

WHO TO CONTACT AT IRWA



EDUCATION

Nathan Cruzado, ext. 124 | 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
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
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
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
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
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
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
Computer Services Senior Manager

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

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

INTERNATIONAL RELATIONS & MEMBERSHIP

Daniel Stekol, ext. 126 | stekol@irwaonline.org
Interim - Chief Executive Officer

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

Silvia Smith, ext. 120 | 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
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
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
Manager, Field Operations

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

ACCOUNTING

Rakhshan Mazarei, ext. 131 | rmazarei@irwaonline.org
CFO

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

