

**ATTACHMENT 4.**

---

**CONFLICT SOLUTIONS CENTER**

**RÉSUMÉS OF PROFESSIONAL STAFF**

# *Kimberly E. Rosa*

## SKILLS AND EXPERIENCE

### **ORGANIZATIONAL DEVELOPMENT AND MANAGEMENT**

- Director and Trainer for community mediation office, providing training for volunteers, offering small claims, community and restorative justice mediation services and facilitator of community Valuing Diversity Work Group and Restorative Justice Task Force.
- Hired to start community based countywide non-profit mediation organization; grew program to 8 staff in 6 ½ years.
- Directed and supervised service delivery of an existing community mediation program, including volunteer coordination and implementation of mediation trainings courses.
- Facilitated strategic planning sessions for private non-profit and for profit organizations.
- Obtained first multi-year private grant for non-profit South and Meso American indigenous peoples organization based in the U.S.
- Founding partner in non-profit management consulting organization: Poder, Inc.
- Implemented and coordinated 24-hour volunteer crisis line; recruited, trained and supervised volunteer crisis line workers.
- Participated in administrative start-up and establishment of office management systems for five non-profit organizations
- As associate of a personal and organizational development consulting firm, assisted in development and implementation of youth leadership program for disadvantaged inner-city youth.
- Acted as office/administrative manager and bookkeeper for statewide community economic development association.

### **COMMUNITY WORK**

- Established and facilitated community-wide Restorative Justice education and organizing work group.
- Facilitator for “Alternatives to Violence Program” implemented inside California Men’s Colony prison
- Co-founded county-wide Central Coast Diversity Coalition offering “Welcoming Diversity” education programs; acted as presenter in several workshops for community groups and schools
- Designed curriculum and coordinated mediation training courses; volunteer mediator
- Served on board of directors of community based environmental organization
- Acted as facilitator for several community based coalitions doing visioning, establishing goals and objectives.
- Served on United Way allocations committee to screen, review and make funding recommendations.
- Served on steering committee to develop a drop-in center for homeless women and children.
- Served on county council to solicit, screen and make recommendations on proposals to Board of Supervisors for grants to community based child abuse prevention programs.
- Successfully lobbied for a 40% increase in funding for all state-funded rape crisis centers in California.
- Served as regional representative and subsequently elected co-chair, board of directors of statewide association.
- Volunteered as crisis counselor and court advocate.

## **COMMUNICATION/TEACHING SKILLS**

- ESL Instructor at Community College
- Instructor of multi-level English as a Second Language (ESL) course
- Trainer in compassionate communication, restorative justice, conflict resolution and mediation skills.
- Instructor of ALAS class: Personal Development & Career Planning class for teen women..
- Trained in meeting facilitation, facilitated board retreats and large group problem solving processes and in Collaborative Change Approach
- Developed curriculums for conflict resolution skills training courses for businesses and for youth.
- Trained in Conflict and Peacemaking Across Cultures.
- National Coalition Building Institute “Welcoming Diversity” trainer.
- Part-time lecturer to Police Academy.
- Taught child assault prevention to high school classes, parents and teachers.
- Trainer in rape crisis intervention and counseling skills.
- Computer proficient in WordPerfect, MS Word, MS Excel, MS Publisher, Quicken, Quickbooks, Filemaker Pro data base program.
- Conversational in Spanish

## **EMPLOYMENT HISTORY**

**Co-Executive Director, Executive Director, Conflict Solutions Center-Community Mediation of Santa Barbara County–Santa Maria, CA** July 2001 – July 2009 October – 2012 – Present  
**Director of Training, Conflict Solutions Center of Santa Barbara Co.** July 2009 to present

**ESL Instructor, Allan Hancock Community College, January 2011 - present**

**ESL Instructor, Center for Employment Training, February 2006 – July 2012**

**Executive Director, Conflict Resolution Program of the Central Coast, San Luis Obispo, CA**  
January 1995 - June 2001

**Development and Administrative Coordinator, South and Meso American Indian Rights Center, Oakland, CA** July 1992 - December 1994

**Program Director, Conciliation Forums of Oakland, March 1993 - November 1994**

**Administrative Manager, CA Community Economic Development Association, Berkeley, CA**  
June 1989 - October 1991

**Program Director, Berkeley Community YWCA, Berkeley, CA** August 1981 – Nov. 1990

**Executive Director, Humboldt Co. Rape Crisis Team/Child Assault Prevention Project**  
March 1984 - Nov. 1986 **Program Coordinator & Bookkeeper, July 1981 - March 1984**

## **EDUCATION**

**TEFL Certificate – 8/07**

**M.A. Management (Nonprofit emphasis) - July 1993**

**John F. Kennedy University/NTL Institute for Applied Behavioral Science (JFK/NTL)**

**B.S. Organizational Behavior - 1988, University of San Francisco**

**A.A. Justice Administration - 1980, College of the Redwoods**

**Lizzie Rodriguez, CHA**  
**PO Box 90704 Santa Barbara, CA 93190-0704**  
**(805) 637-6332 [liz\\_angelgrl@yahoo.com](mailto:liz_angelgrl@yahoo.com)**

---

Effective management style based on strong communication skills, ability to take initiative, develop and coordinate multiple projects, motivate individuals, and successfully resolve problems in a fast paced environment. Possess diplomatic interpersonal skills, works exceptionally well with diverse work styles and personalities. Demonstrated ability to creatively approach projects, while keeping within established schedule and budget.

---

### **Professional Experience**

**Assistant Director of Executive Operations – Santa Barbara Hotel Group** **2005 - Current**

The Santa Barbara Hotel Group consists of two Santa Barbara, CA based hotels, the Best Western Pepper Tree Inn and the Best Western Encina Lodge & Suites.

- ❖ Planned, developed, and coordinated Human Resources functions of the Hotel Group
- ❖ Produce, analyze, and present financial and revenue forecasting reports
- ❖ Streamlined the Revenue Management process utilizing online booking channels as well as in-house pricing methods
- ❖ Effectively collaborates with service providers in all stages of contracted projects
- ❖ Reports directly to owners/partners

**Director of Operations / Hotel Consultant – Harborside Inns of Santa Barbara** **2005 - Current**

The Harborside Inns of Santa Barbara consists of three Santa Barbara, CA based beach boutique properties; Brisas del Mar - Inn at the Beach, Inn by the Harbor, and Colonial Beach Inn.

- ❖ Responsible for revenue management of three properties utilizing trends reports analysis and revenue forecasting
- ❖ Maintains professional networking relationships with OTA contracts ensuring top marketing position
- ❖ Recognized for exceptional analytic and problem solving skills in regards to creatively approaching cost saving methods and strategic planning
- ❖ Successfully maintains positive working relationships with city departments during complex permitting process
- ❖ Reports directly to General Manager and owners/partners

**Facilities and Special Events Coordinator – SBCVB & FC** **2004 –2006**

Santa Barbara Conference and Visitors Bureau & Film Commission is an advertisement firm promoting Santa Barbara County internationally and nation wide.

- ❖ Reported to President/CEO, maintaining overall management responsibility of Bureau operations by directing and coordinating activities consistent with established goals and objectives
- ❖ Performed liaison responsibilities between the President/CEO and Board of Directors
- ❖ Planned and implemented the production of industry events
- ❖ Successful collaboration with Marketing staff achieving increased media awareness and event revenue

### **Education**

- ❖ American Hotel & Lodging Association – Certified Hotel Administrator

2009

### Conflict Transformation Experience

#### **Conflict Solutions Center**

**2011-Current**

A community based non-profit organization committed to the development of non-adversarial responses to conflict and differences that strengthen social harmony and support individual healing by providing: dispute resolution and problem solving practices, Restorative Justice, consultation, training, and mediation services.

- ❖ Attended Mediation Training Program
- ❖ Worked closely with Executive Director in developing a Restorative Justice Community Collaboration

#### **Alternative to Violence Project (AVP)**

**2011-Current**

A community based national and international non-profit organization offering individuals, community groups, schools, and jail/prison inmates new approaches to responding to conflict through experiential exercises.

- ❖ English and Spanish facilitator in California men's prison
- ❖ Coordinator and facilitator of community workshops
- ❖ Participated in pilot program introducing AVP to 500 youth in a Philadelphia High School
- ❖ Named Committee Member of Alternative to Violence Project / Santa Barbara
- ❖ Presented at State Level Conference – Community Recruitment
- ❖ Invited to speak at National Level Conference, Philadelphia – Strategic Planning
- ❖ Invited to speak at International Level Conference, Ireland – Contextualization

#### **Healing & Rebuilding Our Communities (HROC)**

**2011-Current**

A grassroots community based program designed to bring together survivors and perpetrators of the 1994 genocide for the purpose of trauma healing and reconciliation.

- ❖ Earned certification as a HROC facilitator – trained in Rwanda
- ❖ Named Committee Member of HROC-West (HROC program designed for refugee communities resettled in the United States)
  - Currently participating in development of Advanced level training manual
  - Currently participating in development of statistical data collection for pre/post evaluations

### Other Professional Accomplishments

**HROC Program Evaluation** – Currently conducting evaluation and ethnographic research on the effectiveness of HROC-Rwanda workshops on individual and community wellbeing at 1, 2, and 3-year post workshop benchmarks.

**Member of Society for Community Research and Action (SCRA)** – Finalist for 2012 SCRA video contest, depicting Community Psychologists working in the field.

### Education

- ❖ Pacifica Graduate Institute – PhD Candidate, Post Conflict Community Development – Current
- ❖ Pacifica Graduate Institute – MA, Depth Psychology with an emphasis in Community Psychology, Liberation Psychology, and Ecopsychology 2013
- ❖ Antioch University Santa Barbara – BA, Psychology 2010

# Resume

## Sherrill C. Nickerson

### SUMMARY OF PROFESSIONAL QUALIFICATIONS

- Operations Manager with 20+ years experience in both banking and non-profit sectors.
- Management of a \$12M loan and commercial equipment lease portfolio, including financial statement and credit analysis, loan underwriting, loan documentation and staff supervision
- Consistent focus on process evaluation and improvement
- Strong written and verbal communications skills
- Customer service focus with positive attitude and solutions orientation
- Non-profit management including extensive financial management and fund development

### PROFESSIONAL EXPERIENCE

**6/2013-present                      Executive Assistant**  
**Neary Real Estate (Berkshire Hathaway HomeServices)**

Provide back office and personal support for local real estate agent. Responsibilities include:

- Database and transaction file maintenance
- On-line marketing of properties and social media management
- Co-ordinate property viewings and vendor access and inspections
- Design and co-ordinate mass mail marketing pieces
- Prepare property listing and buyer presentations

**4/2009-12/2010                  Consumer Lending and Credit Support Manager**  
**Montecito Bank & Trust, Santa Barbara CA**

Management of credit scored loan products including real estate secured, personal and small business loans and lines of credit. In conjunction with the Bank's compliance department, ensure adherence to all applicable banking regulations and lending laws in the lending units. Responsibilities included:

- Evaluate lending unit processes to improve efficiency
- Develop lending unit policies and procedures and credit underwriting guidelines
- Maintain credit scoring/automated loan decision platform
- Supervise underwriting for small business and consumer loan products with a staff of 10
- Problem resolution and customer service
- Train bank branch and lending unit personnel in lending guidelines and regulatory compliance
- Serve on various management committees including hiring, compliance and product development

**6/2007-8/2008                      Operations Manager**  
**LEAF Financial Corporation, Philadelphia, PA** Management of operations for the Santa Barbara commercial equipment lease office. Responsibilities included:

- Manage the loan documentation and funding process, including auditing and approving lease documents and lease proceeds, customer service research and problem resolution.
- Personnel management including hiring, training, staffing and scheduling for a staff of 9 in adherence to labor law, performance review and problem resolution
- Assist in the development of lease products and office policies and procedures
- Facility management and interface with vendors

# Resume Sherrill C. Nickerson

**7/1989– 6/2007**      **Originations Manager -Small Business Lending Group**  
**Santa Barbara Bank & Trust, Santa Barbara CA**  
*(Leasing operation purchased by LEAF Financial Corporation)*

Supervision of the commercial equipment leasing, small business loan and documentation/funding operations for a network of 5 community banks with 50 branch offices Responsibilities included:

- Personnel management for a staff of 10 including time record management and adherence to government labor law, staffing and scheduling, performance review, hiring and training and problem resolution
- Credit investigation and underwriting of "application only" lease and loan programs
- Review of credit packages and legal documentation for funding approval; responsible for document accuracy and adherence to company policy and well as fraud prevention; regulatory oversight
- Training of third party lease brokers and leasing companies, trouble-shooting and problem resolution.
- Customer service research and problem resolution
- Compliance management and maintenance of credit exception records

## **Community Service**

**7/1980– Present**      **Santa Barbara Rape Crisis Center, Santa Barbara CA**

30 year volunteer with local not-for-profit agency providing sexual assault prevention and education in south Santa Barbara county. Duties and positions held include:

- Treasurer, Board of Directors for multiple terms between 1985 and 2011
- Preparation of annual agency budget
- Fund raising activities for the agency including representing agency with donors
- Developing and delivering performance review for Executive Director
- Set policy for the agency
- 24 Hour Hotline Crisis Counselor
- Speakers Bureau Community Outreach and Education

**United Way, Santa Barbara CA**

- Fund raising and community education and outreach

**Santa Barbara Y**

- Fitness instructor, fitness tester and sports coach

## **EDUCATION**

**10/2012**      **H & R Block Tax Professional Certification**

**University of California, Santa Barbara CA**

- BA, Developmental Psychology; Minor in Environmental Studies

Resume  
Sherrill C. Nickerson

**Barbara Neary, Neary Real Estate**  
Realtor  
[nearyrealestate@gmail.com](mailto:nearyrealestate@gmail.com)

(805) 698-8980

**Paul Menzel, President, Financial Pacific Leasing**  
Former Director at Leaf Funding & Santa Barbara Bank & Trust  
[pmenzel@finpac.com](mailto:pmenzel@finpac.com)

(253) 568-6121

(877) 222-8558

**Devon Johnson, Loan Fund Manager, Women's Economic Ventures**  
Former Director at Leaf Funding and Santa Barbara Bank & Trust  
[devon.Johnson@gmail.com](mailto:devon.Johnson@gmail.com)

(805) 689-5287

**Elsa Granados, Executive Director, Santa Barbara Rape Crisis Center**  
[elsa@sbrcc.net](mailto:elsa@sbrcc.net)

(805) 963-6832



## JAMMIE L. STONE-STEVENS

403 Hermosa Ct., Lompoc, CA 93437

(805) 944-4229

jammielee516@gmail.com

### SUMMARY OF QUALIFICATIONS

---

- Proficiency in client interviewing utilizing empathy, active listening, and questions to illicit important information.
- Aptitude for rapport building and establishing collaborative partnerships with clientele.
- History of exercising sound judgement and discretion to maintain client confidentiality.
- Excellent interpersonal skills fostering effective and harmonious working relationships via tact, diplomacy and professional communication across clientele, co-workers, and outside agencies.
- Highly organized and experienced maintaining business records, agenda scheduling, and timelines.
- Formally trained and proficient in Microsoft Office software programs: Word, Excel, PowerPoint, Outlook to create letters, reports, spreadsheets, databases, and graphs.

### EDUCATION

---

<b>Bachelors of Arts and Science in Psychology</b>	December 2013
<i>Brandman University, Santa Maria Campus, California</i>	GPA 3.92

<b>Associates of Arts in Psychology</b>	December 2009
<i>University of Phoenix, Phoenix, Arizona</i>	GPA 3.81

<b>Currently pursuing Masters in Psychology – Combined MFT and LPCC</b>	<b>24 Credit Hours</b>
<i>Brandman University, Santa Maria Campus, California</i>	GPA 3.92

### PROFESSIONAL EXPERIENCE

---

<i>United States Air Force, 30<sup>th</sup> Services Squadron</i>	Vandenberg AFB, CA
Airman and Family Services, Child Development Center	March 2011 – April 2012

#### **Child and Youth Program Assistant (Entry Level)**

- Supervised safety and care compliance with local/state accreditation policies, guidance and standards.
- Devised, coordinated and implemented activities for physical, emotional and cognitive development of children (3 months to 4 years of age), including adjustments for special needs.
- Established and maintained a hazard-free environment that promoted sharing, cooperation and positive interactions between children and adults.
- Led parent conferences and management briefs, formulating individualized behavioral plans, noting and adhering to special concerns or requests.
- Practiced patience, understanding, and implemented positive interventions for youths experiencing difficulty adjusting to structured settings, exhibiting defiant behavior and emotional dysregulation.

*Changing Faces, Inc.*

Santa Maria, CA

**Child Care Worker**

January 2011 – February 2011

- Responsible for accountability and safety of up to four adolescences (4:1 ratio), ages 13 to 17.
- Managed and evaluated youth's daily program operations, including facility routines and activities, individual appointment schedules, and medication administration.
- Created and implemented therapeutic extracurricular activities to enhance the home environment.
- Observed and logged youth interaction and program compliance for file records and accountability.
- Led discussion sessions, such as peer group meetings, one-on-one dialogues, and family conferences.
- Initiated crises intervention and emergency procedures to safeguard residents and staff.

*United States Air Force, 15<sup>th</sup> Services Squadron*

Honolulu, HI

Family Member Program Flight, Youth Programs

February 2009 – June 2010

**Joint Base Pearl Harbor Hickam MWR School Age Program**

**Child and Youth Program Assistant (Target Level)**

- Supervised safety and care compliance with local/state accreditation policies, guidance and standards.
- Devised, coordinated and implemented activities for physical, emotional and cognitive development of youths (5 to 11 years of age), including adjustments for special needs.
- Provided youth guidance and assistance with special projects, homework and life skills (i.e. clubs, group discussions, one-on-one problem solving, conflict resolution).
- Established and maintained a hazard-free environment that promoted sharing, cooperation and positive interactions between youths and adults.
- Trained, observed and counseled School-Age staff on program guidelines and techniques to enhance team synergy, youth learning and service quality to program participants.
- Participated in conferences and briefs with parents/guardians, addressing concerns and/or requests.
- Transported and supervised children for special events, field trips, and outings.

*Holy Family Catholic Academy*

Honolulu, HI

After School Care Program

September 2007 – February 2009

**Lead Child Care Monitor**

- Solely responsible for after-school supervision of 20+ students, 1st - 8th grade.
- Devised and supervised safe outdoor activities and cultivated an orderly classroom environment.
- Key enabler in instructor's curriculum success by assisting students to achieve program timelines.
- Responsible for planning weekly activities, games, and crafts that were age appropriate.

*First Hawaiian Bank*

Honolulu, HI

**Compliance Analyst**

February 2007 – September 2007

- Identified and analyzed account suspicious activity.
- Filed suspicious activity reports with various government regulatory agencies.
- Conducted customer and account due diligence for high profile business and personal accounts.

*World Savings Bank (currently Wachovia Bank)*

San Antonio, TX

**Department Assistant and BSA/Special Investigator**

January 2004 – July 2006

- Investigated employee defalcation and identity theft via evaluated confidential internal reports.
- Investigated suspicious account transaction history via evaluated confidential internal reports.
- Investigated and resolved customer-reported fraudulent electronic transaction claims.
- Resolved issues with customers and merchants concerning disputed transactions.
- Conducted numerous department meetings, presentations, and team building off sites.
- Trained new employees with personally developed references and techniques.

*Alamogordo Federal Savings and Loan (currently Bank 34)*

Alamogordo, NM

**Customer Service Representative**

March 2002 – November 2003

- Assisted customers with new account applications as well as routine account-related requests.
- Researched and resolved customer inquiries and problems.
- Managed the department audit for new accounts.
- Cross-sold bank products and services based on customer needs in accordance with the banks' program standards.
- Implemented and maintained new filing system for bank records retention.

**PERSONAL REFERENCE**

Renee Olivas

(805) 757-9183

Marisol Mariscal

(805) 264-7231

Tina L. Garcia

(805) 698-8295

# Esther Cortez

1209 N. Oakley Ave. Santa Maria, CA 93458 • (805) 623-3489 • corteze723@yahoo.com

---

## Objective:

Seeking a responsible and challenging position working with families and youth in which I can apply my education and contribute to the success of our community.

## Summary of Skills:

- Responsible, punctual, and energetic
- Excellent communication skills/ Bilingual
- Active listener and critical thinker
- Extremely organized and attention to detail
- Microsoft office proficient- 45WPM

## Education and Coursework:

*Pioneer Valley High School*

High School Diploma, (June 2008)

Santa Maria, CA

California State University Northridge

Bachelors of Science Degree, Sociology-Criminal Justice (May 2015)

Northridge, CA

## Professional Experience:

Youth Mentor:

- Mentored at-risk high school students in various school subjects
- Helped youth create and achieve goals that were age and time appropriate
- Organized creative and educational activities for youth to participate in

Social Work:

- Helped litigants fill out and file restraining orders
- Guided litigants through the court process system
- Worked with a diverse, low-income population and aided them with clothes, food, and mentorship

Administration:

- Scanned, filed, and indexed student transcripts and documents
- Answered multiple phone lines, transferred calls to corresponding departments.
- Responsible for training new incoming student workers
- Sending and responding to emails in a timely manner

## Work History:

Conflict Solutions Center- RJ Programs Coordinator  
Santa Maria CA

June 2015 – Current

Zodiac Aerospace- Production Clerk  
Santa Maria CA

September 2014 - January 2015

Vallarta Supermarkets- Cashier/Senior Cashier  
Santa Maria, CA

January 2014 - September 2014

Admissions & Records- Cal State University Northridge  
Student worker  
Northridge, CA

September 2008 - November 2012

**References:** (Available upon request)