



22 December 2020

Connie Heinrichs / Annette Walton
Nebraska State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Subject: Rapid-Trace Proposal

Reference: Nebraska Request For Proposal 6416 Z1

Dear Ms. Heinrichs and Walton:

Rapid-Trace is pleased to submit the enclosed response to the referenced Request For Proposal (RFP). We understand your need for contact tracing services to assist the State of Nebraska in combating Covid-19. We possess the management, staff, and experience needed to deliver the systematic, reliable, and timely contact tracing solutions required.

We look forward to building a mutually cooperative and successful relationship. Should you have questions or require additional information, please contact Mr. Donald R. Shannon, Jr., Director – Rapid Trace West at 862-247-5982 or d.shannon@rapid-trace.com

Sincerely,

Stephen R. Tiernay
Vice President
Rapid-Trace
703-485-6952

Enclosures: as stated

VI. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal should consist of the following subdivisions:

A. BIDDER IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the contractor first organized to do business and whether the name and form of organization has changed since first organized.

Over The Ridge LLC.

DBA: Rapid-Trace

8950 9th Street N.

St. Petersburg, FL 33702

Registered in the state of Florida and doing business since 2012.

B. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization. If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference. The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist. The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

See attached financial statement.

The company has never had any negative financial reversals, to include judgements or litigation. Additionally, there are no pending adverse actions to include litigation against the company.

Business Bank:

Wells Fargo Bank

Mr. Austin Roberts

Wells Fargo N.A.

1500 S Dale Mabry Hwy

Tampa, FL 33629

MAC Z0322-010
NMLS ID: 1723415
Tel 813-258-5973
FAX 813-258-5970
Austin.Roberts2@wellsfargo.com

C. YEARS IN BUSINESS

As of the time of the proposal submission, the bidder must have been in business for at least five (5) years.

Rapid-Trace has been in business for over eight (8) years.

D. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded contractor(s) will require notification to the State.

Rapid-Trace expects no change in ownership or control of the company during the next twelve months.

E. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

Rapid-Trace West
6660 Delmonico Drive
Suite D-172
Colorado Springs, CO 80919

F. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous two (2) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Rapid-Trace declares no such contracts exist.

G. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past two (2) years, identify the individual(s) by name, State agency with whom employed,

job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare. If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

Rapid-Trace declares no such contracts exist.

H. CONTRACT PERFORMANCE

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past two (2) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default. It is mandatory that the bidder submit full details of all termination for default experienced during the past two (2) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past two (2) years, so declare. If at any time during the past two (2) years, the bidder has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party. For purposes of this section VI.H only, the term "bidder" includes any parent company or holding company, as well as any other wholly-owned subsidiary of the bidder's parent company or holding company.

Rapid-Trace declares no such termination of contracts exist

I. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the previous projects similar to this solicitation in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal. The bidder should address the following:

1. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:
 - a. The time period of the project;
 - b. The scheduled and actual completion dates;
 - c. The bidder's responsibilities;
 - d. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and

e. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

2. Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.

3. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

Summary Matrix:

Client	Size	Scope	Complexity
University of Tampa	12000	Faculty, Students, and Staff with International Aspects	Full-Spectrum Contact Tracing Operations
William Jewell College	1200	Faculty, Students, and Staff mostly in communal living (dorms)	Case Investigation and Contact Notification
College of Western Idaho	8000	Faculty, Students, and Staff (2 campuses) across Western half of Idaho	Full-Spectrum Contact Tracing Operations + Education

Narrative Descriptions:

Rapid-Trace provides a variety of traditional contract tracing services across the country. Each of our customized contracts meets the specific needs of our diverse clients from an information and operations perspective using the personnel, technology, and experience gained in fighting COVID-19.

1. **University of Tampa:** Since July 2020 and through Academic year 2020-2021 ending May 2021, Rapid-Trace has been in a critical partnership with the University of Tampa providing full-spectrum and exclusive contact tracing services ahead of all state, local, and county efforts. This includes case investigation, contact notification, and follow up for over 12,000 students, faculty and staff in isolation or quarantine due to exposure to COVID-19. Rapid-Trace is integrated into several university databases and business processes to ensure the covered population has the resources and information to successfully negotiate their isolation

or quarantine and return to a normal pattern of life. Rapid-Trace has significantly surged its contact tracing capability to address outbreak periods and drawn down personnel when no longer required. Rapid-Trace uses a customized version of the Surveillance, Outbreak Response Management, and Analysis System to maintain data and support university business processes in conjunction with University of Tampa Officials.

Reference: Gina Firth, Associate Dean of Wellness (Student Affairs); 813-257-1777;
gfirm@ut.edu

We are the prime contractor with no sub-contractors on this project. The originally scheduled completion date and budget was May 31, 2021 for \$68,000. Effective October 1, 2020, due to the rapid spread of COVID and several outbreaks, contract remuneration was adjusted to a cost-plus basis. We estimate the new value through May 31, 2021 to be \$162,000.

- William Jewell College:** Since August 2020 and through Academic year 2020-2021 ending May 2021, Rapid-Trace was hired to conduct traditional contact tracing services at William Jewell College and participate as part of their Mobilization Team under Operation Safe Campus. Rapid-Trace provides case investigation and contact notification, but no follow ups for a total population of approximately 1200. Follow ups are conducted under the supervision of the nurse practitioner in the student health center. Rapid-Trace is notified of test results by accessing a surveillance testing center database, receiving test results from Liberty Hospital, self-reported test results, and any testing accomplished on campus. With multiple tests and routine surveillance testing, Rapid Trace has reviewed approximately 3000 results. Each positive result automatically initiates contact tracing procedures. Rapid-Trace has participated in a table-top exercise with Missouri state officials, Clay County public health officials, and our client partner to anticipate and improve contact tracing procedures in the event of significant outbreak. Each anticipated scenario came to pass and was effectively addressed by Rapid-Trace with a surge in personnel and trained contact tracers without any degradation in response time or call completion rate. In fact, our numbers improved during crisis! Rapid-Trace integrates with a College-based information sharing application to maintain data and support university business processes in conjunction with William Jewell College Officials.

Reference: Landon Jones, Director of Public Safety; 816-415-6335;
jonesl@william.jewell.edu

We are the prime contractor with no sub-contractors on this project. The originally scheduled completion date and budget was May 31, 2021 for \$62,000. The actual scheduled completion and budget remains unchanged.

- College of Western Idaho:** Since September 2020 and through Academic year 2020-2021 ending May 2021, Rapid-Trace was conducts full-spectrum traditional contact tracing services throughout the Western half of Idaho for the College of Western Idaho on two separate campuses. This includes case investigation, contact notification, and follow up for a population of approximately 8000 faculty, staff, students, and their families. In addition to positive cases self-reporting to the Rapid-Trace hotline, we receive calls from members of

the covered population who were informed by a close contact unrelated to the College who tested positive with COVID-19. In this unique situation, Rapid-Trace provides Utah State and local county health department education information on the disease, testing center information, and resources. Rapid-Trace managers serve as consultants with our client POCs in crafting policy, public response and reporting guidance, and have personally handled interactions with executive officials at the college in dealing with the disease. Rapid-Trace exclusively uses a customized version of the Surveillance, Outbreak Response Management, and Analysis System to maintain 100% of all contact tracing data for the College.

Reference: Ryan Herring, Director of Human Resources; 208-562-3280;
ryanherring@cw.edu

We are the prime contractor with no sub-contractors on this project. The originally scheduled completion date and budget was May 31, 2021 for \$84,600. The actual scheduled completion and budget remains unchanged.

Rapid-Trace has done no work as a sub-contractor.

4. Experience managing a successful call center.

Rapid-Trace has no experience running a call center. However, we have considerable experience in contact tracing, but do not employ a call center system due to empathy and knowledge issues.

J. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this solicitation. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the contractor to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the solicitation in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

See attached resumes of Rapid-Trace personnel.

Form A
Bidder Point of Contact
Request for Proposal Number 6416 Z1

Form A should be completed and submitted with each response to this solicitation. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information

Bidder Name: Rapid-Trace, LLC
Bidder Address: 8950 9th Street N., Suite 140, St. Petersburg, FL 33702
Contact Person & Title: Scott Rodriguez
E-mail Address: s.rodriquez@rapid-trace.com
Telephone Number (Office): 813-431-2768
Telephone Number (Cellular): 813-431-2768
Fax Number:

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information

Bidder Name: Rapid-Trace, LLC
Bidder Address: 8950 9th Street N., Suite 140, St. Petersburg, FL 33702
Contact Person & Title: Scott Rodriguez
E-mail Address: s.rodriquez@rapid-trace.com
Telephone Number (Office): 813-431-2768
Telephone Number (Cellular): 813-431-2768
Fax Number:

Section V, Project Description and Scope of Work

I. PROPOSAL REQUIREMENTS

The contractor should provide the following information in response to this solicitation.

1. Describe your understanding of the project requirements, including but not limited to the Performance Requirements. Describe your approach of how you will accomplish the project requirements.

Bidder's Response:

Rapid-Trace will provide a minimum of 25 contact tracers working 40 hours a week. Our personnel work in scheduled shifts that cover the seven days a week, 10:00 am – 7:00 pm Central time requirement. Positive cases and their close contacts are traced within 4 hours of Rapid-Trace being notified – well within the required 8-hour timeframe. Additional follow-up may be needed by Rapid-Trace outside our 4-hour timeframe, but everyone will be contacted or attempted to be contacted within 4 hours.

Rapid-Trace understands the desire to hire companies from within the State and keep employment within the jurisdiction to address rising unemployment. Rapid-Trace pledges to hire a minimum of 25% of any additional Nebraska contact tracers required to support this contract above the initial 25 contact tracers. We have a strategic partner, Talent Boost (Boston, MA), that assists with our nationwide hiring and can accomplish this goal.

In the end, our goal is separating COVID-19 cases and contacts from people who are not exposed. This is what we do at Rapid-Trace daily. It continues to be our dedicated focus and primary mission since our founding. We have extensive experience performing traditional contact tracing services for many customers across the country.

2. Describe your language capabilities, including the percentage of contact tracers who are bilingual in English and Spanish, and any other languages available.

Bidder's Response:

Approximately half of Rapid-Trace associates speak a foreign language in addition to English. Rapid-Trace has a solid capability in the principal second language (Spanish) it regularly encounters supporting its clients. As a Florida based company, we utilize Spanish daily. 52% of our contract tracers are bilingual in English and Spanish. Additionally, we have a small number of contract tracers that speak French, Italian, and Tagalog.

3. Describe your experience handling Protected Health Information, including any HIPAA training that employees have previously received. If you are a covered entity under HIPAA, please provide the number of breach notifications you reported to Office of Civil Rights in the last 3 years. If you are a business associate under HIPAA, please provide the number of security incidents which required notifications to Office of Civil Rights for any covered entities for which you are a business associate in the last 3 years.

Bidder's Response:

Rapid-Trace handles protected health information and sensitive data including HIPAA and PII every day, with every call, with every note that we make to a case or close a contact. Our contact tracers receive thirty (30) hours of training that extensively includes the handling of sensitive data, HIPAA and PII training, as well as receiving a detailed corporate handbook that outlines INFOSEC polices and contact tracer operations to ensure sensitive data protection. The handbook is used as corporate policy and "best practices" guide for contact tracers while on duty.

The Rapid-Trace leadership team, who are prior military, law enforcement and current cybersecurity professionals, take security very seriously and have a thorough understanding of the impact and repercussions of mishandled data on an organization. The management team and operations supervisors routinely audit case files as part of their duties to ensure that no sensitive data is in places it should not be. We have a very experienced Chief Information Security Officer (CISO) who regularly recommends and implements best practices and proactive security policies and procedures to the company.

While it is not anticipated that we will utilize the Rapid-Trace CRM system as part of this tasking, it is worth mentioning, the CRM system was designed from the ground up to safeguard information and was HIPAA certified in September 2020. Additionally, the CRM system resides in a HIPAA compliant cloud environment that addresses our security, accessibility and business continuity/disaster recovery requirements and is in use by other health care providers.

Rapid-Trace has not had a breach of information nor have we had any events/incidents that have required us to conduct an investigation nor deploy our incident response process. We have had no breaches of information to date. This is a record we are proud of.

4. Describe your staffing availability, including whether you can meet the required weekday and weekend hours specified in Section V.C.3.

Bidder's Response:

We envision providing the State of Nebraska with the contact tracers it requires, operating remotely to report to and augment county and state employees already performing contact tracing within your organizational structure. Our effort will work collaboratively to support your existing program to stop the further transmission of COVID-19 amongst citizens. This will be an agile number of personnel that can rapidly expand, or contract based on the state's needs. Our current business model is based on a successful shift-team configuration that flexes to meet nationwide coverage at least 12 hours per day, seven days per week for multiple clients across several time zones.

5. Describe your approach to workforce planning, including the speed, agility, and flexibility necessary to match your workforce to the fluctuating demand of this contract. Response should include a description of equipment provided to staff.

Bidder's Response:

Rapid-Trace maintains a large reserve of contact tracers that we can quickly move from backup status, through the state-required didactic training, and into Scheduled status well within the two weeks' notice provided by the state. Our backup capability is extremely flexible and can be seamlessly integrated into the caseload and work demand to either increase or decrease dependent upon caseload and outbreak status of the disease. We currently provide this flexible HR option for other clients.

6. Describe your ability to meet the timelines established in this RFP.

Bidder's Response:

Our personnel currently average the completion of a case investigation in 22 minutes following initial contact. Notification of close contacts identified through investigation are completed within an average of 10 minutes per call. These averages include the time required to document investigation or notification into the database we are currently using.

7. Describe your capacity of in-house trainers and approach to project on-boarding.

Bidder's Response:

Rapid-Trace has one professional corporate trainer who oversees integration of training materials and packages specific content for the workforce. We train as we operate and conduct online training remotely using the training materials we integrate (from client outside sources as well as internal content) using various methods of instruction to fill the training need/gap. Our most experienced contact tracers function as our small group leaders for many training sessions, and where required one-on-one training sessions are available to improve and maintain skill sets, depending upon the task.

The goal of Rapid-Trace is to provide the best contact tracing capability in the nation. This is achieved in large measure by our rigorous on-boarding training program. Our program emphasizes both education and skill to develop an empathetic and highly trained contact tracer. The training involves both academics and hands-on live / virtual training.

Our training includes:

HIPPA / PII training

Report writing

SORMAS (Surveillance, Outbreak Response Management, and Analysis System)

Cyber Security

RingCentral VOIP communications system

Contact Tracing methods and procedures
Latest CDC protocols
Specific local requirements

Rapid-Trace personnel will arrive to the client (virtually) with a high level of training. We plan to complete the state approved contact tracing, HIPAA, and privacy training requirements at the start of the contract, integrating hands-on exposure and gain proficiency with Nebraska's RedCap and SharePoint platforms. We currently use SharePoint across Rapid-Trace to communicate and collaborate. Rapid-Trace anticipates seven days to provision accesses and complete all training. Upon completion of the training, we will go to full operational capability with our contract tracers and support the State of Nebraska.

8. Describe your ability to meet the reporting requirements set forth in Section V.F, including ad hoc reporting capabilities.

Bidder's Response:

Rapid-Trace is accustomed to the evaluation metrics of a successful contact tracing program. We currently use Ring Central as our calling interface, which captures each of the reporting requirements including:

- a. Total number of Completed Calls;
- b. Date and time of Uncompleted Calls;
- c. A percentage of contacts (that is, individuals) made that were Completed Calls; and
- d. Total number of calls, either Completed or Uncompleted, made by Contractor per hour billed.

Our quality assurance team will gather, compile, and package this data in a weekly report and submit to the State Point of Contact from the previous Business Week in the agreed upon format and transmission method. Rapid-Trace's Quality Assurance Team, Supervisors, and Management Personnel remain available to partner with the State Point of Contact to meet additional information needs and provide consulting services for best practice problem solutions regarding any and all Rapid-Trace datasets.

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VI as part of the proposal. Bidder should read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the solicitation, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to reject or negotiate the bidder's rejected or proposed alternative language.

If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

Bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
STP			

The contract resulting from this solicitation shall incorporate the following documents:

1. Request for Proposal and Addenda;
2. Amendments to the solicitation;
3. Questions and Answers;
4. Bidder's proposal (Solicitation and properly submitted documents);
5. The executed Contract and Addendum One to Contract, if applicable; and,
6. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) Addendum One to Contract, 3) the Request for Proposal and any attached Addenda, 3) Amendments to solicitation and any Questions and Answers, 4) the original solicitation document and any Addenda, and 5) the bidder's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>[Signature]</i>			

Contractor and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally, electronically, or mailed. All notices, requests, or communications shall be deemed effective upon receipt, unless mailed and in such case, notices, requests, and communications will be deemed effective within five (5) calendar days following deposit in the mail.

C. BUYER'S REPRESENTATIVE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>[Signature]</i>			

The State reserves the right to appoint a Buyer's Representative to manage [or assist the Buyer in managing] the contract on behalf of the State. The Buyer's Representative will be appointed in writing, and the appointment document will specify the extent of the Buyer's Representative authority and responsibilities. If a Buyer's Representative is appointed, the Contractor will be provided a copy of the appointment document, and is required to cooperate accordingly with the Buyer's Representative. The Buyer's Representative has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

E. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the awarded bidder. The awarded bidder will be notified in writing when work may begin.

F. AMENDMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

This Contract may be amended in writing, within scope, upon the agreement of both parties.

G. CHANGE ORDERS OR SUBSTITUTIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the solicitation. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

H. VENDOR PERFORMANCE REPORT(S)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or solicitation specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

I. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

J. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

K. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SRP			

Allowing time to cure or the acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party, including, but not limited to the right to immediately terminate the Contract for the same or a different breach, or constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

L. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SRP			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

M. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SRP			

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this solicitation.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one Party of the other for liabilities of a Party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this contract. Any liabilities or claims for property loss or damages or for death or personal injury by a Party or its agents, employees, contractors or assigns or by third persons, shall be determined according to applicable law.

6. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

N. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
AR			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

O. LIQUIDATED DAMAGES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
AR			

Failure to initiate contact with an individual upon receiving notification from DHHS within three (3) business days may result in an assessment of liquidated damages due the State of \$1,000 (one thousand dollars) per day, per individual that is to be contacted until contact is initiated. Contractor will be notified in writing when liquidated damages are assessed. Damages will be assessed against Contractor's subsequent submitted invoice(s).

P. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RP			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

Q. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS OF THE STATE OR ANOTHER STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RP			

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

The Contractor may, but shall not be required to, allow other states, agencies or divisions of other states, or political subdivisions of other states to use this contract. The terms and conditions, including price, of this contract shall apply to any such contract, but may be amended upon mutual consent of the Parties. The State of Nebraska shall not be contractually or otherwise obligated or liable under any contract entered into pursuant to this clause. The State shall be notified if a contract is executed based upon this contract.

R. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RP			

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

Consistent with the purpose of this Agreement – to obtain from the Contractor contact tracing services to combat the COVID-19 pandemic – the Parties agree that default or delay in the performance of obligations caused by the COVID-19 pandemic shall not constitute a Force Majeure Event.

S. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>scj</i>			

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

All information entered into the State's Systems or otherwise collected while performing services under this agreement shall not be sold by Contractor. This provision shall survive the termination or expiration of this contract.

All information entered into the State's Systems or otherwise collected while performing services under this Agreement shall not be shared or disclosed by Contractor with any other entity or individual, unless (a) required by applicable law, or (b) authorized by the State in writing, prior to such disclosure or sharing. This provision shall survive the termination or expiration of this contract.

T. OFFICE OF PUBLIC COUNSEL (Statutory)

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract.

U. LONG-TERM CARE OMBUDSMAN (Statutory)

Contractor must comply with the Long-Term Care Ombudsman Act, per Neb. Rev. Stat. §§ 81-2237 et seq. This section shall survive the termination of this contract.

V. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>scj</i>			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:

- a. if directed to do so by statute;
- b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
- c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
- d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
- e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
- f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
- g. Contractor intentionally discloses confidential information;
- h. Contractor has or announces it will discontinue support of the deliverable; and,
- i. In the event funding is no longer available.

W. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
AKP			

No later than 30 days after termination or expiration of the contract, the Contractor shall, unless stated otherwise herein:

- 1. Transfer all completed or partially completed deliverables to the State;
- 2. Transfer ownership and title to all completed or partially completed deliverables to the State;
- 3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
- 4. Cooperate with any successor Contractor, person or entity in the assumption of any or all of the obligations of this contract;
- 5. Cooperate with any successor Contractor, person or entity with the transfer of information or data related to this contract;
- 6. Return or vacate any state owned real or personal property; and,
- 7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SAP			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>SRP</i>			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>
2. The completed United States Attestation Form should be submitted with the solicitation response.
3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
4. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for goods and services to be covered by any contract resulting from this solicitation.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>SRP</i>			

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
RF			

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within two (2) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period or a new insurance policy, providing coverage required by this contract for the term of the contract and two (2) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

1. **WORKERS' COMPENSATION INSURANCE**

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter.** The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter.** The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE		
COMMERCIAL GENERAL LIABILITY		
General Aggregate		\$2,000,000
Products/Completed Operations Aggregate		\$2,000,000
Personal/Advertising Injury		\$1,000,000 per occurrence
Bodily Injury/Property Damage		\$1,000,000 per occurrence
Medical Payments		\$5,000 any one person
Damage to Rented Premises (Fire)		\$300,000 each occurrence
Contractual		Included
Independent Contractors		Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>		
WORKER'S COMPENSATION		
Employers Liability Limits		\$500K/\$500K/\$500K
Statutory Limits- All States		Statutory - State of Nebraska
Voluntary Compensation		Statutory
UMBRELLA/EXCESS LIABILITY		
Over Primary Insurance		\$1,000,000 per occurrence
CYBER LIABILITY		
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties		\$3,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE		
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."		
MANDATORY COI LIABILITY WAIVER LANGUAGE		
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."		

3. EVIDENCE OF COVERAGE

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

State of Nebraska
 State Purchasing Bureau
 Attn: Connie Heinrichs
 RFP: 6416 Z1
 Email: connie.heinrichs@nebraska.gov

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. DEVIATIONS

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SP			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SP			

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

J. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SP			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

K. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SM			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

L. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.htm> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

M. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SM			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

N. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SM			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

O. WARRANTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
SM			

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this

Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

IV. PAYMENT

- A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)**
Neb. Rev. Stat. §§81-2403 states, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."
- B. TAXES (Statutory)**
The State is not required to pay taxes and assumes no such liability as a result of this solicitation. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.
- C. LATE PAYMENT (Statutory)**
The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).
- D. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Statutory)**
The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.
- E. RIGHT TO AUDIT (First Paragraph is Statutory)**
The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
<i>sup</i>			

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (0.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

F. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
[Handwritten Initials]			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Invoices shall be sent bi-weekly to:

Department of Health and Human Services
 ATTN: Director of Contact and Care
 301 Centennial Mall S.
 Lincoln, NE 68509
 An email address will be provided upon contract execution.

Invoices shall include itemization of training hours, active hours, back-up capacity headcount with tier, and total amount due. Invoice shall also include documentation log of hours per rep each week.

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

G. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within Solicitation Response (Initial)	NOTES/COMMENTS:
[Handwritten Initials]			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

H. PAYMENT (Statutory)

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.



Introduction:

Rapid-Trace is a contact tracing company. We are not a staffing agency or a call center. We are focused as a company in assisting our customers to deal with the consequences of any infectious disease, specifically, in this case, the Corona Virus Disease 2019 (COVID-19). If the State of Nebraska requires a call center or staffing agency, then we're probably not for you. However, if your Local Health Departments (LHD) and the Nebraska Department of Health and Human Services (DHHS) are looking for support from a company that is laser focused on contact tracing, then the chances are excellent that we're the right choice. We currently provide contact tracing services to seven clients across the country. We can provide the additional contact tracing support beyond what LHD and DHHS are presently offering. This is our specialty, and we would like to assist the State of Nebraska in its response to this pandemic.

Rapid-Trace, a subsidiary of Over The Ridge LLC, was established in 2012 and is a Service-Disabled Veteran Owned Small Business with offices in Tampa, Florida, and Colorado Springs, CO, (Rapid-Trace West). Our company specializes in traditional contact tracing services to support your mitigation program and strategy in combating the COVID-19. Rapid-Trace possesses the management, highly trained staff, resources, and contact tracing services capable of delivering the systematic, reliable, and timely follow up needed to warn contacts of possible exposure.

Due to the magnitude of COVID-19 outbreaks, states such as Nebraska will require a large number of well-trained contact tracers to track the spikes in confirmed cases and close contacts. The function of a comprehensive contact tracing program is to quickly locate cases, assist them to effectively isolate themselves, and work to identify people who have been in close contact with an infected person. To mitigate the spread of the virus, close contacts must also be removed from the population via self-quarantine. Our contact tracing service capability enables states to perform this process, and we are pleased to present the following proposal to the State of Nebraska to assist in stopping the spread of COVID-19 throughout your counties.

This proposal includes data that shall not be disclosed, duplicated—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of these data, the State of Nebraska shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the State of Nebraska's right to use information contained in these data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets identified as proprietary.



Approach:

If communities are unable to effectively isolate individuals and ensure contacts can separate themselves from others through quarantine, then a continuing spread of COVID-19 is certain. This may lead to a point where stricter mitigation strategies will once again be required to contain the virus.

Contact tracing is an excellent mechanism for measuring and controlling the spread of the virus. This measure has been implemented by local and state health departments for decades. It is a key component to the strategy for preventing further spread of COVID-19. The other key components are public cooperation and testing. While contact tracing can require extensive manpower, it is effective if done quickly and adequate protocols are followed.

Our contact trace teams adhere to certain core principles of contact tracing:

- We understand that contact tracing is one part of the overall process that supports individuals who either have a suspected or confirmed infection.
- We support and enhance the work of state Health Departments.
- Contact tracing doctrine is separated into three distinct lines of effort:
 1. Investigation upon notification of a positive test result to put the case in isolation and determine close contacts
 2. Contact notification and quarantine
 3. Follow up to get a person successfully through their quarantine or isolation period
- We work with contacts to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious. Additionally, if allowed, we will utilize certain technology to assist the contact in recalling recent contacts and travel.
- We then warn these exposed individuals (contacts) of their potential exposure as rapidly and sensitively as possible. Rapid-Trace understands this is a conversation that requires empathy and understanding. Our protocol is to handle this with sensitivity and professionalism.
- We follow HIPAA rules. To protect an individual's privacy, we only inform them that they may have been exposed to someone who tested positive for COVID-19. We do not inform them of the identity of the individual they may have been exposed to.
- We provide these contacts with information and support to help them understand their risk, what they should do to separate themselves from others who are not exposed, monitor themselves for illness, and the possibility that they could spread the infection to others even if they themselves do not feel ill (asymptomatic).
- We encourage contacts to quarantine in accordance with the most up-to-date CDC guidance. This includes the December 2, 2020 options to reduce quarantine using symptom monitoring and diagnostic testing based on local circumstance and resources.
- Contacts are advised to monitor themselves by checking their temperature twice daily and watching for cough or shortness of breath. Contacts who develop symptoms are advised to promptly self-quarantine themselves and notify health staff. They should be quickly evaluated for infection and further need for medical care. The contact tracer team will check in with each contact to monitor their status.

Our contact tracing teams are normally configured as a seven person team with the following personnel:

Investigator - Our investigators have received extensive training and have years of experience conducting investigations. Many are former federal or state investigators that are professionals who will get to the bottom of any issue affecting each case they take on. The investigators ensure that all information they uncover is timely, accurate, complete, and that guidelines are followed.

Supervisor – The supervisor who oversees each Rapid-Trace team ensures that all information is timely, accurate, complete, and that guidelines are followed. The ratio of supervisor to contact tracer is 15 to 1. The supervisor is the primary point of contact for scheduling, for adjusting to situations and redistributing case loads and investigations as required, as well as for performance issues and liaison with the client.

Contact Tracers – Our contact tracers receive over 30 hours of training before making a phone call to a COVID-19 case. This is a standard we are proud to state. Each is hand-picked to accomplish their mission. They are compassionate, well-educated, trained (including a COVID-19 Contact Tracing Certification from the Johns Hopkins Bloomberg School of Public Health) and possess strong elicitation skills. Those selected come with an empathic heart and an investigative and analytical mind-set. They will communicate primarily with the infected person's contacts. The contact tracer training and testing they receive provides them with ability and confidence to do their job and normally average three case investigations or six contact notifications per hour.

Responsibilities of each Rapid-Trace Contact Team

- Call contacts of newly diagnosed cases.
- Communicate with contacts in a professional and empathetic manner.
- Collect and record information in our data base.
- Provide contacts with approved information regarding the State of Nebraska's quarantine procedures, and if appropriate, refer them to testing according to protocol.
- Contact tracers will follow their script to inform contacts about the importance of quarantine and what to do if symptoms develop. They are not permitted to deviate from the script or provide information that is not included in the script.
- Maintain constant contact with supervisor.

Training

The goal of Rapid-Trace is to provide the best contact tracing capability in the nation. This is achieved in large measure by our rigorous training program. Our training emphasizes both education and training that develops an empathetic and highly trained contact tracer. . The training involves both academics and hands-on live / virtual training.

Our training includes:

HIPPA / PII training

Report writing

SORMAS (Surveillance, Outbreak Response Management, and Analysis System)

Cyber Security

RingCentral VOIP communications system

Contact Tracing methods and procedures

Latest CDC protocols

Specific local requirements

Qualifications of each Rapid-Trace Contact Team

- Ability to exhibit a professional work ethic and a positive attitude.
- Excellent interpersonal skills required and an ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Ability to show empathy to distressed individuals.
- Excellent organizational and communication skills.
- Ability to speak, read, and write English.
- Second languages where possible.
- Critical thinking, empathy, and sound judgment required.
- Ability to handle confidential information with discretion and professionalism.
- Proficiency with computers.
- Recognized experience handling COVID-19 outbreaks across the nation

Rapid-Trace personnel arrive to the client (virtually) with a high level of training, and we understand the State of Nebraska will have specific additional training required for our contact tracers to complete to be fully qualified to work for this contract. We plan to complete the state approved contact tracing, HIPAA, and privacy training requirements at the start of the contract, learning how to access and work with Nebraska's RedCap and SharePoint platforms. Rapid-Trace anticipates seven days to provision accesses and complete all training. Upon completion of the training, we will go to full operational capability with our contract tracers and support the State of Nebraska. Our certified contact trace personnel are empathetic, culturally aware, Health Insurance Portability and Accountability Act (HIPAA) compliant and trained to the CDC standard.

Technology

Rapid-Trace possesses the required data management tools and technology to support this contact tracing contract. Our managers have decades of experience in Public Health, Human Resources, Emergency Management, Special Operations, and Intelligence with a thorough understanding of harnessing data, analytics, and technology to solve complex challenges. We recognize the importance in data sharing to enhance the response, recovery, and resilience capabilities of the State of Nebraska. Our personnel come with a background of utilizing SORMAS (Surveillance, Outbreak Response Management and Analysis System) as our cloud based data platform. Rapid-Trace will work with the state's technology system and will have no issues using it to provide outstanding contact tracing support.

Information Security

The Rapid-Trace information security management system is integral to its operation. It is our CEO's directive that all information processed, stored, or transmitted by Rapid-Trace be treated with appropriate and sound measures. It is the intention of this policy to assure the protection of information assets from threats that could introduce harm to Rapid-Trace or its clients.

The organization's information assets shall be protected against all reasonably anticipated internal, external, deliberate, and unintentional threats. Rapid-Trace's security policy is intended to ensure:

- Confidentiality of information
- Integrity of information.
- Availability of information assets will be preserved through maintained and tested business continuity plans.
- Increased staff awareness of information security management through education and training.
- Sound access control management practices are used to prevent unauthorized access to confidential information.
- Compliance with applicable statutory and regulatory obligations.
- Subordinate policies, standards, guidelines, and procedures exist to support the policy.
- Assignment and empowerment of a person responsible for the maintenance of the information security management system.
- All management are responsible for supporting and enforcing staff compliance with security governance documentation.
- All suspected or confirmed information security breaches are reported to an authorized party responsible for the investigation of the incident.
- Information security governance documentation shall be available to all governed parties.
- Compliance with the policy is mandatory.

We are also quite cognizant of, and dedicated to, cybersecurity and privacy. Our practices align to the National Institute of Standards and Technology (NIST) Cybersecurity Framework. Data security controls include strong encryption and restrictive access controls for authentication. In addition to technical controls, there is a focus on process, procedures, and training to ensure citizen data is gathered and processed in a secure manner.

Implementation

To meet the performance requirements of this contract, Rapid-Trace will provide a minimum of 25 contact tracers working 40 hours a week. Our personnel are accustomed to working scheduled shifts that cover seven days a week, from 10:00 am – 7:00 pm Central time. Positive cases and their close contacts are normally traced within 4 hours of Rapid-Trace being notified – well within the required 8 hour timeframe. Additional follow-up may be needed by Rapid-Trace outside the timeframe, but everyone will be contacted or attempted to be contacted within 4 hours. Our personnel currently average the completion of a case investigation in 22 minutes,

once contacted, and close contacts within an average of 10 minutes. This includes the time required to input the case investigation into the CRM.

Rapid-Trace understands that states normally desire to hire companies from within the State. This is understandable given rising unemployment. Rapid-Trace pledges to hire a minimum of 25% of any additional Nebraska contact tracers required to support this contract above the initial 25 contact tracers. We have a strategic partner Talent Boost (Boston, MA) that assists with our nationwide hiring that can accomplish this goal.

In addition, Rapid-Trace maintains a large reserve of contact tracers that we can quickly move from backup status, through the state-required didactic training, and into Scheduled status well within the two weeks noticed provided by the state. We have the ability to seamlessly both increase and decrease our backup capability. We currently provide this flexible HR option for other clients, based on the disease's outbreak and waning over the past year.

We envision providing the State of Nebraska contact tracers with a team configuration minus the supervisor role. This will be an agile number of personnel that can rapidly expand or contract based on the state's needs.

Contact tracing is the skill that Rapid-Trace specializes in. We have the right management team, the correct supervision, and carefully selected people with the required training and experience.

Approximately 47 % of Rapid-Trace associates speak a foreign language. The primary language spoken is Spanish. We understand the importance of the HIPAA and the need for confidentiality. We are well informed as to the principles of COVID-19: the exposure, infection, infectious period, potentially infectious interactions, and the symptoms of the disease.

In the end, the goal is separating COVID-19 cases and contacts from people who are not exposed. This is what we do at Rapid-Trace. It continued to be our dedicated focus and primary mission since our founding. We have extensive experience performing contact tracing for many customers across many states. We're serious about helping entities and individuals respond to and overcome this pandemic.

Management Framework:

To implement this effort, Rapid-Trace will provide the State of Nebraska 25 contact tracers operating remotely to augment the LHD and DHHS employees already performing contact tracing. This effort in notifying contacts identified will work collaboratively within your existing efforts to stop the further transmission of COVID-19 amongst your state residents.

Rapid-Trace's added value to Nebraska's existing effort comes in the form of the experience in our executive team through running traditional contact tracing operations in various jurisdictions across the county. Our experience has shown us that quality control measures and assignment of personnel solely to this specific task is a best-practice that is just as important to good supervision of our trained personnel.

Our proposal includes one quality assurance technician for random checks during the life of the contract to monitor the reports sent to the state and identify trends needing resolution. The overall project manager reports directly to the designated state official as a single point of contact as well as the Rapid-Trace Delivery Service Executive (DSE).

The quality assurance and project manager are considered “above the line” at Rapid-Trace for the benefit of the state and monitoring contract compliance, not a part of our Full-Time Employee (FTE) count.

To ensure the Rapid-Trace team can support this requirement effectively and successfully, we have included a Delivery Service Executive (DSE) for this contract. The DSE will provide guidance and oversight and will serve as the single point of contact for overall team performance and any contractual matters. He is responsible for managing high-level risk and communicating status and management requirements to leadership. Mr. Stephen Tiernay, the company Vice President and Operations Officer will hold that role, as well as participate in any assessments or recommendations the State of Nebraska may have.

For the life of this contract Rapid-Trace senior management will be available at its office in Tampa, FL and Colorado Springs, CO for any issues that are required. We are quick to respond to issues or concerns.

Contract Quality Assurance, Risk Management, and Communication:

The quality of the Rapid-Trace team performance is of utmost importance to us and will be managed as such. The project manager and select key staff have the requirement to monitor team members work to ensure accurate data entry. These personnel are trained to look at CRM systems for errors or omissions. Additionally, as stated above, Rapid-Trace will provide a quality control technician who will review daily data submissions and other information for accuracy. A detailed quality review process is an integral piece of every deliverable. The areas of review include, but are not limited to: requirements, deliverables, client satisfaction, issues, and issue resolution.

Issues that are identified are discussed and resolved immediately. If further review is needed, the issue is investigated by a Quality Assurance (QA) team member and reported back to senior management within a 48-hour window. This report includes the actions that are required to resolve the identified issues. Throughout this process, the State of Nebraska will be kept apprised of any matters and involved in recommended resolutions.

Qualification of Personnel

Rapid-Trace is comprised of highly qualified individuals who bring experiences and extensive investigative, project management, and healthcare knowledge from the government as well as commercial and private sectors. We have many years of experience, individually and as a company, with: defining and evolving operational process for our clients, conducting

investigations, thorough quality reviews and evaluations; planning, training our clients on Contact Tracing disciplines and helping to integrate new team members.

We will provide a team to the State of Nebraska whose unique backgrounds coalesce to create a high-performing and successful contact tracing organization that support the needs of the Nebraska Contact Tracing strategy. In response to the requirements set forth in the solicitation and to ensure we provide the most qualified team to each and every task in this contract, the Rapid-Trace Team will be composed of team members who meet the baseline requirements defined in the solicitation.

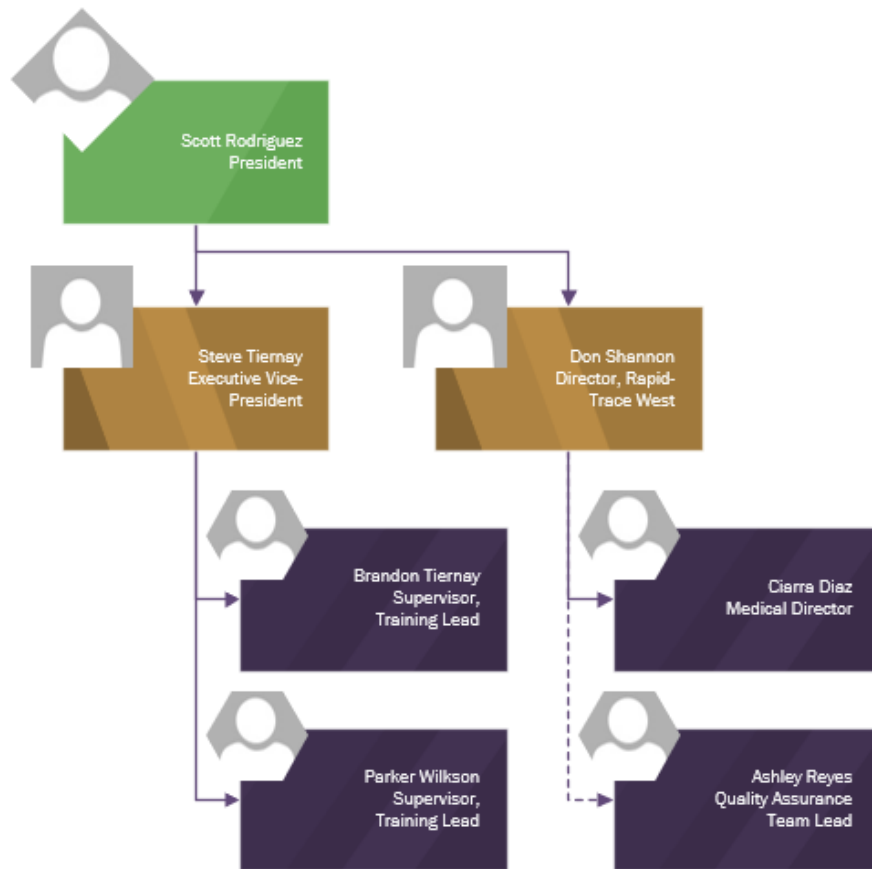
Rapid-Trace leadership will have early and continuous interaction with the state contact tracing leadership to ensure we are exceeding expectations and addressing any mismatch of skill sets early in the process.

Management Team

In order to ensure the Rapid-Trace Team is structured to effectively and successfully support the State of Nebraska in its Contact Tracing strategy, we have organized the team and aligned people according to their core competencies. Figure 1 depicts the Rapid-Trace Team structure, with key personnel identified.



Management Team



Scott Rodriguez, the President of Rapid-Trace, has more than 37 years of private sector and military experience. He served in a variety of positions in the military, primarily in special operations units, before retiring at the rank of Colonel after 30 years of service. He has been involved in a number of start-up initiatives, including fielding critical capabilities on short notice, both privately and in the military. His focus on increased contact tracing and information security will be key stalwarts with this proposed contract. His business experience includes senior management positions in the information technology, security, and commercial real estate sectors. He is a graduate of Boston University with a BSBA.

Stephen R. Tiernay has over 40 years of experience both in the military and in the private sector. He served as a US Army military intelligence officer, holding numerous leadership positions both within the US and abroad. His experience in the private sector includes senior management positions directing widespread international operations. He managed 1,650 civilian employees and over \$1 billion in Afghanistan where he was instrumental in setting up the infrastructure necessary to provide medical support to thousands of US civilians spread across hundreds of remote locations throughout Afghanistan. He holds a BA in Communications.

Don Shannon, Director of Rapid-Trace West, is a strategic leader with more than 30 years of law enforcement, intelligence, military, and private sector skill. His expertise includes directing and managing worldwide investigative programs. As an FBI Special Agent, he developed and implemented national policy and programs for effective, efficient, enterprise-wide training and operations in contested and complex environments. As an Army Officer, he managed training programs and integrated staff activities in areas where US Army Civil Affairs conducted contingency operations with high-level medical and Public Health impact. He is a certified FBI Advanced Instructor, DHS and FBI exercise planning certified, and holds a master's degree in Public Administration.

Key Personnel Overview

We have a highly skilled and professional team, which will include subject matter experts on our Medical Advisory Board (e.g. Dr. Alicia Rossiter, Professor of Nursing at University of South Florida, and Christina Harrelson (MSN, FNP-C, ENP-C, APRN) These team members are able to fill roles for multiple areas within the contact tracing process. In addition, we have identified key operational personnel to include:

- Project Manager – Brandon Tiernay
- Training Lead – Parker Wilkson
- Medical Director – Ciarra Diaz
- Quality Assurance Team Lead – Ashley Reyes

In addition to the key personnel identified above, Rapid-Trace has an extensive team of Contact Tracers that have the experience included their 25 resumes as requested, and if needed can provide many more.

Summary

The combination of skills, experience and knowledge that the Rapid-Trace Team will bring to the State of Nebraska for its Contact Tracing strategy is distinctively matched to the goals and objectives of your organization. Our expertise in the government and academic sectors have played key roles in Contact Tracing planning, training, operational design and quality review initiatives from the business and the technology perspective. We have a deep understanding of the Contact Tracing environment and can integrate commercial sector best practices into your Contact Tracing environment to provide first-rate solutions and quality service. We look forward in supporting you.

Rapid-Trace Income Statement
Year to Date 11/30/2020

Revenues		\$ 298,150.00
Cost of Sales		
Contact Tracer Salaries	\$ 116,230.75	
Contact Tracer Software & Training	\$ 15,573.00	
Total Cost of Sales		<u>\$ 131,803.75</u>
Gross Profit		\$ 166,346.25
Expenses		
Marketing/Sales	\$ 47,875.00	
Sales Team	\$ 15,036.00	
Insurance	\$ 3,514.00	
Legal	\$ 3,493.00	
Admin	\$ 42,621.00	
Debt Payment	\$ 33,000.00	
Internet/Phone	\$ 2,793.00	
Total Expenses		\$ 148,332.00
Profit		<u><u>\$ 18,014.25</u></u>

Rapid-Trace Balance Sheet
11/30/2020

Assets

Cash	\$ 53,570
Total Assets	<u>\$ 53,570</u>

Liabilities

Notes Payable	\$ 6,000
Accounts Payable	\$ 580
Accrued Expenses	\$ 365
Total Liabilities	\$ 6,945

Stockholders Equity	<u>\$ 46,625</u>
Total Liabilities & Stockholder's Equity	<u>\$ 53,570</u>

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract

FORM MUST BE SIGNED USING AN INDELIBLE METHOD OR DOCUSIGN

FIRM: Rapid-Trace, LLC

COMPLETE ADDRESS: 8950 9th Street N., Suite 140. St. Petersburg, FL 33702

TELEPHONE NUMBER: 813-431-2768

FAX NUMBER:

DATE: 22 December 2020

SIGNATURE:



TYPED NAME & TITLE OF SIGNER: Stephen R. Tiernay, Vice President

Alec V Bailey

11301 N 50th st, Apt 8, Tampa, Florida
United States (352)-410-1647 |
Alecrotc@gmail.com

EDUCATION

Florida State University

Tallahassee, FL

Bachelor of Arts and Sciences with an Honors major in cellular and molecular neuroscience with a minor in chemistry, class of 2020, (pre-health professional track).

WORK EXPERIENCE

Tallahassee Memorial Hospital North-East Emergency Center November 2018-current

- Emergency care technician II
- Responsibilities included patient administration, IV establishment, patient transport utilizing emergency vehicles, facility wide patient monitoring, emergency interventions including but not limited to cardiac, respiratory and hemorrhage. Experience working in a pediatric focused emergency center.

Research Assistant (CAN Lab) (work study/ volunteer) September 2017-2020

- Participated In administration and design of experimental procedures, focusing on psychological disorders such as PTSD, anxiety, and depression
- Over 100 hours of EEG experience/set-up
- Completed independent Honors thesis: “A Correlational Investigation Between Anxiety and Auditory Processing” (FSU Academic Database, 2020)

PERSONAL SKILLS AND VOLUNTEER EXPERIENCE

IGROW

November 2016-2018

- Community benefactor, experience communicating with local residents
- Group leader

Florida State University Medical Response Unit

January 2018-2020

- Hands on emergency medical skill application in volunteer professional setting
- Teamwork experience

HONORS / AWARDS/ CERTIFICATIONS

- Nationally certified EMT
- Florida State University dean’s list: Fall 2016- spring 2018
- Pasco Hernando State College President's Honors List: Fall 2015-Spring 2016
- The Military Order of the World Wars Merit award recipient: 2015
- Oak Hill Hospital Community Service Scholarship recipient: 2016
- CPR, AED, FIRST AID, BLS and PALS Certified
- Graduated with honors in the major from Florida State University focusing in psychological disorders

ACTIVITIES/MEMBERSHIPS

- Volunteer emergency medical responder and educator in Florida State’s Medical Response Unit

ARANZ KHALILOLLAHI

1007 Villa Nueva Dr., El Cerrito, CA 94530
(510) 289-4863 | abkhalilollahi@ucdavis.edu

EDUCATION

University of California, Davis Graduated June 2017
Bachelor of Science, Biochemistry and Molecular Biology

- Graduated with Honors (GPA: 3.82)
- Certified with distinction by the American Society of Biochemistry and Molecular Biology

WORK EXPERIENCE

San Francisco VA Medical Center – San Francisco, CA Jan. 2020 - Present
Research Assistant for the Emotion and Pain Laboratory

- Assisted in data collection, management, and entry; participant recruitment and screening; and database organization and design.

ProScribe – Oakland, CA Apr. 2019 – Mar. 2020
Medical Scribe

- Carefully documented patient encounters, placed orders, and served the providers in the Orthopedic Surgery Clinic at the Alameda County Medical Center to improve provider shift logistics.
- Assisted fellow clinic staff with patient care and clinic operations.
- Trained new scribes to navigate the clinic workflow, electronic health record software and scribing protocol.

Chegg Tutors – San Francisco, CA Jan. 2018 - Present
Tutor

- Performed online tutoring service in chemistry, biology, physics, math, and Medical College Admission Test sections.

Tutor – Davis, CA Sept. 2015 - June 2016

- Provided private tutoring in chemistry and biology to fellow students.
- Constructed individual study plans tailored to each students learning style.

New Easy Rider Sportfishing – Berkeley, CA Summers 2011-2019
Deckhand

- Led 20-30 customers daily, assisting with fishing gear, handling and cleaning fish, ensuring customer safety and satisfaction while working collaboratively with fellow crew members.
- Assisted captain with boat maintenance and repairs.
- Served as part of the Winter 2018 commercial crab fishing crew.

East Bay Municipal Utilities District – Lafayette, CA Jan. 2013 – Jan. 2019
Head of Fish Tagging Program

- Caught and released largemouth bass at Lafayette Reservoir, organized and analyzed data on fish length, weight and location to assess the growth, movement and overall population dynamics of fish in the reservoir.
- Supervised and handled communication with other tagging volunteers.

COMMUNITY INVOLVEMENT

Clinic by the Bay – San Francisco, CA Oct. 2017 - Present
Prescription Assistant and Medical Scribe

- Assisted low-income, uninsured patients in obtaining free or discounted medication through pharmaceutical patient assistance programs.
- Assisted in electronic medical record software conversion.
- Trained new volunteers and designed a message writing template to facilitate volunteer communication regarding patient cases.
- Carefully documented patient encounters and helped the providers navigate the medical record software and overall clinic workflow.

Berkeley Food and Housing Project – Berkeley, CA July 2017 – Jan. 2020
Meal Preparation and Service Volunteer

- Assisted chef with preparing meals for ~ 100 homeless citizens at Lutheran Church of the Cross and ~ 30 battered women and their children at North County Women's Shelter.
- Served food, washed dishes, and cleaned after food service.
- Trained and assisted new volunteers.

Ashley Reyes

(813) 764-1012

a_karicha@hotmail.com

<https://www.linkedin.com/in/ashleykreyes/>

Skills

- Executive team leadership
- Staff/Training policy development
- Critical Thinking
- New Employee Relation
- Microsoft Office Proficient (Excel, Word, Access, Outlook)
- ADP Proficient
- Performance management
- Organization
- Problem solving
- Bilingual (Spanish, English)
- Sourcing

Professional Experience

Source Select Group Tampa, FL May 2019-May 2020

Technical Recruiter

- Prescreen, interview and submit top consultants for a variety of professional positions (Technical, Finance, Accounting, HR, Temp).
- Identify and evaluate qualified candidates.
- Develop and maintain a network of potential candidates and prospects.
- Conduct direct sourcing utilizing a variety of different tool such as LinkedIn, Careerbuilder, ZipRecruiter, GitHub, Etc.
- Prepare and communicate job offers to top candidates.
- Make counteroffers to selected candidates.
- Meet daily, weekly, and monthly KPI's including calls, emails, and placements.
- Check references of qualified candidates.
- Work closely with Account Managers to funnel sales leads, communicate candidate progress and work as a team to fulfill our client's jobs.

Coca Cola Beverages Florida Tampa, FL April 2018-May 2019

Consumer Escalation Administrator

- Researched and resolved issues for consumers, business partners and Company associates in order to expedite resolution of complaints using a variety of information systems.
- Contacted consumers in order to provide follow up on escalated quality related complaints and acquired necessary details to resolve the issue.
- Created and maintained partnerships with Quality and Risk Management client groups and key customers by establishing common goals and objectives in order to improve or expedite consumer resolution.
- Recognized opportunities to reduce further escalation to the media and legal entities by leveraging advanced consumer engagement practices.
- Retrieved and processed product/package samples from consumers and forward to lab or leveraging the proper sample retrieval protocols.
- Maintained proper sample storage facility based on statute of limitations.
- Created reports as needed to display quantitated data to share with the quality assurance and distribution teams.

Federal Association of Financial Services (FAFS) Odessa, FL September 2015-April 2018

Human Resource / Office Manager April 2017-April 2018

- Provided job candidates by screening, interviewing, and testing applicants; notified existing staff of internal opportunities; maintained personnel records; obtained temporary staff from agencies for local and international offices
- Maintained and revised the company's handbook on policies and procedures
- Calculated and processed employee payroll; Calculated the correct amount incorporating overtime, deductions, bonuses etc. with assistance of a computer system

- Monitored unemployment claims by reviewing claims; substantiating documentation; requesting legal counsel review.
- Maintained human resources records by recording new hires, transfers, terminations, changes in job classifications, merit increases; tracking vacation, sick, and personal time.
- Oriented new employees by providing orientation information packets; reviewing company policies; gathering withholding and other payroll information; explaining and obtaining signatures for benefit programs.
- Documented human resources actions by completing forms, reports, logs, and records.

Client Manager September 2016- April 2017

- Served as liaison between FAFS and its clients, ensuring excellent customer service and client satisfaction.
- Created plans to address clients' business needs.
- Advised clients on creating profitable processes.
- Scheduled regular meetings with customers to ensure they are satisfied
- Acted as point of contact for complaints and escalate issues as appropriate
- Oversaw all aspects of quality control including establishing metrics, applying call center industry best practices, and developing new tools and processes to ensure quality goals are met to client expectations.
- Conducted ongoing training for the customer service representatives and supervisors
- Monitored toll free numbers weekly
- Rolled out campaign updates and changes

Quality Control Manager September 2015-September 2016

- Monitored call center employees to ensure they provide customer service conforming to company guidelines.
- Provided reports on call center performance for the operations team and center managers.
- Provided employees with training and coaching to help them improve their skills.
- Tracked the performance of employees to identify trends and make sure they meet sales and performance goals.
- Made sure call center employees provide complete and accurate information to callers.
- Oversaw all aspects of quality control including establishing metrics, applying call center industry best practices, and developing new tools and processes to ensure quality goals are met.
- Led and mentored the operations Team lead members, as well as manage the quality of the emails and service calls procedures.

Education

University of South Florida Tampa FL 2019

Bachelor's in science- Management GPA 3.3

Hillsborough Community College Tampa, FL 2016

Associates of Art – Business GPA 3.5

Brandon Tiernay

brandontiernay@gmail.com • (571) 432-8361

EDUCATION

Florida International University

Miami, FL

Bachelor of Arts

December 2018

Political Science & International Relations GPA 3.7/4.0

Pi Sigma Alpha National Political Science Honor Society.

EXPERIENCE

Rapid-Trace

Miami, FL

Contact-Tracer

April 2020 – September 2020

Assistant Manager

September 2020 – Ongoing

- Created the work schedule
- Created email templates for each school
- Oversaw the constant updating and inputting of information on the company cloud
- Oversaw 10 Contact Tracers
- Worked as a liaison between company and clients

The McCain Institute for International Leadership

Washington, DC

Intern

May 2017 – August 2017

- Interned for Senator McCain's flagship program, the McCain Institute's Next Generation Leaders (NGL) program, in which I assisted in identifying, training, supporting, networking and fostering the growth of an international group of leaders from civil society, business and government to the United States.
- Collected and analyzed data as part of the chief admission playbook to identify and train incoming politically appointed US ambassadors.
- Oversaw the work of the NGL program's capstone project, in which I conducted research on the incoming cohort of leaders to find the organization and placement site best fit to carry out a leadership action plan for a year of training.

Publicidad Flamingo

Santo Domingo, Dominican Republic

Intern

May 2016 – August 2016

- Worked directly under the Operations Director overseeing the brand and placement of client's billboards, which extended to over 700 nationwide.
- Collaborated with the Marketing Team in conducting of research and coordinating documents.

Domino's Pizza

Miami, FL

Driver

August 2018 – April 2019

- Followed driving security, protection policies and procedures while remaining punctual.
- Greeted customers in the store professionally and in a pleasant manner.
- Helped with taking phone calls, placing orders and performing prep work for pizzas.

PureFormulas
Customer Call Representative

Miami, FL
September 2017 – December 2017

- Joined the Customer Happiness Team answering customer-related calls and emails in a timely and accurate manner.
- Specialized in selling customers GMP certified quality products, including nutritional supplements and organic foods.
- Worked with management to ensure customer satisfaction and conflict resolution.

Café Marietta
Busboy/Waiter

La Romana, Dominican Republic
May 2015 – August 2015

- Summer job working first as busboy, then as waiter in a premier restaurant in the exclusive Casa de Campo resort in the province of La Romana, Dominican Republic.
- Interacted with very high-end customers to ensure their total satisfaction with their dining experience.

SKILLS

Awards:

- Florida International University Dean's List Fall 2016 – Fall 2018

Languages & Culture:

- Bilingual in English and Spanish.
- Possess deep understanding of Latin American customs, traditions, and business practices.

Computer Proficiency:

- Windows / Mac OS
- Microsoft Office (Word, Excel, PowerPoint)

Cameron Wilson
9310 Post Rd
Odessa, FL 33556
(813)389-2836
Camwilson64@gmail.com

Education

Pasco Hernando State College, New Port Richey, FL
Field: Licensed Practical Nurse
Pinning in July 2020, postponed to December 2020 due to Covid-19

Hillsborough Community College, Tampa, FL
Field: Associates in Science

Work Experience

The Tuning School (2015 - 2020)
Odessa, FL
Production Manager

- Managed the production of all marketing materials and supplies.

Harris Teeter Supermarkets (2013 - 2015)
Nashville, TN

Scan Coordinator and Head Receiver

- Managed the prices throughout the store, counted and processed all vendor products, organized backroom storage, in managed store inventory.

Bread & Company (2012 - 2013)
Nashville, TN

Store Manager

- Manage scheduling of the cafe, counted and balanced store safe and registers, in maintain product inventory.

Abby's Health & Nutrition (2010 - 2012)
Tampa, FL

Grocery Clerk

- Checked in and stocked all deliveries, cashiered, answered the phone, and cleaned the store.

BSB Design (2005 - 2007)
Tampa, FL

Office Assistant

- Familiar with scanning draft materials, Photoshop, AutoCad and answering phones.

Sweetbay Supermarket (2005 - 2010)
Odessa, FL

Office Assistant

- Used computing software linked with cash registers, handled schedules, accounting, and customer service.

Clinical Experience

Experience gained during LPN program (Aug 2019-Mar 2020)

- Solaris HealthCare Bayonet Point
- Heather Hills Healthcare Center

Certifications

NIHS Certification 2020

BLS for Healthcare Providers
Expires Aug 2021

Skills

- Enthusiastic and upbeat personality.
- Positive attitude.
- Good communication and customer service skills.
- Computer literate with proficiency in Microsoft Word, Microsoft Excel and Power point. Medium skill level in Photoshop and InDesign. Some limited AutoCad experience.
- Ability to work within team environment.
- Able to do other duties as assigned.
- Manages time wisely.

CHELSEA PEREZ-SHIRCEL

Hattiesburg, MS 39402 ♦ 813-838-2385 ♦ cperezshircel@gmail.com

SKILLS

- Proficient in medical terminology
- Experienced with Microsoft Office
- Active listener and critical thinker
- Secret Clearance

WORK HISTORY

Emergency Medical Technician 08/2015 to 12/2019

United States Army - Fort Stewart, Georgia

- Supervised and trained EMTs in basic life support skills, including CPR, oxygen therapy, wound care, splinting, patient history elicitation.
- Certified 500 personnel in first aid.
- Reduced losses due to heat in South Korea during outside training through proper heat mitigation techniques and encouraging work/rest cycles.
- Documented patient administrative information, medical history, vitals, and treatments. Ordered labs, imaging, and referrals in AHLTA.
- Protected patient information (PII) and health information in accordance with HIPAA.
- Personally maintained medical records of 70 personnel.

Front Desk Clerk 05/2012 to 08/2015

Holiday Inn Express - Wesley Chapel, Florida

- Supervised and trained employees to Intercontinental House Group standards as well as how to appease dissatisfied customers resulting in an overall improvement in customer service and customer satisfaction.
- Responded to customer feedback online, addressed concerns to customer's contentment often resulting in previously dissatisfied customers returning to the hotel for another stay.
- Coordinated between front desk, maintenance, and housekeeping to accomplish tasks throughout the property.
- Managed reservations and ran nightly audit through Opera.

EDUCATION

Bachelor of Arts: Criminology, 08/2015

University of South Florida - Tampa, FL

CERTIFICATIONS

Covid-19 Contact Tracing

John Hopkins University, October 2020

Basic Life Support

American Red Cross, September 2019

Expires: September 2021

Colleen Tennant

3012 W. Fair Oaks Ave.

Tampa, Florida 33611

Phone: 813-732-6844

Email: colleen.tennant@hotmail.com

HIGHLIGHTS OF QUALIFICATIONS

- MSPH with courses in Clinical Trials, Epidemiology, Biostatistics I & II, and SAS
 - Proven experience in coordinating day-to-day operations for research projects
 - Success in recruiting and screening study volunteers
 - Demonstrated ability with data collection and analysis
 - Co-authored publications in professional journals
 - Current GCP training through CITI Program
-

WORK HISTORY

Florida Department of Health

May 2020 to Present

Epidemiologist

Develop, deploy and manage contact tracing program. Created protocol, trained, and managed team of Covid-19 contact tracers for county health department and reported to county and state leadership.

University of South Florida

January 2017 to November 2017

Adjunct Instructor and Program Coordinator

Instructor for Public Health course and Program Coordinator for Training Academy on Aging, a designated contractor for the Florida Department of Elder Affairs. Processed and reviewed for approval all applications for Alzheimer's Disease and Related Disorders training providers and training curricula. Promoted programs and provided educational support to potential and current providers. Maintained database, analyzed, and generated weekly, monthly and quarterly reports.

University of North Carolina Chapel Hill

January 2016 to June 2016

Health Equities Research

Contributed to small time-limited grant focused on increasing colorectal cancer screening in underserved populations in North Carolina. Recruited study participants, moderated focus groups, interviewed health care providers and performed qualitative data analysis to develop a culturally relevant Patient Decision Aid video for the target population.

Luminosity Communications, Inc.

January 2005 to December 2013

Director/Owner

Built successful VOIP telecommunications business from ground up and achieved 3,000 nationwide customers. Set strategic goals and led organization to successful annual year-over-year growth. Managed budget, provided customer technical support, and directed day-to-day operations.

Colleen Tennant

3012 W. Fair Oaks Ave.

Tampa, Florida 33611

Phone: 813-732-6844

Email: colleen.tennant@hotmail.com

WORK HISTORY CONTINUED

Colorado Department of Public Health and Environment

June 1998 to December 1999

Research Scientist, Disease Control and Environmental Epidemiology

Recruited study volunteers, obtained informed consent, administered surveys for longitudinal study on HIV prevention. Designed and managed database, and reported statistical findings. Conducted formative evaluation on data collection process for county and local health departments throughout Colorado. Implemented new electronic data collection system and trained external agencies on new system. Prepared and delivered education programs on HIV prevention.

USF Health, University of South Florida

July 1995 to January 1998

Research Associate

Department of Family Medicine and Department of Health Policy and Management

Held two grant funded positions in the USF Department of Family Medicine and the USF Department of Health Policy and Management. Coordinated the procurement of AHCA, FCDS and Census data sets, cleaned data, linked databases, conducted data analyses, interpreted and published results. Designed and administered questionnaire to survey college students on HPV and STD awareness. Conducted data analyses and submitted manuscript for publication.

EDUCATION

1993-1997

University of South Florida

College of Public Health

Master of Science in Public Health

Concentration in Epidemiology

1984-1989

Emporia State University

College of Education and Psychology

B.S. Psychology

PUBLICATIONS

1. Roetzheim, R., Pal, N., Tennant, C., Voti, L., Ayanian, J., Schwabi, A., Krischer, J., Effects of health insurance and race on early detection of cancer. *J Natl Cancer Inst.* 1999 Aug 18;91(16):1409-15.
2. Yacobi, E., Tennant, C., Ferrante, J., Pal, N., Roetzheim, R., University students' knowledge and awareness of HPV. *Prev Med.* 1999 Jun;28(6):535-41.

COMMUNITY SERVICE

- Volunteer Leadership Committee/Legislative Advocate, The Marfan Foundation, Port Washington, New York
- Volunteer, Meals on Wheels, Tampa, Florida
- Volunteer, Make-A-Wish Southern Florida, Tampa, Florida

Daisy Nuñez

South Gate, CA 90280 | daisyn147@gmail.com | cell: (323) 548-0147

EDUCATION

The University of Chicago

Bachelor of Arts in Biological Sciences / Neuroscience Minor

Dean's List 2016 – 2020

Chicago, IL

June 2020

EXPERIENCE

Section of General Internal Medicine, University of Chicago

Research Assistant

Chicago, IL

October 2019 – Present

- Developed training materials for in-person and webinar-based training sessions
- Updated surveys and data collection forms; prepared tables, presentations, and reports
- Analyzed, entered, and organized data

Summer Health Professions Education Program, UCLA

Summer Scholar

Los Angeles, CA

June 2018 – September 2018

- Researched, wrote, and presented a project proposal on Mexican Americans and diabetes
- Examined health care disparities and social determinants of health through a health policy seminar series
- Engaged in interprofessional education through collaboration in focused, problem-based learning cohorts to analyze health cases
- Volunteered with the UCLA Mobile Eye Clinic at a back-to-school community fair

Focus on Your Future Summer Program, Illinois College of Optometry

Summer Scholar

Chicago, IL

June 2018

- Received clinical exposure in the pediatrics, cornea, and visual therapy specialties
- Trained to use a slit lamp and other equipment in the optometrist office

Eugene and Ruth Roberts Summer Student Academy, City of Hope

Summer Trainee for Cancer Research

Duarte, CA

June 2017 – September 2017

- Responsible for performing DNA transformations and protein purifications, and both quantitatively and qualitatively analyzing desired protein concentrations
- Collaborated with scientist staff to enhance protocols for maximum efficiency
- Developed a research paper on a potential new cancer therapeutic strategy and presented at a symposium

LEADERSHIP AND VOLUNTEER EXPERIENCE

Housing and Residence Life, University of Chicago

Vice President of House Council, House Orientation Aide, Social Chair

Chicago, IL

October 2017 – June 2020

- With President, provided leadership and guidance to the entire council
- Led weekly house council and house meetings in the absence of the President
- Facilitated welcome activities for new and returning students; coordinated events and study breaks

Prospective Students Advisory Committee, University of Chicago

Housing Representative, Events Coordinator

Chicago, IL

October 2016 – June 2017

- Served as a liaison between peers hosting prospective students and coordinators on the PSAC board
- Organized a range of activities to inform prospective students about the University of Chicago

SKILLS

Computer: Proficient in R and Microsoft Word

Languages: Fluent in Spanish

Evelyn D Le
14500 Juanita Drive NE, Bastyr Student Village
Kenmore WA 98028
Phone: 530-429-2096
Email: evelynle@uw.edu; evelyn.le@bastyr.edu

Education

Doctor of Naturopathic Medicine Candidate, Graduating June 2021

Bastyr University, Kenmore, WA 2017-2021

Completing an accredited program of coursework and supervised practice in Mind/Body Medicine, Physical Medicine, and Botanical Medicine. Extensive exposure to issues involving children.

Research Project

- Created a Feasibility Study Protocol: A crossover trial on a glycemic index altering tea (ginger, cinnamon and green tea combination) in healthy people with Dr. Masa Sasagawa at the Bastyr Research Institute. The study aims to examine the effectiveness of lowering postprandial blood glucose in healthy individual after eating 50 grams of rice and drink 200 ml of tea combination or water.

Clinical Rotation

- Physical Medicine, Dr. Dodge and Dr. Simon at Bastyr Center of Natural Health (BCNH), Seattle WA, Summer and Fall 2019
- Primary Team Care, Dr. Cullen and Dr. Wallace at BCNH Winter 2020.
- Counseling, Dr. Al-Samarrai at BCNH Summer 2019

Preceptorship

- Dr. Mitchell Walter, General Practice, 20 hours
- Dr. Summer Norwichki, Hormone and Women's health, 20 hours
- Dr. Alice Harper, General Practice, 20.5 hours
- Dr. Laurie Mischley, Parkinson Disease, 39 hours
- Dr. Samantha Evans, Parkinson Disease, 43.25 hours
- Dr. Brandon Smith and Acosta-Smith, Community Health, 28 hours
- Dr. Paris Preston, General Practice, 37 hours

Executive Master of Public Health, Graduating June 2021

University of Washington, Seattle, WA 2019-2021

Practicum with UW Global Health organization- 120 hours

- Write brief policy focusing on South East Asia
- Weekly 1-on-1 meeting with the faculty advisor
- Bimonthly meeting with the 8-member team.

Master Thesis with UW Surgery Department

- Researched Naturopathic angle on lecithin use in biliary disease and probiotics in diverticulitis
- Presented the research to the committee

Bachelor of Science, Biochemistry, Medical Humanity and Honor Program

Baylor University, Waco, TX 2012-2016

- Participated in healthcare volunteering and shadowing in the nursing home, Emergency Department, walk-in medical clinic, etc.
- Served as a peer leader for 3 years consecutively.
- Presented the honor thesis on the synthesis of the anti-cancer agent research.

Related Experience

Gaia Herbs, Kenmore WA January 2020 – present

Research coordinator

- Conducted research protocol with volunteer participants using the research guidelines.

- Collected data and work with a dynamic research team

Bastyr University, Kenmore, WA 2019 – present

Teaching Assistant

- Assisted professor in the Hydrotherapy lab
- Guided students during lab practices

Integrative Health Partners, Seattle WA November 2019- June 2020

Medical Administrative Assistant

- chart preped for providers and staffs before they see the patients
- prepared supplements order and respond/reply to patients' emails
- processed inventory and receipts
- scanned and uploaded documents into the electrical medical record
- followed the opening and closing procedures, completing supplement orders and learning business skills about private practice.

Amazon Prime Associate, Kirkland WA November 2019- February 2020

Wholefood shopper

- located products in the wholefood market, scanning it and put them in appropriate bags for the delivery person to pick up and deliver them to the customers' house. I learn the way Amazon processes and organizes the logistics with the utilization of technology and prevention of human errors.

First Choice Home-Care Instead, Bellevue WA July 2019 – February 2020

Home Instead Senior Care, Bellevue WA June 2019 – December 2019

Caregiver

- supported elders who have a medical condition and need help with housekeeping, shopping, making meals, etc.
- traveled to different assisted living, adult family home, nursing home, and client's home to work with them.
- completed the HCA certification. I learned that elders have such a big need and each elder shows different personality, especially when they get older and less ability to take care of themselves. It was my honor to take care of them and I aim to be a better doctor in the future.

Green Meadow Investment LLC, Monroe WA May 2018 – May 2019

Secretary

- updated social media channels such as website, blogs, facebook, linked in to increase the online traffic to the site.
- helped set up a system of advertising to clients and phone call scripts when clients return. I learned to run the business and challenged myself constantly to get out of my comfort zone and do the skills that school does not teach me.

Tierney Lab Bastyr University, Kenmore WA July 2017- present

Lab Assistance

- cleaned up around the lab like taking trash out, making the work place tidy, measuring the CO2 level, cleaning the flask wares.

Neuro-research Laboratory Assistant, Kenmore WA Jan 2018 – present

Research Assistance

- managed RedCap surveys coming in and sent out email reminders for patients to complete the surveys. The job also includes sending ASA24, which is a diet recall 7 days after the patients fill out the survey.

Bastyr Dispensary, Kenmore WA July-Dec 2017

Dispensary Assistance

- worked as a cashier at the register and communicated with Naturopathic Medicine dispensary and Chinese Medicine dispensary.

Seattle Nature Cure Clinic, Seattle, WA August 2017-2018

Medical Office Assistance

- Took care of the billing and coding related to the insurance for most of the physicians. I made phone calls to remind patients about the upcoming appointments.
- Completed all the front desk tasks

Simkin Center, Bastyr University Kenmore WA Sep-Nov 2017

Program Assistance

- assisted registered students to get access to the classroom and organized paper works in the office.

City Year Seattle King County 2016-2017

National AmeriCorp Member

- served at Van Asselt elementary school in the Southeast Seattle where most of the students come from low-income and marginalized background. We pull kids out to do a small group for math and reading 4 days a week.
- planned the after-school program. Worked directly with teacher as well as a whole class.
- attended an intensive professional development day including race and equity, teaching like a champion, student camp, etc. every other Friday.
- taught science in front of a whole class about electricity and food chemistry.

Additional Relevant Information

A. Professional Memberships: American Association of Naturopathic Physicians, Naturopathic Medical Student Association, American Public Health Association

B. List languages other than English and a rate of proficiency: Vietnamese, 1-verbal, 1-reading, 1-writing

C. Professional Conferences:

Prescription Renewal by Samaritan Purse, New Orlando, Florida 09/2019

This conference was about global mission trip regarding emergency medicine, surgery, OBGYN, nutrition and public health work. I have lots of chances to network with conventional medical doctors and other medical providers who are passionate about providing healthcare abroad. That is one of my future goal as doing the medical mission trip.

Christianity Connection for International Health, Baltimore Maryland 03/2019

This conference took place at John Hopkins where physicians, public health workers, hospital administrators and other related medical field coming from different countries such as Zambia, Phillipine, Kenya, UK, etc. We discussed about infectious disease, HIV and new strategies to help non-profit native organization apply for funding from CDC. I experienced lots of opportunities for networking and exploring the future of public health.

Rural World Health Northwest, Tacoma, WA 03/2019

I attended and learned so much from the conventional medicine, which focus on rural health in Washington such as Spokane, Yakima, Eastern Washington. I was able to share the information back to my cohort and Bastyr community.

DC FLI, Washington DC 04/2018

I advocated for naturopathic medicine in Texas so a group of students, who also represent Texas, conversed with the congressman and representatives of the House and the Sennate.

Ginève Menopause 11/2018

I learned different approaches to menopause with the purpose of helping women transitioning into the menopause stage of life easier and happier.

WANP annual meeting 09/2017

I networked and learned from many Naturopathic doctors who have already practiced, researched and presented many great cases and resources.

INTERSHIPS

AHEC scholar - 01/2019 – 06/2021

I was part to the 2-year AHEC scholar program, which collaborate with UW, Eastern Washington University and University in Idaho to focus on supporting and learning the rural health. The program requires us to discuss and collaborate with students from different health care professional in working with the community.

LEADERSHIPS

Naturopathic Medical Student Association, 11/2019 - 06/2021

Chief Financial Officer

Managed 9 different schools' treasurers and finance of the whole international NMSA
Tracked spending, income, reimbursement and paying independent contract positions
Worked with other diverse board members and attended conferences and DC FLI

Husky Leadership Certificate, 01/2020 - 03/2020

Mentor

I met with my student mentee who is an undergrad at UW twice a week and guide her through the reflection process of all she has done in her undergraduate career.

Bastyr Caregiver Club, Bastyr University, Kenmore WA 07/2019 – 06/2021

President

As a caregiver myself, I enjoyed spreading the awareness of what caregivers can do to assist the elders. Not only that, but also the family members and community when in need have a desire to know where to find resources and people to reach out for help. I led this club to provide support for the Bastyr community as well as connecting organizations outside of Bastyr to students, faculties and staffs who need extra support while going through a tough time.

BU Public Health Club, Kenmore WA 09/2019 - 06/2021

Co-President

We planned events such as movie screening and games to spread the awareness of community health to the Bastyr students and staffs. We encouraged students think outside of their field and program and apply what they know to help the community.

EXTRA CURRICULUMS

Bastyr Christian Fellowship, Bastyr University, Kenmore WA 03/2018 – present

A group of Christian students and I exchanged our story, journey and walk of life so we did not feel alone in this intensive education.

Husky Leadership Mentorship Program, Seattle WA May 2020 – present

Susan Marx, who is a financial strategist from University of Washington surgery department, was my professional mentor. We discussed common goals and my progress throughout my medical school and public health grad school career.

COMMUNITY SERVICE

Beacon Hill food forest, Seattle, WA 05/2018

Volunteer

A group of Bastyr students and I volunteered to clean up and replant the garden in Beacon Hill so the homeless or general public could harvest whatever vegetable or greens they needed to survive.

Bread of Life Nursing home, Seattle WA 01/2018

Volunteer

I visited the elders with a group of church members. We provided prayers, uplifting worshipping and care for the elder.

HOBIES

Swimming, reading, cooking, hiking, traveling, playing piano, playing board games, doing art works.

PERSONAL HISTORY

- Bilingual: Vietnamese and English
- Born and raised in Vietnam for 15 years.

Evelyn D Le
14500 Juanita Drive NE, Bastyr Student Village
Kenmore WA 98028
Phone: 530-429-2096
Email: evelynle@uw.edu; evelyn.le@bastyr.edu

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- Conducted research protocol with volunteer participants using the research guidelines.

- Collected data and work with a dynamic research team

Bastyr University, Kenmore, WA 2019 – present

Teaching Assistant

- Assisted professor in the Hydrotherapy lab
- Guided students during lab practices

Integrative Health Partners, Seattle WA November 2019- June 2020

Medical Administrative Assistant

- chart preped for providers and staffs before they see the patients
- prepared supplements order and respond/reply to patients' emails
- processed inventory and receipts
- scanned and uploaded documents into the electrical medical record
- followed the opening and closing procedures, completing supplement orders and learning business skills about private practice.

Amazon Prime Associate, Kirkland WA November 2019- February 2020

Wholefood shopper

- located products in the wholefood market, scanning it and put them in appropriate bags for the delivery person to pick up and deliver them to the customers' house. I learn the way Amazon processes and organizes the logistics with the utilization of technology and prevention of human errors.

First Choice Home-Care Instead, Bellevue WA July 2019 – February 2020

Home Instead Senior Care, Bellevue WA June 2019 – December 2019

Caregiver

- supported elders who have a medical condition and need help with housekeeping, shopping, making meals, etc.
- traveled to different assisted living, adult family home, nursing home, and client's home to work with them.
- completed the HCA certification. I learned that elders have such a big need and each elder shows different personality, especially when they get older and less ability to take care of themselves. It was my honor to take care of them and I aim to be a better doctor in the future.

Green Meadow Investment LLC, Monroe WA May 2018 – May 2019

Secretary

- updated social media channels such as website, blogs, facebook, linked in to increase the online traffic to the site.
- helped set up a system of advertising to clients and phone call scripts when clients return. I learned to run the business and challenged myself constantly to get out of my comfort zone and do the skills that school does not teach me.

Tierney Lab Bastyr University, Kenmore WA July 2017- present

Lab Assistance

- cleaned up around the lab like taking trash out, making the work place tidy, measuring the CO2 level, cleaning the flask wares.

Neuro-research Laboratory Assistant, Kenmore WA Jan 2018 – present

Research Assistance

- managed RedCap surveys coming in and sent out email reminders for patients to complete the surveys. The job also includes sending ASA24, which is a diet recall 7 days after the patients fill out the survey.

Bastyr Dispensary, Kenmore WA July-Dec 2017

Dispensary Assistance

- worked as a cashier at the register and communicated with Naturopathic Medicine dispensary and Chinese Medicine dispensary.

Seattle Nature Cure Clinic, Seattle, WA August 2017-2018

Medical Office Assistance

- Took care of the billing and coding related to the insurance for most of the physicians. I made phone calls to remind patients about the upcoming appointments.
- Completed all the front desk tasks

Simkin Center, Bastyr University Kenmore WA Sep-Nov 2017

Program Assistance

- assisted registered students to get access to the classroom and organized paper works in the office.

City Year Seattle King County 2016-2017

National AmeriCorp Member

- served at Van Asselt elementary school in the Southeast Seattle where most of the students come from low-income and marginalized background. We pull kids out to do a small group for math and reading 4 days a week.
- planned the after-school program. Worked directly with teacher as well as a whole class.
- attended an intensive professional development day including race and equity, teaching like a champion, student camp, etc. every other Friday.
- taught science in front of a whole class about electricity and food chemistry.

Additional Relevant Information

A. Professional Memberships: American Association of Naturopathic Physicians, Naturopathic Medical Student Association, American Public Health Association

B. List languages other than English and a rate of proficiency: Vietnamese, 1-verbal, 1-reading, 1-writing

C. Professional Conferences:

Prescription Renewal by Samaritan Purse, New Orlando, Florida 09/2019

This conference was about global mission trip regarding emergency medicine, surgery, OBGYN, nutrition and public health work. I have lots of chances to network with conventional medical doctors and other medical providers who are passionate about providing healthcare abroad. That is one of my future goal as doing the medical mission trip.

Christianity Connection for International Health, Baltimore Maryland 03/2019

This conference took place at John Hopkins where physicians, public health workers, hospital administrators and other related medical field coming from different countries such as Zambia, Phillipine, Kenya, UK, etc. We discussed about infectious disease, HIV and new strategies to help non-profit native organization apply for funding from CDC. I experienced lots of opportunities for networking and exploring the future of public health.

Rural World Health Northwest, Tacoma, WA 03/2019

I attended and learned so much from the conventional medicine, which focus on rural health in Washington such as Spokane, Yakima, Eastern Washington. I was able to share the information back to my cohort and Bastyr community.

DC FLI, Washington DC 04/2018

I advocated for naturopathic medicine in Texas so a group of students, who also represent Texas, conversed with the congressman and representatives of the House and the Sennate.

Ginève Menopause 11/2018

I learned different approaches to menopause with the purpose of helping women transitioning into the menopause stage of life easier and happier.

WANP annual meeting 09/2017

I networked and learned from many Naturopathic doctors who have already practiced, researched and presented many great cases and resources.

INTERSHIPS

AHEC scholar - 01/2019 – 06/2021

I was part to the 2-year AHEC scholar program, which collaborate with UW, Eastern Washington University and University in Idaho to focus on supporting and learning the rural health. The program requires us to discuss and collaborate with students from different health care professional in working with the community.

LEADERSHIPS

Naturopathic Medical Student Association, 11/2019 - 06/2021

Chief Financial Officer

Managed 9 different schools' treasurers and finance of the whole international NMSA
Tracked spending, income, reimbursement and paying independent contract positions
Worked with other diverse board members and attended conferences and DC FLI

Husky Leadership Certificate, 01/2020 - 03/2020

Mentor

I met with my student mentee who is an undergrad at UW twice a week and guide her through the reflection process of all she has done in her undergraduate career.

Bastyr Caregiver Club, Bastyr University, Kenmore WA 07/2019 – 06/2021

President

As a caregiver myself, I enjoyed spreading the awareness of what caregivers can do to assist the elders. Not only that, but also the family members and community when in need have a desire to know where to find resources and people to reach out for help. I led this club to provide support for the Bastyr community as well as connecting organizations outside of Bastyr to students, faculties and staffs who need extra support while going through a tough time.

BU Public Health Club, Kenmore WA 09/2019 - 06/2021

Co-President

We planned events such as movie screening and games to spread the awareness of community health to the Bastyr students and staffs. We encouraged students think outside of their field and program and apply what they know to help the community.

EXTRA CURRICULUMS

Bastyr Christian Fellowship, Bastyr University, Kenmore WA 03/2018 – present

A group of Christian students and I exchanged our story, journey and walk of life so we did not feel alone in this intensive education.

Husky Leadership Mentorship Program, Seattle WA May 2020 – present

Susan Marx, who is a financial strategist from University of Washington surgery department, was my professional mentor. We discussed common goals and my progress throughout my medical school and public health grad school career.

COMMUNITY SERVICE

Beacon Hill food forest, Seattle, WA 05/2018

Volunteer

A group of Bastyr students and I volunteered to clean up and replant the garden in Beacon Hill so the homeless or general public could harvest whatever vegetable or greens they needed to survive.

Bread of Life Nursing home, Seattle WA 01/2018

Volunteer

I visited the elders with a group of church members. We provided prayers, uplifting worshipping and care for the elder.

HOBIES

Swimming, reading, cooking, hiking, traveling, playing piano, playing board games, doing art works.

PERSONAL HISTORY

- Bilingual: Vietnamese and English
- Born and raised in Vietnam for 15 years.

Gabriela Cruz

1421 SW 27th Ave. Apt. 406
Ocala, FL 34471

(352) 512-1783

Gabbycruz019@hotmail.com

Education:

University of South Florida, Tampa, Florida: June 2015 – May 2019
Graduated May 2019

Bachelor of Science in Health Sciences with a concentration in Biological Sciences

Relevant Coursework:

Overview of Public Health Programs, Foundations of Global Health, Biomedical Ethics, Foundations of Public Health Immunology, Women's Health: A Public Health Perspective, Survey of Human Diseases, Foundations of Maternal and Child Health, Introductory Statistics

Key Qualifications

- **Native Spanish speaker with experience in health communication and health education**
- Bachelor of Science in Health Sciences with concentration in Biological Sciences and extensive Public Health exposure and coursework
- Hands on experience with health volunteering in Spanish speaking countries in low income rural populations
- Three years of accumulated experience and training with youth peer mentorship and leadership in health-related organizations

Health Work Experience:

Peace Corps

Community Health Facilitator

La Libertad, Peru

September 2019 – March 2020

- Trained and supported health care providers to promote healthy behaviors aimed at reducing anemia, chronic malnutrition, and teen pregnancy in rural communities
- Co-facilitated and co-planned life skills classes in rural high schools focusing on sexual health, mental health, and healthy eating habits
- Implemented Participatory Analysis for Community Action Plan (PACA) tools to survey the community and develop a comprehensive diagnostic report presented to community leaders and other stakeholders
- Completed an 11 week service training that consisted of 80.5 hours of Spanish, 20 hours of Peruvian culture (history, socio-economic facts, and cultural norms), and 126 hours of technical training in activities included in the Community Health project framework

MEDLIFE Medical Mobile Clinic
280+ hours of service

Riobamba, Ecuador - 2017
Cusco, Peru – 2018

*Lima, Peru -
2019*

- Volunteered in medical mobile clinics to provide medicine, education and development for low income families
- Facilitated health education in Spanish about heart disease, sexually transmitted infections, hygiene, food nutrition, and varying cancer symptoms
- Worked on development projects which included the building of a cement staircase for better residential access and a home refurbishing and remodeling initiative
- Lead discussion on hygiene, preventative care, and sex education for women and children

Employment

USF Office of Orientation

Student Assistant 2016 – August 2019

- Assist first year, transfer, and international students and their family's transition into the University by using university databases and online registration systems
- Develop curriculum and activities for the training of Orientation Leaders while also facilitating trainings
- Lead teams of students through their Orientation and ensured their understanding of resources and also their class registration

Community Service Experience:

Stampede of Service Site Leader

Seminole Heights Community Garden -2017

15 hours of service

Greco Middle School Garden - 2018

- Completed site leader training to facilitate a day of community service with a 10-20 person group
- Communicated and worked alongside a community partner to complete tasks assigned
- Performed routine gardening activities such as composting, weeding, plowing, and watering
- Helped organizing teacher school supplies and materials for the school year

Relay for Life Team Captain

Team Captain – 2017 & 2018

50 hours of service

- Planned and executed fundraising activities for the American Cancer Society for 20+ people in a 12 hour relay event
- Fundraised over \$1,500 towards the efforts of the American Cancer Society via coordinating fundraising sales
- Organized a team fundraising theme and schedule for the day and lead group through team bonding and vulnerability exercises

Give Kids the World Village

Orlando, Florida - 2017

72 hours of service

- Hands on work for children suffering from terminal or life-threatening illnesses
- Socially interacted and attended to children around heavy machinery who also have serious health complications and risks
- Assisted in food preparation, serving meals, greeting guests, and set up and clean up duties

Leadership Experience

MEDLIFE

Trip Coordinator April 2018 – May 2019

- Recruit and organize a group of volunteers to attend a medical mobile clinic abroad
- Lead and plan trip meetings to inform students of the mission of MEDLIFE and prepare them for their upcoming service-learning trip
- Serve on the executive board to help execute general body meetings and attend local community service events

University of South Florida Ambassador

Dir. of Administration April 2018 – May 2019

Community Service Chair 2017 – 2018

Continuous Improvement Committee Member 2017 - 2018

- Coordinate the attendance of Ambassadors at university and community events and keeping record of the semester activity
- Planned and executed community service projects including Relay for Life, and Tampa Bay Heart Walk
- Serve as a conduit between the current student body and the Alumni by working alongside the office of the President Dr. Judy Genshaft and the Alumni Association
- Actively engage with university staff, donors, alumni and community stakeholders in order to cultivate relationships and support the overall success of the university

Take Stock in Children

Campus Ambassador August 2018 – Present

Leader for Life Fellow 2015 – Present

- Serve as a liaison for recipients of the Take Stock in Children scholarship on college campuses to help connect them to resources and improve college completion
- Participate in peer mentoring of other at-risk youth scholarship recipients and serve as an upperclassmen example
- Attend yearly leadership conferences to foster growth and a deeper understanding of leadership as a first-generation college student

Skills and Certifications

- Recipient of Peace Corps Prep certificate in May 2019
- Extensive experience with Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Access, Adobe Premiere Pro, Adobe InDesign, and Canva
- Three years of Diversity Training from the Office of Multicultural Affairs

Gloria Y. Bailey-Adam

gadams159b@hotmail.com | 727-415-0886 | Odessa, FL

Summary Professional with years of Mainframe Programming, Quality Assurance, Technical Recruiting, IT training and testing, MIS Manager, IT Consultant, Service Delivery Manager, Contract Manager, Client Liaison/Specification Creation, and Technical Writing/IT Course restructuring

Experience International Problem Solver

Alorica | Tampa, FL (temporary – full-time) 08/2020 – Current

- Take high volume technical supports calls and maintain ownership through closure

Business Development Manager 05/2010 – Current

Information Concepts, LLC | Tampa, FL (part-time)

- Wrote and closed Peoplesoft Contracts; review contract leads
- Creates invoices and timesheets; recruit and interview possible new contractors
- Update and test WordPress websites using Dashboard and create new site specifications

Project/Program Managers/Consultant 11/1995 – 04/2009

International Business Machines (IBM - full-time) | Tampa, FL/Chicago, IL

- As a Field Technical Operations Program Manager, created/managed QA reports for system access, compliancy and process control; provided contract creation & support
- As a Vendor Services Program Manager, managed end-to-end contract deals, procurement requisitions, monthly/quarterly financial journals/reports & timely vendor payments; worked with P.O.s and managed overall relationship with vendors on customer solutions, vendor software license purchases/extensions, and renewals which resulted in multi-year support savings
- As a Contract Project/Program Manager, worked with several internal IBM sales teams to create and manage end to end contracts, saved company \$675,000.00 in contract revenue
- As a Service Delivery Manager, hired and managed IBM Call Center employees, worked with vendor management on staffing queues to maintain SLAs; managed and monitored QA tasks, implemented improvement plans, managed end to end Critical Situations
- As a Consultant, selected to go to Boeblingen, Germany to save U.S. based account; worked onsite at customer locations to provide change management solutions

Education Master of Science: Telecommunication Systems
DePaul University | Chicago, IL

Bachelor of Science: Computer Science
Chicago State University | Chicago, IL

Skills WordPress, SQR, MS products, COBOL, ASSEMBLER, DB2, Excellent organizational, leadership, oral, written and interpersonal skills, HR, management, training and team lead experience

Certificates - COVID – 19 John Hopkins Contact Tracing Certification
- New Manager IBM Training Certification

Detailed technical resume available upon request



Jake Al-Haffar

Solutions Designer

Solutions-driven analyst/designer

with deep interdisciplinary knowledge, and keen interest in optimizing client opportunities via innovative services/products/processes/new business/market directions. Committed to end-to-end delivery, including research, design thinking, modeling, commercial development and market integration.

Well-developed technical skills:

Photoshop, Illustrator, InDesign, Solidworks, Rhino, Maya. Physical skills include sketching, rendering, woodworking, leatherworking, shoe making, pattern making, plastics, metal and plaster fabrication, sewing, mold making, printmaking, painting, model making, laser cutting, CNC milling and 3D printing.

Collaborative team member.

Adds value as a result of broad skill set, and diversified team and product experience. Able to establish credibility with clients and discover latent needs. Curious and empathetic; eager learner looking to help solve problems.

Degree & Recognition – Pratt Institute:

BID, Industrial Design, 2018.

Presidential Merit Scholar and President's List (all semesters), 2012-2018.

Outstanding Internship Award, 2014.

Rowena Reed Kostellow Award Finalist, 2015.

Education

Pratt Institute

BID, Industrial Design - Brooklyn, NY 2018

Polimoda Institute

Intensive Footwear Design and Crafting
Florence, IT, Summer 2015

Linnaeus University

Furniture Design and Manufacturing
Kalmar, SE, Semester Abroad, 2015

Experience

Consultant, Industrial/Graphic Design

2018 – Present

Design logos, brand identities and marketing collateral for start ups and entrepreneurs. Member, packaging design team for Covid-19 test kit – Covid Detect, a new-to-market home test kit. Emphasis on packaging (box, internals, graphics) with messaging understandable by the average person vs. a lab technician. Instrumental in resolving a test sample heating requirement and other similar issues critical to successful testing.

Pratt Institute, Teacher's Assistant (TA), Math **January – December, 2017**

- Proctored exams and provided feedback to students on homework. Concurrent with TA role, taught basic wood shop and laser cutting to certify new members of the Brooklyn TechShop. During same time frame, designed, prepared and taught a monthly arts and crafts project to inner city children for local Montessori School.

Anne Peabody Studio, Studio Assistant **January – May, 2016**

- Formed and soldered copper blades of grass or leaves together for large installation pieces.

WXYZ Jewelry, Intern **January – June, 2014**

- Aided in the design, construction and install of a Bergdorf Goodman window display for New York fashion week (2/14).
- Solo, designed headwear from WXYZ tube components; featured in international magazines and worn by Beyoncé in her "7/11" music video. Continues to be sold on WXYZ website as the "Gio Baseball Hat."
- Solo, designed a decorative sleeve for Chanel runway show. Still sold on WXYZ website as the "Tetra Opera Glove."
- Selected to optimize tube component production process. Learned plating process and recommended internal use of tumbler to prep tubes before plating to cut costs; adopted by WXYZ.

Kohn, Pedersen, Fox Architects, Intern **June - August, 2013**

- Member, UN Millennium Project team in conjunction with Columbia University to modernize Ghana's capital city, Accra.
- Learned Rhino to create environments for planned buildings and helped with rendering views.
- Conducted ethnographic research of the Ga-Mashie people in Accra.
- Used Photoshop / Illustrator to create silhouettes of Accra locals for renderings of different views of the project.

Jose Hernandez

jlhernandez0121@gmail.com ❖ (786) 281-0179 ❖ Orlando, Florida

WORK EXPERIENCE

Florida Department of Economic Opportunity

March. 2020 -Present

RACP Call Representative

Orlando,

FL

- Provided claim specific assistance over the phone to hundreds of claimants calling in regarding their unemployment claims.
 - Consistently received 100% quality assurance scores from the state
 - Call assistance times were 41% faster than the average for the rest of my team.

Therapeeds

Jun. 2018 – Aug.

2018

Summer Counselor

Davie,

FL

- Tasked with care and education with a group of 14 grade school age children with various mild special needs.
 - One on one mentorship & teaching of an 8-year-old child with ADHD and Autism. Over the course of 3 months in the summer we made great strides in his mental capabilities raising his reading level from that of a 5-year-old to a 9-year-old and mathematics from a 3-year-old to 7-year-old.
- Meetings with parents regarding the progress of their child. Including instructing parents on things they can do to help with the progress of their child.

YMCA

May. 2016 – May.

2017

Lifeguard

Pembroke Pines, FL

- Ensuring the safety of the patrons to the aquatic center.
 - I enacted a color coordinated wrist band system, which resulted in a significant reduction in reports of lost camp children at the park at peak hours during summer.
- Maintenance of the pool and the surrounding area.
 - Through trial and error discovered a chemical solution for the pool that maintained cleanliness standards while reducing the amount of times the pool would be closed due to over accumulation of the chemicals in the pool.

Target

Jul. 2015 –

Dec. 2015

Assistant Optical Employee

Miramar, FL

- Sales of the products as well as maintenance of the store front.
 - Highest sales two months in a row among 5 employees. Also devised a system that allowed for a significant reduction in closing time. This allowed everyone on shift to go home earlier.

EDUCATION

University of Central Florida

Graduation Dec. 2021

Bachelor of Science in Industrial Engineering, with Minors in Finance and Mathematics

- 3.12/4.00 GPA. Recipient of Bright Futures Academic Scholars and Pegasus Scholarship.
- Delta Upsilon Fraternity
 - Member of Judicial Review Board and House Committee, & Financial Review Board.
- Society of Hispanic Engineers (SHPE), Institute of Industrial and System Engineers (IISE)

Skills & Relevant Course Knowledge

- | | | |
|----------------------------|---------------------|-------------------------------|
| ▪ Excel | ▪ Public Speaking | ▪ Lean Six Sigma |
| ▪ Tableau | ▪ Sociability | ▪ Root Cause Analysis |
| ▪ R (Statistical Analysis) | ▪ Technical writing | ▪ Cost analysis & ROI |
| ▪ Python | ▪ Quality Control | ▪ Machining and Manufacturing |
| ▪ Bilingual (Spanish) | ▪ Facility Planning | ▪ Kaizen |

Julie D'Angelo

2504 W. Gardner Court
Tampa, FL 33611
813.760.2128
Jldangelo12@gmail.com

Ms. D'Angelo is an accomplished leader with more than 30 years' experience in multiple industries including healthcare, the Federal government, real estate, and telecommunications. She has assembled project teams that successfully deliver solutions uniting business goals, technology and customer needs. Ms. D'Angelo is an analytical, focused professional with a proven track record of success.

Ms. D'Angelo's experience includes extensive work in the areas of business process analysis and design, implementing strategic business solutions, performance reporting and measurement, Customer Care, Marketing and Product Management.

- Proven leadership and team-building skills, including directing multi-faceted projects, managing client and vendor relationships, project management, and program management.
- Working successfully with key personnel to resolve issues across various departments and organizations.
- Preparing and presenting project summaries and status to senior and executive management to obtain support and approval for ongoing progress.
- Managing efforts among departments, organizations and management to achieve goals and objectives.
- Skilled at delivering substantial productivity, quality and revenue improvements through well-managed, on-time projects. Projects typically range from analysis through pilot and full-scale implementation.

SELECT ACCOMPLISHMENTS

- Participate in the development and growth of personally owned and managed real-estate portfolio. Assist in expanding assets from \$1 million to \$18 million, including acquisition, marketing, property management and administration:
 - Conduct research, perform analyses and due diligence of properties in support of investment opportunities.
 - Assist with management of all phases of operations of the properties, including general administration and maintenance of the physical sites, managing leases, marketing, rent collection and maximizing revenue.
- Provided analytical, program and project management support for the information technology Program Management Office (PMO) of a Federal Cabinet-level major initiative:
 - Development, rollout, oversight and management of communication processes and procedures for the PMO.
 - Prepared and analyzed ongoing and ad-hoc performance reporting and executive communications.
 - Supported overall governance processes, including risk and issue management, and change control.

- Supported development and maintenance of integrated master schedule and project schedules.
- Led process improvement assessments for multiple clients and developed recommendations for improved efficiencies, quality and cost control:
 - Conducted revenue assurance reviews of billing streams to identify areas of revenue loss and erosion resulting from process control weaknesses. Designed and implemented new processes to accurately capture and monitor revenues.
 - Reengineered customer care and sales processes of a strategic business unit serving large business customers. Business objectives included increasing customer satisfaction and directly impacting the long-term retention of customers. Responsibilities included developing performance measures to monitor the effectiveness of newly defined processes, creating comprehensive implementation plans, assessing level of risk associated with the recommendations and developing risk mitigation strategies.
 - Identified and assessed customer satisfaction drivers, and developed and applied requirements to key business processes, enabling technologies, organizational structures and performance measurements.
 - Reengineered the customer care and marketing processes which included business process redesign, development of performance measurements, implementation of recommendations and leading change management efforts.
- Improved business performance of leading commercial organizations through the integration and use of information technology:
 - Designed and implemented an automated performance management process that integrated people, processes and systems to provide timely and relevant performance information to create a customer-driven, learning organization that proactively identifies and corrects problems at the root cause.
 - Analyzed customer contact points and customer satisfaction drivers to define requirements for redesigning key business processes, organizational structure, performance measurements and enabling technology.
 - Designed and implemented a Product Development process for an internet service provider organization and developed a web-based tool to facilitate the process.
 - Facilitated management teams in the development of IT strategic plans.
 - Evaluated industry, market and competitive requirements for the development of business, operational and organizational strategies.
- Directed all marketing and business development activities of a commercial telecommunications Billing software product:
 - Developed strategic product roadmap, including determining and prioritizing product requirements, enhancements and releases to support market requirements and strategic goals.
 - Developed and implemented a product management process to include market analysis, product pricing, competitive positioning, product expansion and business development.
 - Coordinated cross-functional teams to implement product strategy internally and in the marketplace.

- Created and managed annual product enhancement budget.
- Managed relationship with alliance partner, including developing and executing a strategic action plan to jointly market and sell the product offering.
- Led business capability and requirements definition, prioritization, and traceability for multiple healthcare revenue cycle projects for the Veterans Health Administration. These efforts focused on increasing electronic data interchange (EDI) submission and processing of claims while achieving full HIPAA compliance.
- Restructured and managed a Talent Management Process:
 - Responsible for Consultant team, including Associate development.
 - Managed recruiting and new hire processes.
 - Coached and mentored Associates.
 - Ensured appropriate staffing of client projects, based upon skills and career goals.
 - Maintained formal and informal coaching relationships with Associates, responsible for establishing performance objectives and evaluating against those goals for promotions and compensation increases.

CAREER

BDI Properties, LLC Co-Owner	September 2015 – Present
Advanta Healthcare Partners, LLC Director	June 2010 – September 2015
BDI Properties, LLC Co-Owner	June 2001 - May 2010
GTE Data Services, Commercial Services Senior Manager, Marketing & Business Development	May 1998 – June 2001
American Management Systems, Inc. Senior Principal	April 1996 – May 1998
Coopers & Lybrand Senior Consultant	August 1988 – April 1996
VHA, Inc. Senior Research Assistant	August 1986 – August 1988
Nielsen Media Research Research Associate	August 1984 – August 1986

EDUCATION

Syracuse, University, Syracuse, NY
BS, Marketing Management

JULIETTE ANN WEINIGER
julietteweiniger@gmail.com | jwein066@fiu.edu | 305-310-8956

EDUCATION:

Florida International University (FIU), Miami, FL
Bachelor of Science in Digital Communication and Media December 2019

- Minor in Psychology
- GPA 3.56
- Cum Laude
- Dean's List: Spring 2014, Spring 2017, Fall 2017, Fall 2018
- National Society of Collegiate Scholars
- American Marketing Association
- Multimedia Production

Atmananda Yoga Miami, Miami Beach, FL
200 Hour Yoga Teacher Training January
2020

PROFESSIONAL EXPERIENCE:

Atmananda Yoga Miami, Miami Beach, FL
Front Desk Clerk January 2020 – March 2020

- Greeted clients upon arrival and departure
- Checked clients in to the studio database
- Collected payments
- Performed daily upkeep/cleaning and organizing

Chris Weinberg Events, Miami, FL
Event Coordinator October 2018 – May
2019

- Prepared venues and organized setup
- Managed timeline of events and clients
- Supervised events

109 Burger Joint, Miami, FL
Server, Hostess January 2015 – July 2015

- Greeted customers and guided them to a table
- Provided high quality customer service

SKILLS:

- Proficient in Microsoft Office (Word, PowerPoint, Excel)
- Intermediate proficiency in Adobe CC (Photoshop, Premiere Pro, Illustrator, Dreamweaver)
- Basic proficiency in HTML5 and CSS3

- Fluent in Spanish

Keely Sue Myers

1440 NE 154th St. #B | Shoreline, WA 98155
(808)376-6590 | keelymm23@gmail.com

Education

Bachelor of Science, Major in Molecular, Cellular, and Developmental Biology, Minor in Anthropology
University of Washington, Class of 2018

Relevant College Coursework

Biology | Chemistry | Physics | Organic Chemistry | Global Health | Biochemistry | Genomics | Medical Anthropology | Bioethics | Neuroscience | Statistics | Comparative Anatomy | Calculus

Work Experience

Greenwood Physical Therapy | Greenwood, WA May 2019 - December 2019
Patient Care Coordinator

- Administered therapeutic modalities - cryotherapy, hydrocollator packs, electrical stimulation, and mechanical cervical/lumbar traction
- Responsible for new patient registration, appointment scheduling, and phone coverage
- Redesigned new/return patient intake forms and patient referral procedures
- Verified patient insurance information in order to provide patient with estimated cost, as well as obtained necessary insurance authorizations (commercial, L&I, SI, and OWCP)
- Converted hard copy patient records into Clinicient, an electronic based medical records system

Swedish Emergency Department | Edmonds, WA October 2018 - October 2019
Medical Scribe

- Received extensive training in medical terminology, proper documentation of medical records, and the organization of the work flow within an emergency care facility
- Assisted in facilitating efficient clinical practices of emergency physicians by documenting history and events of a patient's visit within their medical chart utilizing EPIC, an electronic based medical records system
- Assisted physicians in gaining access to old medical records, laboratory/radiology results and other important documents that were relevant to the treatment of the patient

College Nannies + Sitters + Tutors | Mill Creek, WA June 2018 - December 2018
Part-time Nanny

- Provided in-home care for infants, toddlers, and children ranging from newborn to age 14
- Performed duties including arts and crafts/outdoor activities, meal preparation, bathing, potty-training, homework assistance, and light housework
- Assimilated into households with diverse traditions, routines, and religious/dietary practices

UW School of Environmental and Forest Sciences | Seattle, WA July 2017 - June 2018
Research Assistant

- Assisted in all parts of a study involving the prevention of fires in Eastern Washington, including preparation of survey materials, processing survey returns, and data entry using MS Excel
- Promoted to sole lead for the entirety of the project
- Met frequently with the professor in charge of the project to analyze data and discuss improvements to the study

UW Classroom Technology and Events | Seattle, WA
Classroom Maintenance Assistant

January 2017 - June 2018

- Tested all supported A/V systems within UW general use classrooms, identified any issues, and used troubleshooting skills to return systems to working order independently
- Promoted to CMA-level 2 after completion of a written and practical examination

ROSS Dress for Less | Mililani, HI
Retail Associate, Stock Associate

July 2016 - September 2017

- Assisted customers in any way necessary – register-trained, assisted customers with merchandise, and answered customer questions in a polite and knowledgeable manner
- Received shipments, checked for shipment accuracy, stocked items on the sales floor, maintained store inventory, and returned any defective merchandise
- Required close attention to detail, ability to conduct moderate to heavy physical labor, and strong organizational skills in a fast paced environment

UW Student Calling Program | Seattle, WA
Student Caller

January 2015 - June 2016

- Contacted alumni and friends of the University to build relationships and offer updates on current campus events in order to raise monetary support
- Raised over \$15,000 in increments of mostly \$10, \$25, and \$100 gifts

Achievements

Dean's List: Winter 2015, Winter 2017

Academic Scholarship: Purple and Gold Scholarship, 2014-2018

Leadership Activities and Interests

Crisis Text Line, 2020

Completed 30 hours of training, current level 3 Crisis Counselor

University of Washington, BIOL 453 Comparative Anatomy
Peer Facilitator, Winter 2019

University of Washington Women's Rugby Club
Team Player, 2014-2017
Alumni Coordinator, 2016-2017

KELSEY JOHN

| 631 West Madison Street #309, Tallahassee, FL | kaj17@my.fsu.edu | 813-388-0915 |

EDUCATION

Florida State University, Tallahassee, FL

May 2021

Bachelor of Science, Marketing (GPA: 3.7)

Minor: International Relations

- Phi Eta Sigma Collegiate Honor Society
- National Society of Collegiate Scholars

RELEVANT EXPERIENCE

Insomnia Cookies

August 2019 - Present

Campus Marketing Representative

- Promote the Insomnia brand around campus by engaging students and organizing local partnerships
- Increase awareness of brand both on and off-campus by appealing to and approaching a variety of consumers
- Design and implement promotional programs in order to implement excitement in consumers for new product releases

Relay For Life Executive Board

August 2019 - Present

Development Team

- Recruit and communicate with registered on campus organizations in order to engage them in FSU's Relay For Life event benefiting the American Cancer Society
- Strategize with a team of dedicated students to increase campus organization and student involvement with this American Cancer Society sponsored event

Girls with Confidence

December 2018 - Present

Social Media & Digital Marketing Intern

- Orchestrate digital marketing campaigns for all divisions of the global LLC
- Provide proposals for website layout and graphic designs for the LLC, while meeting necessary deadlines
- Compose graphic materials for company website and email newsletters

FSU Freshman Interest Group Leader

December 2019 - Present

- Lead and instruct a group of select first year students within the College of Business
- Cultivate and reinforce relevant coursework tailored to the group of students within the College of Business in order to encourage them to become successful students

Study Abroad Experience

FSU International Program, Florence, Italy

Summer 2019

- Integrated into a different culture, and achieved a cross-cultural perspective on different marketing tactics
- Adapted to the environment around me, and broadened language skills

OTHER CAMPUS INVOLVEMENT

FSU Women's Water Polo Team

August 2017 - Present

- Developed concentration, strong work ethic, and perseverance to meet personal and team goals

Kappa Kappa Gamma Sorority

August 2018 - Present

- Maintained a 3.7 GPA while actively participating in Kappa Kappa Gamma events and activities

FSU Housing

September 2017 - May 2018

FSU Dormitory Hall Council & Tour Guide

- Served as an agent for potential FSU undergraduate students and their guardians by leading tours around on-campus residence halls
- Elected by peers in my dormitory to be a hall representative on the FSU Housing Board

Chinese Language Table

January 2020 - Present

- Committed to further developing my conversational Chinese language skills

OTHER WORK EXPERIENCE**Jabil Inc.**, St. Petersburg, FL

May 2016 - August 2016

- Worked as a Summer shadowing intern in the finance department.
- Became proficient in Quickbooks, Microsoft Word, Tableau, and Excel

Palma Ceia Country Club, Tampa, FL

June 2016 - August 2019

Lifeguard

- Red Cross certified in Lifeguarding & CPR Certified

VOLUNTEER EXPERIENCE**Capernaum program for mentally & physically handicapped youth**, Tampa, FL

2013 - Present

Senior Youth Coordinator

- Coordinate events that facilitate interactions and engagement between handicapped youth and non-handicapped peers
- Provide a safe, appropriately stimulating environment in order to facilitate creative play and motor-skills activities
- Design group activities that are suitable for children of all capabilities, regardless of their physical and/or mental restrictions

LINDSEY MCCOY

STUDENT PHARMACIST

(518)569-6326

lindseyamccoy@yahoo.com

WORK EXPERIENCE

Certified Pharmacy Technician

Rite Aid/Walgreens Cutover Pharmacy Store #10724 Plattsburgh, NY
Supervisor: Cody Russell, R.Ph.

05/2017 - 08/2018

Collegiate Chemistry Tutor

SUNY Plattsburgh's Claude J. Clark Learning Center Plattsburgh, NY
Supervisor: Karin Killough

08/2017 - 05/2018

EDUCATION

University of Florida College of Pharmacy

Doctorate in Pharmacy anticipated 05/2022

08/2018 - PRESENT

State University of New York at Plattsburgh

Pharmacy Prerequisites

08/2016 - 05/2018

LEADERSHIP

- Kappa Epsilon Historian
- DR SALUD International Health Outreach Member
- Substance Abuse Class Representative
- Florida Pharmacy Association Legislative Days Attendee
- Kappa Epsilon Service Co-Chair
- PharmItalia Short Study Abroad Member

QUALIFICATIONS

- Naloxone Bystander Certification
National Development Research Institutes, Inc.
- Immunization Certification
American Pharmacists Association
- QPR Gatekeeper Certification
QPR Institute
- Basic Life Support Provider
American Heart Association
- Pharmacy Intern License No. 39145
Florida Board of Pharmacy

MARISA RULAND

313 Park Blvd, Oldsmar, FL 34677 | (813) 944-7797 | marisaruland@gmail.com

PROFESSIONAL SUMMARY

Conscientious and detail-oriented Health Sciences and Services Professional with superior teamwork and communication abilities. Skilled in client operations, handling healthcare data, and furthering organizational goals while producing results. Competencies:

- Relationship Building
- Database Management
- Planning & Reporting
- Medical Terminology
- Health & Fitness Program Design
- Client Education & Instruction

EDUCATION

Pace University, College of Health Professions, Pforzheimer Honors College

Pleasantville, NY

Bachelor of Science in Health Sciences, *magna cum laude*

September 2015 – May 2019

Concentration: Global Health; Track: Pre-Physician Assistant Preparation

GPA 3.79/4.00

Awards: Dean's List (all semesters); Outstanding Academic Achievement in Health Science

Activities: NCAA Division II Women's Soccer Team

RELEVANT EXPERIENCE

Rye YMCA

Rye, NY

Community Health Assistant, Community Health Department

September 2018 – August 2019

- Influenced implementation of the YMCA Blood Pressure Self-Monitoring Program (BPSM) at 2 neighboring healthcare facilities by applying relationship-building techniques to promote awareness of hypertension and improve access to healthcare.
- Presented initial business report for BPSM program with the Chief Operating Officer of Rye YMCA to the American Heart Association and national YMCA chapters at the Louisville, KY YMCA Summit to share best practices on program creation.
- Recorded confidential medical information of 200+ cancer patients into RedCap database to facilitate proper reporting for the Cancer Survivorship Program that provides social, nutritional and fitness support to cancer patients in the community.

Goldstein Fitness Center

Pleasantville, NY

Student Assistant, Front Desk Reception

February 2017 – May 2019

- Handled all front desk inquiries in a timely manner to provide accurate information and improve user satisfaction of facility.
- Supervised gym activities to ensure correct utilization of exercise equipment as well as health and safety of users.
- Prepared exercise areas throughout site to maintain sanitary and health-compliant conditions for members.

ADDITIONAL EXPERIENCE

New York Sports Clubs

Hawthorne, NY

Personal Trainer

March 2019 - March 2020

- Customized fitness and nutrition plans to each client's needs using expertise of ailments, health and fitness to produce maximum results for all, with 90% of clients attaining initial fitness goals.
- Promoted and directed individualized training and nutrition programs for clients to produce results and increase retention.
- Crafted and led over 100 athletic sessions per month to ensure program compliance and increase client engagement.

Harrington Sports Performance

Tuckahoe, NY

Performance Coach

November 2019 – March 2020

- Enhanced athletic achievement of athletes from youth to collegiate level through leading group training sessions.
- Provided detailed feedback to athletes to improve performance of movement mechanics, stability and mobility.
- Facilitated training sessions focused on developing varying degrees of power output, movement, strength training and plyometrics to improve ease, execution, and technique of exercises.

Pace University

Pleasantville, NY

Strength and Conditioning Intern

August 2019 – March 2020

- Supervised weight training programs for NCAA Division II Sports Teams including football, girl's volleyball, field hockey, men's lacrosse and cross country to ensure safety of users and gauge program effectiveness.
- Increased endurance of 6 injured football players by developing and implementing a strength training program.
- Collaborated with the Head Strength & Conditioning Coach to devise design methods to adequately complement team needs.

VOLUNTEER

Rye YMCA (September 2018 – March 2019), Ingram's Professional Karate Center (2005 – August 2015)

CERTIFICATIONS

NASM Certified Personal Trainer (pre/post-natal certified), CPR/AED Certified

IT SKILLS

Proficient in Microsoft Word, Excel, and PowerPoint

ATHLETICS/INTERESTS

World Champion Karate, 2nd Degree Black Belt (Gold Medal, 2010; Bronze Medal, 2018)

Michelle Flinchum

Medical Coder

Trinity, FL 34655

michelle.flinchum@gmail.com

434-229-3127

As a highly motivated Health Information Management professional, I seek a position to apply my knowledge in ICD-10, ICD-10 PCS, CPT and HCPCS. I desire a position that will allow me to utilize my skills, expand my HIM knowledge, and become an effective leader within a respected healthcare organization.

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Challenge A Director

Classical Conversations - Clearwater, FL

February 2020 to Present

- Tutor Rhetoric, Science, Geography, Literature, Latin, and Math to 7th grade home school students in a weekly classroom setting.
- Organize training and support for Challenge A families including setting up and maintaining online support, group training, one on one meetings and/or training.
- Collaborate with students, parents/teachers, to determine student needs, develop tutoring plans, or assess student progress.
- Generate interest in seminar through varying presentation of material.
- Work through student assignments to fully relate to students and their primary teachers. Planned and created interest in community service projects(saw through student interest).
- Participate in training and development sessions to improve tutoring practices or learn new tutoring techniques.
- Prepare and facilitate tutoring workshops, collaborative projects, or academic support sessions for small groups of students.
- Prepare lesson plans or learning modules for tutoring sessions according to students' needs and goals.
- Provide feedback to students using positive reinforcement techniques to encourage, motivate, or build confidence in students.
- Schedule tutoring appointments with students or their parents.
- Travel to students' homes, libraries, or schools to conduct tutoring sessions.
- Assess students' progress throughout tutoring sessions.

Tutor

Classical Conversations - Clearwater, FL

August 2014 to April 2020

One day per week I lead a class of students in learning ways to memorize their school work in a structured environment. My job is to present their work in a way that they can easily memorize it as well as to equip parents to better instruct their children. I also teach these same children fine arts, hands on science, and allot time for each one of them to develop presentation and public speaking skills to propel them into their future.

Intern

Northside Hospital/SPC - Saint Petersburg, FL
September 2018 to November 2018

Mentored by the Director of HIM at Northside Hospital; gained a solid experience within the HIM and the Medical Records department including EMR's, encoders, coding queries, ROI's, unbilled accounts, discharge not final billed, incomplete physician documentation resulting in suspension privileges, HPF system, Meditech system, HIPAA alerts system processes. Reviewed patients charts for diagnoses and procedure documentation to help close coding queries. Called physicians for resolutions on incomplete charts.

Medical Coder/Biller

Centra Health - Lynchburg, VA
March 2006 to June 2010

Responsible for the accurate diagnoses coding for inpatients, outpatients, ER, and some specialty patients and submitting to insurance companies for billing. Entered patient demographics into medical records; changed written diagnoses into ICD-9-CM codes, verified patient insurance using a variety of methods/websites, and submitted to insurance companies as claims. Trained new hires within my department; held to a high standard of coding and billing a high number of charts per day; awarded and recognized for most accurate coder within the department; worked with local doctors to obtain correct diagnosis information.

Education

Associates in Science in Health Information Technology

St. Petersburg College
August 2015 to December 2018

Diploma

James River High School
September 1997 to June 2001

Skills

- Epic
- HIPAA (6 years)
- Medical Billing (6 years)
- McKesson (5 years)
- Data Analytics
- CLAIMS
- Health Information Management
- Medical Terminology (6 years)

- CPT Coding
- ICD-10 (6 years)
- Medical Records
- Claims Processing
- Records Management
- Time Management
- Detail Oriented
- MULTI-TASKER
- PHARMACOLOGY (2 years)
- ICD-10-PCS (5 years)
- Microsoft Word (10+ years)
- Microsoft Office (10+ years)
- 3M Encoder
- Anatomy And Physiology
- Healthcare Management
- Information Governance
- Excel
- EMR Systems
- Evaluation and Management
- Project Management
- Presentation Skills
- Organizational Skills
- Phone Etiquette
- ICD
- Medical Coding
- Teaching (5 years)
- ICD-9
- Medical Office Experience
- Medical Scheduling
- Transcription
- Hospital Experience
- Insurance Verification
- Quality Assurance
- AHIMA
- CERTIFIED CODING SPECIALIST
- REGISTERED HEALTH INFORMATION TECHNICIAN
- Laboratory Experience

Certifications and Licenses

Certified Coding Specialist

April 2019 to Present

CCSs are skilled in classifying medical data from patient records, generally in a hospital setting. These coding practitioners:

- Review patients' records and assign numeric codes for each diagnosis and procedure
- Possess expertise in the ICD-10-CM and CPT coding systems
- Are knowledgeable about medical terminology, disease processes, and pharmacology.

Different facilities and institutions make use of a CCSs' skills:

- Hospitals and medical providers take the coded data created by CCSs to insurance companies—or to the government in the case of Medicare and Medicaid recipients—for reimbursement of expenses
- Researchers and public health officials also use this data to monitor patterns and explore new interventions

Registered Health Information Technician (RHIT)

November 2018 to Present

Professionals holding the RHIT credential are health information technicians who:

- Ensure the quality of medical records by verifying their completeness, accuracy, and proper entry into computer systems.
- Use computer applications to assemble and analyze patient data for the purpose of improving patient care or controlling costs.
- Often specialize in coding diagnoses and procedures in patient records for reimbursement and research. An additional role for RHITs is cancer registrars - compiling and maintaining data on cancer patients.

Assessments

Electronic Medical Records: Best Practices — Expert

October 2019

Knowledge of EMR data, associated privacy regulations, and best practices for EMR use.

Full results: https://share.indeedassessments.com/share_to_profile/742f4304eee90f6863da61eac9d02af8eed53dc074545cb7

Medical Terminology — Expert

July 2019

Understanding and using medical terminology.

Full results: https://share.indeedassessments.com/share_to_profile/7da5ae8ec6991c2cb5cf5e470386cc00eed53dc074545cb7

Critical Thinking — Expert

November 2019

Measures a candidate's ability to use logical approaches when solving problems.

Full results: https://share.indeedassessments.com/share_to_profile/277e76f65404e2a7ab3ad20723fa1fca

Conscientiousness — Highly Proficient

November 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: https://share.indeedassessments.com/share_to_profile/82022a181a6af0f623fb71dcc8042207eed53dc074545cb7

Verbal Communication — Highly Proficient

November 2019

Speaking clearly, correctly, and concisely.

Full results: https://share.indeedassessments.com/share_assignment/ddujtjtpo8y4bl1n

Medical Biller and Coder — Expert

November 2019

Knowledge of EMR data, associated privacy regulations, and best practices for EMR use.

Full results: https://share.indeedassessments.com/share_to_profile/bf2264269a82684516360a760e9fcd0aeed53dc074545cb7

Medical Billing — Expert

April 2020

Understanding the procedures and forms used for medical billing.

Full results: https://share.indeedassessments.com/share_to_profile/9028c39b17f9ee80c5b6287185122204eed53dc074545cb7

Medical Billing — Expert

April 2020

Understanding the procedures and forms used for medical billing.

Full results: <https://share.indeedassessments.com/attempts/867816d509faca2bbaa98831802554f3eed53dc074545cb7>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Core Competencies

ICD-10-PCS ICD-10-CM CPT; E/M HCPCS

Encoder Proficient EMRs DRG/Case Mix/APC Medical Terminology

Anatomy/Physiology Pharmacology Health Laws/HIPAA LCDs/NCDs

Microsoft Applications Compliance Insurance Claims Patient Billing

Project Management Medical Practice Operations McKesson; EPIC Detail Oriented

Abstracting Data Data Analytics Excellent Time Management Multi-tasker

Mikhaela Dieudonne

(813) 428-4753

mikhaela@mail.usf.edu

Education

The University of South Florida, Tampa, FL

Bachelor of Science in Public Health 2014 – 2018

Bachelor of Science in Biomedical Sciences 2018 – 2019

Hillsborough Community College, Tampa, FL

Emergency Medical Technician Program Summer 2019

Experience

Florida Department of Health

Apr. 2020 – Present

OPS Biological Scientist IV

- Conduct case investigations of individuals who test positive for COVID-19
- Perform data entry of demographic information for positive COVID-19 cases

AmeriCare Ambulance

Jul. 2019 – Nov. 2019

First Responder

- Collaborated with EMTs and other medical professionals to provide emergency care and basic life support to patients
- Transported patients to hospitals and other medical facilities when necessary

Moffitt Cancer Center

Oct. 2016 – Jun. 2019

Research Intern

- Assisted in retrospective and prospective studies in prostate cancer through the data mining and analysis of patient information
- Collaborated with research analysts and physician scientists in the development and production of research studies and presentations

Academic and Community Service

American Red Cross Central Florida Region, Tampa, FL

Jun. 2015 – Present

Disaster Action Team; Shelter Management Team

- Provide immediate assistance to individuals and families who have been affected by disasters (fires, hurricanes, etc.)
- Serve as a shelter manager or assistant during emergency operations

Tau Mu Chapter of Alpha Phi Omega Fraternity, USF

Feb. 2016 – Present

Community Advisor; Service Vice President; Bulls for Kids/Relay for Life Chair

- Collaborated with local community partners and organized service events to be conducted by the fraternity and its affiliations
- Monitored and oversaw attendance and participation in service events conducted in partnership with the fraternity

Disaster and Humanitarian Relief Student Collaborative, USF

Oct. 2014 – Dec. 2018

Chief Financial Officer; Campus Community Emergency Response Team (USF C-CERT)

- Organized and hosted events and programs focused on emergency preparedness, health, and safety
- Collaborated with local, state, and national organizations for cultural events and educational exercises

Bulls Service Breaks (BSB), USF

May 2016 – Mar. 2017

Logistics Coordinator

- Created and planned a community service trip to New Orleans, LA that focused on pertinent issues within the public health field
- Collaborated with community partners in the decided destination to organize community service events

Moffitt Cancer Center, Tampa, FL

Jun. 2010 – Dec. 2018

Student Volunteer Patient Advocate

- Collaborated with Moffitt staff in various departments and locations within the Cancer Center
- Assisted in requesting and collecting health and financial information for the patients of the facility

BRIDGE Clinic, USF

Jul. 2018 – Jul. 2019

HIV Counselor

- Conducted Fast-Rapid HIV testing to patients who provide verbal consent and communicate results to the Florida Department of Health
- Provided patients with public health education concerning HIV and AIDS

References

- Elizabeth Dunn, MPH, CPH
 - Instructor I, USF College of Public Health
 - (813) 396-9403
 - Eadunn2@usf.edu

- Kosj Yamoah, MD, PhD
 - Cancer Epidemiology, Moffitt Cancer Center
 - (813) 745-4673
 - Kosj.yamoah@moffitt.org

SUSAN SONG

INFO

PHONE

253-282-3762

EMAIL

mssusansong@gmail.com

SKILLS

Excellent communication skills



Fast typing skills



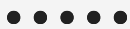
Complex Problem Solving



Analytical Thinking



Epic Software



HOBBIES

Yoga, plant based eating, health wellness, innovative technology, travel

LANGUAGES

Korean



French



PROFILE

Highly self-motivated and management minded with diverse thinking, detail-oriented, I possess high awareness for simultaneous critical issues/solutions using my quick analytical skills. I execute positive and successful results of what is expected of me and my daily duties. I have an open mind perspective that is effective for innovative growth within company operations.

EMPLOYMENT HISTORY

Customer Service Rep, LombinoMartino Attorneys at Law

Lakewood

Feb 2020 — Mar 2020

Efficiently answer high volume domestic and international calls for pre-paid legal phone consults, intake of client legal matters in all areas of law, communicate in email and phone correspondences to attorneys and legal team in a timely and precise manner, communicate accurate policy updates to all clients, investigate and resolve issues and ensure all SLA's are met.

Owner, The Room Clothing Boutique

Tacoma

Nov 2016 — Jan 2019

Oversee all operations for online boutique, maintained wholesale inventory purchase control in a timely manner, effectively communicated with all vendors, managed daily sales and special sale/holiday promos, monitored profit/loss, managed all creative display/photography, successfully built clientele and increased overall sales.

Financial Account Rep, CHI Franciscan/ Conifer Health Solutions

Tacoma

Jan 2008 — Oct 2017

Oversee high volume pre-service accounts for inpatient/outpatient services-clear financially for proper hospital reimbursement, verify insurance medical benefits with accuracy, oversee prior authorizations for all procedures-surgical/diagnostic and all hospital inpatient stays. Extensive 17 years experience with commercial plans; local funding programs, Medicare /Medicare replacement plans/supplements, Apple Health-Medicaid and Apple Health-Managed care plans, Military federal Plans (VA, Veteran's Choice, Tricare). Communicate effectively with all external provider offices, hospital utilization and case management departments, various internal hospital clinical staff, health information department. Generate financial cost estimations for patients by phone and execute money collection transactions to maximize revenue cycle potential, research/overtake denials when needed-maintained very low denials to less than 1% to zero.

Patient Access Registration Specialist, St Joseph Medical Center

Tacoma

Aug 2003 — Dec 2007

Execute verification of accurate patient demographics/insurance plan information in a timely manner in high volume and urgent critical trauma situations, monitored daily registration data errors, oversee copay money collections, communication with all internal hospital departments, oversee patient accounts and merge all necessary data for proper medical record management, data entry of all orders for patient emergency visits for billing purposes.

Office Manager/ Biller , Dr. Donald Song

Lakewood

Jan 2001 — Jul 2003

Manage and coordinate all daily operations of the medical clinic, develop and implement office policies/procedures, hire and interview new staff, train/supervise staff, conduct employee performance reviews, supervision of all clinic and surgery scheduling, maintain compliance of all confidential patient records-all medical documents for consults/treatments, oversee financial performance of revenue cycle, oversee distribution of bills/claims to patients and insurance companies, oversee all claims appeals and overturn denials successfully through phone calls/drafted letters, execute exceptional ability to negotiate for higher physician reimbursement, maintain insurance plan updates in database, coordinate meetings w/regional provider relation reps, maintain all provider contract updates & documents, maintain knowledge and updates in cpt/icd codes.

EDUCATION

AAS-Not Completed., Pierce College

Steilacoom

Aug 1999 — Jun 2001

TUCKER RICHARDS

1637 N West Point Rd. Spokane, WA / 509.990.3639 / TuckerERichards@gmail.com

SUMMARY

Cares deeply about addressing inequities in our society. Achieved bilingual fluency in Spanish and cultural humility with over 2 years spent abroad in Latin America. Experienced leader and organizer with a demonstrated history of compassionate relationship building skills with marginalized communities. Professional organizer trained in public speaking and leadership development.

EDUCATION

University of Washington, Seattle Graduated June, 2016
BA in Public Health, Spanish Minor
Cumulative GPA: 3.7 Mary Gates Scholar and Dean's List 8 Quarters

SKILLS

- Fluent in Spanish - Votebuilder expert - Volunteer trainer - Coalition Builder - Event organizer - Social media management - Campaign communicator - Proficient in Hustle and Mailchimp organizing tools - Website design - Data analysis skills - Efficient communicator - Time manager - Strong interpersonal skills -

EXPERIENCE

Field Director, Takele for SeaTac --- SeaTac, WA July to November, 2019
→ Successfully planned and executed a field campaign, knocking over 17,000 doors and generating unprecedented high voter turnout
→ Crafted messaging around Takele's platform and values
→ Hired, trained and managed a team of field interns
→ Clearly communicated candidates values to volunteers and voters

Associate, Somali Health Board---Seattle, WA November 2017 to March 2018
→ Assisted with SHB's operations, including writing, editing and publishing of the annual report

Field Director, Friends of Zak Idan--- Tukwila, WA September to November 2017
→ Successfully organized the field campaign to elect the first somali refugee in Washington

Organizer, SEIU Local 6--- Seattle, WA January 2017 to September 2017
→ Organized low wage service workers to fight to improve their working conditions
→ Won many grievances which resulted in thousands of dollars in back pay and jobs restored
→ Fought discrimination in the workplace by working alongside Seattle's OCR and CAIR

ADDITIONAL EXPERIENCE

Solo Intercontinental Bicycle Tour September 2018 to July 2019
Radio Tower Service & Rope Access Technician Seasonally, 2016 to 2019
Member, Toastmasters UW September 2015 to June 2016