

A RESOLUTION TO BE SUBMITTED  
 BY LEGISLATORS MILLS & LORIGO

RE: Erie County Citizens' Budget Review Commission

WHEREAS, the Erie County Legislature unanimously approved, and the County Executive signed, a local law introduction reinstating a Citizens' Budget Review Commission for the County; and

WHEREAS, the Commission shall assist and advise the Legislature in the oversight of the County's budget, and to monitor County finances, ensure the long-term fiscal stability of Erie County, prevent the concealment of County deficits, and to help provide the Legislature with enough time and information to respond to budgetary problems, according to their Charter mandate; and

WHEREAS, according to the provisions of Local Law No.2 of2012, specifically Section 2618 (c) [Membership; Terms; Vacancies], specific categories of appointments shall be made on an annual basis, of members of the Commission; and

WHEREAS, following a general media outreach to solicit interest among Erie County residents to serve on this important policy panel, letters of interest were received for all membership categories.

NOW, THEREFORE, BE IT

RESOLVED, that pursuant to Local Law No. 2 of2012, the following individuals are hereby appointed by this Honorable Body to serve as members of the Erie County Citizens' Budget Review Commission, for a term that will expire on December 31, 2014:

<u>Appointee:</u>	<u>Membership Category:</u>
Elias Farah 42 Marsdale Rd. Cheektowaga, NY 14215	Chairman Mills' appointment
Ed Kumrow 31 Grant Rd. Amherst, NY 14226	Majority Leader's appointment
Joseph Winter, CPA Niagara University Bisgrove Hall, Room 251 D Niagara University, NY 14109	Professional experience as a Certified Public Accountant
Michael Major 26 Hillside Drive Orchard Park, NY 14127	Banking and finance experience

R.J. Friedman, Esq  
15 Caldwell Dr.  
West Seneca, NY 14224

Licensed attorney with experience in  
local government law

William Bohlen  
150 Cushing Place  
Buffalo, NY 14220

Professional experience with organized  
labor

Kevin Leffler  
2456 North Creek Rd.  
Lake View, NY 14085

Representative with business experience

Kim Bowers  
25 Burbank Dr.  
Orchard Park, NY 14127

Represents a cross-section of the County's  
diverse population and has a depth of  
appropriate experience and expertise.

Joseph Hanna  
Goldberg Segalla – Partner  
665 Main St. – Suite 400  
Buffalo , NY 14203

Represents a cross-section of the County's  
diverse population and has a depth of  
appropriate experience and expertise.

RESOLVED, that this Legislature declares that each appointee possesses strong personal and professional credentials for adding greatly to the Commission's important work; further ensuring fiscal stability of County government, adding additional checks and balances to the oversight of County finances, and increased budget monitoring and reporting; and be it further

RESOLVED, that certified copies of this resolution be conveyed to the County Executive, Erie County Fiscal Stability Authority, Comptroller, County Attorney, Budget Director, the Erie County Citizens' Budget Review Commission appointees at the addresses listed above, and all other parties deemed necessary and proper

Fiscal Impact: None

# Elias A. Farah

42 Marsdale Road  
Buffalo, New York 14215

716.866.2010  
eafarah5@gmail.com

---

## PROFESSIONAL PROFILE

---

- Creative, detail-oriented, and results-focused individual with demonstrated success in financial planning, management, and analysis; client service and support; relationship building; marketing.
- Comprehensive knowledge of investment and tax strategies, securities, insurance, and risk analysis.
- Strong work ethic and self-discipline with a high degree of personal integrity. A versatile team player who works effectively and independently in challenging environments.

---

## LICENSURE

---

**NYS Department of Insurance**, Life, Accident and Health Insurance Broker, *November 2009*

**FINRA Series 7**, General Securities Representative, *August 2012*

**NASAA Series 66**, Uniform Combined State Investment Advisor Representative, *September 2012*

---

## EDUCATION

---

STATE UNIVERSITY OF NEW YORK AT BUFFALO, Amherst, New York  
**Juris Doctor**, *Anticipated May 2016*

CANISIUS COLLEGE, Buffalo, New York  
**Masters of Business Administration**, *May 2011*.

STATE UNIVERSITY OF NEW YORK AT BUFFALO, Amherst, New York  
**Bachelor of Arts**, *May 2008*  
Double Major: Organizational Psychology & Classical History.

ST. JOSEPH'S COLLEGIATE INSTITUTE, Buffalo, New York  
**High School Regents Diploma**, *May 2004*

---

## RELEVANT WORK EXPERIENCE

---

MERRILL, LYNCH, PIERCE, FENNER & SMITH, Buffalo, NY 06/12 – 10/13  
**Financial Advisor.**

- Work with a team of top analysts and financial planners to create and manage personalized financial plans for high net worth individuals managing approximately \$100 million in assets.
- Assess clients' assets, liabilities, cash flow, insurance coverage, tax status, and financial goals to establish investment objectives.
- Develop strategies for asset accumulation and preservation to help clients achieve their financial goals and create substantial returns on their investment.

---

## Elias A. Farah

Page 2 of 2

---

TONY WALKER & CO, Williamsville, NY  
**Inventory Control and Marketing Manager.**

07/11 – 06/12  
Intro. 10-7  
Page 3 of 26

- Created marketing materials and incentives for products and services offered to prospective customers and implemented inventory control program to strategically target daily and monthly sales goals.
- Developed strategies to control cost increases and negotiated with vendors and retailers to obtain best price possible for wholesale purchasing. Brokered supplier sales contracts and inventory stocking.
- Created a lifetime guarantee on all products offered increasing customer satisfaction and repeat business while maintaining a six-point margin on all products.
- Designed an aggressive sales team product training program to ensure product comprehension, strategic points of differentiation, and sales goals for onboarding and employee advancement.

CANISIUS COLLEGE , Buffalo, NY

01/10 – 07/11

**Social Marketing Coordinator** (Graduate Assistant).

- Maintained website updates for students and alumni to maximize involvement and donations.
- Created ad campaigns promoting the graduate business program increasing student applications by 15%.
- Developed targeted marketing programs extending alumni outreach and tracked effectiveness via weekly site traffic reports demonstrating 110% increase in participation.

GOVERNMENT EMPLOYEES INSURANCE COMPANY, Amherst, New York

10/08 – 11/09

**Insurance Sales Agent.**

Top sales performer consistently exceeding weekly targets. Closed 140 new business accounts per month on average exceeding company average by 40%.

STATE UNIVERSITY OF NEW YORK AT BUFFALO, Amherst, New York

01/05 – 05/08

**Student Affairs Commuter Liaison.**

Managed yearly finances for approximately 15,000 students utilizing resources to provide a more conducive learning environment for the university community. Administered a budget of \$3.2 million in student activity fees. Proposed and designed a new computer facility which was then established in January 2008 using a partial allocation of those fees. Collaborated with administration, faculty, and local vendors to negotiate most cost-effective contracts.

**AFFILIATIONS/ VOLUNTEER ACTIVITIES**

---

<i>Member, State University of New York at Buffalo Alumni Association</i>	2008 – Present
<i>Member, Canisius College MBA Alumni Association</i>	2011 – Present
<i>Alumni Board Member, St. Joseph's Collegiate Institute</i>	2012 – Present
<i>Member, Knights of Columbus, Buffalo, NY</i>	2013 – Present
<i>Student Faculty Board Member, Canisius College</i>	2011
<i>Math Teacher, St. Raymond's High School, Bronx, NY</i>	Summer 2008
<i>Math Teacher, LaSalle Summer Teaching Program, New York, NY</i>	Summers 2004 – 2007

April 1, 2014

Citizen's Budget Review Commission  
Erie County Legislature  
92 Franklin Street, 4<sup>th</sup> Floor  
Buffalo NY 14202

Attention: The Honorable John Mills

Dear Mr. Mills:

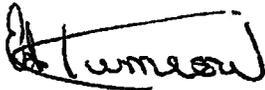
I had the pleasure of serving as the Republican representative on this Commission during the 2013 County Fiscal Year. I would very much appreciate being considered again for this position for the 2014 County Fiscal Year.

My current resume is attached, which highlights my many years of various experiences in Erie County Government. I am confident that my County management and budgetary background would again be an asset to your Citizen's Budget Review Commission.

Please contact me at my home phone (839-5626) or on my personal cell phone (803-5181) at your convenience with any questions or to discuss my qualifications.

Thank you for your consideration for this very important position.

Sincerely your,

A handwritten signature in black ink, appearing to read "E. Kumrow". The signature is written in a cursive style with a horizontal line above the name.

Edward F. Kumrow

## RESUME

**Name:** EDWARD F. KUMROW  
**Address:** 31 Grant Road  
Amherst, NY 14226  
**Phones:** Home - 839-5626  
Cell - 803-5181

### OBJECTIVE

To provide financial advice to the Citizens' Budget Review Commission.

### QUALIFICATIONS SUMMARY

Over 46 years experience with Erie County Government in various management and consultant positions.

### PAST AND PRESENT ACCOMPLISHMENTS

- Established and directed the Erie County Work for Relief program.
- Deputy Erie County Comptroller for the Accounts Payable Section.
- Deputy Commissioner, Erie County Youth Bureau.
- Deputy Commissioner, Erie County Youth Services, responsible for the Youth Bureau, Detention, and Special Needs Divisions.
- Acting Commissioner, Erie County Youth Services, responsible for the aforementioned divisions.
- Established and directed the Erie County Preschool Program.
- Established and directed the Erie County Early Intervention Program.
- Advisor to the New York State Education Department (NYSED) and NYS Association of Counties on children with developmental delays.
- Senior Management Consultant (part-time) for the ECYS, ECDOH and ECDSS.
- Special Assignments for the Erie County Executive and Budget Offices: to assist the county departments in maximizing their local, state, and federal revenues. This included the continuation of the Six Sigma savings from Sept. 2011 to December 31, 2011.

### EDUCATION

State University of New York at Buffalo (UB)  
Management and Finance Major  
Graduated With Honors, May 1964

### REFERENCES

Available upon request.

Q 4-8-14



April 4, 2014

Erie County Legislature  
Attn: Hon. John J. Mills  
92 Franklin Street  
4<sup>th</sup> Floor  
Buffalo, NY 14202

Dear Chairperson Mills:

I wrote to you in January 2014 inquiring about the Erie County Citizens' Budget Review Commission. I am following up after receiving an e-mail a few days ago from Scott Bylewski, the previous Chairman of the Commission.

I reside in the Town of Tonawanda and was an active member of the Erie County Citizens' Budget Review Commission during calendar year 2013. I was rewarded with working with a good group of people and I thought we delivered value through the Commission last year. I wanted to reemphasize my interest in being considered for a role on the Commission during this current calendar year.

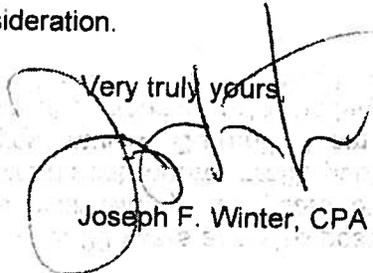
I have been a Certified Public Accountant for over 22 years and also possess a Master of Business Administration degree. I have over twenty five years of professional experience consisting of private industry, government, not-for-profit, public accounting and education. I enclose my resume for your review. Currently I am an Assistant Professor of Accounting at Niagara University, working with undergraduate and graduate accounting students. I also do consulting with Palladian Health, LLC in which I advise on financial matters, financial reporting, budgeting and business operations.

In the past, besides the Erie County Citizens, Budget Review Commission, I have been affiliated with the following boards specializing mostly in finance: Erie County Industrial Development Agency, Advanced Training Center of Buffalo and Erie County, Labor and Management Council of Erie County, Buffalo Police Athletic Association, Daemen College Alumni Board and St. Francis of Assisi Parish.

I would appreciate your support and would welcome the opportunity to meet with you to discuss my qualifications and previous experience in greater detail. I can be reached at 716.861.7579 and my e-mail address is [jwinter@niagara.edu](mailto:jwinter@niagara.edu) for messages.

Thank you in advance for your time and consideration.

Very truly yours,

  
Joseph F. Winter, CPA



**JOSEPH F. WINTER, CPA, MBA**

Bisgrove Hall, Room 251 D  
Niagara University, New York 14109  
716-286-8162  
Cell 716-861-7579  
[jwinter@niagara.edu](mailto:jwinter@niagara.edu)

**EDUCATION:**

Canisius College, Buffalo, New York  
Master of Business Administration in Finance

Daemen College, Amherst, New York  
Bachelor of Science in Accounting – Cum Laude

**PROFESSIONAL CERTIFICATIONS:**

Certified Public Accountant: New York State (1993)  
Life, Accident and Health Insurance Adjuster's License: New York State (2009)  
Investment Licenses: Series 6, Series 7, Series 63 and Series 66

**RESEARCH INTERESTS:**

Costs of Economic Development  
Health Care in the Age of the Affordable Care Act  
Project Management Planning

**ACADEMIC EXPERIENCE:**

NIAGARA UNIVERSITY, Niagara University, New York  
Assistant Professor of Accounting, 2006 - Present

DAEMEN COLLEGE, Amherst, New York  
Adjunct Assistant Professor, 1996 – 2013

NIAGARA COUNTY COMMUNITY COLLEGE, Sanborn, New York  
Adjunct Assistant Professor, 2007 - 2012

**PRACTICAL EXPERIENCE:**

PALLADIAN HEALTH, LLC, West Seneca, New York  
CHIEF FINANCIAL OFFICER, 2007 - 2013

- Responsible for all accounting, financial reporting, cash flow projections and budgeting matters for a \$40 million privately owned health maintenance organization.
- Assisted with the development and implementation of a business plan subsequent to outside venture capitalists acquired minority interest
- Executed and monitored the financial results of business strategy through dashboard reporting
- Negotiated with health insurance carriers regarding reimbursement rates, letters of credit and collateral security arrangements

**PRACTICAL EXPERIENCE:**

**BLUE OCEAN PARTNERS, LLC, Amherst, New York**  
**VICE PRESIDENT OF FINANCE, 2006 - 2007**

- Responsible for all accounting, financing and cash flow processes for a venture capital firm that specializes in high-risk lending/investing to law firms and plaintiffs in legal matters.
- Executed business strategy by providing objective support, influence and management of internal controls and financial policy development
- Directly involved with growing portfolio investments by \$6 million (200% annualized growth) within first five months of employment

**THE VANNER GROUP, INC., Amherst, New York**  
**CHIEF FINANCIAL OFFICER & HUMAN RESOURCE DIRECTOR, 2003 – 2006:**

- Responsible for all accounting, financing and budgeting matters for a financial services firm with annual premium volume of approximately \$35 million.
- Demonstrated technical competence in accordance with generally accepted accounting principles and Internal Revenue Code
- Administered human resources function of the agency, including fringe benefits, hiring, termination, compliance laws and regulations

**ERIE COUNTY INDUSTRIAL DEVELOPMENT AGENCY, Buffalo, New York**  
**CHIEF FINANCIAL OFFICER & TREASURER, 1998 – 2003:**

- Responsible for all accounting, financing and budgeting matters for an economic development agency that consisted of seven affiliated entities totaling approximately \$60 million in assets.
- Demonstrated technical competence in accordance with generally accepted accounting principles, Single Audit Act, New York State Comptroller Regulations and Internal Revenue Code.
- Managed cash positions daily for portfolios that consisted of approximately \$22 million
- Involved and managed loan portfolios with assets amounting to approximately \$32 million
- Assisted with the cumulative issuance of more than \$1.6 billion of industrial revenue bonds on behalf of client entities
- Directly worked with small business loan programs, that were geared towards start-up, minority and women-owned businesses while chairing lending committee programs
- Presented at statewide and local economic development forums
- Applied hands-on management skills in relation to the commercial real estate entities of the group, which consisted of 800,000 square feet of space

**KALEIDA HEALTH SYSTEM, Buffalo, New York**  
**TAX/ACCOUNTING MANAGER, 1996 -1998:**

- Responsible for financial reporting and tax compliance for a health care delivery system consisting of 42 affiliated companies having annual revenues that exceeded \$750 million
- Compliance issues included tax knowledge and execution of commercial for-profit, not-for-profit and unrelated business income implications along with pension, payroll, fringe benefit and Section 125 plan structuring for the health care system
- Performed tax-planning activities to minimize system tax liabilities, displayed tax research skills and responded to taxing authority inquiries
- Reviewed the preparation of all commercial affiliates' monthly financial statements and management reports that were presented to senior management and board of directors
- Involved with the Hart-Scott-Rodino filing when Kaleida Health System was initially formed
- Supervised and reviewed the activities of the payroll function of two hospitals ensuring accuracy and confidentiality for an employment base that exceeded 3,000 employees

**PRACTICAL EXPERIENCE:**

**THE BONADIO GROUP, CPA'S, Amherst, New York**  
**AUDIT SUPERVISOR, 1990 - 1996:**

- Responsible for planning and performing all aspects of financial audits and reviews of various businesses, including financial statement and income tax return preparation
- Areas of industry concentration include manufacturing, wholesaling, retailing, and not-for-profit organizations
- Extensive experience with financial statement consolidations
- Prepared or reviewed corporate, partnership and personal tax returns; including Federal filings, New York State and multi-state tax returns
- Performed due diligence undertakings in conjunction with merger and acquisition engagement
- Acquired up-to-date knowledge of new accounting and auditing standards and trained associates in application of new FASB standards

**DELAWARE NORTH COMPANIES, INC., Buffalo, New York**  
**ACCOUNTANT, 1989 - 1990:**

- Responsible for preparation of monthly financial statements and management reports for hospitality division of a private company that had sales exceeding \$2 billion annually.
- Worked with cross-functional teams to improve operations
- Compiled financial statements for outside investment parties

**COURSES THAT I HAVE TAUGHT:**

- Undergraduate:
  - Auditing
  - Advanced Accounting
  - Financial Accounting
  - Managerial Accounting
  - Intermediate Accounting I
  - Intermediate Accounting II
  - Cost Accounting
  - Income Tax Accounting
  - Advanced Income Tax Accounting
  - Business Statistics
  - Legal & Ethical Environment of Business
  - Project Management
  - Operations Management
  
- Graduate:
  - Advanced Auditing
  - Advanced Accounting Theory
  - Strategic Accounting Analysis & Planning
  - Global Financial Management
  - Moral & Ethical Aspects of Global Business
  - Business of Leadership: Financial Reporting & Control
  - Leadership in Business

**JOSEPH F. WINTER, CPA**  
Page 4

**PROFESSIONAL AFFILIATIONS:**

Board Member of the Erie County Citizens' Budget Review Commission  
Active Investment Committee Member of Employer Services Corporation 401 (k) Retirement Plan  
Active Member of the New York State Society of Certified Public Accountants  
Member of the American Institute of Certified Public Accountants  
Active Board Member of St. Francis of Assisi Parish in Tonawanda, New York

**ACADEMIC ACCOMPLISHMENTS:**

Recipient of Daemen College's Alumni of the Year Award – 2003  
Recipient of the New York State Society of Certified Public Accountants Senior Award in College

**PROFESSIONAL REFERENCES:**

Ronald W. Coan, PhD  
1219 Martha Greenleaf Drive  
Crofton, MD 21114

John Frederick, EdD  
49 MacArthur Drive  
Williamsville, NY 14221

Gregory Altman, CPA  
25 Shire Drive S.  
East Amherst, NY 14051

Christopher Bonghi, CPA, MBA  
5615 Martha's Vineyard  
Clarence, NY 14031

David Wolff  
97 Heritage East  
Williamsville, NY 14221

UPDATED: April 1, 2014

GOP

Michael E. Major  
26 Hillside Drive  
Orchard Park, NY 14127  
April 13, 2014

The Honorable John J. Mills  
92 Franklin Street, 4th Floor  
Buffalo, NY 14202

Dear Chairman Mills,

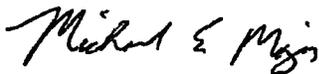
I would like to express interest in serving on the Erie County Citizens' Budget Review Commission. I have been a resident of Orchard Park for the last eight years. My family and I are proud to be part of the Western New York community and I look forward to the opportunity to become more involved as a citizen of Erie County.

To give you some background into my qualifications and experience -- I began my career as a graduate of the U.S. Military Academy at West Point, serving as an active duty intelligence officer in Germany for several years where I attained the rank of Captain. As a commanding officer, I maintained budget authority for my headquarters unit. Upon leaving the service, I obtained my MBA in Finance at the University of Pennsylvania's Wharton School. Since then, I have spent the last eight years in Buffalo, working for both M&T Bank and Synacor, a local private, recently-turned public technology company, where I have served in a variety of financial and business management roles. As the Director of Finance, I have directly overseen the company's budget process.

I understand the importance of public service and I am eager to leverage my experience in both the public and private sector to serve the needs of our community.

I have attached my resume for your review. Thank you for your consideration and I look forward to speaking with you.

Sincerely,



Michael E. Major

Enclosure

## Michael E. Major

26 Hillside Drive, Orchard Park, NY 14127  
Cell: 716-997-1401 · Email: majorme@yahoo.com

---

### EXECUTIVE PROFILE

Senior finance professional with extensive knowledge of budgeting, strategic planning, marketing and operations. 15+ years experience leading teams of all sizes. Seeking opportunity to leverage experience in public and private sector to serve on the Citizen's Budget Review Commission.

---

### SUMMARY OF QUALIFICATIONS

- Budgeting & Expense Control
- Strategic Business Planning
- Market Analysis & Insights
- Financial Analysis & Forecasting
- M&A Integration Activities
- M&A Due Diligence
- Pricing Policy

---

### PROFESSIONAL EXPERIENCE

#### SYNACOR, INC.

##### Senior Director, Corporate Development and Finance

Buffalo, NY

Feb 2014-Present

Lead the company's corporate development efforts. Support the CFO by conducting investor-related reporting & presentations, financing & banking activities.

- Defined a financial and strategic framework for the company to identify and evaluate potential acquisition targets.
- Worked across the organization to drive the deal process forward -- coordinating all due diligence activities for Finance, Legal, Product Development, Engineering and IT.
- Identified potential business opportunities and developed operational approaches to expand into international markets.

##### Senior Director, Business Operations

Feb 2011-Feb 2014

Lead the company's business intelligence & online content teams to drive revenue through data insights and analytics.

- Reorganized online publishing efforts to focus on high-value web pages that resulted in 48% YoY channel page view growth and 22% YoY homepage advertising revenue growth.
- Created A/B & multivariate test program to optimize key elements across Synacor's top web properties; increased search revenue by 3%, incremental \$2.5 million in first 6 months.
- Implemented content recommendation platform to give site editors real-time performance analytics and increase daily homepage conversion rates by over 30%.
- Conducted segmentation analysis to create content user profiles, increasing total advertising revenue by 8% over 2011 budget and growing video ad revenue from \$750k in 2011 to \$4M in 2012.
- Supported company IPO & investor relations with business intelligence & data insights.

##### Director, Finance and Corporate Strategy

Aug 2009-Feb 2011

Supported the CEO & COO in a traditional financial planning & analysis role to define company & business unit level strategy. Managed cross-functional team of business, marketing & financial analysts to drive profitable growth for a technology company with annual revenue over \$80 million.

- Developed build vs. buy analysis for several aspects of a high-growth business: e.g. offshore development teams, video asset management platforms, tablet app development, content licensing & international expansion.
- Responsible for company's monthly, quarterly & annual planning and forecasting process.
- Created standard pricing models & rate cards for all of the company's primary products to reduce response time to RFPs by 75%.
- Provided due diligence & financial analysis in support of the company's M&A activities.
- Prepared and presented financial and operating metrics to the Board of Directors, executive management, external partners & potential investors.

Intro. 10-7

Page 13 of 26

**Analyst, Strategy and Business Development**

**Sep 2008-Aug 2009**

*Supported executive team with financial analysis and business case support for potential new clients, new industries and new product lines.*

- Created business cases for new products adding \$5 million in revenue (7% of total) in 2010.
- Developed pricing models for 6 clients that contributed 41% of company's 2009 revenue.
- Provided NPV/ROI analysis to determine viability and profitability of 50+ projects, 25+ prospective clients, 20+ new content vendors and 10+ potential new lines of business.
- Conducted competitive analysis and market research in support of all of the company's primary and ancillary lines of business.

**M&T BANK CORPORATION, Consumer Lending Division**

**Buffalo, NY**

**Product Manager/Assistant Vice President, Credit Card Group**

**Jun 2006-Sep 2008**

*Responsible for the profitable management of \$133 million Unsecured Line of Credit portfolio. Key leader of the bank's task force to launch a retail Credit Card product.*

- Increased product application volume by 32% over 15 months with innovative retail branch promotions and outbound telemarketing and email campaigns; expanded product penetration over 16% within 18 months, adding \$3.0 million in average monthly balances.
- Conducted detailed market analysis and competitive research to launch new credit product.
- Created monthly, quarterly & annual business unit financial forecasts and provided regular updates to the division's senior leadership.
- Constructed comprehensive marketing plan, including internal pre-launch activities and 18-month go-to-market strategy.

**UNITED STATES ARMY**

**Bad Aibling, Germany**

**Intelligence Officer, Captain, Company Commander**

**1999-2004**

*Military professional with over five years of progressive leadership experience in diverse international assignments. Led 105 soldiers in conducting national intelligence missions.*

- Designed and executed personnel & logistics plan to relocate 150 soldiers and civilians from Europe to the US; transitioned all intelligence, medical, law enforcement, and legal support operations six months ahead of schedule.
- Streamlined operations at American community post office in Germany without adding any headcount. Increased daily mail sorting output by 42% & doubled available service hours.
- Spearheaded multinational military competition that included over 200 soldiers from 11 European nations. "Superbly enhanced military relations between the U.S. and European allies" -- Bavarian Minister of Federal and European Affairs.
- Coordinated with several national intelligence networks, to include Central Intelligence Agency (CIA), National Security Agency (NSA) and Defense Intelligence Agency (DIA), to organize the unit's first officer development training program.
- Recognized by the Secretary and the Chief of Staff of the Army for "mature and outstanding performance" during an interview on ABC's "World News Tonight with Peter Jennings."

---

**EDUCATION**

**THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA**

**Philadelphia, PA**

**Master of Business Administration, Finance & Marketing**

**2004-2006**

- Developed U.S. market entry strategy for Israeli technology firm in the 2005 Wharton Global Consulting Practicum

**UNITED STATES MILITARY ACADEMY**

**West Point, NY**

**Bachelor of Science, Economics, German & Spanish**

**1995-1999**

- Awarded Distinguished Cadet honors for top 5% academic ranking

## **Richard J. Friedman, Jr., Esq.**

15 Caldwell Drive • West Seneca, New York 14224

rj.friedman@gmail.com • (716) 601-4002

### **Education**

**University at Buffalo Law School, State University of New York** *Buffalo, New York*  
Juris Doctor, 2007

**Providence College** *Providence, Rhode Island*  
Bachelor of Arts in Political Science, Minor in Development of Western Civilization, 2003  
*Cum laude*  
Sports Editor, *The Cowl*, student newspaper (2001-2003)

**St. Francis High School** *Athol Springs, New York*  
Class of 1999  
Man of the Year award

### **Legal Experience**

**Dennis C. Gaughan Attorneys** *Hamburg, New York*  
Attorney, February 2008 to present

- Member of six-attorney general practice firm
- Senior attorney managing two associates in firm's matrimonial and family law practice
- Practice also includes misdemeanor and felony level criminal cases, wills and estates, and real estate, controlling all aspects of files, including client intake, billing, case management and pleadings, representation in court, negotiation and in-court trial work

Law Clerk and Office Manager, May 2001 to January 2008

- Managed firm's matrimonial, family and estate law files; interviewed clients and wrote majority of office pleadings and paperwork

**University at Buffalo Athletics, State University of New York** *Buffalo, New York*  
Compliance Intern, February 2006 to February 2007

- Work with director of compliance on day-to-day operations for over 500 student-athletes and 20 teams for NCAA Division I program
- Duties ranged from initial eligibility processing to graduation success rate data gathering

**Office of the Public Defender** *Providence, Rhode Island*  
Legal Intern, 2002 to 2003

- Interviewed inmate-clients within the State prison system and reported findings to staff attorneys for representation in court

### **Affiliations**

New York State Mock Trial Attorney Coach, St. Francis High School (2011 – present)  
Board of Directors, St. Francis High School Alumni Association (2007 – present)

Erie County Bar Association Family Court Practice & Procedure Committee (2011 – present)  
Erie County Bar Association Matrimonial Practice Committee (2011-present)  
New York State and Erie County Bar Associations (2008 – present)

GOLD Group Board of Directors, UB Law School Alumni Association (2009 – 2011)  
Notary Public, New York State – Qualified in Erie County (2003 – present)  
Zoological Society of Buffalo (2011 – present)

**William Bohan**  
**Ironworkers Local #6 39 years 1975-present**

**Apprentice Ironworker 1975-1978**  
**Elected Executive Board and Examining Board 1979**  
**Elected President 1988**  
**Joint Apprentice Committee 1988-present**  
**Pension Trustee 1988-present**  
**Elected Business Agent/Financial Secretary/Treasurer 1998-present**  
**Delegate to N.Y.S. District Council 1981-present**  
**Elected Delegate to seven International Conventions**

**Attended**      **St. Joseph Collegiate Institute**  
                  **Manlius Military Academy**  
                  **Buffalo State College**  
                  **Cornell Labor Studies**

**KEVIN M. LEFFLER**  
2456 North Creek Road, Lake View, NY 14085  
716.812.2507  
[kleffler@mtb.com](mailto:kleffler@mtb.com)

---

- Summary:**
- Experienced professional with a successful career with over 16 years of banking, business development, and operations experience.
  - Excel at interfacing with others at all levels to ensure organizational goals are attained.
  - Understand the importance of strong customer service and how to infuse a service orientated culture within a team.
  - An effective manager and leader with the skills necessary to direct, train, and motivate staff to their fullest potential.

**Banking Employment:** M&T Bank, Buffalo, New York 2006 - Present

***Assistant Vice President – Operations Manager III***  
**Mortgage Special Products (2010-present)**

- Management of the Mortgage Special Products and Support Services departments. Responsible for the financial planning of a one million dollar annual budget, while providing leadership to a staff of fifteen.
- Developed and implemented numerous process enhancements to reduce staffing costs while completing higher volumes and increasing scalability in the face of growth.
- Mentored and developed two entry level supervisors into management positions.
- Adapted to new regulatory challenges by ensuring proper controls and procedures were in place and up to date with modern regulation and compliance risks.
- Controlled costs through limiting loss situations, introducing system enhancements and regular investment in staff training and mentoring.
- Responsible for implementing several important projects including recently, new CFPB ARM Notices and outsourcing a vendor based ACH processing program.

***Banking Officer - Business and Planning Analyst III***

**Print Services (2009-2010)**

Worked on the successful multi-departmental, LTI Statement and Print Outsourcing project that transitioned 300,000+ consumer loans from coupon books to monthly statements. Worked with project management on completing tasks, authored complex business specifications and created testing scripts. Cooperated regularly with my team, third party print vendors and numerous internal departments to successfully complete this large project.

***Banking Officer – Operations Manager I***

**Home Equity Pre-closing & Mortgage Assumptions (2008-2009)**

Responsible for the day to day management of an inbound call team of six in the Home Equity Pre-Closing department. This team was

responsible for the scheduling of home equity closings with branch offices and directly with customers. This team was also responsible for the accurate and timely delivery of home equity documents for closing. I concurrently managed a team of five specialists responsible for reviewing customer requests for changes to their collateral associated with a borrower's mortgage.

***Supervisor II***

**Mortgage Assumptions Department (2006-2008)**

Supervised a team of five specialists in reviewing and responding to customer originated requests associated with mortgage and consumer loan related legal and collateral inquiries. These requests included matters of eminent domain, assumptions, release of liability, lease review and other collateral based customer requests.

**The Closing Advantage, Inc., Williamsville, NY**

***Real Estate Paralegal / Mortgage Specialist***

2004-2006

- Responsible for a portfolio of mortgage broker clients to ensure timely closings, accurate document preparation and overall customer satisfaction
- Worked with both clients and customers to achieve expected results, often requiring travel and numerous personal appointments to obtain customer satisfaction
- Liaison between the borrower and new mortgage company relating to any title issues, loan terms and questions related to their mortgage application.
- Prepared all legal documents and calculated final financial numbers associated with a mortgage closing

**First Niagara Bank, West Seneca, NY**

1999-2004

***Teller Supervisor / Relationship Banker II***

- Specialized in providing strong customer service and offering a wide array of bank products to retail customers
- Supervised a team of 6 tellers, handling scheduling, mentoring and training
- Responsible for vault cash management and inventory
- Obtained State licensing to sell insurance and annuity based products

**Education:**

**Canisius College, Mini-MBA Certificate**

May 2013

**Erie Community College, Business Administration  
Orchard Park, New York**

1996-1998

**Training & Skills:**

NYS Notary Public  
LEAP Rapid Action Project Training  
Business Requirements Methodology  
Advanced Skills in MS Office applications, MS Excel, Visio and Access  
Strong knowledge in LPS/MSP, Shaw, DocPrep, FileNet and SQL databases

## **KIM M. BOWERS**

25 Burbank Drive • Orchard Park, New York 14127 • (716) 662-3434 • Kim.Bowers1965@gmail.com

---

### **PROFESSIONAL EXPERIENCE**

**SYKES ENTERPRISES, Inc.** - Amherst, New York.

1987 to Present.

#### ***Senior Business Analyst – Regional Operations, North America***

2010 to Present.

- Provides Global Operations with a strategic and/or tactical perspective on operational/financial trends and gaps to help ensure business efficiencies at the macro and/or micro level.
- Develops and maintains business financial models to determine profitability and evaluate business opportunities.
- Proactively communicates critical data and information with real-time response initiatives.
- Responsible for the preparation of various management reports on a regional and business unit scope.
- Reviews new and/or existing pricing proposals, new and/or client contract reviews to provide feedback to sales, global operations, regional operations and site operations leadership.
- Assists in the preparation of purchase requisitions and appropriations request documents.
- Prepares and collaborates with site personnel completing the monthly forecasting process at the client and site level which includes the preparation of financial analyses and the documentation of issues/opportunities.
- Prepares monthly reports for site, region and business unit reviews to include efficiency opportunities, challenges or critical data observations.
- Performs a review process of the Unit Cost Model at the site, client, region and business unit level to identify business opportunities and profitability.
- Responsible for the review process of pricing opportunities for new and existing clients in order to provide feedback to sales, Global Operations, Site Operations or Regional Operations.
- Responsible for the review process of contract opportunities for new and existing clients in order to provide feedback to sales, Global Operations, Site Operations or Regional Operations.
- Assists with the annual budget preparation in order to provide feedback to Global Operations, Site Operations or Regional Operations as well as the preparation of all reporting pertaining to the annual budget.

#### ***Assistant Director – Client Services, Production Manager***

1997 to 2010.

- Being involved in the financial forecasting for the Financial Marketing Services division and maintaining Run Rate and Revenue reports has allowed me to trend by month where each line of business is headed compared to goals forecasted. Interacting with Client Services one on one, gives me the ability to suggest adjustments in the forecasts or prepare for unanticipated exceptions.
- Completing case studies containing relevant program information such as database description, sales rates and agent efficiencies provides background to Client Services allowing them to better manage sales leads and hours.
- Handle all functions of telecommunications with regards to the ASPECT CallCenter and its ReportWriter/Runner reporting package, Crystal Reports and Business Objects and Producer/Director Real Time canvas tool as well as Avaya CentreVue CMS Supervisor. Being proficient in these reporting tools gives me the ability to communicate to the Client Services team the historical data by line of business and assist in future forecasting goals.
- Manage all reporting functions for both external as well internal clients, from production to distribution as well as maintain production schedules for client transmissions, report delivery, data editing/cleaning, fulfillment, and forms distribution.
- Direct activities of fulfillment staff ensuring 24 turnaround on all customer requests by developing procedures and automated processes both internally and via outsourcing for client programs.

## **KIM M. BOWERS**

---

### **Systems Liaison / Reporting and Fulfillment Manager**

1995 to 1997.

- Designed and implemented the "Systems Update Form" to coordinate better communication between account managers and the programming team with respect to automation needs. As the liaison between the Marketing and Systems departments, improving organizational processes allowed for more efficient tracking of billable hours.
- Met with clients, sales representatives, account managers and client services to assist in program design and implementation, and establish system programming guidelines.
- Coordinated and maintained systems automation for all inbound and outbound client programs.
- Developed "Project Notes Template" to better assist account managers with systems automation, telecommunications, training and fulfillment requests at the start up of all programs.
- Coordinated the development of cost center departments for the use of analyzing office spending. Also developed an internal Job Number Identification system that tracked each Client and line of business in a unique fashion. This came as a result of taking over the generation of client Invoicing and found that billable non-watts revenue was being lost. No form of tracking or monitoring had been implemented and as a result of this system, we were able to increase our revenues dramatically within the first month of implementation.

### **General Manager - Operations**

1993 to 1995.

#### **Operations Administrator**

1991 to 1993.

- Managed approximately 20 indirect systems and support services representatives.
- Handled all functions of telecommunications including PBX switch moves and changes, ordering and maintaining of multiple 800 numbers and T-1 lines through MCI, AT&T and Sprint. Also developed reporting packages specific to client needs using the inbound 800 number automated call distributor (ACD) and MCI Perspective software.
- Coordinated the start up of client programs via systems automation.
- Developed and coordinated all "back-end" functions of programs through direct fulfillment (request for information to the customer) and indirect fulfillment (application and alert form prints to the client).
- Responsible for overseeing daily and program-end efficiency reports, results analysis and evaluation via frequency and cross-tabulations.
- Developed & implemented DR procedures for both systems automation and telecommunications downtime.
- Managed the building card access security and time-clock systems.
- Responsible for the ordering and managing of all office supplies and equipment including PC's and printers, Wang terminals, copiers, facsimiles and postage machines, and the overnight express computer.

### **Account Manager**

1988 to 1991.

#### **Sr. Financial Service Consultant**

1987 to 1988.

- Recruited, interviewed, and hired all candidates for the position of telephone service representative.
- Managed a staff of over 50 telephone service representatives for both inbound and outbound customer service and sales.
- Evaluated and reviewed staff performance to maintain sales and customer service standards.
- Coordinated all production elements for a variety of inbound and outbound telephone sales and service programs, including creating scripts, overseeing program automation and implementation, and suggesting new sales approaches to exceed client expectations.
- Conducted sales and product training to telephone service representatives.
- Maintained successful client relationships on a daily basis focusing on all aspects of programs results.
- Prepared efficiency reports for presentations to clients and upper management.
- Responsible for the sales and service of bank products by telephone.

# **KIM M. BOWERS**

---

## **COMMUNITY SERVICE**

- **Orchard Park Republican Committee** 2001 – 2012
  - Vice Chairman – Special Events 2006 – April 2007
  - Treasurer and Special Events Liaison 2006 – Oct 2010
  - Voted Most Valuable Committee Member 2009

### ***Campaign Involvement***

- Campaign Manager for O.P. Councilman Candidate 2001
- Campaign Manager for O.P. Supervisor Candidate 2005, 2009
- Assistant Campaign Mgr for Town Justice 2004, 2008
- Treasurer / Political Analyst for State Supreme Court Justice 2010
- Erie County Legislature – District #9 2011
- Erie County Comptroller – Southtowns Coordinator 2012
- Co- Campaign Manager for Family Court Judge Candidate 2013

My excellent work ethic, strong attention to detail and the ability to follow through with whatever it takes to get the job, has allowed me the pleasure of being involved in so many political campaigns. Leading a team of volunteers that have the same passion and heart to see a campaign through to Election Day keeps me coming back each year. I have been fortunate to work with both the same candidate running at different times for different elected positions as well as newcomers to the political arena.

- **Orchard Park Trails Task Force:**
  - Committee Member 2004 – June 2007
  - Secretary 2004 – Oct 2008
- **Orchard Park Zoning Board of Appeals:** Board Member 2006 – June 2007
- **Orchard Park Planning Board:** Board Member June 2007 – Present
  - Liaison: Economic Development Comm. 2009 - 2013
  - Liaison: Trails Task Force 2009 - 2013
  - Liaison: Historical Preservation Board 2009 - 2013
- **Orchard Park Historical Preservation Board:** Secretary Jan 2008 – Dec 2013
- **Western New York Southtowns Scenic Byway:**
  - Board Member 2010 – Present
  - Treasurer 2012 – Present
- **Erie County Board of Ethics**
  - Board Member June 2009 – Present
  - Secretary June 2009 – Present
- **Erie County Federation of Republican Women** President July 2012 - Present

## **EDUCATION**

Canisius College, Buffalo, New York.

Graduated 1987 – Bachelor of Science Degree: Marketing



**Joseph M. Hanna**  
Partner, Goldberg Segalla  
716.566.5447  
jhanna@goldbergsegalla.com

**Biography:**

Joseph Hanna is a partner of the law firm Goldberg Segalla and concentrates his practice in commercial litigation with a focus on sports and entertainment law and retail, hospitality, and development litigation. Joe represents sports franchises, professional athletes, and movie studios with various issues related to licensing, contracts, and day-to-day management. He serves as Chair of Goldberg Segalla's Sports and Entertainment Law Practice Group. In addition, Joe is the Chair of Goldberg Segalla's Diversity Task Force and editor of the firm's *Sports and Entertainment Law Insider* blog. He possesses an AV rating from Martindale-Hubbell.

In recognition of his work representing clients in the media and entertainment world and authoring some of the leading articles on high-profile issues making international headlines in these areas, including the first truly comprehensive examination of the legal issues in the National Football League concussion litigation controversy, Joe was named a *Law360* Rising Star for 2014. This national honor ranks Joe among the top lawyers under age 40 practicing today. He is one of only five named in the Media and Entertainment category, and one of just over 160 lawyers in the entire country to receive a *Law360* Rising Star award in 2014.

As Chair of Goldberg Segalla's Diversity Task Force, Joe's dedication to diversity is demonstrated in his leadership in various organizations and outreach programs — including his recent tenure as President of the Minority Bar Association of Western New York (MBAWNY) and his current role as President of the MBAWNY Foundation, Inc. — as well as the recognition he has received for his efforts, including the Minority Corporate Counsel Association George B. Vashon Innovator Award and the New York State Bar Association Diversity Trailblazer Award. Joe was recently selected for the 2014 Fellows program by the Leadership Council on Legal Diversity. He organizes and Chairs Success in the City, a diversity networking event geared toward bringing together business, corporate, and community leaders, as well as corporate counsel, local politicians, and members of minority bar associations to celebrate the successes and critical importance of diversity in Buffalo's developing community. Past Success in the City events have drawn more than 500 attendees, and the event serves as a model for other cities aiming to promote inclusive and diverse professional communities. Joe received the MBAWNY Community Service Award for his leadership in making diversity and inclusion in Western New York a focal point through Success in the City and working with inner city students to help better their lives.

Joe is also the Founder and President of Bunkers in Baghdad, Inc., a nonprofit that collects and ships new and used golf equipment for recreational purposes to our brave troops in Afghanistan and 22 other countries around the world. Bunkers also distributes equipment to wounded warriors throughout the United States and Europe to aid in their rehabilitation, including Walter Reed Army Medical Center, Fort Hood, Fort Drum, and VA hospitals across the country. The charity works with school children nationwide who pack each box with balls, cards, and letters they write to the soldiers. The "Bunkers Buddies" program is especially rewarding for the soldiers, and for the students themselves. Bunkers in Baghdad has collected nearly five million golf balls and more than 150,000 golf clubs for our troops and veterans. In recognition of Bunkers in Baghdad's contributions, Joe has received numerous accolades, including a Daily Point of Light Award, a national recognition program created by the George H.W. Bush administration to honor individuals and groups for making meaningful change in their communities through voluntary action.

Joe graduated *summa cum laude* from the State University of New York at Buffalo and *cum laude* from its law school. He expects to receive his Master of Public Administration degree with a concentration on

Public and Nonprofit Management from Syracuse University's Maxwell School of Citizenship and Public Affairs in 2014.

#### **Civic Activities**

- Founder, President, Bunkers in Baghdad, Inc.
- Chairperson, Success in the City, Diversity Networking Event
- Board of Directors, National Federation for Just Communities of Western New York (NFJC)
- Board Member, Buffalo & Erie County Workforce Investment Board (WIB)
- Board of Directors, State University of New York at Buffalo Law School Alumni Association
- Guest Lecturer, SUNY Buffalo Law School
- Guest Lecturer, School of Law — Loyola University, Chicago
- Board of Directors, Minority Bar Association Foundation, Inc.
- Member, Leadership Buffalo (Rising Leaders — 2007)
- Coach, Mathewson-McCarthy Babe Ruth Youth Baseball League, Amherst, New York
- University at Buffalo, Mentoring Program
- Speaker, Buffalo Prep
- Speaker, Pinnacle Charter School

#### **Professional Affiliations**

- American Bar Association
  - Chair, Minority Trial Lawyer Committee
  - Editor-In-Chief, *Minority Trial Lawyer*
  - Section of Litigation, Young Lawyer Leadership Program (YLLP)
  - ABA Judicial Internship Opportunity Working Group
  - ABA Judicial Internship Opportunity Screening Committee
  - Young Lawyers Division: Vice Chair, Minorities in the Profession Committee
- Minority Bar Association of Western New York, President 2011
- Minority Bar Association of Western New York Foundation, Inc.: President
- Defense Research Institute
  - Marketing Chair, 2013 Annual Meeting
  - Marketing Vice-Chair, 2012 Annual Meeting
  - New York Marketing Chair, 2008, 2009 Annual Meeting
  - Atlantic Marketing Chair, 2007 Annual Meeting
  - Commercial Litigation Committee: Chair, Sports and Entertainment Law SLG; Liaison to Diversity Law Committee
  - Young Lawyers Committee: Chair, Seminar Planning Committee; Chair, Minority Outreach Subcommittee; Liaison to Diversity Law Committee
  - Diversity Committee: Chair, Outreach Subcommittee
  - Construction Law Committee: Seminar Marketing Chair; Liaison to Diversity Law Committee
  - Pro Bono and Public Service Committee
- Bar Association of Erie County: Judiciary Committee
- New York State Bar Association: Fellow, New York State Bar Foundation
- Leadership Council on Legal Diversity: Fellow

#### **Honors — Legal and Community Service**

- Martindale-Hubbell Peer Review Rating: AV Preeminent
- *Law360* Rising Star (Media and Entertainment), 2014
- All Tournament Team and First Place Team, National Collegiate Golf Association Northeast Regional, Syracuse University, Spring 2014
- Upstate New York *Super Lawyers*, Rising Stars 2013 (Entertainment and Sports)
- ABA Section of Litigation Most Dynamic Committee Award, 2013

- Lawyers Cup Champion, Minority Corporate Counsel Association 10th Annual General Counsel Invitational Diversity Leadership Summit Golf Tournament, June 2013
- Minority Corporate Counsel Association George B. Vashon Innovator Award, 2012
- Value Award for Diversity, Leadership Buffalo, 2012
- New York State Bar Association Diversity Trailblazer Award, 2012
- National Federation for Just Communities of Western New York Legal Community Leader Award, 2012
- American Bar Association's Section of Litigation Good Works Award, 2012
- *Business First's* Legal Elite of Western New York (Commercial Litigation)
- *Buffalo Sprae* Game Changers, 2012
- Winner (with Christopher J. Belter), Minority Corporate Counsel Association 9th Annual General Counsel Invitational Diversity Leadership Summit Golf Tournament, 2012
- Defense Research Institute's Community Service Award, 2011
- 22nd Annual University at Buffalo Law School Students of Color Trailblazer Award, 2011
- Daily Point of Light Award
- 40 Under 40 Award, *Business First*, 2010
- American Bar Association's Outstanding Chair for 2010
- 2010 New York State Bar Association Outstanding Young Lawyer Award
- The President's Volunteer Service Award, 2010
- Fellow of the New York State Bar Foundation
- Buffalo Niagara Human Resource Association (BNHRA) Diversity Excellence Award
- Minority Bar Association of Western New York, Inc. Community Service Award, 2009
- New York State Bar Association featured article of the month, "The NFL v. Cable Television: Which Heavyweight Will Be Left Standing?," May 2008
- Leader Spotlight, DRI's *The Voice*, April, 2008
- The American Bar Association magazine *General Practice, Solo & Small Firm Division* named "Beware of Dawg, Beware of Owner, Too" the best intellectual property article published in 2006
- DRI's Young Lawyer of the Year Award for Outstanding Service, 2007

#### **Recognition for Bunkers in Baghdad**

- Certificate of Appreciation, 452nd Combat Support Hospital "Iron Medics"
- Letter of Appreciation from U.S. Army General Martin E. Dempsey, Chairman of the Joint Chiefs of Staff, March 2013
- Certificate of Appreciation, Third Infantry Division Golf Team, Combined Joint Task Force — Regional Command South, Kandahar, Afghanistan
- Certificate of Appreciation, Task Force Patika, 3rd Battalion, 69th Armored Regiment
- Certificate of Achievement from the 519th Military Intelligence Battalion
- Certificate of Appreciation presented by the United States Department of the Army Wounded Warrior Program
- Certificate of Appreciation from the United States Marine Corps Battery E, 2d Battalion, 10th Marine Regiment, 1st Marine Division (Forward)
- Certificate of Appreciation from the United States Marines Wing Support Squadron 373 (Forward), 3d Marine Aircraft Wing (Forward)
- Certificate of Appreciation from the U.S. Army Wounded Warrior Program (AW2)
- Flag Flown Over Forward Operating Base Dwyer, Helmand Province of Afghanistan, by Battery E, 2d Battalion, 10th Marine Regiment, 1st Marine Division (Forward)
- Certificate of Appreciation from the 54th Signal Battalion, Camp Arifjan, Voice of the Desert
- Certificate of Appreciation from the 940th Military Police Company (Combat Support), Camp Liberty, Iraq
- American Patriot Award, Army National Guard
- Certificate of Appreciation from the United States Army 116th Brigade Special Troops Battalion Headquarters
- Certificate of Appreciation, 2nd Battalion 11th Field Artillery Regiment
- U.S. Marines, Operation Iraqi Freedom Shock and Awe Award of Excellence

- Certificate of Appreciation, Task Force Troy United States Division-South 84th Explosive Ordnance Disposal Battalion
- Balad Air Base, Iraq, Certificate of Appreciation for Outstanding Support to the 332 Expeditionary Aeromedical Evacuation Flight in direct support of Operation Iraqi Freedom
- Fort Leavenworth Outstanding Performance Award Presented by the Command Sergeant Major
- Fort Jackson Garrison Commander's Award for Excellence for Outstanding Performance
- 122nd Signal Battalion 2D Infantry Division "Voice of the Warrior" Award
- Fort Drum 10th Mountain Division Climb to Glory Award Presented by the Commanding General for Excellence
- Department of Defense Office of Military Commissions, Guantanamo Bay, Cuba, Defending the Rule of Law Award
- Marine Corps Recruiting Command, Commanding General's Award for Uncommon Leadership
- United States Army 12th Psychological Operations Battalions Certificate of Appreciation
- United States Army Freedom Team Salute Commendation
- Certificate of Appreciation, United States Army 116th Brigade Special Troops Battalion Headquarters

#### Languages

- Arabic

#### Education

- Syracuse University's Maxwell School of Citizenship and Public Affairs, M.P.A., Public and Nonprofit Management Concentration, expected July 2014
- State University of New York at Buffalo Law School, J.D., *cum laude*, 2005
- State University of New York at Buffalo, B.A., Middle Eastern Politics and Cultural Affairs, *summa cum laude*, 2002
- State University of New York at Buffalo, B.A., Political Science, Public Affairs Concentration, *summa cum laude*, 2002