

Profile

Paola

First Name

Middle Initial

Agramon

Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Washoe County CSD-Building

Employer

Primary Phone

Office Specialist

Job Title

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ Less than 1 year

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

Why are you interested in being part of this board, commission, or academy?

To share the aspects that are wonderful about our parks and open spaces. As an avid user of these spaces, I would love to assist in finding ways to improve certain areas as well as hearing and deciding the proposed events in these spaces.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

I have attended meetings for the Planning Commission. I also watch the Board of County Commissioners to be aware of changes occurring in Washoe County. I've assisted the Washoe County Planning Department host Spanish language workshops regarding the Envision Washoe 2040 changes. Specifically in the Sun Valley and North Valley areas.

**Do you currently serve on any boards/committees or volunteer?**

☐ Yes ☒ No

**If yes, please list the boards/committees or volunteer programs.**

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

## **Demographic Information**

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

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**What is your highest level of school completed? If enrolled, highest degree received? \***

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**What is your employment status? \***

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**What is your total household income? \***

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**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

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## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☒ Yes ☐ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

Washoe County Employee

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

Profile

Breanne

L

Antos

First Name

Middle Initial

Last Name

Home Address

Suite or Apt

City

State

Postal Code

Email Address

Urban Design Studio

Interior Designer

Employer

Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 30+ years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 2 - Commissioner Clark

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

Why are you interested in being part of this board, commission, or academy?

Want to be more involved in my community.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

I am an interior designer, working on market-rate and affordable multi-family and senior living projects in Washoe County. In addition to my interiors experience, we provide outdoor furniture on all the properties and chime in on the landscape design.

**Do you currently serve on any boards/committees or volunteer?**

☒ Yes ☐ No

**If yes, please list the boards/committees or volunteer programs.**

My HOA in Galena Forest Estates: Rosecreek HOA.

[Bre Resume 2024.pdf](#)

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

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**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

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**What is your highest level of school completed? If enrolled, highest degree received? \***

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**What is your employment status? \***

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**What is your total household income? \***

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**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

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# Breanne Antos

## INTERIOR DESIGNER

### PROFESSIONAL EXPERIENCE

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APRIL / 2016

TO PRESENT

#### URBAN DESIGN STUDIO

##### Lead Interior Designer

- Focus on hospitality and multi-family projects on the west coast.
- Produce conceptual presentations, construction documents and review finish submittals presented by the contractors.
- Conduct regular site visits to ensure designs are being followed accurately.
- Work with contractors to resolve construction and design issues.
- Create FF&E package, procure furnishings and coordinate install.

JANUARY / 2016

AUGUST / 2017

#### ATERRA DESIGNS

##### Lighting Designer

- Met with home buyers in Builder studio, reviewed standard lighting layout and discussed upgrade options.
- Prepared quote and produced revised lighting layout for buyers review.
- Supplied lighting plan and order to electrician, conducted site visits at rough-in to ensure items and locations were correct.

JANUARY / 2011

JUNE / 2020

#### SELF-EMPLOYED

##### Interior Designer

- Residential remodel projects.
- Met with homeowners, reviewed program, noted existing conditions.
- Produced as-built drawings, space planned per program, selected new finishes and coordinated with sub-contractors.
- Conducted site visits to ensure design was being followed accurately.

### EDUCATION

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DECEMBER / 2009

UNIVERSITY OF NEVADA, RENO

Bachelor of Science, Interior Design

DECEMBER / 2008

TRUCKEE MEADOWS COMMUNITY COLLEGE

Associate of Applied Science, Paralegal/Law

### THE BASICS

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I believe that staying up to date with current trends, design solutions and new products are an important facet of the interiors industry. I have attended the HD Expo and the Las Vegas Market several times in the past 10 years, and plan on attending NeoCon and BDNY in the near future.

### LICENSURE:

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REGISTERED INTERIOR DESIGNER,  
NV #258-ID

LEED AP, JUNE 2009

### SKILLS:

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CAD	<div></div>
MICROSOFT OFFICE	<div></div>
ADOBE PHOTOSHOP	<div></div>
ADOBE INDESIGN	<div></div>

Profile

Will

First Name

Middle Initial

Arndt

Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Net NV

Employer

Primary Phone

CEO

Job Title

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 21-30 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in being part of this board, commission, or academy?

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As an almost lifelong Reno resident (moved here when I was 2), I truly enjoy our parks and public spaces. We frequent Rancho San Rafael on our daily walks, the Riverwalk and Idewild park during Food Truck Friday and other events, and we also enjoy the farmers market at the McKinley Arts Center to name a few of our favorites. These spaces belong to all of us, and it is all Washoe County residents' responsibility to ensure they are protected and able to be enjoyed by the community and its visitors. My interest in this position stems from my desire to serve my community and help drive the best possible outcomes for community as a whole.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

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I am a local business owner and have successfully grown my business selling internet and technology services over the last 8 years. I have served on the board of trustees for PBS Reno since 2021, so I am familiar with how boards operate and the time commitments involved. Here is my LinkedIn for more details: <https://www.linkedin.com/in/willarndt/>

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### Do you currently serve on any boards/committees or volunteer?

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☒ Yes ☐ No

### If yes, please list the boards/committees or volunteer programs.

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I serve on the board of PBS Reno and have done so since August of 2021.

[Profile-1.pdf](#)

Upload a Resume

---

Please attach a letter of recommendation.

### Please Agree with the Following Statement

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☒ I Agree

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**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

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**What is your highest level of school completed? If enrolled, highest degree received? \***

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**What is your employment status? \***

---

**What is your total household income? \***

---

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

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☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

---

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

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## Contact

## Top Skills

Customer Service  
Strategic Planning  
Marketing

## Honors-Awards

The Rosy

# Will Arndt

CEO and Founder at Net NV, Helping People and Organizations  
Solve Internet and IT Challenges

Greater Reno Area

## Summary

Working in the IT and Telecom industry for almost a decade has well acquainted me with the challenges many organizations and individuals face with their internet providers. At Net NV we strive to eliminate those challenges by providing reliable internet solutions and exceptional customer service.

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## Experience

### Net NV

CEO and Founder

April 2017 - Present (8 years 1 month)

Reno, Nevada

### IQ Technology Solutions

Enterprise Services Lead

September 2015 - August 2019 (4 years)

Reno, NV

### Digital Technology Solutions LLC

Technical Supervisor

April 2014 - September 2015 (1 year 6 months)

### Mt. Rose Ski Tahoe

Customer Service and IT

November 2008 - April 2015 (6 years 6 months)

Reno, Nevada

From Tahoe's Highest Base (elevation 8,260'), you're launched nearly 1,800 vertical feet in 3.5 minutes. The reward? Panoramic views of Lake Tahoe and Nevada. The real payoff begins as you descend into 1,200 acres of some of the Sierra's best powder. The recent opening of the Chutes puts Mt. Rose in a whole new league.

Mt. Rose is the closest resort to the Reno/Tahoe Intl. Airport, and just 25 minutes from Reno's 17,000 rooms. Mt. Rose is the perfect choice for the first and last day of your Lake Tahoe vacation.

University of Nevada, Reno  
Network Technician  
November 2013 - December 2014 (1 year 2 months)

Alice Heiman, LLC  
Intern  
January 2006 - February 2008 (2 years 2 months)  
Reno, NV

Alice Heiman, LLC is a sales consulting firm that helps companies increase sales. Alice works with companies of all sizes that have a business to business sale. From start-ups to Fortune 500 companies, Alice focuses the sales team and gives them the strategy it takes to increase their sales.

Alice is also the creator of the BizTalk Blender [www.biztalkblender.com](http://www.biztalkblender.com).

During my time at Alice Heiman, LLC, I did research and general office work.

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## Education

University of Nevada, Reno  
Information Systems · (2010 - 2014)

Galena High School  
· (2006 - 2010)

Profile

Christopher

M

Baker

First Name

Middle Initial

Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Manhard Consulting

Entitlement Manager

Employer

Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 30+ years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 4 - Commissioner Andriola

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

Why are you interested in being part of this board, commission, or academy?

Having lived, worked and played in Washoe County for over 30 years, I understand and respect how important and truly precious our parks and open spaces are to the community and our wellbeing. As a result, I would like to be more involved in the process to ensure that these resources are properly planned for and maintained.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

As a land planning professional and avid trail runner, mountain biker, and fly fisherman with over 25 years of experience in Washoe County working with staff, officials, stakeholders and residents to ensure preservation of and access to our vital parks and open space is maintained and expanded all the while understanding planned growth is important to ensure the continued prosperity of our region. My relevant work experience and general desire to give back to our great community, combined with being an almost daily user of our precious parks and open space, make me an ideal candidate for this Board. Past Board Experience: Builders Association of Northern Nevada (BANN) 2021-2024 Spanish Springs Cal Ripken 2015- 2023

**Do you currently serve on any boards/committees or volunteer?**

☒ Yes ☐ No

**If yes, please list the boards/committees or volunteer programs.**

My previous Board positions have all expired, but I am currently a volunteer high school golf coach.

[Chris\\_Baker\\_Resume.pdf](#)

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

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**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☐ Yes ☒ No

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### Years of Experience

> 25 years

### Education

University of Nevada, Bachelor of Science, Geography

### Areas of Expertise

Regional and Master Planning

Land Use and Site Planning  
Urban Design

Historical Rural Planning

Facility and Environmental Planning

Entitlement Procurement and Due Diligence Research

Municipal Coordination

### Professional Affiliations

American Planning Association

US Green Building Institute

## Christopher Baker, LEED AP

### ENTITLEMENT MANAGER

Christopher Baker is Manhard's Entitlement Manager, overseeing the planning departments in all offices. He has over 25 years of planning experience and has been responsible for numerous residential, commercial, and industrial planning projects throughout northern Nevada. Responsibilities include overseeing project management teams, public relations, business development, research, development of various land use entitlements and representing projects and clients before governmental agencies.

### Relevant Experience

#### Lyon County Master Plan Update | Lyon County, Nevada

Mr. Baker was responsible for project management and coordination of the Lyon County Master Plan. He ensured that the Master Plan met County and community goals and was developed in accordance with Nevada Revised Statutes (NRS). Mr. Baker led informative County staff-level meetings and community workshops to provide an engaging, transparent plan development process and solicit public input. Mr. Baker used staff and community input to develop land use alternative scenarios, analyzing impacts on the community, which were ultimately used in the Master Plan. He focused on clear language and easy-to-understand graphics to ensure a usable document that was immediately ready for implementation by the County.

#### Santerra-Quilici Properties | Reno, Nevada

Mr. Baker represented this 1,127 acre project, with 1,225 residential units, a regional park, extensive trail system, school site, and commercial property, located in the City of Reno. The Santerra-Quilici Properties project encompassed multiple entitlements including a Master Plan Amendment, Zoning Map Amendment, Tentative Map, and various Special Use Permits. Mr. Baker was responsible for preparing and processing the project entitlement package, ensuring compliance with City and federal standards for this complex project, and representing the project before community groups, local and federal agencies, the Planning Commission, and City Council. Mr. Baker's use of significant public outreach with community groups and coordination with various agencies, including the Bureau of Land Management, National Forest Service, Army Corps of Engineers, Fish and Wildlife, and the Environmental Protection Agency was instrumental in project approval. Mr. Baker followed the approval of the project with various applications to provide for the specific implementation of the development.

### Additional Representative Projects:

Traditions comprehensive entitlements | Lyon County, NV

Riverwood and Big George Planned Development | Douglas County, Nevada

Woodbridge Estates | Lyon County, NV

Silver Oak Planned Unit Development | Carson City, NV

Clear Creek Planned Development | Douglas County, Nevada

Keystone Canyon Planned Unit Development | Reno, Nevada

Somersett PUD | Reno, Nevada

Starbucks Distribution Center | Douglas County, Nevada

Mountaingate 78 Residential and Commercial Development | Reno, Nevada

Profile

Michael

B

Bosma

First Name

Middle Initial

Last Name

Home Address

Suite or Apt

City

State

Postal Code

Email Address

Reno+Sparks Chamber of Commerce

Vice President, Partners and Programs

Employer

Job Title

Primary Phone

Alternate Phone

How long have you lived in Washoe County? \*

☒ 11-20 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

**Why are you interested in serving on this board/commission?**

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As Vice President of the Reno-Sparks Chamber of Commerce, I am deeply committed to the well-being of our community and believe in the vital role open spaces and parks play in enhancing quality of life, promoting sustainability, and supporting economic vitality. Serving on the Washoe County Open Space and Regional Parks Commission aligns with my passion for protecting natural areas, fostering recreational opportunities, and ensuring that future generations can enjoy these invaluable resources. My experience in leadership, community engagement, and advocacy will enable me to contribute meaningfully to preserving and enhancing our region's parks and open spaces.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

---

I am highly qualified to serve on the Washoe County Open Space and Regional Parks Commission due to my extensive experience in community leadership and sustainability initiatives. As the Green Business Coordinator and Health and Wellness Coordinator for the Reno-Sparks Chamber of Commerce, I have spearheaded programs that promote environmental stewardship and foster healthier lifestyles within our community. My role has equipped me with a deep understanding of sustainable practices, the importance of protecting natural spaces, and the value of providing accessible recreational opportunities for all. Additionally, my ability to engage with diverse stakeholders, advocate for community priorities, and drive collaborative solutions makes me well-suited to contribute to the commission's mission of preserving and enhancing our region's open spaces and parks.

**Do you currently serve on any boards/committees or volunteer?**

---

☒ Yes ☐ No

**If yes, please list the boards/committees or volunteer programs.**

---

Truckee Meadows Water Authority (Standing Advisory Committee) Education Alliance of Washoe County School District (WCSD) Board Vice President - Nevada Youth Empowerment Project (NYEP)



Upload a Resume

---

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

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☒ I Agree

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**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☒ Yes ☐ No

---

## Nepotism

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☐ Yes ☒ No

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M. Brian Bosma

“

Innovative business professional with a proven ability to create impactful strategies that drive business and economic growth while effectively collaborating and leading teams to success.

”

#### CURRENT BOARD APPOINTMENTS

- Truckee Meadows Water Authority (Standing Advisory Committee)
- Education Alliance of Washoe County School District (WASD)
- Nevada Youth Entrepreneur Project (NYEP)

#### EDUCATION

Bachelors Degree in Business Marketing and Communications

Liberty University  
Lynchburg, VA

- Class President
- American Advertisement Federation National Finalist
- Policy Debate Team Captain

#### EXPERIENCE

**Reno + Sparks Chamber of Commerce**  
Vice President, Partners and Programs

April 2020 - Present

- Build robust partnerships and create strategic partners to foster a thriving business and tourism ecosystem in Nevada
- Champion, organize and lead the Chamber's:
  - Monthly 'Coffee & Commerce' and 'Business After Hours' networking events
  - 'Biggest Business Expo Ever'
  - 'Nevada Green Business Program'
  - 'Chamber Ambassador Program'
  - Washington DC Fly-In
  - Employer Wellness Summit
  - Workplace Wellness Project and NV Obesity Collaborative
  - Chamber Education Series
  - Chamber Volunteer Days
  - Ribbon-Cutting Ceremonies
  - Golden Pioneers Awards and Green Gala

**Economic Development Authority of Western Nevada (EDAWN)**

Manager of Business Retention, Expansion and Workforce Development

December 2018 - April 2023

- Ensured the growth and success of primary companies in Western Nevada
- Foreign Trade Zone and Expansion Abatement Liaison

**G\_Suite, LLC**

Founder / CEO

March 2009 - December 2010

- Marketing and business strategy firm with a results-first oriented mindset that has executed unique projects and events around the globe.



Profile

Yuli

First Name

Middle Initial

Chavez Camarena

Last Name

Home Address

City

Suite or Apt

State

Postal Code

Email Address

Truckee Meadows Community College

Employer

Director of Recruitment and Admissions of Special Populations

Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 21-30 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 3 - Commissioner Garcia

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in being part of this board, commission, or academy?

---

I'm a longtime Reno resident with deep roots in this community. I've dedicated over 20 years of my professional life to supporting youth, families, and underrepresented populations through my work in higher education. I currently serve as a director at Truckee Meadows Community College. I bring experience in public service, budgeting, community programming, and strategic planning, and I believe these skills can support the work of this commission. Beyond my professional background, Reno is my home. I'm raising two young children here, and my aging parents also live in the area. Over the past five years, my family has embraced camping as one of our favorite activities. That experience has given me a deeper appreciation for our parks, trails, and public spaces. I've seen how nature brings people together and strengthens families. I want to help ensure that all members of our community have access to well-maintained, welcoming, and inclusive outdoor spaces. Serving on this commission would be a way for me to give back to a place I love and contribute to shaping the future of our shared spaces for generations to come.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

I believe I am well qualified to serve on this board because of my experience, values, and deep commitment to our community. I currently serve as a director at Truckee Meadows Community College, where I lead diverse teams, manage public programs, and collaborate across departments to support students and families. I have also served on multiple committees, including United Way of Northern Nevada and the Sierra, where I currently serve as co-chair. I am a team player who values diversity and believes in the power of people coming together to solve problems. I listen actively, speak up when needed, and stay firm in my values, especially when it comes to protecting the well-being of our community. There is strength in unity, and outdoor spaces give us important opportunities to step outside our routines and connect with one another. Parks, trails, and open spaces are where relationships grow, families spend time together, and communities thrive. I am also the child of working-class parents who had very little in terms of economic prosperity. Still, I had a wonderful childhood because my parents took us to parks, the river, and public libraries. These public spaces gave us joy, connection, and learning. They remain essential for families like mine and for so many others. I want to help ensure these spaces continue to serve and uplift our community, and I am ready to contribute my time, experience, and voice to that work.

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### Do you currently serve on any boards/committees or volunteer?

---

☒ Yes ☐ No

### If yes, please list the boards/committees or volunteer programs.

---

United Way of Northern Nevada and the Sierra

[YChavez\\_Resume\\_2025.pdf](#)

Upload a Resume

**Please Agree with the Following Statement**

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☒ I Agree

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**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

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☒ Yes ☐ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

---

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

---

none

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# YULI CHÁVEZ CAMARENA, M.A.

---

m

## **EXECUTIVE SUMMARY**

Bicultural higher education leader and longtime Reno resident with 20 years of experience supporting youth, adult learners, and underrepresented populations. Committed to community growth and well-being with deep roots in service, equity, and the belief that people thrive through strong partnerships. Proven success in supervising staff, managing large budgets and federal grants, and leading equity-driven programs. Experienced in building cross-sector collaborations, coordinating impactful outreach, and advancing access to education. Serves as Principal Designated School Official and co-chairs multiple institutional and regional committees.

## **PROFESSIONAL EXPERIENCE**

### **Director, Recruitment and Admissions of Special Populations**

*Truckee Meadows Community College, Reno, NV | 2022–Present*

- Lead and supervise three key departments: International Student Services, the Recruitment and Access Center, and New Student Services.
- Directly supervise full-time professionals, classified staff, and paraprofessionals, including hiring, training, and performance management.
- Oversee large departmental budgets, ensuring alignment with institutional goals and compliance with financial policies.
- Manage advising services for new college freshmen, supporting their transition and academic planning.
- Supervise and direct programming for the Nevada Promise Scholarship, Summer Bridge Program, Men of Color Mentorship Program, GEAR UP, Testing Services, Welcome Center operations, and College Tours.
- Develop and implement strategic recruitment plans in collaboration with academic and student service departments.
- Plan and lead campus-wide events to strengthen partnerships and increase student engagement.
- Serve as Principal Designated School Official (PDSO) for international student compliance and support.
- Conduct program assessment and reporting for institutional effectiveness and accreditation.
- Lead outreach, programming, and retention efforts focused on underrepresented and marginalized populations.
- Contribute to grant writing and donor proposal development to expand student services and equity initiatives.

### **Program Director, Recruitment and Access Center**

*Truckee Meadows Community College, Reno, NV | 2017–2022*

- Directed college access and recruitment programs, including Dual Credit (Jump Start), Nevada Promise, Success First, Summer Bridge, GEAR UP, and Jacobs Presidential Scholarships.
- Supervised 8 full-time and 4 part-time staff; managed over \$915,000 in total budgets and reported on multiple federal and institutional grants.

- Oversaw recruitment initiatives in collaboration with K–12 districts, including college fairs, application workshops, and parent nights.
- Led design and delivery of Summer Bridge programs for 150+ first-generation students annually.
- Ensured compliance for Nevada Promise Scholarship, serving over 1,800 prospective students per year.
- Developed retention strategies using early alerts, success coaching, and career guidance.
- Collaborated with TMCC departments and marketing to promote events and build community engagement.
- Conducted program assessments and supported reporting for accreditation and institutional planning.

### **Advisor, Retention and Recruitment Student Success Center**

*University of Nevada, Reno | 2014–2016*

- Served as academic advisor for students from freshman year through graduation in the College of Business.
- Led first-year advising and orientation for over 3,000 new students in the College of Business.
- Managed BUS Exploration summer program for Latinx high school students.
- Created the college's new student advising handbook and academic planning tools.
- Coordinated with campus departments on admissions, registration, degree audits, and retention.
- Oversaw graduation verification process in partnership with Admissions & Records.

### **Coordinator, GEAR UP Program**

*Truckee Meadows Community College | 2012–2014*

- Launched and managed a \$90,000 federally funded GEAR UP grant supporting low-income students.
- Created school-based college access initiatives including College Corners, student leadership groups, and bilingual parent engagement events.
- Collaborated with WCSD and NSHE to expand early college awareness and academic support.
- Developed and administered pre/post surveys and tracked student data to evaluate program impact.
- Implemented financial aid and scholarship workshops in English and Spanish.
- Planned and delivered summer camps and bridge programs reaching over 750 students.
- Integrated career navigation curriculum to support college and career readiness.

### **Student Services Specialist**

*Truckee Meadows Community College | 2009–2012*

- Developed and operated a registration call center that supported over 5,000 students each semester.
- Coordinated and facilitated 60+ New Student Orientation sessions, including content development and logistics.
- Supervised and trained one full-time staff member and 20 student employees.
- Provided targeted outreach and registration support for first-generation, underrepresented, and non-traditional students.
- Supported recruitment and enrollment efforts for low-income students eligible for TMCC Graduation Incentive Grants.

### **TEAM UP Coordinator**

*Washoe County School District | 2008–2010*

- Supervised after-school teams including 10 certified teachers, 2 administrative assistants, and 10 peer mentors.
- Managed a \$120,000 federal grant, including writing reports and tracking outcomes.
- Created and maintained schedules for academic and enrichment activities for 300+ students.
- Used data systems to monitor student progress and ensure grant compliance.

### **Hispanic Youth Image Coordinator**

*Nevada Hispanic Services / 2004–2008*

- Managed grants from United Way and Community Development Block Grant, including all reporting and RFP submissions.
- Successfully secured funding through four CDBG and two United Way grant cycles.
- Supervised one staff member and coordinated over 80 volunteers.
- Recruited 350+ low-income Latinx middle and high school students for academic success and college readiness programs.

## **EDUCATION**

**Master of Arts**, Educational Leadership — University of Nevada, Reno, 2012

**Bachelor of Arts**, Speech Communications — University of Nevada, Reno, 2008

## **COMMITTEE EXPERIENCE**

- Hispanic Serving Institution Committee, TMCC (2017–2023)
- Enrollment Management Committee, TMCC (2017–Present)
- Co-Chair, Enrollment Management Committee, TMCC (2023–Present)
- Student Services Council, TMCC (2017–Present)
- NSHE Nevada Promise Implementation Team (2017–Present)
- Planning Council, TMCC (2017–Present)
- P-16 Advocacy Council, Education Alliance (2017–2020)
- Co-Chair, Faculty of Color Coalition, TMCC (2018–2020)
- Reno College Fair Planning Committee, WCSO (2018–Present)
- Accreditation Committee, TMCC (2019–2022)
- Board Member, United Way of Northern Nevada and the Sierra (2019–Present)
- Budget Reduction Committee, TMCC (Summer 2020)
- Faculty Senator, TMCC (2020–2022)
- Dual Credit Advisory Committee (2017–2022)
- Co-Chair, Board of Directors, United Way of Northern Nevada and the Sierra (2023–Present)
- NAFSA Leadership Academy (2024)
- Washoe County Leadership Academy (2024–2025)

## **TEACHING EXPERIENCE**

BUS 101: Freshmen Seminar, University of Nevada, Reno (Fall 2015)

EPY 101: Educational Leadership and Psychology, TMCC (2015–2016)



April 25, 2025

To Whom It May Concern:

Please consider this letter of recommendation for Yuliana "Yuli" Chavez-Camarena as a supportive document to serve as an at-large member on the Washoe County Open Space and Regional Parks Commission.

I first met Yuli when we were working on our Masters in Educational Leadership together at the University of Nevada, Reno and several years later, she became my direct supervisor at Truckee Meadows Community College (TMCC) in the Recruitment & Access Center (RAC). I served under her leadership for 5 years and I can confidently say that Yuli is one of the most talented and capable leaders I have had the privilege of working with.

Yuli exhibits great problem-solving and decision-making skills on a daily basis. She is constantly being pulled in different directions due to the nature of her role. She easily transitions from one activity to another and she is highly organized which helps her to have excellent time management skills. Yuli works well under pressure and views problems as opportunities. She is a highly effective planner and always follows through on work. She is always looking for ways to make things more efficient and she has done so with all of the programs she oversees at the college including general student recruitment, orientation, international student work, first-generation and special population programs that serve thousands of students on a yearly basis. She is a strong advocate all students.

Yuli has been engaged in the institution and community in a plethora of ways. She participates on community boards such as the Board of Directors for the United Way of Nevada and she just recently completed the Washoe County Leadership Academy. She is also consistently serving on campus committees such as chairing the enrollment management committee this year. I have seen Yuli demonstrate a strong work ethic and commitment to delivering high quality results in everything that she does. Her ability to juggle multiple priorities, effectively manage a variety of budgets all while managing a team effectively, has always been impressive.

I enthusiastically recommend Yuliana Chavez for this role. Yuli will be a true asset to your team. As a colleague, she continues to be a pleasure to work with and I truly believe that we are lucky to have her as part of the team at TMCC. 9 years into the position and Yuli remains a shining star at the institution and an admired leader in the community. I appreciate her hard work and dedication that she brings to the job, her commitment to serving her community as a whole, and her passion for helping others succeed.

Kind Regards,

Amber Burroughs  
Associate Director of Workforce Development  
Truckee Meadows Community College

Application Form

Profile

MatthewDemartini  
First NameMiddle InitialLast Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Meridian Company Engineering

Employer

Engineering Technician

Job Title

Primary Phone

Alternate Phone

How long have you lived in Washoe County? \*

☒ 30+ years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 3 - Commissioner Garcia

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

**Why are you interested in serving on this board/commission?**

---

I am interested in serving on this commission because as a resident of Washoe County for over 40 years I have enjoyed the parks and open space countless times over and believe they are a nice asset for the community, past, present and future. My ideals align with the mission of the Regional Parks and Open space and I have first hand experience on regular weekly basis with the exceptional parks, open space and recreational opportunities they provide in Washoe County. As an avid runner I have grown up running through and making footprints in the vast parks and open spaces for the past 35+ years that the area has to offer. These parks include Rancho San Rafael, Bartley Ranch, Mayberry, Galena Creek, Davis Creek, Crystal Peak, and Bower's Mansion, just to name a few. Similarly I align with the goal, and place equal importance on preserving our natural, historical and cultural resources through the parks for all community members to experience first hand for generations to come. As a result I am set out as strong candidate for the position because I will be able to serve the goals of the commission and the community as a whole.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

---

I believe I have a good understanding of the commission goals as well as a community background as a local resident for 40 years enjoying the parks first hand. I graduated from the University of Nevada, Reno in 2004. Throughout my time in Reno I have had the opportunity to participate/observe/speak at various commission and council public meetings including those at the Reno City Planning Commission, Reno City Council, Northern Nevada Water Planning Commission and Western Regional Water Commission. In my participation I was able to learn and experience first hand the functions of the bodies and respect provided to them by the community and afforded by them to the members of the public in their participation. I believe I am a well-rounded candidate for the position and have the time to serve as may be necessary. I also was a candidate for Reno City Council, Ward 1 in the 2024 election.

**Do you currently serve on any boards/committees or volunteer?**

---

☐ Yes ☒ No

**If yes, please list the boards/committees or volunteer programs.**

---

[20230115ResumeParksCommissionFinal.pdf](#)

Upload a Resume

[20230117\\_DeMartini\\_Letter\\_of\\_Recommendation\\_KB\\_Final.pdf](#)

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

---

**Demographic Information**

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

**What gender do you identify as? \***

**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☐ No

---

## Nepotism

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

---

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

---

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**



( )



# Matthew DeMartini

## PROFILE

Born, raised, and resident in Washoe County, Nevada for 40 years. Avid Runner enjoying the local parks and trails that the community has to offer, for many miles per week.

## EDUCATION

**Bachelor Of Arts in Psychology, 2004**  
**University of Nevada, Reno**  
GPA: 3.7/4.0

## KEY SKILLS

- Respect
- Teamwork
- Communication
- Problem-solving

## OBJECTIVE

*To serve faithfully and diligently on the Open Space and Regional Park Commission.*

## PROFESSIONAL EXPERIENCE

**Meridian Company Engineering**  
Reno, Nevada

1999 – Present

- Water rights research, analysis and reports
- Title and deed research and analysis
- Property management support
- Engineering technician
- Office work and clerical

**American Environmental Resources, Inc.**  
Reno, Nevada

2005 – Present

- Current Vice President
- Water and wastewater system operation and maintenance
- Various office and technical functions including designing manuals, purchasing, sales
- Customer outreach and correspondence

## OTHER

- Nevada State Board of Pharmacy, Pharmaceutical Technician License # PT05320
- Additional coursework in math, accounting, chemistry, organic chemistry, biology, individual taxation and economics
- A+ Software, A+ Hardware courses

January 17, 2022

**Re: Letter of Recommendation for Mr. Matthew DeMartini for Open  
Space Regional Parks Commission**

Good morning Commissioners:

My name is Kathleen Beeler I have been a resident of Reno, Nevada for 30 years. I worked in Washoe County social services for 23 years. I have known Matthew DeMartini for 36 years.

I recommend Mr. DeMartini to serve as a commissioner on the Open Space and Regional Parks Commission. I believe that with Mr. DeMartini's experience and motivation he is an excellent candidate for this position.

Through the years that I have known Mr. DeMartini he has shown to be reliable, possesses strong communication skills, and works exceptionally well with people.

Mr. DeMartini enjoys running in our outdoors and our community parks.

I am confident Mr. DeMartini will be a valuable resource and asset serving on the commission and helping to contribute to the success of our community.

Sincerely,  
Kathleen Beeler MSW  
Washoe County Retiree

Application Form

Profile

Brian  
First Name

E  
Middle Initial

Erbis  
Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Self-Employed  
Employer

Private Investigator  
Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 6-10 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 2 - Commissioner Clark

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Question applies to multiple boards

Please verify that you reside within the Citizen Advisory Board (CAB) district for which you are applying [here](#).

Please tell us about yourself

### Why are you interested in being part of this board, commission, or academy?

---

After a 24-year career in public service, I still have a desire to serve. I am a multifaceted individual with an advanced degree and a certified fraud examiner and a licensed private investigator (PILB 4253). While I may seemingly lack the requisite experience for certain positions, it is important to stick with the concept of inclusion. Laypersons may offer keen insight based upon a worldview that is not bound by esotericism and can, as such, "think outside the box." Although I do not reside in District 4, I am willing to serve the people of that area.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

I am a retired police detective with a specialty in investigating financial crimes. I am a certified fraud examiner, hold a master's degree in criminal justice with various advanced graduate certificates. I am also analyze organizations, public and private, for efficiency by identifying dysfunction and make feasible recommendations.

---

### Do you currently serve on any boards/committees or volunteer?

---

☒ Yes ☐ No

### If yes, please list the boards/committees or volunteer programs.

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Washoe County Debt Management Commission.

[CV\\_Professional\\_FINALIZED\\_BE\\_ao\\_April\\_2025.pdf](#)

Upload a Resume

[Andolyn\\_Johnson\\_Reference\\_Letter.pdf](#)

Please attach a letter of recommendation.

### Please Agree with the Following Statement

---

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

---

☒ I Agree

---

### Demographic Information

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

Brian E Erbis

**What is your age range? \***

**What gender do you identify as? \***

**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

Question applies to multiple boards

**Please Agree with the Following Statement**

---

**I understand the role and responsibilities of membership on this board or commission and am willing to serve. If appointed, I will attend required meetings and training and will adhere to pertinent bylaws. I understand that some appointments require a Financial Disclosure Form to be submitted to the Nevada State Ethics Commission. I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal. If appointed to a Citizen Advisory Board (CAB), I agree to attend a CAB new member orientation session and open meeting law training within six months of my appointment. I understand that failure to comply with this requirement will result in automatic removal from the Citizen Advisory Board.**

---

☒ I Agree

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

## Brian Erbis

### Credentials

Certified Fraud Examiner- conferred by the Association of Certified Fraud Examiners (ACFE) in February 2023.

Private Investigator and Qualifying Agent- personal and corporate license granted in September 2023 by the Nevada Private Investigator Licensing Board (NV PILB#4253). Personal license placed in abeyance to act as corporate member and qualifying agent of business.

Notary Public- Commissioned in Nevada exp. 6/25/2028.

### Education

C.U.N.Y. John Jay College of Criminal Justice

- B.S. in Criminal Justice, January 2020
- M.A. Criminal Justice, Terrorism Studies specialization, With Distinction, June 2023, GPA 4.0
- M.P.A. Inspection and Oversight, Inspector General, Expected December 2025
- Advanced Certificate in Terrorism Studies, January 2024
- Advanced Certificate in Transnational Crime Studies, June 2024
- Certificate in Investigative Psychology, May 2024

Nassau Community College

- A.S., Criminal Justice, May 1993

NYPD Professional Courses:

- Criminal Investigator Course
- Homicide Investigators Course
- Special Victims Investigators Course
- Auto Crime Investigator
- Dignitary Protection
- Flying While Armed
- Plainclothes Certification

## **Self-Employment**

### **Brian Erbis Consulting LLC – Owner and Qualifying Agent**

Private investigation firm (Nevada Private Investigator Licensing Board #4253) offering certified fraud examination, mystery shopping of corporate entities, and general private investigation on a case by case basis. Other services include public and private interest consulting specializing in organizational efficiency recommendations through lobbying of various entities.

## **Law Enforcement Employment**

### **New York City Police Department - *Detective, Retired***

Served a quarter of century with the NYPD in several capacities. As part of the Special Frauds Squad in the Financial Crimes Task Force, investigated complex fraud cases involving economic elder abuse, check and credit/debit card fraud schemes, money laundering, embezzlement, asset misappropriation and tax cases. Assisted in wiretap takedowns and conducted several interstate extraditions. Worked with the IRS Task Force. Financial Crimes Enforcement Network authorized user. Worked in the 10<sup>th</sup> and Midtown North Precinct Detective Squads in Manhattan investigating robbery, burglary, grand larceny complaints along with suspicious and non-suspicious deaths, homicides and making arrests when circumstances warrant. Received training in auto crimes, counterterrorism dignitary protection, criminal investigations with emphasis on homicides and sex crimes, plainclothes operations and various financial crimes seminars through private sector partners. Testified in numerous grand jury proceedings, several criminal trials, and at multiple administrative and civil hearings.

As a police officer in the 10<sup>th</sup> Precinct, served as patrol officer, traffic safety officer, youth officer, and plainclothes anti-crime officer.

## **Awards and Honors**

Police Officer of the Month - February 2002

Police Officer of the Month - August 2003

Police Officer of the Year - 2007

NYPD Meritorious medal

Multiple Excellent Police Duty medals

## **Studies**

Conducted a graduate research study of the operations and integrity of the Sparks, Nevada Police Department. Published. <http://dx.doi.org/10.13140/RG.2.2.14054.19525>

Conducted a graduate research study of the operations of Reno City governance. Published. <http://dx.doi.org/10.13140/RG.2.2.20283.53283>

## **Work Products**

Published a sample fraud examination report. <https://doi.org/10.13140/RG.2.2.11042.44488>

### **Additional Experience**

Expertise stemming from several years of experience in executive, dignitary, and property protection.

### **Administrative Skills**

Working knowledge of ArcGis Pro, Microsoft Word, PowerPoint, Excel, Adobe Acrobat and QuickBooks.

### **Professional Organizations**

Certified Fraud Examiner (CFE) credentialed member of the Association of Certified Fraud Examiners (ACFE).

President of Northern Nevada Chapter #252 of the Association of Certified Fraud Examiners.

### **Public Service**

At-Large Public Member, Washoe County Debt Management Commission Jan 2025-present

### **Academic References**

Dr. Maria (Maki) Haberfeld  
John Jay College of Criminal Justice

Professor Michael Walker  
John Jay College of Criminal Justice

Dr. Craig Dudley  
John Jay College of Criminal Justice

Dr. Ibrahim Bechrouri  
John Jay College of Criminal Justice

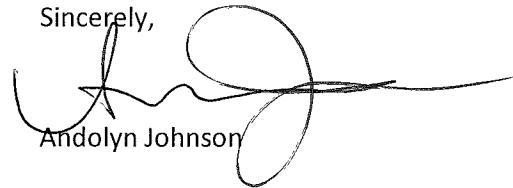
July 13, 2023

Re: Letter of Reference for Brian Erbis - Washoe Leadership Academy

To Whom It May Concern:

I am writing to recommend Brian Erbis for a placement in the Washoe Leadership Academy. I have known Brian for four years in a person capacity as his wife is a co-worker of mine at the U.S. Attorney's Office in Reno. Since retiring from his law enforcement position and moving to Reno, Brian has wanted to return to a career to public service and has gone back to school to achieve those goals. He is dedicated to making this area a better and even more enjoyable place to live. I highly recommend his admission to the program.

Sincerely,

A handwritten signature in black ink, appearing to read 'Andolyn Johnson', with a large, stylized loop at the end.

Andolyn Johnson

Profile

Sophia

First Name

Heidrich

Last Name

Middle Initial

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Mountain Area Preservation

Employer

Advocacy Director

Job Title

Primary Phone

Alternate Phone

How long have you lived in Washoe County? \*

☒ 21-30 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in serving on this board/commission?

---

One of the major benefits of living in Washoe County is the proximity to an abundance of open space and recreational opportunities. I am deeply committed to preserving and expanding those opportunities and increasing equitable access for all. I would love to sit on the Open Space and Regional Parks Commission to weigh in on key park master plans, potential property acquisitions, and other important park and open space management questions. It would be a great honor to give back to the community in this volunteer role and use my past experience and knowledge of Washoe County Regional Parks and Open Space to help guide future decisions.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

I served as the Park Planner for Washoe County from 2019 to 2022 and in that time I oversaw the development of several park and recreation master plans, including the Regional Archery Facility Master Plan and the Carcione and Canepa Ranch Recreation Access Plan. In that position, I came to understand how Washoe County Regional Parks and Open Space functions, their key operations and priorities, the role of the commission, as well as future opportunities. Additionally, I served as a board member for the Truckee Meadows Parks Foundation from December of 2019 to July of 2022 and I currently sit on the Tahoe Living Working Group (a committee of the Tahoe Regional Planning Agency), which is considering potential future housing policy amendments for the Tahoe Basin.

### Do you currently serve on any boards/committees or volunteer?

---

☒ Yes ☐ No

### If yes, please list the boards/committees or volunteer programs.

---

Tahoe Living Working Group (a committee of the Tahoe Regional Planning Agency).

[HeidrichSophia\\_Resume.pdf](#)

Upload a Resume

[Letter\\_of\\_Rec\\_Sophia\\_Heidrich\\_AO.pdf](#)

Please attach a letter of recommendation.

### Please Agree with the Following Statement

---

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

---

☒ I Agree

---

### Demographic Information

Sophia Heidrich

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

---

**What gender do you identify as? \***

---

**Which race/ethnicity best describes you? \***

---

**What is your highest level of school completed? If enrolled, highest degree received? \***

---

**What is your employment status? \***

---

**What is your total household income? \***

---

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☒ Yes ☐ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

Hunter Heidrich (Deputy District Attorney), Spouse

Sophia Heidrich

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# SOPHIA HEIDRICH

## EDUCATION

---

- May 2016      **Master of Arts in International Environmental Policy**  
*MIDDLEBURY INSTITUTE OF INTERNATIONAL STUDIES | MONTEREY, CA*
- Focus: Natural Resource Policy and Management; Language of Study: Spanish
- May 2010      **Bachelor of Arts in International Affairs**  
*UNIVERSITY OF NEVADA, RENO | RENO, NV*
- Study Abroad: Università degli Studi della Tuscia | Viterbo, Italy

## EXPERIENCE

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- July 2022 - Present      **MOUNTAIN AREA PRESERVATION (MAP) | TRUCKEE, CA**  
**Advocacy Director**
- Developing and implementing strategic direction for land-use and advocacy programs.
  - Conducting stakeholder outreach to create coalitions and build positive land-use results through connection, teamwork, and accountability.
  - Evaluating Town of Truckee and Placer County project proposals, environmental reports, and sustainability programs, and preparing written and oral recommendations.
  - Drafting effective communications and educating MAP members about advocacy campaigns, resource conservation, the public process, and environmental regulations.
  - Maintaining and updating current information on MAP's website and social media outlets.
- March 2019 - July 2022      **WASHOE COUNTY | RENO, NV**  
**Park Planner**
- Designed, updated and implemented recreation master plans and studies in areas such as natural resources, land use and transportation, and conservation and sustainability.
  - Reviewed development proposals to determine impacts on natural and recreational resources, and prepared and delivered comprehensive reports and presentations.
  - Prepared scopes of work and supported grant management for project delivery.
  - Served on the Environmental Sustainability Initiative team, to include translating the County vision to actionable sustainability principles as well as creating, monitoring, and reporting on key sustainability indicators.
  - Developed and implemented Washoe County Green Team goals and priorities, and served as Chair during calendar year 2021.
- Oct. 2018 - March 2019      **CALIFORNIA COASTAL COMMISSION | SAN FRANCISCO, CA**  
**Coastal Program Analyst II**
- Analyzed coastal land use plans, zoning ordinances and development applications for conformance with environmental laws, and prepared written and oral recommendations on various topics, including climate adaptation, sustainability, and resilience.
  - Fostered collaborative working relationships with local, state, and federal agency officials to review large-scale projects and environmental analyses.
  - Effectively represented the Commission and communicated information about regulatory and planning programs, and permit requirements.
- Aug. 2017 - Sept. 2018      **WATER EDUCATION COLORADO | DENVER, CO**  
**Education and Outreach Coordinator**
- Designed and orchestrated special events and programs, including trainings, tours,

- workshops and webinars, to educate the community on numerous topics, including sustainable transportation, climate adaptation and resilience, and watershed management.
- Built monitoring and evaluation tools, and analyzed data to determine the efficacy of Water Education Colorado's programs, trainings, and training materials.
- Served as the statewide coordinator for Project WET, an international program designed to build the capacity of teachers to facilitate lessons about water-related topics.

June 2017 -  
Nov. 2017

**DENVER WATER | DENVER, CO**  
**Business Technical Intern II**

- Developed a survey tool to collect data at all of Denver Water's recreational facilities to find the optimum balance between operations, recreation, and natural resource protection.
- Monitored Denver Water's recreational facilities and enforced rules and regulations.
- Identified the need for and designed an interpretative tool, supporting efforts to inform the public about water resource management in Colorado.

Feb. 2016 -  
July 2016

**CONSERVATION INTERNATIONAL (CI) | ARLINGTON, VA**  
**Watershed Management Capacity Building Intern**

- Designed, organized, and created a Training of Trainers (ToT) manual and toolkit on watershed management to be implemented by CI field staff and partners around the world.
- Researched, compiled, and interpreted international best practices and case studies, such as several ridge-to-reef case studies that served as examples of effective integrated coastal resource management, to inform the ToT.

Sept. 2015 -  
Jan. 2016

**CARMEL RIVER WATERSHED CONSERVANCY (CRWC) | CARMEL, CA**  
**Watershed Associate/Youth Educator**

- Analyzed and drafted a report detailing all coastal projects in the Carmel River Watershed, which required the ability to explore complex coastal resource management issues, as well as knowledge of environmental science, environmental rules and regulations.
- Co-led tours of student groups to inspire and teach youth about watersheds, including sustainability, riparian habitats, ecosystem processes, and threatened species.

Nov. 2014 -  
Jan. 2016

**OCEAN CHAMPIONS | CAPITOLA, CA**  
**Ocean Conservation Intern**

- Implemented strategic direction to support critical ocean and climate-focused legislation, while demonstrating awareness and sensitivity to political issues.
- Researched topics of concern, such as the impact of microplastics in the marine environment, and drafted reports on important coastal policy issues to advise the Executive Director.
- Analyzed ocean-related policies and distilled complex information into digestible content.
- Managed social media outlets, including the creation of infographics and blog posts, to inform the public and increase member outreach.

## SKILLS

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- Basic ArcGIS; Microsoft Office, PowerPoint, and Excel; Design Software (e.g., Canva, Piktochart, etc.); Social Media

## TRAININGS/MEMBERSHIPS

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- July 2021 - July 2022 | Washoe County Strategic Plan Sustainability Initiative Member
- January 2021 - January 2022 | Washoe County Green Team Chair
- December 2019 - July 2022 | Washoe County Green Team Member
- December 2019 - July 2022 | Truckee Meadows Parks Foundation Board Member
- October 2018 - September 2019 | Colorado Statewide Coordinator, Project WET
- 2018 | Project WET Training
- 2017 | Climate Reality Leadership Corps Training



mountain area preservation

December 22, 2024

Brandon Roman  
Washoe County Manager's Office  
1001 E. 9th Street, Suite A201  
Reno, NV 89512

Re: Letter of Recommendation for Sophia Heidrich

Dear Mr. Roman,

I am writing to support Sophia Heidrich's application to serve on the Washoe County Open Space and Regional Parks Commission. Sophia has worked for me at Mountain Area Preservation (MAP) since July 2022, serving as MAP's Advocacy Director.

Sophia joined MAP at a critical time. We had been working to save 300 acres of deer migration habitat as open space, during a 5-plus-year General Plan Update process. Sophia got up to speed quickly to assist MAP in significant land use review, community outreach, and government advocacy, helping me negotiate better outcomes for climate action planning, environmental justice, workforce housing, and open space for the Truckee 2040 General Plan.

Not only is Sophia a fast learner, but she also possesses the unique ability to balance complex land use items and other organizational priorities with utmost professionalism. She has reviewed numerous complicated project documents and demonstrated an exemplary ability to research, review, and critically analyze complex materials. Her attendance at a wide variety of governmental agency meetings and hearings, where she efficiently reviews materials ahead of time and distills critical information to provide feedback and recommendations, is a testament to her exceptional organizational skills.

On behalf of MAP, she recently joined the Tahoe Regional Planning Agency's Tahoe Living Working Group, a committee designed to help prioritize actions that will help achieve Tahoe housing goals while improving environmental protections. Sophia does her homework and represents the organization thoughtfully and professionally.

I am confident that she would add value and expertise to the commission.

Sincerely,

A handwritten signature in black ink that reads 'Alexis Ollar'.

Alexis Ollar, MS & GISP  
MAP Executive Director

Application Form

Profile

Jill  
First Name

Hinxman  
Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

The Ferraro Group  
Employer

Public Affairs Manager  
Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 21-30 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

**Why are you interested in being part of this board, commission, or academy?**

---

I have lived my whole life in Washoe County and have enjoyed the wonderful parks around my home. Bartley Ranch, Manzanita Park, and Rancho San Rafael have always been staples growing up that I have continued to enjoy into adulthood. I want to take this great opportunity to learn about the inner workings of the land in the county and the process in place that takes the land and makes it the beautiful parks I and so many other community members enjoy. I want to create lasting change in my home that I can one day share with future generations.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

---

As previously mentioned, I have lived my entire life in Washoe County. My favorite place to be in the summer is up at Lake Tahoe enjoying the wilderness, along with the many parks in the Reno area that encourage me to live healthy, active, and social lifestyles. I work at a public relations/public affairs firm in the state that has exposed me to many different people, companies, and connections across the state. I have never previously served on any boards and commissions as I just graduated college two years ago, but look forward to expanding my resume if the opportunity arose.

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**Do you currently serve on any boards/committees or volunteer?**

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☐ Yes ☒ No

**If yes, please list the boards/committees or volunteer programs.**

---

[Jill\\_Hinxman\\_Resume\\_2025.docx](#)

Upload a Resume

---

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

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**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

---

☒ I Agree

---

**Demographic Information**

Jill Hinxman

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

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**What gender do you identify as? \***

---

**Which race/ethnicity best describes you? \***

---

**What is your highest level of school completed? If enrolled, highest degree received? \***

---

**What is your employment status? \***

---

**What is your total household income? \***

---

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☒ Yes ☐ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

Katie Weber, Mother (Washoe County School District)

Jill Hinxman

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# Jillian Hinxman

Office Management



Client Success



Project Coordination

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## CAREER EXPERIENCE

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### **The Ferraro Group - Reno, NV**

**June 2023 - Present**

#### *Public Affair Manager*

Responsibilities include client management, meeting documentation along with follow-up reports to send to the appropriate clientele. Time management is critical as campaign management and time-sensitive tasks are key aspects of the job. Organization and expertise are a part of the day-to-day functions in the office to ensure appropriate public affairs and public relations.

### **Forever Awnings - Reno, NV**

**September 2020 - June 2023**

#### *Office Manager*

Primary responsibilities include complete organization of office and all corresponding documentation for a multimillion-dollar business operation. Utilize QuickBooks, Microsoft Office, and G Suite to keep the administrative processes running smoothly to ensure effective business operations. Aid in the operations side by maintaining the schedule and project pipeline.

### **LOFT - Reno, NV**

**January 2020 - April 2021**

#### *Retail Sales Associate*

Responsibilities include greeting customers upon entry with a positive attitude and bringing them through the sales cycle, ensuring they have a pleasant experience in our store. Communication, upselling, problem solving are some of the foundational elements of a successful transaction. Time management is key to guarantee all projects can be completed effectively. Practice detailed store organization to help streamline inventory management.

### **Studio Sculpt - Reno, NV**

**July 2020 - December 2020**

#### *Front Desk Coordinator*

As an integral team member of the studio, main responsibilities included greeting clients with a smile, keeping a clean and welcoming environment, and inventorying retail. Additionally, served as the liaison between clients and staff, tracked and organized client data, and helped the team in whatever way was needed.

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## EDUCATION

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University of Nevada - Reno, NV  
*Bachelor of Arts - Political Science*

August 2019 - May 2023

Bishop Manogue Catholic High School - Reno, NV  
*High School Diploma - General Studies*

August 2015 - June 2019

Application Form

Profile

Jean M Johnson  
First Name Middle Initial Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Retired Teacher  
Employer Job Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 1-5 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 1 - Commissioner Hill

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

Why are you interested in being part of this board, commission, or academy?

I have a natural desire to leave a space better than I found it. I have a life long commitment to protecting and preserving open space for the present and future generations. I believe our mental health and physical health requires space to breathe and recreate.

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

I have not served on any boards. But as a life long educator serving pre-K to college I have a good understanding of the work of boards and committees. I have been asked to submit proposals and actions in front of many school and state boards. I also understand funding sources and the timeliness of grants.

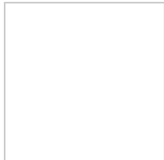
**Do you currently serve on any boards/committees or volunteer?**

☐ Yes ☒ No

**If yes, please list the boards/committees or volunteer programs.**

[Jean Johnson Resume 2.docx](#)

Upload a Resume



Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

## Demographic Information

**The purpose of collecting demographic information is to gain a comprehensive insight into the applicant pool. It is important to note that none of the demographic questions will affect the selection process for a position, ensuring that everyone has an equal opportunity to be considered.**

**What is your age range? \***

**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

---

**What is your highest level of school completed? If enrolled, highest degree received? \***

---

**What is your employment status? \***

---

**What is your total household income? \***

---

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

---

## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

---

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# Jean Johnson

*A good teacher never stops learning and never stops caring.*

## EXPERIENCE

### **Antelope Valley Academy HS**, Palmdale, CA— *Teacher* 2004- 2021

Small Group Instructor- Art, Child Development, Sexual Health.

Developed Curriculum for my coursework which was adopted for Learn4Life Schools.

Art Club Advisor and Award winning student art shows.

AVAHS is designated for at-risk youth.

### **Lancaster School District**, Lancaster, CA — *Teacher* 1989-2002

Classroom Teacher - Science, Art

Classroom Teacher - Kindergarten

### **Antelope Valley College**, Lancaster, CA -Adjunct Instructor 1990-1992 Instructor - Child Development

### **Whittier College**, Whittier, CA— *Teacher* 1986-1989

Classroom Teacher Lab School - Kindergarten, supervising college students from many disciplines.

High Scope trainer for teachers visiting Lab School.

### **Plaza De La Raza Head Start**, Whittier, CA— *Teacher* 1984-1984

### **Downey Family YMCA**, Downey, CA— *Teacher/Assistant Director* 1981-1984

### **Western Nevada Community College**, Carson City, NV 1979-1981 Adjunct Instructor - Art

## EDUCATION

## SKILLS

Enjoy students of all ages, backgrounds, and abilities.

Experience brings knowledge and flexibility.

Open to new concepts

Assimilate information quickly

## AWARDS

**Consistent winner of Art awards with students AVAHS**

**Specially Designed Academic Instruction in English (SDAIE) - authorization**

**Demonstration Teacher Whittier College**

**Mentor Teacher Lancaster School District**

**Mentor Teacher Mathematics for young children**

**Presenter NAEYC**

## LANGUAGES

Some Spanish and Italian, non-fluent

**Whittier College, Whittier, CA — *Master of Arts in Education, 1992***  
Administration, Curriculum writing

**Cal State Los Angeles, Los Angeles — *Clear Teaching Credential 1985***

**Rio Hondo College, Whittier, CA — *Children's Center Permit 1985***

**Northern Illinois University, DeKalb, IL — *Bachelor of Science in Education 1977***

**Thornton Community College, South Holland, IL — *Associate's Degree Advertising Design 1975***

## **PROJECTS**

SDAIE projects for teaching ELL students in regular classes.

Teaching Child Development for Teen Mothers.

Developing and teaching Sexual Health Coursework.

Teaching Drug Awareness Programs.

Teaching Reading for HS students working well below grade level.

Developing Coursework for Advanced Art Students.

Profile

Matthew

B

Kaempfe

First Name

Middle Initial

Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

The Pasha Group

Director, Shared Services

Employer

Job Title

Primary Phone

Alternate Phone

How long have you lived in Washoe County? \*

☒ 1-5 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 5 - Commissioner Herman

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in serving on this board/commission?

---

In the almost three years that I have lived in Reno since moving from northern Arizona, I have grown to love the mountains, forests and prairies of Washoe County. Protecting these areas as a natural resource is paramount to keeping them as pristine as possible for future generations. I have lived in many parts of the country from the Midwest (Missouri) to the Appalachians (Virginia) to the desert of Arizona. All of those places have their own version of charm and beauty but none compare to northern Nevada. I currently live in northwest Reno on the foothills of Peavine Mountain and on any given day I can look out my bedroom window and see deer, coyotes, bobcats and myriad species of birds. One time just before the turn of this year my wife and I took our dog to the top of Peavine and I believe I saw two elk in the valley between the two peaks with the TV and radio towers. I looked up elk sightings in Reno and found this - <https://www.kkqh.com/2023/11/09/elk-arent-just-for-elko-anymore/>. What a spectacular thing to experience. Being a part of protecting the area is an opportunity that I take very seriously. If you select me as a member of this commission, you will be choosing someone who is committed to Reno, committed to Washoe County and fully committed to preserving our open spaces and regional parks. Thank you for your consideration and I hope to meet you all soon in person. Have a great rest of your day.  
Matthew B. Kaempfe

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

In 2019, I was selected by the Town Council of Clarkdale, Arizona to be a member of the town's Design Review Board. That board's mission is to maintain the historical character of the town by reviewing all applications for in town development to ensure the facades were appropriate and either matched or enhanced the town's established image. In 2020, I was elected to be Vice Chairman of that board and served as such until moving to Reno in February 2022. In the November 2020 general election in Yavapai County, Arizona, I ran for and was elected to the Verde Valley Fire District Board of Directors. All operational oversight of the Verde Valley Fire District was under board purview. We reviewed and approved/rejected all district activities including budgets, public issues, personnel issues, and sales and purchases of district lands. I served as a Director on the Fire Board until moving to Reno in February 2022.

### Do you currently serve on any boards/committees or volunteer?

---

☐ Yes ☒ No

### If yes, please list the boards/committees or volunteer programs.

---

[Resume\\_of\\_Matthew\\_B\\_Kaempfe.docx](#)

Upload a Resume

---

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

---

**Demographic Information**

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**What is your age range? \***

**What gender do you identify as? \***

**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☐ No

---

## Nepotism

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

---

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

---

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# MATTHEW B. KAEMPFE

---

## TRANSFORMATIONAL CUSTOMER EXPERIENCE LEADER

Accomplished executive leader with 30+ years of experience leading organizations and personnel of every variety with intensive experience in leading Operations, Training and Quality, Workforce Management, project management, client management and vendor/partner management. Led the design, construction, and full startups of contact centers as well as migration of existing centers from brick and mortar to virtual and vice versa. Professional achievements include creating transformational customer experiences in challenging environments ranging from logistics to healthcare administration to financial services to insurance claims of every variety.

## CORE COMPETENCIES

- \* Transformational Customer Experience thru Quality process design and/or overhaul
  - \* Revenue acceleration due to improved customer experience
  - \* Productivity enhancement by creating a performance culture
  - \* Leadership development by teaching the principles of Quality processes and consistent coaching
  - \* Turnover reduction thru clearly established goals, expectations, and performance management
  - \* Vendor/Partner management including search, selection, and contract negotiations
  - \* Intense Project Management including customer experience center design and construction
- 

## PROFESSIONAL EXPERIENCE

### THE PASHA GROUP

**Director, Shared Services Center**      Reno, NV   March 2022 – current

Site Director of The Pasha Group, a logistics company that specializes in moving goods and services all over the globe, primarily serving the needs of the United States military. Under my purview are 11 operational leaders that include one Sr. Manager, three Managers, three Supervisors and four Team Leaders. Collectively, the team supports the efforts of an additional 60+ customer advocates located both locally onsite and remotely spread out over the contiguous 48 states. In this role my responsibilities include all operational aspects of business - training, Quality, personnel management, staff stability, leadership development, budgetary concerns and staff security – as well as oversight of the site location itself including building maintenance, vendor selection and services, and maintaining ISO 9001 and 14001 standards.

### Key Accomplishments

- Led completely new focus on customer experience through Quality process redesign over the course of 2022 and 2023; these efforts generated the first ever PERFECT customer satisfaction score for Pasha's Overhigh and Wide division in Q4 2023.
- Achieved voluntary turnover of 6% overall at the Reno site in 2023; turnover for Pasha overall was 22%; turnover for Shared Services specifically was 17.8%.
- Grew staff size by over 20% in 2023 through taking on additional work from the business overall and creating/implementing a workforce staffing model that correctly predicted staffing needs.
- Developed a leadership program that led to the promotion of two internal Supervisors to Manager roles, one internal Team Leader to a Supervisor role and two Associates to Team Leader roles.
- Exceeded all customer experience KPIs while doing so with expanded, less experienced workforce.
- Led all Shared Services through the process of securing full certification of ISO 9001 standards in April 2022 and ISO 9001 and ISO 14001 standards in June 2023.
- Met budget goals within 1% without going over budget in both 2022 and 2023.

## **NORTHERN ARIZONA HEALTHCARE**

### **Director, Integrated Patient Scheduling**

Flagstaff, AZ October 2018 – February 2022

Director of a team of two Managers, four Team Leaders and 66 customer advocates. Integrated Patient Scheduling is responsible for all Northern Arizona Healthcare customer contact ranging from scheduling Ambulatory appointments and all Diagnostic Imaging tests to gaining Referrals for patients as well as obtaining insurance approvals for testing, appointments, and surgeries with our Insurance Verification Unit.

#### Key Accomplishments

- Led the design, creation and implementation of the first customer experience Quality Assurance tool ever employed by Northern Arizona Healthcare.
- Achieved 37% improved customer experience scores in the first year of implementation of the QA tool.
- Reduced turnover by 53% by instilling a collective focus on maximizing customer experience.
- Succeeded in hitting all expected KPIs while finishing the fiscal year \$71,000 under allotted expenses.
- Negotiated the contract to add call-recording software to all customer interactions within Integrated Patient Scheduling.
- Designed and fully implemented an IVR to optimize advocate skilling and prioritization as well as customer experience, particularly related to breast cancer imaging.
- Designed the soon to be built Access Services Center, a state of the art contact center featuring Mitel telephony and Behavioral Analytics tools and TeleOpti Workforce Management tools.

**KEMPER HOME SERVICE** February 2017 thru September 2018

### **Director, Customer Experience Center Operations • Creve Coeur, MO**

Director of a team of two Call Center Managers, two Call Center Supervisors and 60 customer advocates. All interviewing and hiring transactions, all Quality and Training functions, all Workforce Management including forecasting, scheduling and schedule optimization, and all performance improvement, coaching/development and corrective action were under my purview.

#### Key Accomplishments

- Lowered average speed of answer by 50% through the introduction of optimized staffing model (self-created) and the expansion of staff size by 30% within four months.
- Overhauled existing Quality Assurance process to align actual customer experience with organizational expectations of customer experience using a deep dive root cause analysis of past customer interactions.
- Created and implemented a closed loop coaching tool and development process for Managers, Supervisors and advocates, the first of its kind in Kemper Home Services. This model later implemented organization wide.
- Instituted a formalized scorecard for the measurement of customer advocate performance that included all metrics that matter monthly – Quality Assurance scores, Availability %, Calls per hour, Auxiliary (non-productive) Time %, After Call Work Time and personal attendance.

**TRIWEST HEALTHCARE ALLIANCE** August 2015 to August 2016**Manager, Virtual Contact Center** • Kansas City, MO

Led the local effort to launch the Kansas City contact center in August 2015. After launch, managed an inbound/outbound team of 15 supervisors, 30 team leaders and approximately 240 patient service representatives to serve American military veterans in their efforts to receive timely medical care through the Veteran's Administration.

Key Accomplishments

- Initial member of the project leadership team as well as the training curriculum development team that launched the Kansas City contact center with a very compressed timeline.
- Promoted to become the first Virtual Contact Center Manager for the implementation of the virtual hub with TriWest Healthcare Alliance.
- Identified as a coaching and development subject matter expert and charged with overhauling the existing Quality Assurance process and implementing new monthly coaching and development procedures and to run those procedures the Kansas City contact center.
- Created locally and implemented organization-wide the first and only operations scorecard that measured performance at the patient services representative level and the Supervisory level.
- Chosen as the only advanced member of the Kansas City contact center management staff to attend corporate managerial training in the TriWest home office in Phoenix, AZ.

**AURORA BANK, FSB & EVERHOME MORTGAGE** November 2010 to April 2014**Assistant Vice President, Contact Center Operations** • Chesterfield, MO

Responsible for the operational oversight and day-to-day management of a large, high volume, mortgage loan servicing call center.

Key Accomplishments

- Migrated the St. Louis call center from a brick-and-mortar operation to a fully virtual center in early 2012, reducing facility costs, increasing scalability, positioning for expansion of geographic footprint, all while maintaining established high-performance standards.
- Championed a positive culture of performance by overhauling sup/rep 1on1 meetings, designing & conducting triad sessions, creating the Supervisor Coaching Journal, staff & leadership development, and conducting routine focus groups.
- Created performance expectations and culture creation/management thus improving overall operational performance of the St. Louis call center by 56% over the course of 2011.
- Transformed the St. Louis call center from being the lowest performing site in the channel in January 2011 to the highest performing site by the end of September 2011 and repeated that performance in October & November 2011 as well as January & February 2012.
- Brought back all Aurora Bank staff, as a division of EverHome Mortgage, to the brick-and-mortar location in May 2012 and led the group to outperform the established Jacksonville location within 90 days.

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## **ADDITIONAL EXPERIENCE AND HONORS**

**TWO YEAR MEMBER AND VICE CHAIRMAN OF THE DESIGN REVIEW BOARD, TOWN OF CLARKDALE, AZ**

**ELECTED TO VERDE VALLEY, ARIZONA FIRE DISTRICT BOARD OF DIRECTORS in the General Election, NOVEMBER 2020 – BUDGET COMMITTEE CHAIRMAN**

### **CONTACT CENTER OPERATIONS MANAGER**

**Convergys** – February 2009 to November 2010

### **CONSULTANT, CONTACT CENTER & IVR VENDOR MANAGEMENT**

**Mastercard Worldwide** – O’Fallon, MO    February 2008 to February 2009

### **MANAGER, CUSTOMER EXPERIENCE – CONTACT CENTER & IVR**

**Maritz Loyalty Marketing** – St. Louis, MO    November 2004 to February 2008

### **VICE PRESIDENT, CALL CENTER OPERATIONS**

**Thumbs-Up Telemarketing** – St. Louis, MO    June 2000 to November 2004

---

## **EDUCATIONAL BACKGROUND**

Attended Southwest Missouri State University • Marketing, emphasis on Management • GPA 3.4

**Associate of Arts, Liberal Arts** • Jefferson College • May 1989; *cum laude* and recipient of the President’s Junior and Community College Scholarship to Southwest Missouri State University

Application Form

Profile

KodyFirst Name

MMiddle Initial

KendrickLast Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

6senseEmployer

Sr. Talent PartnerJob Title

Primary Phone

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 11-20 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 4 - Commissioner Andriola

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in being part of this board, commission, or academy?

---

I am interested in this opportunity to join the commission because I love Reno/Sparks and I love the parks in the area. I frequent them regularly with my wife and 3 children and truly understand the importance of having recreational areas across the the Reno/Sparks area for our community. I've watched Reno/Sparks go through a significant amount of development the past 15 years and I'd love to be instrumental in ensuring our parks and recreational areas remain in great shape and a priority to the community. Being involved on the decisions made regarding parks and recreational areas, and the future planning and budget allocation that goes along with it, would be an incredible honor and one I would take very seriously and passionately.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

To be frank, this would be my first time serving on a board or being in a role that directly impacts the community. I have taken part in several community service events which included helping the Food Bank in USA parkway, cleaning up trash and debris along the river a few different times, and helping the children's cabinet during their toy drives.

---

### Do you currently serve on any boards/committees or volunteer?

---

☐ Yes ☒ No

### If yes, please list the boards/committees or volunteer programs.

---

[Kody\\_Kendrick\\_Resume.docx](#)

Upload a Resume

---

Please attach a letter of recommendation.

### Please Agree with the Following Statement

---

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

---

☒ I Agree

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### Demographic Information

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**What is your age range? \***

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**What gender do you identify as? \***

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**Which race/ethnicity best describes you? \***

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**What is your highest level of school completed? If enrolled, highest degree received? \***

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**What is your employment status? \***

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**What is your total household income? \***

---

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☐ Yes ☒ No

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## **Nepotism**

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

☐ Yes ☒ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

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**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

# Kody Kendrick

## **Professional Experience**

### **6sense**

**May 2022 – Current**

**Senior Talent Partner**

- 

### **Sprinklr**

**(August 2021 – April 2022)**

**Senior Recruiter – GTM /Post Sales**

- Work with hiring managers and stakeholders to identify key traits of a successful candidate and determine a suitable sourcing strategy for each role
- Responsible for full cycle recruitment. Taking candidates from sourcing stage through offer.
- Currently supporting our post-sales go-to-market teams, which include hiring Managed Services, Implementation Consultants, Project Management, and Customer Success.
- Manage between 10-20 requisitions at any given time
- Support the onboarding process by working with the HR and IT teams to ensure that new hires are set up with all necessary equipment and systems access for Day 1 of their employment
- Ensure that the candidate's experience at Sprinklr is as flawless as the customer experience at Sprinklr.

### **Aerotek Recruiting and Staffing (June 2016 – July 2021)**

**Senior Account Recruiting Manager (January 2020 – July 2021)**

- Responsible for managing the customer relationship and end-to-end recruitment, onboarding, and new hire orientation for our largest regional accounts.  
- Highest hiring quality in our market for contractors placed
- Consistently managing 10-15 requisitions and moving 30-40 candidates through the hiring process weekly for various staffing needs
- Highly skilled in volume recruiting; as well as, placing Senior and Executive level candidates
- Managed teams of 3-6 Recruiters through various staffing engagements across the region, focusing on delivery, allocation, performance metrics, and specific Recruiter goals.
- Partner with clients on specific staffing needs to develop a strategy and guidelines for contractor compensation, billing, allocating resources, creating a timeline, setting Recruiter goals/KPI's, and recruitment delivery based on hiring expectations/needs per respective client
- Experience managing and recruiting on staffing engagements. Placed over 1000 contractors during my time at Aerotek.
- 3x Annual Contest winner and 12x Quarter Contest Winner: Averaged 22K in weekly recurring revenue for the business unit

**Account Manager (Oct 2019 – January 2020)**

- Oversee new business development of both permanent placement and contract staffing services in accounts throughout the greater Reno market
- Prospecting and qualifying new business opportunities
- Manage between 15 and 25 accounts consistently, including Fortune 500 companies and companies local to the area as well.
- Create partnerships with accounts and helping them to maintain and increase headcount through targeted staffing plans
- Responsible for 200 outbound contacts, 12 meetings, 3 lunches, and 2 site visits per week
- Driving saturation for all current accounts across all divisions
- Experience working with several MSP's and VMS platforms
- Allocated recruiting resources to ensure that client needs, and objectives were met or exceeded.
- Management and development of internal recruitment team of up to 7 (2 direct reports and 5 divisional team members)

### **Account Recruiting Manager (August 2018 – October 2019)**

- Responsible for managing client engagement on all levels, full cycle recruitment, on-boarding, and new hire orientation for our largest call center client of over 250 seats  
- *Decreased attrition rate in the call center from 43% to 25% in one calendar year*
- Manage a team of 3 Recruiters around performance, delivery, professional growth, and metrics
- Responsible for Full cycle recruitment and delivery on 3 other large accounts.  
- *85% first time quality on new hires over course of role*

### **Recruiter (June 2016 – August 2018)**

- Specialized niche recruitment for our Healthcare, Administrative, and Accounting/Finance skill sets
- Handled high volume and ramp recruitment
- Manage all phases of full-cycle recruiting, from initial sourcing and screening through offer negotiations, placement, and onboarding.
- Develop and execute recruiting strategies tailored to client requisitions
- Recruit candidates across all divisions within the office using our internal ATS system Recruiter Workspace/Connected; as well as, other common ATS systems.
- Maintain networks of viable candidates within key target skill sets
- Acquire leads and set meetings for account managers
- Provide performance feedback to contractors, both positive and constructive

### **Zillow Group**

#### **Client Engagement Specialist September 15, 2015 – May 2016**

- As a Client Engagement Specialist, my duties varied from direct engagement with clients and realtors, to promotion of new Zillow products and programs.
- I helped create and implement sales campaigns, analyze existing customer data, engage with new customers, and rejuvenate relationships with existing customers.
- Provided unmatched customer service to each consumer and realtor we work with to increase the amount of quality online leads for our advertising agents.
- Helped spearhead and implement a brand-new customer service tool within our department called, "Alexa Grace."
- Highest metrics standing among my hiring class of 19. These metrics are based on inbound/outbound dials, talk time, promotion and registration of other products and programs offered by Zillow, and "wins" which was a live connection made to a realtor with a qualified consumer on the phone.

### **Education**

#### **Cosumnes River College / August 2010 – May 2012**

- Transferred to University of Nevada, Reno
- Played Junior College football for 2 years.

#### **Pleasant Grove High School**

- High school diploma - Graduated 2009

### **Skills & Traits**

- Thrive working under pressure in goal-oriented, deadline driven environments
- Proven leadership skills -ability to manage teams up to 10 people
- Passionate about providing people I work with/for unrivaled service and results.
- Experienced with Microsoft Office (Word, Excel, Outlook), Workday, Salesforce, ATS systems, Peoplesoft, Oracle, Workday, Greenhouse, Eightfold, GoogleDocs, GoogleSheets, GEM, Asana
- Exceptional people skills, quick learner, hard worker, problem solver, diligent, multi-faceted, friendly, confident, charismatic, respectful.

Application Form

Profile

Matt Polley  
First Name Middle Initial Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Washoe County Human Service Case Worker III  
Employer Job Title

Primary Phone

Alternate Phone

How long have you lived in Washoe County? \*

☒ 30+ years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 3 - Commissioner Garcia

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

### Why are you interested in serving on this board/commission?

---

I am deeply passionate about contributing to the health and well-being of my community. Serving on the Board of Health provides an opportunity to address critical public health issues, promote preventive care, and improve access to resources for all community members. I bring a unique perspective and a commitment to fostering collaboration between stakeholders, including residents, healthcare providers, and policymakers. I believe that a healthy community is the foundation for economic vitality, educational success, and overall quality of life. By serving on the Board of Health, I aim to advocate for equitable healthcare initiatives, advance health education, and support innovative solutions to address pressing challenges such as chronic diseases, mental health, and environmental health concerns. This role aligns with my personal and professional values, and I am eager to contribute meaningfully to this vital work.

### How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.

---

With over 23 years as a small business owner operating a coffee house and cocktail bar, I have worked closely with The Health Department and have seen how the department has evolved over the years. I have also developed skills in leadership, community engagement, and problem-solving. My business has not only been a gathering place for the community but also a platform for promoting wellness, local initiatives, and a sense of connectedness. This experience has provided me with insight into the health and wellness priorities of diverse populations. Additionally, my background as a social worker, particularly in collaboration with public health nurses, has given me a deep understanding of the complexities of health systems and the importance of preventative care, health education, and accessible services. I have seen firsthand the challenges and opportunities in public health, from addressing disparities to fostering partnerships that yield meaningful change. I am balanced, committed, and enthusiastic about serving my community in a way that leverages both my professional and personal experiences. My ability to listen, collaborate, and take a practical yet compassionate approach to decision-making makes me well-suited to contribute to the Board of Health's mission to improve public health outcomes.

### Do you currently serve on any boards/committees or volunteer?

---

☒ Yes ☐ No

### If yes, please list the boards/committees or volunteer programs.

---

I am currently on the Board of the Washoe County Employee Association and volunteer at the Nevada Museum of Arts. Please see resume for past Board seats.

[12-24\\_Resume.docx](#)

Upload a Resume

[Recommendation\\_Letter.pdf](#)

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

☒ I Agree

---

**Demographic Information**

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**Which race/ethnicity best describes you? \***

**What is your highest level of school completed? If enrolled, highest degree received? \***

**What is your employment status? \***

**What is your total household income? \***

**Current or Past Washoe County Leadership Academy (WCLA) participant?**

☒ Yes ☐ No

---

## Nepotism

**Are you a current employee of or related to anyone employed by Washoe County by blood or marriage?**

---

☒ Yes ☐ No

**If yes, list the names and relationship of all persons you are related to. If you are an employee, list "Washoe County Employee" below:**

---

I am currently employed with Washoe County Human Services Agency as a Case Worker III.

**Please note that after submitting your application, it becomes part of the public record and is available for public viewing. Personal information is redacted.**

## **Matthew Polley**

### **Professional Summary**

Dedicated Social Work professional with extensive experience in case management, program coordination, and leadership. Proven ability to support at-risk populations, collaborate with multidisciplinary teams, and implement impactful strategies. Entrepreneurial background combined with a strong commitment to community engagement and advocacy.

### **Professional Experience**

#### **Social Worker III**

*Washoe County Human Services Agency – Reno, NV*  
*01/2017 to Current*

- Partner with management to align departmental practices with human services mission and expectations.
- Coordinate *Bridges Out of Poverty Programming* as a *Getting Ahead Facilitator*.
- Investigate suspected cases of child abuse, neglect, and exploitation, ensuring compliance with legal and ethical standards.
- Deliver case management/Coaching services, including budgeting, education, and life-skills training to diverse, at-risk populations.
- Collaborate with multidisciplinary teams, including social workers, psychologists, and educators, to achieve family-oriented outcomes.
- Support families and foster parents through the *Quality Parenting Initiative*, addressing unique needs and fostering long-term success.

#### **Owner**

*Java Jungle LLC – Reno, NV*  
*09/2001 to 10/2024*

- Owned and operated Java Jungle, Jungle Vino (The Jungle), and The Office for 23.5 years.

- Managed a team of 18 employees, providing comprehensive training in customer service, barista, and bartending skills.
- Oversaw budgeting, accounting, purchasing, and payroll to ensure efficient financial operations.
- Created and executed marketing strategies to drive business growth and strengthen community engagement.

### **Social Worker Supervisor**

*Washoe County Department of Social Services – Reno, NV*

*09/2002 to 12/2005*

- Supervised a team of 8 social workers providing prevention and ongoing case management services.
- Guided staff in delivering counseling, education, and life-skills training to diverse populations.
- Partnered with community agencies to secure housing, medical care, and employment for clients.

### **Case Worker**

*Washoe County Department of Social Services – Reno, NV*

*01/1995 to 09/2002*

- Provided case management services for children and families in need of support and intervention.
- Investigated cases of abuse and neglect, ensuring the safety and well-being of vulnerable populations.
- Coordinated services with community agencies to address client needs and facilitate access to resources.

## **Education**

### **Bachelor of Arts in Social Work**

*University of Nevada, Reno – Reno, NV*

*01/1990 to 12/1993*

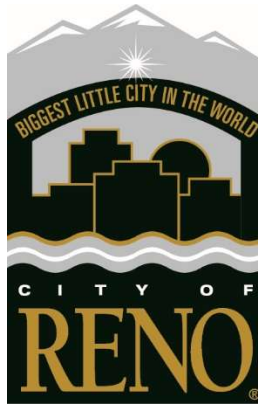
- Senator of the School of Human and Community Sciences.
- Member of Lambda Chi Alpha Fraternity.

## **Boards and Leadership Roles**

- **YMCA of the Sierra** – Board Member
- **Washoe County Employee Association** – Board Member
- **River Walk Merchant Association** – President
- **Western Assembly of Government Workers** – Board Member
- **Eddy House** – Board Member

**Devon T. Reese**

*Councilmember, Ward 5*



*Creating a community that  
people are proud to call home.*

December 6, 2024

District Board of Health

1001 E. 9th

Reno, NV, 89512

Dear Board:

I am writing to express my enthusiastic recommendation for Matt Polley to be appointed to the Northern Nevada Board of Health. As a long-standing member of our community and a dedicated advocate for the well-being of Reno and Northern Nevada, Matt is uniquely qualified to contribute meaningfully to the Board's mission. Matt Polley has been a respected business owner in Reno for over 20 years, demonstrating a steadfast commitment to fostering economic growth and community development. His entrepreneurial success reflects not only his professional acumen but also his ability to build relationships and create positive change. These qualities would translate seamlessly into his service on the Board of Health.

Beyond his business leadership, Matt has demonstrated an impressive commitment to public service. He currently works for Washoe County Human Services where he has been employed off and on for the past 30 years. He has also served on the boards of the River Walk Merchant Association, where he served as President and Served as a board member for the YMCA of the Sierra, where he has worked tirelessly to enhance the quality of life for residents and visitors alike. Additionally, his current role on the Washoe County Employee Association board highlights his dedication to improving workplace standards and advocating for the interests of employees. Matt's extensive experience in leadership roles and his ability to collaborate effectively across diverse groups make him an ideal candidate for the Northern Nevada Board of Health. His deep roots in our community and his broad understanding of its unique needs ensure that he will approach this role with thoughtfulness, diligence, and integrity.

It is without hesitation that I recommend Matt Polley for this appointment. I am confident he will make a lasting and positive impact on the health and well-being of our community. If you have any questions or would like additional insights into Matt's qualifications, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Devon Reese".

Devon Reese

Ward 5 Councilmember

Reno City Council

P.O. Box 1900, Reno, NV 89505

Application Form

Profile

Rita

First Name

L

Middle Initial

Vinci

Last Name

Home Address

City

Email Address

Suite or Apt

State

Postal Code

Employer

Primary Phone

self employed

Job Title

Alternate Phone

How long have you lived in your area of Washoe County? \*

☒ 6-10 years

Question applies to multiple boards

Are you registered to vote in Washoe County?

☒ Yes ☐ No

What district do you live in? \*

☒ District 4 - Commissioner Andriola

Find your Commissioner District [HERE](#).

Interests & Experiences

Which Boards would you like to apply for?

Washoe County Open Space and Regional Parks Commission: Submitted

Please tell us about yourself

Why are you interested in being part of this board, commission, or academy?

i would love to help the community

**How do you feel you are qualified to serve on this board? Include any past experience, as well as serving on other board/commissions.**

i'm new to this and want to learn

**Do you currently serve on any boards/committees or volunteer?**

☒ Yes ☐ No

**If yes, please list the boards/committees or volunteer programs.**

i was on the board at the petnetwork

Upload a Resume

Please attach a letter of recommendation.

**Please Agree with the Following Statement**

**I certify that, to the best of my knowledge, the information I have provided in this application is true and correct. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal.**

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