

Executive Administrator

As the Executive Administrator at Advocacy & Communication Solutions, LLC (ACS), Amber keeps the entire operation organized and on track, managing all internal systems and team member needs while also leading administrative engagement of clients and external partners across an array of projects around the country.

Prior to ACS Amber worked within and then led administrative and operational systems of Ohio's only 24-hour Starbucks located at the Cleveland Clinic—the world's first integrated international health system. In her management role leading this \$4 million annual operation, Amber led teams of up to 55 employees; managed all accounts receivable and payable; human resources; payroll and labor schedules; setting budgets; and aligning Starbucks Corporate policy and Cleveland Clinic protocols and standards. During her time with Starbucks, Amber successfully tripled operations; secured positive growth margins for multiple quarters; and reduced employee turnover from 150% to 68% by focusing on diversity and inclusion efforts in particular with the Disability Advocacy Network.

At ACS, Amber utilizes her deep experience in operational excellence, customer service, planning and organizing to lead all administrative functions; track accounts payable and receivable; monitor a broad array of firm contracts and agreements; and track a diverse set of insurance, regulatory, and certification rules and mandates. Amber leverages many of these same responsibilities and skills on behalf of ACS clients and strategic partners to ensure they have an efficient, professional, and seamless experience when engaging with ACS as contractors or stakeholders.

Amber graduated summa cum laude from Arizona State University with her bachelor's degree in Organizational Leadership-Project Management. A cat person, she resides in Lakewood, Ohio.

ACS is one of the only female- and minority-owned consulting firms in Ohio. The women-led, women-driven firm has a national reputation for its communication and strategy development expertise and deep understanding of policy and advocacy, especially for organizations in the early childhood and K-12 education sectors, including The Cleveland Foundation, YWCA USA, Ohio Means Jobs Cleveland-Cuyahoga County, Louisiana Policy Institute for Children, Summit Education Initiative, and the Arizona Department of Economic Security Division of Child Care, to name a few. Collectively, the firm has more than 75 years of experience developing and implementing strategies that help clients achieve measurable results.