

Yerania (Yeri) Martell De Luca

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July 17, 2023

Nevada State Board of Massage Therapy
Attn: Sandy Anderson
1755 E. Plumb Lane, Suite 252
Reno, NV 89502

Dear Hiring Committee,

Enclosed is my resume for the position of **Executive Director**. My multidisciplinary experience as a Chief Auditor and Deputy Legislative Auditor is a perfect match for the position.

In my 20+ years as an audit and compliance professional I have proven my abilities to coordinate complex projects, identify risks in workflows, specifically with licensing and regulatory oversight, and have recommended and implemented solutions resulting in process enhancements, cost reductions, revenue collection, and improved customer service.

For professional evolution, I decided to challenge myself by applying my audit and compliance experience as an audit leader. As audit chief, I have successfully revamped the workers' compensation audit and compliance function and oversee day-to-day operations, including complaint investigations and human resource management. Additionally, I have a passion for workforce development and would be an advocate and champion for the massage therapy profession. I am a strong collaborator and a team-oriented leader.

I am confident that my skills and state government experience will be an asset to the board and a smooth transition into the position. I look forward to meeting in person to discuss this opportunity.

Respectfully,

Yerania (Yeri) Martell-De Luca

Yeri Martell-De Luca
(775) 220-2064

Attachment: Resume

| SUMMARY | PROFESSIONAL EXPERIENCE |
|--|---|
| <p>Visionary Leader bringing over 20+ years of regulatory compliance and risk management experience in state/local government and the financial industry. Diverse background in operations ranging from different business and customer service models - within state agencies, financial and educational institutions.</p> <p>Offers innovative solutions to operational challenges by implementing solutions while minimizing risk and maximizing performance.</p> <p>Motivator and coach combining business acumen with analytical depth to align team member skills with operational efficiencies and strategic goals.</p> | <p>Chief Compliance Audit Investigator State of Nevada, Division of Industrial Relations, Workers' Compensation Section <i>August 2021 to Present</i></p> <p>Reports annually to the Nevada Legislature on the compliance of insurers. Leads statewide audit efforts to ensure injured employees receive benefits in accordance with state law. Established an audit charter and governance framework inclusive of adherence to government auditing standards and the Institute of Internal Auditor's guidance. Provides technical guidance, program coordination, and oversight to a team of 11 members. Oversees the investigation of reported or suspected acts of noncompliance. Developed and established an audit manual and operating procedures, which includes a quality assurance and improvement program for the audit process and a paperless environment. Responsible for human resource management; staffing, retention, training, and evaluation.</p> <p>Workforce Program Development and Adjunct Professor Truckee Meadows Community College, October 2019 to Present (grant funded) Carson City School District, April 2018 to October 2019 (grant funded)</p> <p>Developed a competency curriculum for working adults and students entering the workforce. Teaches workplace competencies to working adults and citizenship preparation class for U.S. Naturalization. Created a data collection tool to track participants and activities. Established the first work-based learning program and developed program policies and procedures. Collaborated with community officials and organizations to maintain and expand partnerships. Opened a career center for 2,400 students, which included creating process workflows, a staffing model, and developing a website with an electronic appointment system. Supervised and evaluated career center staff and volunteers consisting of five (5) individuals.</p> |
| <p>SKILLS & COMPETENCIES</p> | |
| <p>Experienced Board Member Liaison Strategic Plan Development and Execution Strategic Partnerships Program Development & Improvement Budget Building & Analysis Risk Assessment & Management Team Building & Training Website Development Digital Marketing Data Analytics Skilled in State of Nevada financial and HR systems, and public law meeting requirements. Effective Communicator</p> | <p>Deputy Legislative Auditor, Nevada Legislative Counsel Bureau <i>August 2012 to April 2018</i></p> <p>Assessed state agency operations to determine risk levels; risk based on business practices including organizations' data systems and networks, financial performance, regulatory compliance, and reputation. Prepared and presented reports of findings and recommendations to legislators and management. Testified before the Legislative Commission's Audit Subcommittee regarding audit results, which included recommendations to amend existing laws or enact new laws and regulations. Supervised audit teams ranging from two to five members and managed deadlines. Modernized the new hire training program and assisted with the training of newly hired auditors.</p> <p>Audit and Compliance Manager, Greater Nevada Credit Union <i>April 2006 to August 2012</i></p> <p>Developed and managed a compliance and risk mitigation program for a \$500M institution. Contributed to the strategic plan of two entities - the credit union and mortgage company. Created and monitored internal controls and key risk indicators for a balanced scorecard. Established a compliance function which included creating a co-sourcing model. Prepared and presented reports of findings to management at all levels and board members. Facilitated audit committee meetings and served as a liaison between the committee and management. Investigated claims of internal fraud. Implemented an audit software and electronic workpapers.</p> |
| <p>EDUCATION & SERVICE</p> | |
| <p>Master of Business Administration, <i>University of Phoenix</i></p> <p>Bachelor of Science, Resource Management, <i>Troy State University</i></p> <p>Nevada Certified Public Manager, Class of 2019, <i>estimated completion date 2024.</i></p> <p>Former Commissioner for Nevada Commission on Minority Affairs, <i>August 2020 to April 2023</i></p> | |
| <p>Leadership Carson City Class of 2011, <i>Carson City Chamber of Commerce</i></p> <p>United States Air Force, Staff Sergeant</p> | <p>PUBLICATIONS</p> <p><u>Audit Reports (full reports are available via LinkedIn under the Publication Section):</u> Nevada Division of Industrial Relations- identified \$1.4M of uncollected fees Nevada Division of Public and Behavioral Health, Medical Marijuana Program— noted a savings of \$400K Nevada Office of the Military – improved contracting practices Nevada Highway Patrol – identified gaps in the inspection of school buses Nevada Department of Public Safety, Director's Office – enhanced operating practices for the evidence vault Commission on Mineral Resources, Division of Minerals – identified the need to make statutory changes</p> |

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REFERENCES

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| Cynthia Pierrot Adult Basic Education Program Director cpierrott@tmcc.edu (775) 829-9026 | Jay Goldberg Senior Director at FTI Consulting jay.goldberg@fticonsulting.com (908)839-7717 | Rick Neil, Audit Supervisor (Retired) Nevada Legislature (775) 770-8460 | Harman Bains, Director Lyon County School District harmanbains1011@gmail.com (775)384-7833 |
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Additional Requirements

Recruitment – Executive Director, Nevada State Board of Massage Therapy

Please provide information regarding the following job-related areas:

1. Describe your experience working in regulatory enforcement.

Most of my career has been in a regulatory enforcement type role, starting with my military experience to positions in audit and compliance management. I have experience in both the private sector and state government. In the private sector I ensured compliance with the Federal Deposit Insurance Corporation (FDIC) and the National Credit Union Administration (NCUA) requirements, which focused on protecting the safety and soundness of financial institutions and consumer protection. As a Nevada Legislative Auditor, I worked with regulatory entities, such as the Commission on Mineral Resources, Nevada Department of Public Safety, Nevada Division of Public and Behavioral Health, and the Nevada Division of Industrial Relations to ensure regulatory oversight was effective and in accordance with Nevada requirements and federal law as applicable. In my current role, I am responsible for regulatory enforcement of workers' compensation insurance companies in Nevada.

2. Describe your experience in office administration including the types of position supervised.

My experience with office administration includes managing teams of administrative assistants, and audit and compliance professionals.

3. Describe your experience working with legislators or government officials.

My experience working with legislators and government officials is derived from my work as a legislative auditor, audit chief, and Commissioner for Nevada Commission on Minority Affairs.

4. Describe your experience participating in public meetings and following open meeting law.

My experience in participating in public meetings is based on legislative testimony and my role as a commissioner on a state board. I have participated in open meetings and followed the requirements during the monthly meetings with the Nevada Commission on Minority Affairs.

5. Describe your experience developing and administering a budget.

My experience with budgets is mainly in analysis to ensure programs are performing in accordance with the plan. I am familiar with the financial system for Nevada (DAWN), chart of accounts, budget categories, and the Nevada budget process. I also understand the role with budget process for a state agencies role, as follows:

- Developing priorities according to the Governor's direction, program needs, and statutory requirements.
- Performing program cost analysis, revenue analysis and developing supporting

documentation to support budgetary decisions.

- Developing, documenting, and maintaining performance measure to support the budget.
- Administering the budget and input into the Nevada Executive Budget System (NEBS).

6. Describe any experience you may have with human trafficking and/or dealing with sexual assault victims.

I don't have any direct experience, but I am a compassionate listener and strive to build trust as a service provider, which are skills that can serve me well in this role of aiding underserved victim populations.