing internal project operations.

VOLUNTEER EXPERIENCE

American Red Cross

American Cancer Society

Description

Expert data and policy analyst with powerful research skills working to solve challenging problems in the public interest.

Skills

Policy:

- Policy Analysis
- Cost Effectiveness Analysis
- Economics
- Life Cycle Assessment
- Sustainability
- Renewable Energy
- Water Policy

Research:

- Statistical Methods
- Econometrics
- Causal Inference
- Experiment Design
- Qualitative Methods
- Impact Analysis
- Survey Methods
- Qualtrics

Data:

- R Data Analysis Language
- Python Programming Language
- Stata Statistics Package
- Geographical Information Systems (ArcGIS, QGIS)
- Open Data Standards
- IMPLAN

Education

Master of Public Policy, UCLA Luskin School of Public Affairs

UCLA Institute of the Environment and Sustainability: Leaders in Sustainability

UCLA Luskin Global Public Affairs, Global Environment and Resources

Master of Science, Library and Information Science, Drexel University

Beta Phi Mu Honors Society

Bachelor of Science, Physics, The Evergreen State College

Experience

Assistant Editor: Journal of Coastal and Ocean Economics: January 2019 – Present

Worked publish the premier journal of coastal and ocean management. Performed copy editing, formatting, and reviewed submissions.

Research Associate: Center for the Blue Economy: December 2018 - Present

Promoted sustainable use of ocean resources through action research. Conducted and led public policy research in Sustainability and Resiliency. Performed impact analysis, regional development, and ecosystem services valuation studies. Crafted policy briefs and major studies.

Senior Public Administration Analyst: Luskin Center for Innovation: March 2018 - September 2018

Designed an Action Research infrastructure for a major non-profit that fosters innovative public-private partnerships for the greater good. Developed research partnerships in the areas of Resiliency, Disaster Response, and Sustainability. Designed an EPIC-N affiliate program for community based action research at UCLA.

Legislative Intern: California State Senator Bob Hertzberg: December 2017 - April 2018

Contributed to the success of Senator Hertzberg's agenda by leading research projects and creating detailed policy briefings.

Co-Founder and Lead Data Scientist: Useful Polimetrics, Inc.: August 2017 - August 2018

Co-founded startup company specializing in data driven research for the public good. Led the firm's research efforts by developing the statistical models central to our mission.

Description

Expert data and policy analyst with powerful research skills working to solve challenging problems in the public interest.

Skills

Policy:

- Policy Analysis
- Cost Effectiveness Analysis
- Economics
- Life Cycle Assessment
- Sustainability
- Renewable Energy
- Water Policy

Research:

- Statistical Methods
- Econometrics
- Causal Inference
- Experiment Design
- Qualitative Methods
- Impact Analysis
- Survey Methods
- Qualtrics

Data:

- R Data Analysis Language
- Python Programming Language
- Stata Statistics Package
- Geographical Information Systems (ArcGIS, QGIS)
- Open Data Standards
- IMPLAN

GIS Analyst: Burners Without Borders: July 2017-September 2017

Ensured the success of hurricane relief efforts by creating detailed hazard maps critical to situational awareness in the Hurricane Harvey relief deployment. These maps kept the field workers informed and ensured their safety on site.

Data Policy Fellow: California Data Collaborative: April 2016-November 2017

Led legislative analysis of AB 1755, the Open and Transparent Water Data Act. This analysis contributed the bill's passage by showing it could be implemented at a low cost and would deliver substantial benefits to water agencies throughout the state. This work helped ensure the bill's passage into law.

Projects and Publications

Colgan, Charles S. and **Castelletto, Anthony**. Forthcoming. **Economic Value of Climate Adaptation Measures on West Cliff Drive, Santa Cruz**: Center for the Blue Economy

Colgan, Charles S. and **Castelletto, Anthony**. 2020. **The Economic Value of Sea Otters and Elkhorn Slough**, California Monterey, CA: Center for the Blue Economy

Colgan, Charles S. and **Castelletto, Anthony**. 2020. **Cost Benefit Analysis of Highway 1 Resilience Plans**: Monterey CA, Center for the Blue Economy.

Colgan, Charles, S. and **Castelletto, Anthony**. 2019. **Flood Pilot Studies on Coastal Vulnerability**: Wash. DC, National Ocean Atmospheric Administration.

Colgan, Charles S. and **Castelletto, Anthony**. 2019. **Economic Value of Leque Island Restoration**: Olympia WA, Washington Department of Fish and Wildlife.

Anthony Castelletto, Chika Fukugama, Yumi Komai, Philip Lee, and Jeffrey Mercado. "Urban Sustainable Energy and Energy Self Sufficiency in Small Cities: Lessons Learned from Hermosa Beach." Applied Policy Thesis, University of California Los Angeles, 2017.

Kristen Chiarello | Los Angeles, CA | 908-461-7457 | kchiarello@gmail.com |

<https://www.linkedin.com/in/kristen-chiarello-ma-3729b722/>

Operations and Client Relations Manager

Results-driven and client-centric professional. Highly experienced in supervising multiple teams, creating processes, and improving KPIs. Known for strong management and training capabilities. Thrives in chaotic situations.

Professional Experience

Head of Operations

Vistadash – Los Angeles, CA

June 2017 – present

Supervise daily business operations. Develop a culture of trust and teamwork. Focus on client satisfaction and retention. Oversee resource and personnel logistics. Assist with sales pipeline and financial forecasting. Evolve development processes and guide the team to adopt a user-experience focus. Strengthen vendor relations. Directly manage Implementation, Account Management, Client Support, and Analytical teams. Interact regularly with all teams to ensure optimal cross-team communication and creation of common goals. Lead the company in a positive direction during a critical growth period.

- Managed operations during the transition from large month-over-month revenue loss to positive revenue status.
- Curtailed over 50% of client churn using quantitative insights on cancellations and establishing new processes.
- Reduced client onboarding time to bill 60% from 90 to 30 days and improved customer experience.
- Reassessed entire company structure and aligned teams to leadership for immensely improved company flow.
- Enacted communication standards and Scrum style project management to increase productivity.
- Successfully structured the reorganization of personnel in response to major resource limitations.

Training Manager and Accounts Director

PCG Companies – Eatontown, NJ

June 2012 – May 2017

Selected by owner to help build PCG's consulting and training divisions. Member of PCG Executive and Leadership teams. Managed training, video production, and audit teams. Given the opportunity to help grow an emerging company as Head of Operations for Vistadash, the PCG-developed marketing intelligence tool.

- Recognized on CBT "Auto Marketing Now" for outstanding training and consultative skills.
- Successfully managed High Value Client accounts.
- Lead the digital certification program which resulted in thousands of automotive industry employees and vendors completing certifications.
- Increased the sale of digital audits by 50% by redesigning the presentation and creating a better process, which lead to more long-term clients for PCG digital and consulting services.
- Managed first mentoring program which expanded into three new mentoring programs.

Accounts and Project Manager

PCG Digital Marketing – Eatontown, NJ

August 2010 – May 2012

- Managed 30 + accounts at a time and maintained strong retention rates.
- Created digital marketing campaigns for optimal client digital presence and strong ROI.
- Managed client budgets and interacted with other vendors to unify efforts and best practices.
- Analyzed success of online marketing with a variety of data analysis tools.
- Created and presented detailed reports and strategic plans for clients.

Opportunity Consultant

Icims – Hazlet, NJ

October 2008 – September 2009

- Cultivated new opportunities through proactive communications such as email blasts and cold calls.
- Created marketing communications to keep potential customers updated on new company technology.
- Found and utilized avenues for discovering new prospects and assisted with customer retention.
- Developed rapport with potential clients, answered product questions, and identified decision-makers.

Communications Manager (contract position)

Lockheed Martin – Manassas, VA

January 2005 – July 2005

- Created press releases resulting in regular media coverage of company events.
- Assisted with management of community relations and major philanthropic events.
- Wrote correspondence for company president and published corporate communication.
- Founding member of “Lockheed Martin Community Relations Council of the Greater Washington Region.”

Public Relations Coordinator and Expo Coordinator

Marine Corps Marathon – Quantico, VA

January 2003 – December 2004

- Managed logistics and cold outreach sales of MCM Runners' Expo, resulting in the first 100% sell out.
- Coordinated participation of charities resulting in being named USA Track Field's “Charitable Race of the Year”
- Interacted with media and major corporations resulting in fantastic event coverage.
- Designed and authored Media Guide and Event Book, distribution over 22,000.
- Named MCM Employee of the Year and Profiled in the “Movers and Shakers” section of The Washington Times.

Education

Master of Human Relations- University of Oklahoma, Norman, OK

Dual Bachelors Journalism and American Studies- Rutgers University, New Brunswick, NJ

Skills and Certifications

Microsoft Word, Excel, PowerPoint, Outlook, Project Management and Communication Tools, G Suite, Digital Marketing, SEO, Training, Google Analytics, WordPress, Camtasia, Process Creation, Client Relations

Volunteer Work

Palms Neighborhood Council Green and Outreach committees. Women's Self-defense.

Danya White

3533 Mentone Ave #1
Los Angeles, CA 90034
310 882-8128
danya.white@palmsnc.la

PROFILE

Storyteller in chief. A proactive team player with the ability to take initiative and produce self-directed work, using my exceptional written and spoken communication skills. I am flexible, thoughtful, and empathetic to the needs of fellow employees and clients with strong organizational skills.

EXPERIENCE

Operations Communications Specialist, Transamerica Retirement Solutions- Los Angeles, CA 2004-2017

Handled client communications both business to business and direct to customers.

Researched complex and ongoing issues with contracts and created customized professional correspondence providing the information to our clients.

Recommended improvements in service to improve productivity to ensure quality service.

Handled multiple assignments simultaneously in a fast paced work environment.

Trained and mentored new employees with a focus on end of life transactions and answered any questions about departmental issues.

Retrieved census information directly from corporate client in order to initiate end of life transaction processing.

Wrote articles and submitted story ideas for the internal company website.

Brokerage Operations Specialist, National Planning Corp-Santa Monica,CA 2001-2004

Established Net Exchange Pro Services for representatives and employees.

Processed the removal of restrictions on restricted securities.

Communicated effectively relevant information to representatives on a daily basis.

Facilitated the transferability of securities by collecting the necessary documents for negotiability.

Efficiently processed the gifting of assets from one account to another.

Answered questions about available brokerage account services.

Processed cashless stock option transactions.

Tracked broker commissions on EXCEL spreadsheet.

Brokerage Customer Service Representative, Transamerica Financial Group-Los Angeles, CA 1999-2000

Worked with clearing agent to solve complex account issues.

Facilitated the account transfer process by communicating with brokers and the clearing agent.

Employed research skills and used resources to answer inquiries.

Identified potential problem areas and made suggestions for improvement.

Processed Electronic Funds Transfer Reconciliation using the People Soft accounting system.

Answered incoming calls from brokers.

Tracked progress of client transfers using EXCEL.

Utilized Pershing online clearing systems to assist brokers with asset transfers.

Investment Services, Customer Service Representative, T Rowe Price Mutual Fund Company-Los Angeles, CA 1997-1999

Processed mutual fund transactions (buying, selling, and exchanges).

Utilized resources and knowledge of financial markets to serve as an area expert and mentor others.

Discussed the characteristics and legal requirements of Individual Retirement Accounts.

Learned the fundamentals of workplace retirement accounts and ERISA regulations.

Designed the form to track clients' requests and comments regarding the new consolidated statements.

Streamlined the process for getting unclaimed mail evaluated and processed as the lead person in the Unclaimed Mail department.

Performed website updates for several of the T Rowe Price mutual funds on a quarterly basis.

Answered efficiently potential and existing clients' inquiries.

Received special recognition for contributing ideas and suggestions

Obtained Series 6 and 63 licensing.

EDUCATION

University of California, Davis — Bachelor of Arts, Rhetoric and Communications

Northwestern University-Certificate, Social Media Marketing

SKILLS

Project manager, Storyteller, Social Media, Marketing Editor, Writer, Blogger.

Tiffany Chen

9917 Tabor St, #5, Los Angeles, CA 90034
(310) 487-4153 | tiffanyc115@gmail.com
<https://www.linkedin.com/in/tiffanyschen>

PROFILE

Tiffany is an experienced technology consulting leader delivering Salesforce implementations. She is focused on people, passionate for learning, and dedicated to client success. Through her experience leading teams and implementing end-to-end Salesforce solutions, Tiffany is well recognized for her proven analytical and problem solving skills, along with her excellent customer focus and business acumen, leveraging the Salesforce platform to empower her clients to collaborate, innovate, and achieve success.

PROFESSIONAL EXPERIENCE

Slalom Consulting

Jul. 2014 – present

Solution Principal

- Subject matter expert in Salesforce solution architecture, responsible for client delivery, project execution, proposals, new business pursuits, recruiting, asset development, complex solutioning, and knowledge management.
- Support and advocate for consultants and lead a team to develop innovative and sustainable solutions that provide value beyond client expectations.

Hearst Corporation

Jun. 2012 – Jul. 2014

CRM Administrator

Led Salesforce projects for 7 automotive and healthcare subsidiaries, designing and implementing Salesforce solutions to streamline cross-functional business processes, including sales, finance & contract administration, account management & renewal, and customer support.

Zynx Health

Jan. 2011 – Jul. 2012

Operations Analyst

Owned the Billing & resource scheduling application and Customer Relationship Management system (Salesforce), including system implementation, administration, and process optimization.

VOLUNTEER EXPERIENCE

Epicentre West LA

Sep. 2012 - present

- Serving as a lifegroup leader facilitating a weekly community group in Palms.
- Serving as the percussionist on the worship band.

Engage the Crisis

Summer 2016

Relief effort to care for the large number of refugees in Europe for 2 weeks.

Volunteer Summer English Teacher

Summer 2007; Summer 2009

Spent 2 months in different cities in China teaching English in summer of 2007 and summer of 2009.

EDUCATION

M.S. Biomedical Engineering

University of California – Los Angeles

Sep. 2009 – Dec. 2010

B.S. Biophysics

University of California – Los Angeles

Sep. 2005 – Jun. 2009