TOWN OF HOLDEN BEACH

Application for Town Board Membership

Personal Information:

Name: Gerald Arnold

Address: 193 Yacht Watch Dr. Holden Beach, NC 28462 Phone #: 919-523-7173

Email: arnold.gerald.nc@me.com Occupation: Retired

Interest & Ability:

Board or Committee you are interested in serving on: Board of Commissioners

Why are you interested in serving in this capacity? Public service - home - where I live.

What do you feel you can contribute to the position? I have been in gov't, law, business, politics and policy for over half a century, worked w/ consequential figures in N.C.

Background:

School(s)	Dates	Area of Study	Degree
ECU	'59-1963	English, Gov't	BA
UNC Law	'63-1966	Law	JD

Previous Residences: Raleigh, NC
Lillington, NC

Prior/ current involvement in Town Government or related activities:
Bd. of Adjustment - Filled a term when Commissioner Gerald Brown passed away.

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee:
see attachment.

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

No person shall be appointed by the BOC or pursuant to any authority delegated by the BOC who is a member of the BOC; the Town Manager, Town Attorney, Town Clerk, Police Chief or any full or part-time employee of the Town who reports to any of the foregoing; a contractor, consultant or other person providing goods or services to the Town in consideration of cash or other thing valued at more than $1,000 in any one year or an officer or material owner thereof; or the spouse, domestic partner, child, parent or sibling of any of the foregoing. I am not in conflict with this regulation.

Signature of Applicant: Gerald Arnold Date: 3-9-2026

BIOGRAPHY

JUDGE GERALD ARNOLD

For well over half a century I have been in government, law, business, politics and policy.

I was born in Harnett County and grew up on a tobacco farm adjoining the Cape Fear River. My granddaughters are the fifth generation at Holden Beach where my wife, Shirley, and I live. There is now a 6th generation, a great-grandson.

After graduating from Oak Ridge Military Institute,East Carolina University, and the University of North Carolina Law School, I began my career in 1966 with a law firm in Lillington, N.C. In 1968 I was named County Attorney.

In 1971 I was elected to the N.C. General Assembly. The News and Observer referred to me as one of the "young guns." I was selected to attend a program sponsored by Rutgers University for a select group of young legislators to engage with leading political and policy thinkers from around the nation.

While in the legislature I created the Harnett Regional Water System supplying drinking water to the county and surrounding areas. It is a self sufficient, non tax funded utility that operates under the Harnett County Government.

At the age of 34 I became an Associate Judge of the N.C. Court of Appeals in 1974, authored a record number of opinions for that Court, and served as Chief Judge from 1992 until 56 retired in 1998. I spent three summers studying at the National Judicial College in Reno, Nevada, and two summers at the University of Kansas studying law and economics.

Following retirement from the Court, I was named Senior Vice President of Lawyers Mutual Liability Insurance Company of N.C., a major N.C. company, and an A Rated insurance company providing professional liability coverage for 80 percent of the State's lawyers. Lawyers Mutual of N..C. was also the parent company of Lawyers Mutual of Georgia, Lawyers Mutual Reinsurance Company and Lawyers Mutual Insurance Agency.

Arnold was President and CEO of Lawyers Mutual in 2010 when I retired.

Lawyers Mutual made a substantial gift, in my name, to the Institute of Government.

I served and chaired the NC Literary and Historical Association, the oldest organization of it's kind in America.

I took a leave of absence from Lawyers Mutual to become Director of the North Carolina Administrative Office of Courts, overseeing the centralized administration and budgeting for the State's Courts and its over 400 employees. I then returned to my duties at Lawyers Mutual.

The annual meeting of the N.C. Supreme Court Historical Society for 2022 was held in my honor in recognition for services to North Carolina.

My professional activities include the American Bar Association and State Bar and special bar associations, and various offices, committees and task forces consistent with those organizations. I chaired the Judicial Standards Commission and was a longstanding member of the Chief Justices's Commission on Professionalism. I have served on the Board of Trustees, Campbell University, Trustee for the Baptist State Convention, Deacon, Hays Barton Baptist Church, Chair, N.C. Literary and Historical Association, Chair, East Carolina University Foundation, Emeritus Chair, East Carolina University Alumni Association, the N.C. Art Museum Building Commission. I currently am a Trustee for the Holden Beach Chapel.

Regina Gobble Martin

March 10, 2026

Mayor Holden and Holden Beach Commissioners.

Thank you for the opportunity to put my name forward to fill the vacancy on the HB Board of Commissioners.

As you may know I was a commissioner (2014-2015 and would welcome the chance to serve the community once again. Since we are starting the Budget process I believe my prior experience dealing with the Town budget would be helpful.

I have lived here as a resident for the past 15 years. My grandparents purchased property here in 1962 and me and my family have been able to enjoy this beautiful Island ever since. I feel like I have been a lifetime member of this community and want to see it grow and prosper.

Should you have any questions after reviewing my paperwork you can reach me at 336-462-4146 or at rgobb@aol.com

I thank you for your consideration

Regina Gobble Martin

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: Regina Gobble Martin

Address: 1032 OBW - HB Phone #: 336-462-4146

Email: rgobb@aol.com Occupation: Property Management
Retail Store Owner

Interest & Ability:

Board or Committee you are interested in serving on: Open position BOC

Why are you interested in serving in this capacity?
I wish to be of service to my community

What do you feel you can contribute to the position?
Knowledge and history of Holden Beach
My daily interactions with owner & guest.

Background:

School(s)	Dates	Area of Study	Degree
See Resume			

Previous Residences: 714 Crossingham Rd Mt Airy NC

Prior/ current involvement in Town Government or related activities: I have served on various Committees and served as a commisser (2014/2015)

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee: I believe my experience with budgets, researching various project. And my experience dealing with people and issues

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

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Signature of Applicant: Regina Gobble Martin Date: 3/10/2026

* Currently my company has contract for weekend bathroom service. It will end the weekend prior Memorial Day

Maria Surprise

159 Ocean Blvd E
Holden Beach, NC 28462
404-353-7441
msurprise@icloud.com

March 10, 2026

Heather Finnell
110 Rothschild St
Holden Beach, NC 28462
RE: Board of Commissioners' Vacancy

Dear Heather,

The current Board of Commissioners is facing a unique situation with Commissioner Thomas' resignation coming so soon after the 2025 Municipal Elections. The Commissioners are elected positions, and I strongly believe it is in the best interest of the current BOC to appoint Chad Hock to the vacant Commissioner seat, as he garnered the next highest vote count on Election Day. As the current BOC is well aware, our Town has been divided on several issues, and all four Commissioner candidates ran on the promise of uniting our Town and serving all the people of Holden Beach. Appointing someone who has support from a large portion of our community would go a long way towards fulfilling that promise, and it would show the Town that we can work together for the common good.

If Chad Hock is unable or unwilling to serve, then as the next highest vote getter, I would be honored to serve as Commissioner for the Town of Holden Beach. Enclosed please find my application for the Board of Commissioners. I signed the handwritten form, and needed a separate page to answer the application questions.

Sincerely yours,

Maria Surprise

Town of Holden Beach
Application for Town Board Membership *(supplement to handwritten)*

Name: Maria Surprise

Address: 159 Ocean Blvd E

Phone: (910) 842-5309 and (404) 353-7441 (cell)

Email: msurprise@icloud.com

Occupation: retired Energy Executive, 2018

Interest & Ability:
Board or Committee you are interested in serving on: Board of Commissioners

Why are you interested in serving in this capacity?

Holden Beach deserves an open, inclusive and collaborative Board of Commissioners. I ran for this office in 2023 and 2025, and while I lost, I have the support of at least 235 registered voters based on the 2025 election results. I want to work together with the existing Board on common-sense, fiscally responsible solutions for our Town, so we can improve and maintain our beautiful family beach for generations to come.

What do you feel you can contribute to this position?

My experience on the Planning & Zoning Board and with the Holden Beach Property Owners Association has given me insight into how our our residents, guests and property owners feel about the most pressing issues facing the Town. I'm a retired Energy Executive with a degree in Electrical Engineering and 30+ years of experience. I will be a proactive and supportive Board member, working in collaboration with the Town staff and current Board, and I will be professional, respectful, and forward-thinking in my actions.

Background:
University of Vermont, 1985-1989, Electrical and Biomedical Engineering, Bachelor of Science

Previous Residences:
2003 - 2018: 1058 Piedmont Ave NE #504, Atlanta, GA 30309

Prior/current involvement in Town Government or related activities:

Planning & Zoning Board, regular member since 2024
Holden Beach Property Owners Association, President since 2024

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/Committee:

Served as President of "Lofts @ The Park 2" Condominium Association, and united our members in a successful lawsuit against the developers and engineering firm that designed our building, resulting in a multi-million dollar settlement to complete the fixes our building required. Worked with the city of Atlanta and community of Midtown to re-zone property behind our building. Extensive legal contract experience with turnkey power plant development.

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: Maria Surprise

Address: 1590 Ocean Blvd East Phone #: (404) 353-7441

Email: msurprise@icloud.com Occupation: retired Energy Exec., 2018

Interest & Ability:

Board or Committee you are interested in serving on: Board of Commissioners

Why are you interested in serving in this capacity?

What do you feel you can contribute to the position? please see attached document

Background:

School(s)	Dates	Area of Study	Degree
University of Vermont	1985-1989	Electrical + Biomedical Engineering	Bachelor of Science

Previous Residences: 1058 Piedmont Ave NE # 504
Atlanta, GA 30309

Prior/ current involvement in Town Government or related activities:
Planning + Zoning Board, 2004- , HBPOA, 2004-present

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee: please refer to attached document

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

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Signature of Applicant: [signature] Date: 3-10-2026

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: Robert E. Brown

Address: 109 Crab Street, Holden Beach, NC Phone #: 804-405-8201

Email: rebrownfd@gmail.com Occupation: Funeral Director

Interest & Ability:

Board or Committee you are interested in serving on: Board of Commissioners

Why are you interested in serving in this capacity?
To provide service to the people and community of Holden Beach

What do you feel you can contribute to the position?

Project mgmt. experience, leadership skills, financial mgmt. experience, strong desire to serve my community.

Background:

School(s)	Dates	Area of Study	Degree
Virginia Commonwealth University	2010-2016	Business/Religion	BIS
Cincinnati College of Mortuary Science	1987-1988	Mortuary Science	AAS

Previous Residences:

12721 Donegal Drive, Chesterfield, Virginia, 23832

Prior/ current involvement in Town Government or related activities:

N/A

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee:

Project mgt., experience, financial mgmt. experience, working in a team environment to address issues, problem solving skills, creative thinking and strategic planning.

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

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Signature of Applicant: Robert E. Brown Robert Brown Date: 3/9/26

109 Crab Street, Holden Beach, NC 28462 (804) 405-8201 rebrownfd@gmail.com

Robert Edward Brown

Professional Highlights

Skills

- Outcome Focused Leadership
- Project Management
- Financial Management/Budgeting
- Problem Solving
- Strategic Planning
- Analyze Financial Statements
- Creative Thinking
- Staff Development
- Coaching and Mentoring
- Procurement
- Leading Multi-Disciplinary Teams across multiple locations
- Branding/Advertising Campaigns

Project Development and Execution

Cremation Center
Casket Warehouse
Multi-Jurisdiction Community Outreach
Company Restructuring
Manage Profitability
Low-Cost Cremation Brand – Richmond Cremation
Ongoing location renovations
Aftercare Programming
Onboarding/Orientation/SOPs for 125 staff
Manage Labor Mix

Employment History

Andrews Mortuary and Crematory Wilmington, NC,
Advanced Planning Funeral Director, 2023 – Present
Bliley Funeral Homes, Richmond, VA
Chief Operating Officer, 2010 – 2022
Location Manager and Asst. Manager, 1993 – 2010
Funeral Director, 1988 – 1993
Funeral Director Apprentice, 1984 – 1988

Community Service

Brandermill Rotary club – Past President, Treasurer, Sgt. At Arms, Paul Harris Fellow, member
Richmond Friends of the Homeless
YMCA – Bright Beginnings Program, Soccer Coach
Full Circle Grief
Spring Run Athletic Association
Midlothian Food Festival
Adopt A Highway
Big Brothers/Big Sisters

Education

Bachelor of Interdisciplinary Studies – Virginia Commonwealth University
Major in Business, Minor in Religion
Associate of Applied Science/Mortuary Science – Cincinnati College of Mortuary Science

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: Chad N. Hock

Address: 1222 Ocean Boulevard West, Holden Beach NC 28462 Phone #: 3365106235

Email: cnhock@gmail.com Occupation: Retired

Interest & Ability:

Board or Committee you are interested in serving on: Open Board of Commissioners Role

Why are you interested in serving in this capacity?

My wife and I long ago decided Holden Beach was more than a vacation but a home. As part of our home I want to work to make it a stronger community that respects ALL homeowners and it's residents.

What do you feel you can contribute to the position?

Compromise & Transparency. I believe I provide the skill to listen to all points of view, synthesize them, and negotiate through all parties requests while being fair minded. Too often, even now, our board needs more of this. Luckily I have shown this in my previous positions as you can find here: https://www.linkedin.com/in/chadhock/

Background:

School(s)	Dates	Area of Study	Degree
Hays High School	Graduate 1990		
Multiple years of executive leadership training while in the US Army and large US Corporations (IBM Top Gun, MIT Mini MBA, Harvard, and Center for Creative Leadership as examples).			

Resume can be found at: https://www.linkedin.com/in/chadhock/

Previous Residences:

25+ years 3810 Madison Avenue, Greensboro, NC 27403.
Prior to that bounced around from Kansas, to NC as part of my ARMY assignments.

Prior/ current involvement in Town Government or related activities:

2024/2025 Planning and Zoning Secretary. 2025/2026 Planning and Zoning Board Member.
2022 to present Holden Beach West President. I have had the privilege to work with the town and its representatives on several occasions in this capacity.
2025 Board of Commissioners Ran for Office and received 236 votes, 3rd place out of 4 only a few months ago. Fresh in many minds.

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee:

I have had direct experience in running multimillion dollar organizations, HOA's, and non-profits. From operations, treasury, leadership and sales I bring a broad background with a practical approach. Have worked directly with the Federal and State government multiple times in my career.

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

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Signature of Applicant: _____ Date: 03/02/2026

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: Dr. Richard (Rick) McInturf

Address: 122 Frigate Phone #: 334-432-0660

Email: rmcinturf1968@gmail.com Occupation: Retired

Interest & Ability:

Board or Committee you are interested in serving on: Board of Commissioners

Why are you interested in serving in this capacity? I have an ongoing interest in serving the community and believe that I have some skills that will align well with the duties of a commissioner.

What do you feel you can contribute to the position? I have 46 years experience in public education. I have managed large budgets and worked with a variety of people to complete projects

Background:

School(s)	Dates	Area of Study	Degree
East Tn State Univ.	1984-86	Ed Leadership/Policy Analy.	Doctorate
East Tn State Univ	1972-74	Teaching of Reading	Masters

Previous Residences: Ozark, Al.
Johnson City, Tn

Prior/ current involvement in Town Government or related activities:
Board of Adjustment (Alt-4yrs)
Resilent coastal communities Program (RCCP) community member appointment

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee: Superintent of Schools, Ozark, Al. (2yrs)
Budget management, oversaw construction and renovation project, Worked successfully with a variety of people

Certification of Eligibility:

I am a resident of the Town of Holden Beach. ✓

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Signature of Applicant: Richard A. McInturf Date: 2/23/26

Name: Dr. Richard (Rick) McInturf
Position of Interest: Board of Commissioners - Appointment
Permanent Residence: 122 Frigate Holden Beach, NC 28462 (5 Years)
Phone: 334-432-0660
Email: rmcinturf1968@gmail.com

Education:

East Tennessee State University
Doctorate – Educational Leadership-Policy Analysis
Masters – Teaching of Reading

Milligan College
AB Degree – Elementary Education/Physical Education

Work Experience:

46 Years Public Education
Superintendent of Schools – Ozark, Alabama (7 Years)
Associate Superintendent of Schools – Ozark, Alabama (8 Years)

Associate Professor of Educational Leadership
University of Montevallo Birmingham, Alabama (1 Year)

Bristol Tennessee City Schools (15 Years)
Director of Federal Programs, Elementary Supervisor, Elementary Principal

East Tennessee State University (15 Years)
Associate Director of Upper East Tennessee Educational Cooperative – The main responsibility was the management of special reading/math programs for 17 school systems

Volunteer Activities related to Holden Beach

Board of Adjustment (Alt) 4 Years
I have served at every meeting due to the absence of at last one regular board member.

Resilient Coastal Communities Program
I serve as one of the members appointed from the community.

President – Davenport POA (Frigate Street)

Second Helping - Volunteer for Saturday morning food collections during the summer.

Holden Beach Community Alliance – Working to preserve the history and heritage of Holden Beach.

Strengths:

Forty-Six years of managing public funds.
Ability to work with a wide variety of people to solve difficult issues.
Interested in making Holden Beach as inviting as possible for property owners and guests.
Experience at seeing an issue from multiple viewpoints before making a decision.

I have attended or watched every commission meeting for the past 4 years. I have some understanding regarding most of the issues facing the Board at this time.

TOWN OF HOLDEN BEACH
Application for Town Board Membership

Personal Information:

Name: April Mae Branick

Address: 122 Sailfish Dr. Holden Beach Phone #: 224-587-4410

Email: aprilbranick@gmail.com Occupation: Vice President, Quality Enterprise Operations and Engineering

Interest & Ability:

Board or Committee you are interested in serving on: Board of Commissioner

Why are you interested in serving in this capacity? See attached word doc.

What do you feel you can contribute to the position? See attached word doc.

Background:

School(s)	Dates	Area of Study	Degree
NC State	2000	Engineering - Biomedical	BS
Notre Dame	2011	MBA - Leadership & Strategy	MBA

Previous Residences: 7237 Brae Ct. Gurnee, IL 60031

Prior/ current involvement in Town Government or related activities:
See attached word doc.

Specific experiences, training or interests you have that you feel would be useful in the work of the Board/ Committee: See attached word doc.

Certification of Eligibility:

I am a resident of the Town of Holden Beach.

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Signature of Applicant: April Branick Date: 2/22/2026

April Mae Branick - Application Attachment

1. Why are you interested in serving in this capacity?

As a North Carolina native, Holden Beach has always held a special place in my heart. Growing up, my family spent a week here every summer, and those memories shaped my appreciation for this community and the coastal lifestyle it represents. For many years, my personal goal was to purchase a home here and return to North Carolina permanently. That goal became a reality in 2018, and we fully relocated in 2023.

Now as a full-time resident, I feel a deep sense of responsibility to help preserve the character, safety, and long-term sustainability of Holden Beach. This community has given my family decades of memories, and I would like to give back in a meaningful way.

Serving on the Board of Commissioners is an opportunity to contribute thoughtfully to the town's future — ensuring that growth, infrastructure, and environmental stewardship are approached in a balanced and responsible manner. I am motivated by a desire to protect what makes Holden Beach special while helping position it for continued strength and resilience.

2. What do you feel you can contribute to the position?

I bring disciplined decision-making, strong financial and operational oversight experience, and the ability to evaluate complex issues objectively. Throughout my career, I have led large teams, managed significant budgets, and been accountable for performance outcomes in environments where careful analysis and responsible resource allocation are essential.

I am accustomed to preparing thoroughly, reviewing detailed information, asking thoughtful questions, and making decisions based on facts rather than emotion. I also value respectful dialogue and collaboration, recognizing that effective governance requires listening carefully to diverse perspectives before reaching conclusions.

Most importantly, I bring a steady, calm approach to leadership. Whether addressing long-term planning matters or navigating unexpected challenges, I focus on practical solutions and long-range impact.

3. What is your prior/current involvement in Town Government or related activities?

While I have not previously held an official role within Holden Beach Town Government, I have been actively involved in community-focused service efforts.

Following Hurricane Helene, I volunteered in relief efforts alongside the Cajun Navy and Samaritan's Purse initiatives, assisting with recovery support. I also partnered with a local real estate professional to help organize and support an annual cookout honoring our first responders — including EMTs, firefighters, and police officers — as a way to show appreciation for those who serve and protect our community.

Additionally, I have been an active volunteer since 2016 with Chicago English Bulldog Rescue and now continue that service in North Carolina through Bullies2theRescue. Volunteer rescue work requires coordination, organization, and commitment to community welfare.

These efforts reflect my belief that leadership begins with service.

4. What specific experiences, training, or interests do you have that you feel would be useful in the work of the Board of Commissioners?

My educational foundation includes a Master of Business Administration with a focus on Leadership and Strategy and a Bachelor of Science in Biomedical Engineering . This combination has shaped how I approach challenges — blending analytical thinking with strategic perspective.

Over the course of my career, I have developed expertise in:

- Long-range strategic planning
- Budget management and cost discipline
- Risk evaluation and mitigation
- Policy interpretation and structured governance processes
- Operational efficiency and continuous improvement

I am particularly interested in responsible coastal management, infrastructure sustainability, storm preparedness, and maintaining fiscal discipline while supporting the town's essential services.

I believe my structured approach, analytical training, and long-term strategic mindset would contribute positively to the thoughtful, measured work required of the Board of Commissioners.

April M. Branick

aprilbranick@gmail.com • (224) 587-4410

Vice President of Business Optimization

Innovative, proactive thinking, and solution-focused Operations Executive with an MBA, expertise in complex global Quality organizations, and years of success providing leadership and strategic direction within Pharma, Medical Devices, Quality, Manufacturing, Distribution, and Engineering. Skilled at leading organizational change. Strong analytical and strategic skills; able to solve complex and unique problems to assess information, draw data-driven conclusions, and recommend improvements. Well-developed interpersonal skills with an ability to collaborate across various functions and work effectively across all levels of an organization. Possesses a collaborative spirit with the ability to influence and collaborate with peers, develop and coach others, and oversee and guide the work of colleagues to achieve meaningful outcomes. An effective influencer and negotiator with exceptional listening, interpersonal, and people skills. Skilled at solving business challenges, making risk-based decisions, and maintaining a calm demeanor under pressure.

Areas of Expertise

- Developing Quality Standards and Ensuring Quality Inspection Readiness
- Business Redesign and Optimization
- Operational Process Design
- Identifying Risk Signals
- Coaching, Influencing, and Managing Cross-Functional Teams Utilizing Change Management Principles
- Thorough Comprehension of GMPs and FDA Requirements
- Leading the Development and Technical Growth of Colleagues to Support Business Transformation
- Integrated Enterprise Operational Excellence, Six Sigma, and Other Lean Approaches
- P&L Management
- Full Lifecycle Project Management
- Leading the Cross-Training and Developing of Employees
- Remaining on Top of Regulatory Requirements
- Ensuring Quality Procedures and Processes Support Global Requirements
- Device and Drug Regulations, including: ISO, and TÜV

Experience

MCKESSON INCORPORATED

Holden Beach, North Carolina • 2023 to Present

VICE PRESIDENT OF ENTERPRISE QUALITY • 2023 to Present

Enterprise QMS Operations & Engineering • 2023 to Present

Direct the enterprise Quality Risk Management and QMS Engineering function for a Fortune 500 healthcare leader, ensuring regulatory compliance and operational excellence across diverse business units. Partner with senior leadership to set risk strategy, embed governance, and lead high-impact programs that drive process improvement, mitigate risk, and enhance business performance.

- Lead cross-functional quality and engineering initiatives, establish enterprise policy and procedures aligned with evolving regulations, and serve as a key leader on risk management and quality compliance.

HOLLISTER INCORPORATED

Libertyville, Illinois • 2017 to 2022

SENIOR DIRECTOR OF GLOBAL OPERATIONS • 2020 to 2022

Global Transformation SAP S/4HANA and Process Improvement • 2022

Directly implemented the SAP S/4HANA Transformation across Global Operations manufacturing and distribution sites to improve business processes and enhance productivity for this leading developer, manufacturer, and marketer of healthcare products and services worldwide. Continued to lead the implementation of change management and the Hollister Production System to support the corporation's long-term strategy.

- Developed global best-practice quality, manufacturing, and distribution business processes for the SAP S/4HANA implementation

US Manufacturing and Global Process Improvement • 2021 to 2022

To support the corporation's long-term strategy, not only led the implementation of the Hollister Production System, managed operations at the 600-employee plant in Stuarts Draft, Virginia, and led the operations and the 3rd party contract injection molding relationships at the 100-employee plant in the Kirksville, Missouri, but also oversaw the implementation of the SAP S/4HANA Transformation process. Created the Global Operations Transformation team structure, all the operating mechanisms, and the best-practice methodology for the implementation of the critical Transformation engine.

- Established and implemented a formal Recovery Plan to address and resolve labor, material, and shipping challenges for manufacturing operations.
- Led live Global Operations Town Halls and Lunch-and-Learns throughout the pandemic – increasing employee engagement for 2,500 employees.

Strategic Initiatives and Continuous Improvement • 2020 to 2021

Promoted to direct the Global Operations Strategy Development Process – developing a global footprint and capacity initiatives, developing and delivering effective internal communications and change strategies, creating and sustaining a strong Lean Production System while ensuring the delivery of key quality, service, and cost objectives. Managed 30+ global employees across 6 global manufacturing locations and 2 distribution centers.

- Developed and launched many highly successful initiatives, strategies, and programs, including: live Global Operations Town Halls to support 2,400 associates during COVID-19, an Enterprise Portfolio Management structure, a Global Cost Savings program, a Cost Competitiveness strategy, an Enterprise Portfolio Management program, and a confidential Global Footprint analysis, a Competitive Analysis, and a Packaging Engineering Strategy for 2030 Strategic Rethink.

DIRECTOR OF GLOBAL OPERATIONS • 2017 to 2019

Continuous Improvement and Support Functions

Provided leadership, strategically mapped directives, and sustainable solutions as challenges arose while orchestrating a diverse, high-performing team and supporting and leading 2,000+ employees across global manufacturing and supply chain. Developed and launched a Lean Production System. Managed 6 global manufacturing locations and 2 distribution centers, including overseeing all Global Packaging and Labeling, Sustaining Engineering, and a Cost Savings Program.

- Implemented a Global Production System – achieving improvements in employee engagement, empowerment, and management accountability.
- Launched a Global Packaging Strategy – achieving a rebalance in global packaging support.
- Led EU MDR Program for high-risk product families – creating 4,000+ SKUs resulting in harmonization of labeling and improving compliance to the regulations.
- Promoted to Senior Director within 24 months.

BAXTER INTERNATIONAL

Deerfield, Illinois • 2000 to 2016

SENIOR DIRECTOR OF GLOBAL OPERATIONS • 2013 to 2016

Technical Service Centers

Directed the operations of the Global Technical Services facilities' infrastructure in EMEA, APAC, and the Americas region. Set strategic direction and established standards to ensure operational and commercial performance targets were met. Led and empowered 800+ global employees across 20 facilities. Managed 30+ electromechanical device platforms, a spare parts budget of $47M, and an operating budget of $75M.

- Implemented Global Service Centers VIP program, resulted in $4.5M savings.
- 63% reduction in TAT (Customer Turnaround Time) and 6% increase in productivity for medical electromechanical device servicing – resulting in a $5.7M value to the commercial business organization.

- Favorable to budget; overall 50% reduction in pre-tax cost over 3 ½ years through revenue growth, organizational synergies, continued focus on operational excellence, and increased management of operating costs.
- Achieved FCA execution with minimal disruption to customers per agreed FDA timeline for Class III Infusion Pumps.

QUALITY DIRECTOR • 2011 to 2013

Global Customer Listening System Program

Developed and led the Global Customer Listening System Program – implementing the process pilots and a longer-term call center strategy model while managing an annual budget of $7M. Strategically built top talent across the organization to create a global cross-functional team which traveled the globe collecting data, built partnerships, and gained stakeholder buy-in successfully

- Achieved a 5 to 3 day reduction from alert date to first customer contact for a complaint, a 70% reduction in global complaint WIP from 145k to 44k, and a 90% reduction of global complaints.
- Achieved FCA implementation with minimal disruption to customers per agreed FDA timeline for user manuals and software related to Class III medical devices.
- Served as the lead for FDA inspections, TÜV, and ISO audits for the division.
- Promoted from the role of Quality Systems Director – developing objectives and providing leadership that facilitated the development and implementation of policies and procedures to improve levels of regulatory compliance across the Division for medical devices, drugs, and solutions; as a result, remediated all elements back two years into the Quality Management System resulting in the lifting/removal of the Warning Letter.
- Commenced career with Baxter in 2000 as a Quality Manager in Pharma Manufacturing Operations -- managing plant operations for aseptic pharmaceutical product lines. Recipient of the Baxter Award for Lean Manufacturing.

Education

Master of Business Administration
focus: Leadership and Strategy
UNIVERSITY OF NOTRE DAME
South Bend, Indiana
Bachelor of Science
focus: Biomedical Engineering
NORTH CAROLINA STATE UNIVERSITY
Raleigh, North Carolina