

# WHO TO CONTACT AT IRWA

CONTACT US  
(310) 538-0233



## ACCOUNTING

**Rakhshan Mazarei, ext. 131 | rmazarei@irwaonline.org**  
Chief Financial Officer

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

**Emory Peters, ext. 137 | 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**  
Assistant Controller, Accounts Receivable

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

**Courtney Piscitelli, ext. 144 | 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

## ADMINISTRATIVE SUPPORT

**Linna Sok, ext. 147 | sok@irwaonline.org**  
Assistant to the Controller, Administration

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

## CREDENTIALING

**Francis Vicente, ext. 123 | 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

## EDUCATION

**Nathan Cruzado, ext. 124 | cruzado@irwaonline.org**  
Course Program Coordinator

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

## FIELD OPERATIONS

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

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

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

- Inquiries about membership benefits
- Member Network questions/postings and the Chapter Incentive Program
- Chapter support for Regions 7, 8, and 10

## MEETINGS AND EVENTS

**Jade Meador, CMP, ext. 146 | 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

## MEMBERSHIP

**DeOnna Koonce, ext. 138 | 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

**Silvia Smith, ext. 120 | smith@irwaonline.org**  
Assistant to the 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**  
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 and refunds

## OPERATIONS

**Charlie Nobles ext. 140 | nobles@irwaonline.org**  
Chief Executive Officer

- Strategic Direction of Association
- Staff Management
- Corporate & Agency Partnerships
- International Relations

## PROFESSIONAL DEVELOPMENT

**Amir Vafamanesh, ext. 142 | vafamanesh@irwaonline.org**  
Education & Instructional Development Manager

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

**Anthony Campbell, ext. 148 | campbell@irwaonline.org**  
Education Coordinator

- Oversee course material evaluations to identify course issues and determine instructional and content effectiveness
- Receive and compile course comments in IRWA's database
- Implement approved course corrections or edits

## PUBLISHING AND CREATIVE DESIGN

**Ethel Navales, ext. 128 | navales@irwaonline.org**  
Editor

- Submitting articles to Right of Way Magazine
- Inquiries about editorial content
- Advertising in Right of Way Magazine
- Publishing press releases and obituaries
- Annual Conference Program advertising

**Joseph Roman, ext. 145 | jroman@irwaonline.org**  
Creative Manager

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

## WEBSITE AND TECHNOLOGY

**Sergey Yushkevich, ext. 127 | yushkevich@irwaonline.org**  
Computer Services Senior Manager

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

**Carlos Gonzalez, ext. 136 | gonzalez@irwaonline.org**  
Web and Database Manager

- Website questions
- Technical support

