

# WHO TO CONTACT AT IRWA



## EDUCATION

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

Course Program Coordinator

- General education questions
- Online classes
- CSMAs, course brochures, and instructor contracts
- Implementing course content revisions
- Website and IRWA University login issues



**Linna Sok**, ext. 147 | [sok@irwaonline.org](mailto:sok@irwaonline.org)

Assistant to the Controller, Administration

- Course pass/fail notification
- Roster, exam and instructor evaluation processing

## 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

**Nikki Dieball**, ext. 138 | [dieball@irwaonline.org](mailto:dieball@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

## COMMUNICATIONS

**Amir Vafamanesh**, ext. 142

[vafamanesh@irwaonline.org](mailto:vafamanesh@irwaonline.org) | Communications Manager

- IRWA social media accounts (Facebook, Twitter and LinkedIn)
- IRWA course and industry seminar promotions (e-blasts)
- Leader's Edge digital newsletter
- Coordinating audio/video conference calls

## PUBLISHING

**Barbara Billitzer**, ext. 130 | [billitzer@irwaonline.org](mailto:billitzer@irwaonline.org)

Publisher and Editor-in-Chief, Right of Way Magazine

- Submitting articles to Right of Way Magazine
- Inquiries about editorial content and reprint permission

**Kate Shirley**, ext. 128 | [shirley@irwaonline.org](mailto:shirley@irwaonline.org)

Senior Editor, Right of Way Magazine

- 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 magazine ads

## 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
- Coordinating meetings 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 and Member Network questions

## MEMBERSHIP SERVICES

**Silvia Smith**, ext. 120 | [smith@irwaonline.org](mailto:smith@irwaonline.org)

Field Operations Coordinator

- 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

**Bonnie Gray**, ext. 134 | [gray@irwaonline.org](mailto:gray@irwaonline.org)

Assistant Controller, Member Services

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

## FIELD OPERATIONS

**Daniel Stekol**, ext. 126 | [stekol@irwaonline.org](mailto:stekol@irwaonline.org)

Vice President, Field Operations

- Agency Agreement Program inquiries/contracts
- Chapter support for Region 1
- Annual Conference sponsorships, exhibitors and chapter bids
- International Governing Council inquiries

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

Manager, Field Operations

- Inquiries about membership benefits
- Member Network questions/postings regarding CHIP
- Chapter support for Regions 2, 3, 4, 5 and 6

**Jaime Rose Mathews**, (613) 809-4070 | [mathews@irwaonline.org](mailto:mathews@irwaonline.org)

Manager, Field Operations

- Inquiries about membership benefits
- Chapter support for Regions 7, 8, 9 and 10

## ACCOUNTING

**Fred Nasri, CPA**, 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

- Verify receipt of Quickbooks online transactions for chapters/regions
- Verify receipt of quarterly CHIP uploads
- 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

**Fernando Rojo**, ext. 144 | [rojo@irwaonline.org](mailto:rojo@irwaonline.org)

Assistant Controller, Accounts Payable

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