

# WHO TO CONTACT AT IRWA



## EDUCATION

**Nathan Cruzado**, ext. 124 | [cruzado@irwaonline.org](mailto:cruzado@irwaonline.org)  
Course Program Coordinator



- General education questions
- Contract classes
- CSMAs, course brochures, and instructor contracts

## CREDENTIALING

**Francis Vicente**, ext. 123 | [vicente@irwaonline.org](mailto:vicente@irwaonline.org)  
Credentialing Manager

- Certification/Designation Program requirements
- Obtaining recertification credit for non-IRWA courses
- Receiving and approving credentialing applications
- Notification of application status
- Inquiries about credentialing forms



## ACCREDITATION

**DeOnna Koonce**, ext. 138 | [koonce@irwaonline.org](mailto:koonce@irwaonline.org)  
Accreditation Program Coordinator

- Works on the chapter's behalf to obtain state and agency continuing education credit for real estate agents and appraisers
- Reports course attendant to states and agencies
- Maintains state and agency records

## PROFESSIONAL DEVELOPMENT

- Amir Vafamanesh**, ext. 142 | [vafamanesh@irwaonline.org](mailto:vafamanesh@irwaonline.org)  
Manager, Education and Instructional Development
- Any questions about Instructor Development
  - Any questions pertaining to IRWA University (accessing courses, course operability)
  - Implementing course content revisions and managing course materials

## PUBLISHING AND CREATIVE DESIGN

**Ethel Navales**, ext. 128 | [navales@irwaonline.org](mailto:navales@irwaonline.org)  
Editor, Right of Way Magazine

- Submitting articles to Right of Way Magazine
- Inquiries about editorial content
- Publishing anthologies/white papers and Project of the Year inquiries
- Advertising in Right of Way Magazine
- Publishing press releases and obituaries
- Annual Conference Program advertising

**Joseph Roman**, ext. 145 | [jroman@irwaonline.org](mailto:jroman@irwaonline.org)  
Creative Manager

- Graphic design support
- Obtaining IRWA logos and creating ads for Right of Way Magazine

## MEETINGS AND EVENTS

**Jade Meador, CMP**, ext. 146 | [meador@irwaonline.org](mailto:meador@irwaonline.org)  
Director of Events

- Inquiries about the Annual Conference
- Speaker presentation and sponsoring/exhibiting at IRWA events
- Meeting coordinator for all IRWA leadership groups

## WEBSITE AND TECHNOLOGY

**Sergey Yushkevich**, ext. 127 | [yushkevich@irwaonline.org](mailto:yushkevich@irwaonline.org)  
Computer Services Senior Manager

- Career Center jobs posting questions
- Technical support
- Member Network questions

## ADMINISTRATIVE SUPPORT

**Linna Sok**, ext. 147 | [sok@irwaonline.org](mailto:sok@irwaonline.org)  
Assistant to the Controller, Administration

- Course pass/fail notification
- Shipping mail (UPS and FedEx)
- Roster, exam and instructor evaluation processing

## INTERNATIONAL RELATIONS & MEMBERSHIP

**Daniel Stekol**, ext. 126 | [stekol@irwaonline.org](mailto:stekol@irwaonline.org)  
Senior Vice President - International Relations

- Agency Agreement Program inquiries/contracts
- Annual Conference sponsorships, exhibitors, chapter bids
- International Governing Council inquiries

**Silvia Smith**, ext. 120 | [smith@irwaonline.org](mailto:smith@irwaonline.org)  
Assistant to Controller - Member Services

- Inquiries about becoming a member
- Changes to member information in database
- Questions about dues, membership and transfers
- Assistance with member/non-member login
- New member kits, pins and certificates

**Mariah Carrillo**, ext. 134 | [carrillo@irwaonline.org](mailto:carrillo@irwaonline.org)  
Member Services

- Purchasing plaques and pins
- Updates to chapter officers on website
- Inquiries about membership dues or renewals
- Classroom-based and online course registrations and refunds

## FIELD OPERATIONS

**Tim Drennan**, (310) 433-9672 | [drennan@irwaonline.org](mailto:drennan@irwaonline.org)  
Director, Field Operations

- Inquiries about membership benefits
- Member Network questions/postings and the Chapter Incentive Program
- Chapter support for Regions 1, 2, 3, 6, 9

**Jaime Rose Tieu**, (613) 809-4070 | [tieu@irwaonline.org](mailto:tieu@irwaonline.org)  
Manager, Field Operations

- Inquiries about membership benefits
- Chapter support for Regions 4, 5, 7, 8, 10

## ACCOUNTING

**Fred Nasri**, ext. 139 | [nasri@irwaonline.org](mailto:nasri@irwaonline.org)  
VP - Chief Financial Officer (CFO)

- All tax related matters
- Quickbooks online user access
- IRWA contracts
- Annual budgets and policy procedure compliance

**Rakhshan Mazarei**, ext. 131 | [rmazarei@irwaonline.org](mailto:rmazarei@irwaonline.org)  
Controller and Personnel Manager

- Assists Chapter officers with tax reports
- Quickbooks online transactions
- Inquiries about monthly financial statements

**Emory Peters**, ext. 137 | [peters@irwaonline.org](mailto:peters@irwaonline.org)  
Assistant to the CFO

- Review Quickbooks online transactions for chapters and regions
- Verify quarterly CHIP uploads for accuracy
- Assist CFO with chapter audits

**Cokie Ganacias**, ext. 125 | [ganacias@irwaonline.org](mailto:ganacias@irwaonline.org)  
Assistant Controller, Accounts Receivable

- Accounts receivables, including chapter course invoicing
- Posting and monitoring payments received
- Researching customer inquiries and issuing refund checks

**Courtney Piscitelli**, ext. 144 | [piscitelli@irwaonline.org](mailto:piscitelli@irwaonline.org)  
Assistant Controller, Accounts Payable

- Payment of invoices and expense reimbursement
- Credit card reconciliation, and processing W-9 and 1099 forms
- Investigating chargebacks

