



Post Office Box 510, Galax, Virginia 24333 (276) 236-5122  
Jolena Young, E-911 Coordinator

August 19, 2015

Dorothy A. Spears-Dean, Ph.D.  
Public Safety Communications Coordinator,  
Service Management and Delivery  
Virginia Information Technologies Agency (VITA)

Dear Ms. Spears-Dean,

I would like to be considered for appointment on the Regional Advisory Council (RAC) for the Virginia Information Technologies Agency's (VITA's) Public Safety Communications (PSC) Division for Region IV.

I believe my varied background which includes project management, finance and information technology allow me to evaluate topics from different angles. Also, being fairly new to public safety, I have utilized global networks and outsourced services within corporations. Learnings from those experiences may have application for public safety during the transition to IP based solutions as part of NG911.

Finally, I believe it is critical for smaller agencies to be involved at a State level to ensure our unique circumstances are factored into decisions. I want to participate in this important Council to help formulate an affordable path for all agencies within Virginia to transition to NG911.

Sincerely yours,

Jolena Young  
E-911 Coordinator  
Twin County 911 Regional Commission

**JOLENA B. YOUNG**  
**jolenayoung@gmail.com H: 276-236-6349**  
**351 Bowie Road, Woodlawn, VA 24381**

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### **OBJECTIVE**

Seeking to utilize my financial and project management experience to help progress E911 to NG911 practically and economically while passionately representing the smaller PSAP's and our most important asset – Communication Officers.

#### **Core Competencies include:**

Auditing ◊ Budgeting ◊ Financial Analysis & Reporting ◊ Planning & Forecasting ◊ Project Management ◊ Change Management ◊ People Management ◊ Procurement ◊ System & Process Design and Deployment ◊ Client Relations

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### **PROFESSIONAL EXPERIENCE**

#### **TWIN COUNTY E911 REGIONAL COMMISSION ◊ Galax, VA ◊ 2011 to Present**

Public Safety Answering Point that answers and dispatches 911 calls for Carroll County, Galax City and Grayson County.

#### **Regional 911 Coordinator ◊ 2011 to Present ◊ Minimum 40 hours per week**

Managed 10 full-time and 6 part-time employees to provide continuous 911 call answering and dispatch for emergency services for Carroll and Grayson Counties and City of Galax. Refreshed critical 911 systems and processes including Emergency Medical Dispatch, call handling equipment, cad/map workstations, and radio consoles utilizing various sources of grant funding to help offset local costs. Coordinated a regional project to implement geo-diverse call-handling equipment to support Bland County, Carroll County, Galax City, Grayson County, Wythe County and Wytheville Township. Coordinated a regional grant application to implement regional map repository for seven jurisdictions. The grant was awarded and the project will begin in July 2015.

#### **NORTEL ◊ Research Triangle Park, NC ◊ 2005 to 2011**

#### **Tax Analyst** ◊ 2010 to 2011 ◊ Minimum 40 hours per week

- Served as subject matter expert assisting with the implementation of SAP ERP and Sabrix Tax Package to record and report on global indirect tax implications of sales and purchase activity for divestitures. Performed monthly journal entries and account reconciliations. Divestiture client liaison which included preparing monthly tax activity reports, assisting with tax related customer disputes, and working with technical team to resolve client system related issues

#### **IT Project Manager** ◊ 2008 to 2010 ◊ Minimum 40 hours per week

- IT Finance Business Analyst on complex restructuring projects under Chapter 11. The primary focus of the role was to define a strategy and requirements to enable Nortel's Global SAP ERP and Sabrix Tax Package to support divested companies activity in a transitional services arrangement. Activities included determining the organizational structure required, aligning business processes, and designing work arounds for misalignments then performing end to end system testing of the resulting system functionality and processes.

### **Sr. Analyst Operations Finance** ◇ 2005-2007

- Design and deployment of Operations Finance processes for global SAP releases involving significant integration with Supply Chain and Materials Management including procurement and procurement variances as well as inventory management. Coordinated global testing for inter-company and operations accounting for update to ECC 5.0, and migration of global financial processes from Oracle GL to SAP ECC 5.0. In addition to design and support of cost accounting functions, performed as a cost accountant for 6 months due to resource shortage. Familiar with month-end close processes, ad-hoc and recurring journal entries, account reconciliations and preparing and reviewing financials with operations management.

### **QUINTILES INC.** ◇ Research Triangle Park, NC ◇ 2003 to 2004

#### **Accounts Payable Manager** ◇ 2003 to 2004

- Managed 11 employees and contractors to deliver accurate and timely payment processing. Prepared monthly Key Performance Indicators to present to Professional Service Center management and assigned Business Line management. Used the metrics and management discussions to establish departmental goals and change business behavior. Completed quarterly internal control testing in compliance with Sarbanes Oxley.

### **GLAXO WELLCOME INC.** ◇ Research Triangle Park, NC ◇ 1995 to 2002

#### **Cost Effectiveness Director** ◇ 2001 to 2002

- Head of program to deliver Information Technology's (IT) merger synergies. Collaborated with individual business areas to identify synergy opportunities, obtain funding, launch teams and monitor progress. Reported program status to IT management team and the GSK Corporate Executive Team.

#### **Program Manager** ◇ 1998 to 2000

- Manager on global project to promote procurement effectiveness within and across Glaxo Wellcome companies. Performed initial meetings to embed awareness and instigate activity in key operating companies. Acted as a coach for local organizations. Provided leadership for global procurement initiatives. Established processes and tools for global reporting and information sharing. Participated in organization design and mobilization activities to formalize a global procurement function.
- Sourcing Group Manager for consulting services. Researched international historical spending and contracting practices. Researched changes in the consulting services industry. Developed targets and plans for establishing master agreements with supporting process and tools to execute individual statements of work.

#### **Audit and Consulting Services Project Manager** ◇ 1995 - 1997

- Manager on financial, operational and information technology internal control audits across all Glaxo Wellcome Inc. business units. Documented business processes and controls. Performed interviews and detail testing. Developed recommendations and obtained management responses from clients.
- Team member on process improvement and systems development projects across all Glaxo Wellcome Inc. business units. Roles have included project planning, team organization, software selection, business case definition, recommended solutions, and meeting facilitation.

**PRICE WATERHOUSE LLP ◇ Charlotte, NC ◇ 1990 to 1995**

**Consultant/Senior Consultant/Principal Consultant (Manager) ◇ 1990 to 1995**

- Construction and implementation of enterprise solutions for medium to large clients across several industries. Developed construction work plan and facilitated issue resolution. Participated in financial and CIS audit orientation and review planning activities. Provided technical and administrative support to client project management.

**EDUCATION**

**B.S. degree in Accounting, Information Systems Option (magna cum laude)**  
**VIRGINIA TECH\_ ◇ Blacksburg ◇ VA ◇ 1990**

**CERTIFICATIONS AND ACCREDITATIONS**

North Carolina Certified Public Accountant (1994) ◇ Current status is Inactive  
Project Management Professional (2009) ◇ Current status is Inactive  
Accredited in Accelerating Change (1998)

**TECHNICAL SKILLS**

Proficient in Microsoft Office Suite: advanced Excel ◇ Word ◇ Power Point ◇ Outlook  
Quicken software ◇ Oracle Financial software ◇ SAP Enterprise Resource Planning software



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Dear Ms. Spears-Dean,

This Letter of Intent is to confirm my approval for Jolena Young to participate on the Regional Advisory Council (RAC) for the Virginia Information Technologies Agency's (VITA's) Public Safety Communications (PSC) Division. On behalf of the Commission, I acknowledge and approve the time commitment of a couple hours a month of virtual meetings, regional outreach, and assignments that support the RAC for the 24-month term.

I, and the other Commission members, believe that participation at a State level is beneficial for Local education and to ensure our unique circumstances are considered in State policy decisions. Thank you for your consideration of Ms. Young as a candidate.

Sincerely yours,

Thomas W. Littrell, DDS  
Chairman, Twin County 911 Regional Commission