



TOWN OF RICHMOND VERMONT

Application Form for Town Commissions, Boards and Committees

Please submit your application to: Volunteer Search, P.O. Box 285, Richmond, VT 05477, by email to dwardwell@richmondvt.gov or by placing it in the drop box outside the Town Office by April 13, 2022. Water & Sewer Commission applications are due June 1, 2022. Development Review Board (DRB) applications are due by May 11, 2022.

Please supply the following information:

1) Review the scheduled meeting day/time of the Commission, Board, or Committee along with the length of the term of the position. Will you be able to regularly make the meetings? Y / N
Will you be able to serve for the term of the position? Y / N

2) Please introduce yourself to the Selectboard by providing a short cover letter detailing your background, training, and experience with the board/commission/committee you are applying for and/or resume.

Name of Applicant: Claude Sacha Mailloux (Prefer Sacha) Date: 3.24.2022

Phone Number: 802.373.0312 Email Address: cjs.mailloux@gmail.com

Name of Commission/ Board/ Committee: ARPA

If you serve on another Commission/Board/ Committee, please indicate which one(s):

Richmond Resident: Y / N (circle one)

For hard copies or accessibility accommodations please contact:
Duncan Wardwell at 802-336-2092 or dwardwell@richmondvt.gov

Sacha Mailloux, MBA, PMP – Project Manager



Sacha is an **outcome-driven** professional and **veteran** with an unwavering commitment to operational excellence. As a leader, the team values him for being **strategic** and **innovative**. He possesses a history of success in **rescuing underperforming initiatives** by establishing processes that **improve quality, increase revenue, and reduce costs**. Sacha’s colleagues and clients recognize his ability to leverage business intelligence, data, and stakeholder insights to identify areas for improvement, develop a new process to address them, and then implement that solution.



- **Certified Project Management Professional®**
- **IT Health & Human Services Consulting**
- **Proven Team Leader**

Key Skills

Project management	Data Collection & Analysis
Process Improvement	Workflow Documentation
Client Engagement	Problem Resolution
Strategic Planning	Relationship Management

Certifications & Awards

Certified Project Management Professional – Project Management Institute

Graduate Certificate, Healthcare Administration – Champlain College

Relevant Experience

University of Vermont | Manager, Student Financial Service

08/2020 – 02/2022

- Managed student employment software, website, communications, and processes to facilitate student employment on- and off-campus
- Identified areas of risk and developed mitigation solutions aligned with state and federal labor laws, federal work study compensation laws, and the Family Educational Rights and Privacy Act
- Oversaw management of \$2M Federal Work Study program for 1600+ historically underserved students
- Lead total quality management initiative to ensure best outcomes on all areas of student employment
- Lead implementation of system enhancements that created efficiencies across multiple teams and ensured seamless end-to-end student employment experience
- Enhanced process efficiency for stakeholders through Lean principles of continuous process improvement

- Collected and analyzed student employment data and presented findings to university stakeholders

National Life Group | Team Manager, Outbound Payment Center **04/2019 – 11/2019**

- Led and developed a team of seventeen staff responsible for processing loans, surrenders, and withdrawals
- Collaborated with internal and external partners to ensure high quality standards, improve processing throughput, and maintain 100% customer service satisfaction ratings
- Audited team members' financial transactions to ensure accurate financial operations
- Gathered and visualized financial data for an enterprise dashboard with risk assessment identification and mitigation recommendations

United States Army Reserves | Career Counselor, Asst. Area Leader **03/2016 – 03/2019**

- Confirmed eligibility to reenlist/extend Military contracts by defining action plans
- Secured Military operational targets by collaborating with recruiting and retention staff
- Managed ten career counselors through recruitment and retention operations
- Assessed 300+ reenlistment contracts to ensure accuracy and federal regulatory compliance

State of Vermont | Health Program Administrator **01/2014 – 02/2016**

- Developed communication plan and subsequently engaged federal, state, and local stakeholders to set IRS tax form delivery expectations
- Recognized system limitations and created adapted processes for unique populations
- Managed team of eleven staff that accurately delivered 25K 1095 A tax forms and 120K 1095 B tax forms
- Collaborated with IRS to establish reporting processes that complied with Affordable Care Act (ACA) rules
- Identified unique 1095 tax form recipients and developed innovative processes to serve this population

State of Vermont | System Technician **2013 – 2014**

- Conducted ongoing process analysis that resulted in the implementation of over 150 system improvements
- Contributed Medicaid and health insurance subsidy eligibility expertise to User Acceptance Testing (UAT) team
- Improved customer journey by building manual system workarounds that ensured seamless coverage

Education

Master of Business Administration, Champlain College, Burlington, VT (2019)

B.A. in Emergency and Disaster Management, American Military University, Charleston, WV (2017)