

**Executive Director: Joanne Federman** received her Bachelor of Arts in Psychology from Oberlin College in 1974 and her master's degree in education from Tufts University in 1977. She has over twenty (20) years of nonprofit management experience. She was hired to be the first executive director of Shaker Family Center in March 1993. She is currently enrolled part-time in the Mandel Center for Nonprofit Organizations' Nonprofit Management Certificate program. Given her extensive background in early childhood education, she will be involved with the overall projects with special attention to implementing and overseeing program assessment and performance metrics.

**Development Director: Susie Cargile** has a bachelor degree from Denison University. She has extensive volunteer experience with nonprofit organizations and is a graduate of Leadership Cleveland. She began working at Shaker Family Center in 2002 as the Center's volunteer coordinator and became the Center's first development director in 2004. Susie will be involved with implementing and overseeing marketing projects.

**Director of Operations: Jane Ng** has a bachelor degree in management from Ohio University. She brings extensive experience in telecommunications and supervision of vendor maintenance to her position as facility coordinator and liaison to the City of Shaker Heights. She began working for SFC in 2003. Jane will be involved with implementing and overseeing technology projects.