

HUMAN RIGHTS COMMISSION

August 24, 2010 – Motion passed to increase membership from seven to nine.

3 YEAR TERM

MEMBER	ADDRESS	PHONE #	APPT. DATE	TERM EXPIRATION	TERM #
VACCANT				2/22/2025	
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Adam Hayes				11/14/2023	1
Tania Appel				3-14-2023	Filling Unexpired term of David Bennett
Miriam L. Berrouët			1/10/2018	2/22/2024	3
Craig McGee Chairman			9-25-18	2/22/2023	2
HOLD VACCANT					2
Amanda Masterpaul			1/28/2020	2/14/2023	1
Veronica B. Walters			9/10/2013	9/28/2022	3

NOTE: City Residents are highlighted in blue.

There are currently three vacant seats. Chairman recommends Shane Cacho (Non-Resident) to fill one of these seats. This term will expire February 22, 2025.

Shane M. Cacho

SUMMARY:

Dedicated, highly-motivated individual with over eleven years of operational, policy, and management accomplishments within the military and private sector; experience includes business process improvement initiatives to realize greater desired results; employee development and leadership training for improved employee development and retention; employee and educational expertise with data and process analysis utilizing multiple commercial and proprietary software applications; intuitive understanding of team dynamics, management of successful interpersonal relationships, and improved training for new and ongoing initiatives.

KEY QUALIFICATIONS:

- Champion and influence behaviors critical to company's strategy to ensure consistent delivery of superior service, creation of unique guest experiences, as well as implementation and adoption of front-end technology and business improvements.
- As Manager On Duty (MOD) responsible for inspection of and maintaining a safe building (interior and exterior) for associates and consumers, looking for cracks in the floors or tiling causing possible infestations or trip hazards, all appliances are working appropriately and safely, sinks are not leaking and drains are draining successfully, cleanliness and sanitization of departments are done to expectation and code.
- Subject-Matter-Expert providing industry knowledge to analyze current processes and make improvement recommendations utilizing business process improvement methodologies.
- Produce clear, accurate procedures and training to support identified improvement opportunities, including enhanced interaction between employees and customers in accordance with applicable laws and regulations.
- Experienced in all phases of human resources management and employee lifecycle management, including evaluation of applicants, scheduling and conducting interviews, recordation of offer and acceptance of job offer, and processing of onboarding paperwork for all new hires.
- Proficiency with public and proprietary software applications, including Microsoft Office (PowerPoint, Word, Excel, Outlook), Lotus Notes, QuickBooks, iOS Software (MAC), Learning Management System (LMS), Applicant Tracking System (ATS), 4690 (Food Lion, LLC DOS based system), Computer Assisted Ordering System (CAO), ND Lytec, PayerPath, NaviStor, and SPSS-Criminal Justice Statistic Database Program

PROFESSIONAL EXPERIENCE:

Coast RTA, 1418 Third Avenue, Conway, South Carolina 299588

Supervisor: Tasheedah Bellamy

Telephone: 843-438-3029

Employment Dates: August 2021-Present

Title: Operator, Bus Driver

Salary: \$35,000

Average Hours Worked per Week: 40

- Provide excellent customer service and experience
- Keep route on time, provide proper communication is key if not
- Keep all passengers safe
- Abide by all federal, state, and local laws
- Keep proper communication with all parties involved, i.e., customer service representatives, other operators, dispatch, and riders

- Provide a clean and sanitized bus for passengers

J&R Schugel Trucking, 2026 N Broadway Street, New Ulm, Minnesota 56073

Driver Manager: Barry Adams
 Telephone: 1-800-359-2900
 Employment Dates: December 2018- July 2021
 Title: Over The Road Truck Driver
 Salary: \$50,000
 Average Hours Worked per Week: 70

- Provide excellent customer service
- Ensure on time deliveries and pick ups
- Abide by federal law for Electronic Logs
- Ensure loaded trailer stays secure with seal and lock
- Ensure that weight is within limits according to federal laws
- Work seamlessly with Driver Manager, Customer Service Representative, and shippers/receivers to logistically get the load picked up and delivered when it needs to be destination

Texas Roadhouse, 3940 Plank Road Fredericksburg, Virginia 22407

Supervisor: Chris Hicks
 Telephone: 540-548-4900
 Employment Dates: September 2017- November 2018
 Title: Hot Prep, Back of House-Training Coordinator
 Salary: \$30,000 Annually
 Average Hours Worked per Week: 40

- Basics of cleaning and preparing the food area
- Properly package all food that are prepared
- Preparing food following Texas Roadhouse's recipe
- Cooking and maintain the proper temperature
- Maintaining sanitation and safety standards in the work area
- Conduct orientation for the back of house staff
- Maintain and conduct training certifications for the back of house

Pressure Works of Fredericksburg LLC, 10 Commerce Pkwy Fredericksburg, Virginia 22406

Supervisor: Tim Coddling
 Telephone: 757-955-0069
 Employment Dates: March 2016-August 2017
 Title: Store Director
 Salary: \$47,500 Annually
 Average Hours Worked per Week: 50

- Responsible for store inventory
- Providing good customer service
- Customer education about our machines and chemicals

- Cash Control
- Making daily deposits and change for cash drawer
- Growing sales

Delhaize America, 6320 Jefferson Davis Highway Spotsylvania, Virginia 22553

Supervisor: John Haddox

Telephone: 540-582-7445

Employment Dates: June 2012 - 2016

Title: Assistant Store Manager

Salary: \$52,780 Annually

Average Hours Worked per Week: 60

- Responsible for the schedule, performance and supervision of approximately 45 associates during each scheduled shift. Tasks included, but were not limited to interview and hiring selection, providing orientation and ongoing training, and conducting employee performance reviews.
- Accountable for the interpretation, applicability, and implementation of standard best practices for update and adoption within corporation's Standard Operating Procedures (SOP).
- Responsible for the inventory of supplies and ordering of them when getting to the minimum before out.
- Call the warehouse to pick up unserviceable equipment.
- Own maintaining and overall responsibility of the store equipment, i.e. telxon, computers, scales, floor machine, etc.
- Liaison and subject matter expert responsible for technology service testing, rollouts, execution, and preservation, i.e. Computer Assisted Ordering (CAO).
- Ability to successfully lead multiple initiatives with competing priority and resources, with full ownership of results for completion of tasks within expected results for items such as customer service satisfaction, reconciliation of daily profit and loss (P&L) statements, preparation of daily deposits, and inventory reconciliation.
- Provide continuous monitoring and interpretation of employee and customer patterns for identification of fraudulent behaviors. Intercept individuals and perform initial interviews to determine probability and severity of suspected fraud or theft. Refer appropriate instances for further investigation and prosecution, as appropriate.
- Develop strategic relationships with internal and external partners (vendors) to promote building sales, reduce risk, and provide consistent superior service to successfully exceed corporate goals and initiatives.
- Upon being Manger On Duty, inspected the interior and exterior of the building for rodent or insect infestation, cleanliness of the building, all needed components in each department are working appropriately, i.e. safety concerns, sanitization, leaking sinks or pipes, all electrical is working as needed, refrigerator and freezers have proper temperature, if not check for the cause, make sure registers and belts are working
- Maintain a safe and clean work environment. Fix any maintenance issues in-house, if unable to place a work order for it to be done, gaging if it is an emergency or standard work order. Also, inspecting the job done after the technician is finished and signing them out upon inspection. Inspected and signed off on fire extinguishers, checked dates of food and other items for dates expiration and/or last inspection.
- Keep security doors and other emergency exits closed and locked according to fire code, issue keys to appropriate personnel.
- Facilitate the scheduling and delivery of individual and team training events in support of employee development and achievement of annual continuing educational requirements; resulting in improved associate performance based upon key performance indicators.

- Assess industry best practices and techniques, performing comparison against existing standards and policies to identify differences and opportunities for improvement. Provide written recommendations to ensure compliance with all corporate sanitation, safety, and food safety standards. Ensure all company policies and established procedures are followed.
- Manager On Duty, responsible to maintain safety codes are followed, maintenance of each department followed, i.e. hoods on and working in deli, guards on band saw in the market are on and working, refrigeration is in acceptable level and working appropriately, drains are draining appropriately, and commodes in restrooms are flushing appropriately without leaks, all while maintaining good customer service
- Build and maintain positive working relationships with store associates, leadership teams, and guests.
- Promote united community involvement and awareness of local store events aligned with existing corporate values. Lead community outreach programs such as “Math Night” and “Healthy Eating” with local elementary school where students were partnered with employees to shop for specific meal ingredients while adhering to providing budget and achieving dietary requirements.
- Identify requirements and set expectations for staff under direct management. This included the use of clear communication, continuous feedback, and the use of positive reinforcement methods to hold employees accountable for business results. Conduct performance analysis, create assessment evaluations, and assist employee and management identify next steps or alternative directions for career and performance.
- Champion and influence behaviors critical to company’s strategy to ensure consistent delivery of superior service, creation of unique guest experiences, as well as implementation and adoption of front-end technology and business improvements.
- Placed work orders on maintenance issues that could not be fixed in house. Inspected and signed off on fire extinguishers, checked dates of food and other items for dates expiration and/or last inspection.
- Owned the ordering of all cleaning supplies for the store as well as all front-end supplies. Verifying billing of supplies and making sure charges are correct.
- Facilitate growth and sustainability of corporate culture and identity, grounded in building sales and community assimilation through focus on positive guest and employee interactions.
- Ensure new employee training compliance for all direct reports, including corporate and department-specific training such as Self-Checkouts (SCO), IBM back-office systems, customer service behavior monitoring, and onsite services such as Virginia Lottery, CoinStar, and Western Union.
- Direct front-end supervisors and associates regarding compliance with new or updated corporate policies and procedures to achieve best practices for performance.

Delhaize America, 4153 Plank Road Fredericksburg, Virginia 22407.

Supervisor: Bambi Ford

Telephone: 540-786-5122

Employment Dates: October 2006 – March 2010

Title: Assistant Front End Manager, Talent Planning and Development

Salary: \$31,000 Annually

Average Hours Worked per Week: 40

- Provide formal and informal evaluation and direction for associate lifecycle performance management. Activities include identification and presentation of action plans for self-growth, skills improvement, competency evaluation, work/life balance, brand position, and corporate culture.
- Schedule and conduct preliminary and final interviews for available positions from pool of acceptable applicants; obtain and confirm references provided by applicant candidates; propose accurate offers of employment to candidates; and process employment paperwork, verify documentation, and confirm legal compliance within process. Maintain privacy and security of personal information.

- Perform exit interviews to obtain feedback for outgoing employees. Information is used to identify opportunities to improve human resource and employment procedures.
- Create and provide training calendar for newly hired employees. Personally conduct training for internally transferred employees, utilizing personal experience as grocery manager, dry grocery stocker, frozen food, and dairy stocker. Monitor performance towards training goals for back office, cash management, front office, and front-office assistant positions.
- Evaluate employee performance throughout probation period through peer and management interviews, performance and productivity reports.
- Utilize the Learning Management System to track required virtual training courses and provide periodic compliance status reports to senior management.
- Accountable for employee motivation and retention through (Associate of the Quarter Award) Orient new associates to culture through training events. Identify continuous improvement opportunities regarding training, service, and operational execution
- Promote store morale and create environment to support brand position. Create recognition program of accomplishments and offer constructive counseling to achieve positive guest service experiences, build store sales, and boost employee morale.
- Assisted in maintaining safe and workable environment. Keep copies of work performed and supply invoices.
- Maintain consistent communication with store managers, district managers and regional directors, agreeing on priorities and desired results.

The Dermatology Center, 3501 Lafayette Boulevard, Fredericksburg, Virginia 22401.

Supervisor: Dr. Teri Morris

Telephone: 540-371-7118

Employment Dates: May 2005 – October 2006

Title: Medical Assistant

Salary: \$28,000 Annually

Average Hours Worked per Week: 40

- Support doctors and physicians with in-office, minor surgical procedures.
- Daily interactions with doctors and physician assistants, ensuring rotation of patients within available examination rooms with minimal delay or deviation from appointment schedule.
- Create appointment schedule for initial, procedure, and follow-up care appointments for patient community. Confirm timeline between appointments is beneficial for current medical condition of patient and schedule of both doctor and patient.
- Responsible for appropriate routing of patient telephone calls, and documentation and delivery of messages to doctors and assistants to ensure information collected is adequate to answer patient inquiries in a timely manner.
- Perform patient arrival verification and check in, insurance verification, and collection of visit copayment amounts.
- Assist in the management of physical medical records as well as imaging and organization of electronic medical records within secure database.
- Maintained a certain threshold of supplies and ordered when necessary.
- Responsible for the overall maintenance of the office safety of associates and consumers, good customer service.
- Fixed any small maintenance issues, if not able to contacted the building maintenance crew.

The United States Navy, USS Ronald Reagan (CVN-76) (Last Duty Station)

Supervisor: Dr. Jeff Keck

Telephone:

Employment Dates: August 1998 – July 2004

Rank: Hospital Corpsman, Third Class (E-4)

Salary: \$30,000 Annually

- Responsible for completion of medical and physical evaluation prior to deployment date for 2,900 enlisted persons to confirm deployment-ready status.
- Assigned as second-in-command for physical examination portion of the medical department for final duty station, USS Ronald Reagan.
- Assisted within the department and onboard the ship to keep the department clean, safe, and free from other major maintenance issues, i.e. fixing pipes, commodes, inspection other equipment for certified/safe usage, and maintaining records. In charge of ordering supplies needed to keep department running smooth
- Successfully completed military certification and training for field medic and war-time medicine.
- Performed health inspections, assessment and recommended treatment for sick-call patients, and conduct minor surgical procedures for enlisted.
- Performed barracks inspections to include cleanliness, maintenance upkeep, safety codes up to date and followed, and overall expected appearance
- Managed immunization schedules and physical examinations for compliance with deployment and military-recommendations.
- Attention to detail, great oral and written communication, and self-management
- Obtained Emergency Medical Technician (EMT) certification.
- Honorably Discharged from Active Duty on July 3, 2004
- Individual Ready Reserve (IRR) 2004-2008

EDUCATION AND RELEVANT TRAINING:

Liberty University, Lynchburg, VA-Doctor of Education-Curriculum and Instruction cognate in Secondary Education-Expected Graduation-2023

ECPI University, Glen Allen, VA – Bachelor of Science – Criminal Justice, 2012.

South University, Savannah, GA – Master of Science - Criminal Justice; specialization in Computer Crime, 2014

National Honor Society, Member, GPA greater than 3.2.

ServSafe Certified, 2009

SafeMark Certified 2014

COMMUNITY INVOLVEMENT:

CHCORI Boosters, Spotsylvania County Schools JROTC Program, Volunteer 2016-2018

Band Boosters, Essex High School, Volunteer, 2014 to 2015

Children's Miracle Network, Fredericksburg, VA, Volunteer Fundraising Event Coordinator, 2008 – 2012.

Parent Teacher Organization (PTO), Essex Intermediate School, Treasurer, 2010 – 2012.

Political Campaign, Washington, DC, Volunteer, 2010 – 2011.

Certified Foster Parent, King George, VA, 2008-2013