

October 22, 2019

To Whom It May Concern:

I am extraordinarily happy in my current professional role, and the workplace is the best I have ever been a part; however, a residency issue has arisen, and I am also in the process of relocating to Erie on a permanent basis for personal and familial reasons. I'm currently dividing my time between Hermitage and Erie, and will be moving into my Erie residence permanently as soon as I have secured meaningful employment within my field in the Erie area.

I have been fortunate to serve as the assistant for an incredible City Manager, with whose mission and work I am proud to be associated. Over the course of our working relationship, we have grown into quite a team, and I feel really great about what we have accomplished during my time here. I often accompany him to community events or attend on his behalf, and it has meant so much to me to have these opportunities to be such an active participant in the civic process. From coordinated events with the Chamber of Commerce such as Night of Lights or the Rust Belt Revitalization Summit, revitalization efforts like city-wide cleanups and beautification projects, service engagements like the Daffins/Buhl Park Annual Easter Egg Hunt or the Shenango Valley Urban League annual dinner, Sharon-centric events like Waterfire, Small Business Saturday, and Spring Fling, to a blight walk with Governor Wolf and Lieutenant Governor Fetterman, I have been so gratified to help be a part of the solution here in the City of Sharon, where I was born and raised. Like Erie, this is a city looking to rebuild and reimagine itself, and our cities face many of the same challenges, albeit on differing scales. This - is the kind of meaningful work I crave, and that I wish to continue doing.

In addition to the community involvement above, I perform a number of duties and fulfill a myriad of roles on a daily basis. My position requires a lot of fluidity, because new things are incorporated into my responsibility all the time. I am a very relationship-based professional, and I believe that this ability to interact and form bonds with others quickly is my greatest asset in the workplace. My boss is the Fire Chief in addition to being the City Manager; that alone adds a level of complexity to my job. However, I also work frequently with or for City Council, the directors of Code, Community Development, and Finance, and even with the Chief of Police. My duties span from being the city's Right-to-Know officer and handling all open records requests, to everyday office management like keeping the City Manager's agenda, scheduling meetings and room reservations, planning and executing events, ordering supplies, writing and issuing press releases, managing mail, maintain member rosters for the city's boards and commissions (I also take minutes for a few of them, and also do so for City Council meetings if the City Clerk is absent), and formulate and implement standard operating procedures. I have created multiple databases for the city, such as for contractors doing work in Sharon, a permit registry for all building and demolition permits issued here, and the business directory, and I maintain all of them on an ongoing basis. I handle all permits of any kind in the city, from special events, to contractor's registrations, and many more. I developed all of the city's social media accounts, and I maintain all of those, as well. I wrote the city's social media policy, which passed City Council unanimously on its first draft. I am currently the lead point person in the creation and development of the city's new website, and am responsible for collecting all of the content which will comprise the new site. I also help revise ordinances occasionally and have assisted in the writing of new ones. I work closely with other governmental officials – from neighboring municipalities, as well as state legislators, and enjoy those interactions very much. I am accustomed to being privy to highly sensitive information, and maintaining strict confidentiality is a vitally important component of my job. I'm also – quite – used to multitasking!

Philanthropy, equality, and the celebration of diversity are vitally important to me. I live for civil and human rights. Most of all, I have a passion for service and for being a "helper." If you think I can bring something to the table there, I would welcome the chance to meet in person and discuss! Thank you for your consideration, and I look forward to hearing more.

With Warmest Regards,



Holly M. Grande (Vuich)

Passionate and personable service enthusiast with over *twenty years* of experience in client and constituent service, community outreach, event planning, sales, and leadership. Seeking relocation to the Erie area, and interested in participating in the city's growth and revitalization.

- Works beyond expectations and maintains a positive demeanor along with supporting and identifying strengths in others.
- Multiple awards for leadership, philanthropy, exceeding goals, and for excellence in client service.
- Record of consistent success in fundraising and event coordination and execution.

EDUCATION

The Pennsylvania State University, Sharon, PA

Bachelor's degree in Letters, Arts, and Sciences *with distinction*. Minor in History; May 2011

Degree certificates received in Honors, Diversity, and International Studies

Research Merits

- **Honors Thesis:** Diplomatic and Human Rights Failures in the Rwandan Genocide
- Fluent in the Chicago style of research for Historians, as well as MLA and APA research methods.
- **Professional Internship.** The Constituent Office of Pennsylvania 7th District Representative, Mark Longietti, Hermitage, PA

Project: Worked with the American Recovery and Reinvestment Act of 2009, and successfully earned grant allocations for local individuals, businesses, and municipalities.

Academic and Leadership Awards

- Recipient of the **Eric and Josephine S. Walker Award** – Recognizes outstanding **academic achievement, citizenship, character, and community involvement.**
- **Penn State University Academic Achievement Award – Top GPA within major, 2009-2011**
- **Osher Re-entry Scholar – Outstanding adult learner, 2011**

Technical Skills

*Proficient in Microsoft products (Word, Excel, and PowerPoint). *Utilized Penn State University Library Research System and United States' National Archives*Experience with AS 400 system. *Expertise in multiple social media platforms.

PROFESSIONAL

City of Sharon, 155 W. Connelly Blvd., Sharon, PA 16146

December 2018-Present

Assistant to the City Manager; Open Records Officer

*Reports directly to City Manager, and is responsible for coordinating his agenda and handling inbound calls to the City Manager's office; manages all social media for the city; oversees the city's current website; point person for creation of new city website; processes fees and permitting processes for all city building and demolition projects in conjunction with the city's inspector; maintains and coordinates street and curb cut permits, plans, and fees; maintains and coordinates contractor's registration, licensing, and fees for the city; creates agendas and takes minutes for monthly Department Head meetings; handles all Right-To-Know-Law (open records) requests; maintains schedule of Council chambers and City Manager's conference room; aids in the coordination and execution of community civic and revitalization events; maintains city files; consults on budget issues and expenditures; facilitates processing of handicapped placard applications through the Department of Health; point person for on-street residential handicapped parking spaces; attends all City Council meetings; secretary for Sharon Planning Commission; Chamber of Commerce liaison; Safety Committee; provides additional assistance to department heads and committees as needed.

Steve's Teez Custom Screenprinting and Promotional, 160 Clifton Avenue NE, Warren, OH 44484

October 2017-December 2018

Director of Marketing and Promotions (Previous: Production Assistant)

*Developed an entire new component of the business, expanding operations from strictly apparel to a multitude of custom promotional items. Responsible for engaging existing and potential clients, building relationships, obtaining quotes and mock-ups, and seeing sales through from conception through production and delivery. Assisted in apparel preparation and production, as well as in shipping. Coordinated events, including city-wide business participation in promotional items for the City of Sharon's Small Business Saturday Holiday Extravaganza.

Children's Aid Society, 350 West Market Street, Mercer, PA 16137

June 2015 – November 2015 (left due to state budget impasse)

SWAN Caseworker

*Child preparation and child/family matching and placement. Aided youth in foster care, treatment and residential facilities, and in other placements to address their experiences and determine their futures, and prepare them for transition back home, to other facilities or placement, or into independent living. Utilized the statewide adoption network (SWAN) to assist in matching children with prospective families for placement and potential adoption situations.

Clinique, a division of Estee Lauder, New York, New York

April 2005- January 2017

Accredited Associate Consultant (Previous: Counter Manager)

*Determined sales goals and plans for execution, set and maintained visual presentations, organized and executed special events, procured new customers, created personalized relationships with clientele during the consultation process and maintained through regular follow-up correspondence. *History of exceeding sales goals, low return rate, and maintaining customer brand loyalty. *Winner of multiple diamond stars through Macy's for outstanding service performance and customer feedback.

Paramount Games, 30 Mill Street, Wheatland, PA 16161

June 2013 – January 2015 (left due to company takeover)

Inside Sales Representative

*Initially hired as Production Support; promoted to Inside Sales in October, 2013. *Sole inside contact for nearly twenty of the company's largest accounts. *Responsible for a wide variety of duties, including entering orders, following them throughout the production process, maintaining engaged relationships with customers to work on custom orders, catalogues, shipping priorities and issues, tracking sales histories, determining sales projections, being the key contact person between customers and their outside salesperson, and much more.

MISCELLANEOUS COMMUNITY ENGAGEMENT

Leadership Shenango **Graduate (Outstanding Leader Award)**, 2019; Public Employer Labor Relations Advisory Service (PELRAS) **attendee**, 2019; **Head Coach**, cheerleading, Hickory High School, 2015-2019; **Event Organizer**, Treystock memorial 501c3, 2014-present; **Head Coach**, cheerleading, Hermitage Little Hornets Youth Football League; 2012-2015; **Head Coach**, soccer, Hermitage YMCA; 2008-2012; **Volunteer**, REVERB (environmental and social issue 501c3), 2008-present; Penn State University **Alumni Association**, 2011 to present; Member of **Board of Directors**, also, **Secretary**, 2014-2017; **Phi Alpha Theta**; history honorary; **Phi Kappa Phi**; academic honorary.

CLEARANCES AND CERTIFICATIONS

FBI/fingerprinting; Pennsylvania State Police Criminal Record Check; Pennsylvania Child Abuse History Clearance; ACT 31 and ACT 126 (recognizing and reporting of child abuse: mandated and permissive reporting in Pennsylvania).

Robert G. Fiscus
City Manager
rfiscus@cityofsharon.net
www.cityofsharon.net



155 W. Connelly Blvd.
Sharon, PA 16146
Phone: (724) 983-3220
Fax: (724) 983-1961

September 18, 2019

To Whom It May Concern,

It is with enthusiasm that I recommend Holly Grande for a position at your organization. Holly has been my Executive Assistant for the past year. During this time, she has proven herself to be extremely skilled in all areas of office organization and customer service. In addition to her natural ability to connect with the citizens she served, her dedication and commitment are just a few of her strongest attributes.

As an Executive Assistant, Ms. Grande displays a high level of confidence, and the professionalism necessary to fulfill this public role. She often attends public events on behalf of myself or the city, including to deliver reports or answer questions about city projects, and I always have full confidence that she will represent us well. She is always punctual and hard-working. I have consistently received extremely positive feedback from public officials, co-workers, and citizens regarding the quality of service provided. The volume of work that she is tasked with is extremely demanding, and, unfazed, Holly always delivers work on schedule and is capable of planning her workflow to suit my needs. In my experience, she is special in her ability to hold up under severe pressure to consistently deliver quality results.

The City of Sharon and I personally are sad to see Holly leave, and she will be truly missed. She has been a model employee and an asset from day one. Still, it is with great pleasure that I write this letter of recommendation on behalf of such a deserving candidate. If you require any further information, do not hesitate to contact me.

Sincerely Yours,

Robert Fiscus
City Manager
Fire Chief
City of Sharon, Pennsylvania

Courtney Saylor
362 Spencer Ave.
Sharon, PA 16146

October 1, 2019

To whom it may concern:

For nearly a year, Holly Grande has been employed by the city of Sharon, Pennsylvania, as the executive assistant to the city manager. Ms. Grande is highly intelligent, motivated and determined. During her time in Sharon, she took many steps to educate herself on a variety of topics related to public administration.

City administrators chose her to attend an area program called Leadership Shenango, where she graduated a member of the 25th class and was chosen by her peers as one of the top three contributors to the program that semester. I myself was also a member of that class, and had a chance to work closely with Holly on a number of occasions, from classroom projects to team-building exercises. I found her to have a knack for detail, a desire to complete tasks and "win" and a natural ability to decipher puzzles.

In addition to daily scheduling, filing and communication tasks that are part of her job, Ms. Grande also took it upon herself to vastly improve the city's basically non-existent social media presence. She worked with community volunteers already running pages to consolidate pages and build a consistent brand across all platform to benefit citizens seeking information. Much research into public record policy in Pennsylvania was undertaken by Ms. Grande and she also revamped the city's social media ordinance to bring it up to date with best practices, which city council passed unanimously.

With an eye for detail, Holly helped members of the code enforcement department revamp Sharon's rental licensing ordinance. She also worked on a number of other issues to determine consistency throughout the city's various records of laws. During her time at the city of Sharon, Ms. Grande served as the Right-to-Know officer and was the front line for handling frequently irritated constituents at the municipal building. She is diplomatic and professional with these people and works to track down the answers they want.

Ms. Grande is leaving her employment with the city due to the city's residency requirement for full-time employees, a change in which failed to come up for a vote by city council in recent months, despite a motion by myself. Holly is smart, organized, kind, open-minded and open to new challenges. She would be an asset to your organization.

Sincerely,



Courtney Saylor
Sharon city council member

csaylor@cityofsharon.net

724-456-5217

MARK LONGIETTI, MEMBER
127 IRVING OFFICE BUILDING
P.O. BOX 202007
HARRISBURG, PENNSYLVANIA 17120-2007
(717) 772-4035
FAX: (717) 780-4785

CONSTITUENT SERVICE OFFICE:
2213 SHENANGO VALLEY FREEWAY
UNIT 2-E
HERMITAGE, PENNSYLVANIA 16148
(724) 981-4855
FAX: (724) 981-6528

GREENVILLE SERVICE OFFICE:
TUESDAY & THURSDAY
182 MAIN STREET
SUITE - B
GREENVILLE, PENNSYLVANIA 16125
(724) 588-1005
FAX: (724) 588-1023



House of Representatives
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG

COMMITTEES

EDUCATION
TOURISM & RECREATIONAL DEVELOPMENT
CHAIRMAN

CAUCUS CO-CHAIR

BICYCLE
DIABETES
EARLY CHILDHOOD EDUCATION
LIFE SCIENCES
RARE DISEASE

MLONGIETTI@PAHOUSE.NET
WWW.PAHOUSE.COM/LONGIETTI

August 21, 2019

To Whom It May Concern:

Please accept this as a letter of reference on behalf of Holly M. Grande, who served as an Intern in my District Office in 2009. I have become reacquainted with Ms. Grande when, in December 2018, she became the Assistant to the City Manager and Open Records Officer for the City of Sharon, which is a municipality within my legislative district.

Her primary responsibility as an Intern in my office was to research the American Recovery and Reinvestment Act of 2009 (2009) and identify opportunities for local individuals, non-profit organizations, businesses and governments to seek and obtain funding through various programs under the Act. Additionally, she assisted with constituent service in my office and with organizing my annual Senior Health and Education Fair. Since her service with City of Sharon, I have interacted with her on multiple occasions including a walking tour of neighborhoods in Sharon with Governor Tom Wolf and Lt. Governor John Fetterman, an informational session for local businesses and non-profits regarding Pennsylvania's Main Street Program, and a meeting and tour of Sharon with PA Secretary of Community and Economic Development, Dennis Davin.

In her work at my office, Ms. Grande successfully completed her assignments and was able to link constituents, local governments, non-profits and our local Chamber of Commerce with grant programs offered through ARRA. Her efforts directly benefitted several organizations in applying for funding. Further, she participated, on my behalf, in a public forum regarding ARRA opportunities, at Penn State - Shenango Campus, organized by Congresswoman Kathy Dahlkemper, and I received positive feedback from attendees regarding her professionalism, knowledge and ability to communicate effectively. Regarding my annual Senior Fair, she was involved in lining up various healthcare and community service vendors, interacting with staff at the host location, and providing information and assistance to attendees, and she executed each of these tasks in a timely, courteous and effective manner.

In her more recent role with the City of Sharon, I have had the opportunity to interact with and observe Ms. Grande. I have found her to be professional in her appearance and demeanor, to be able to appropriately and effectively communicate, and to interact well with others. Additionally, it is noteworthy that she achieved academic excellence and achievement in her course of study at Penn State University. Moreover, as highlighted in her resume, she has extensive involvement in community activities and service, including her selection as the Outstanding Leader in her Leadership Shenango class, her involvement in coaching and youth sports, and her advocacy for various humanitarian causes. It is my observation that she is polite, well-spoken, diligent, motivated, committed to community, and a good team member. It is for all these reasons that I am pleased to recommend her for employment, without reservation.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Longietti", with a stylized flourish at the end.

Mark Longietti



To Whom it May Concern:

My name is Sherris Moreira and I am the Executive Director of the Shenango Valley Chamber of Commerce. In this role, I have had the opportunity to interact with many businesses and meet many community members in our region and am very aware of the reputations of all I come in contact with.

In the past year, I have had the opportunity to interact with Holly Grande at various business and community events and also had the pleasure of watching her thrive in our Leadership Shenango program this past spring where she was chosen as one of the top students in the class by her peers. I've also had the chance to observe her interactions with business and community members as well as with the community-at-large. Her professional demeanor combined with her friendly personality underlies her extreme competence in completing whatever goals she focuses on, whether it be getting information out to the public, completing projects assigned to her or providing assistance to those in need, among many other skill sets. She has an ability to understand the community she serves in an intuitive way and communicate with them in a relatable manner, in which they are most comfortable and most receptive.

I recommend Holly because of her advanced office skills, her business knowledge and her dedication to the community she serves. Given an opportunity, she will be an asset to any employer. I will be pleased to give you further information concerning Holly's positive interaction in the community and with her current position.

Sincerely,

Sherris Moreira

Executive Director

Shenango Valley Chamber of Commerce

sherris@svchamber.com; 724.981.5880



PennState
Shenango

August 14, 2019

To Whom It May Concern:

It is with great pleasure that I recommend **HOLLY GRANDE** to you. I have known Holly since August of 2001, when she enrolled in my course on the Holocaust. She stopped out for several years to raise a family and then returned to us in 2008, after which she completed several of my courses; I also was her academic adviser in our four-year Letters, Arts and Sciences degree program. We have kept in touch since she graduated, and I am thus well-qualified to judge her abilities.

Holly was simply an outstanding student, easily in the top three percent of the 2,000 or so students I have taught. She earned top grades in all of the courses she took with me, including rigorous upper-division courses, one-on-one independent studies, and Honors courses. But grades do not nearly capture all of Holly's qualities as a student. She is extremely bright, with a head not only for retention but also for analytical thought. Thus she does not only the little things, such as punctuality, 100% attendance, and timely completion of all assignments, but also the big things, like completing the reading *thoughtfully* and mastering its complexity and nuance.

Unlike most of her peers, she also writes well, a great asset to any institution. Her essays and papers stood out as models of clarity and precision. Finally and perhaps most important, Holly participated actively and creatively in the large and small group discussions. Her discussion grades were A+'s (due to bonus points). Holly's groups usually outperformed the others, and this was largely due to Holly's engagement and leadership. She is a student who stands out, in a positive way, questioning the material, and thus setting a fine example for other students. Thus she is obviously a fine complement to any team.

What has also impressed me is Holly's tremendous energy. She did extremely well in her courses despite holding down two jobs, carrying a full course load, raising a family, and playing leading roles in such student activities as the Honors Program Student Advisory Committee and our History Club, both of which allowed me to witness Holly's active leadership firsthand. At this small campus, student groups rise or fall based on their leaders, and during Holly's presidency, the History Club thrived, maintaining an active presence on campus. How she managed all the above is a wonder, frankly. But she is a great constructive force.

And finally, Holly is a good person. Confident, friendly, cheerful, with a good sense of humor. She obviously had many friends among our students and had earned their respect.

In sum, I am certain Holly will prove a valued asset to your organization and I recommend her to you *without reservation*. Please do not hesitate to contact me at (724) 983-2978 or pxn4@psu.edu if you have any questions. Thanks very much for your time.

Sincerely,

Philip Nash

Philip Nash
Associate Professor of History
Coordinator, Letters, Arts and Sciences
Baccalaureate Program