

PBN PROVIDENCE BUSINESS NEWS

BUSINESS *Women*

 2017



**RHODE ISLAND
HOSPITAL'S
MARGARET M.
"PEG" VAN BREE
TRUST IN
COLLEAGUES
SPURS RESULTS
PAGE 4**

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It's all about the results

ONE WOULD THINK that writing about a group of high-achieving, wholly engaged businesswomen every year would be a repetitive exercise. After all, each year, PBN is fortunate to peek through a window at just how many talented women there are in the state.



This year is no exception, starting at the top, with our Career Achiever, Margaret M. "Peg" Van Bree, the head of Rhode Island

Hospital, only on the job for two-and-a-half years. She has dramatically improved wait times at the emergency department, all while empowering her staff to push the institution forward.

Tia Bush, the Outstanding Mentor, is a returning award winner, having been honored years ago during a previous stint at Amgen's Rhode Island facility. Now she's back in the state, using her professional expertise at quality assurance, but just as importantly, helping the company develop the next generation of women leaders.

But this special section, which

profiles Van Bree and Bush, is a little extra special, because it marks our 10th Business Women Awards event. In honor of that milestone, we are printing the names of all the event honorees since 2008, and noting what they are up to now. And in some cases, we have taken new photos as well in which they have brought props that have meaning to them. It's interesting to see what they brought to our offices for their studio shots.

One thing that all 124 of them have in common though, is their focus on results. From the for-profit to the nonprofit to the govern-

ment sectors, all of these women have delivered, by themselves but most often through their teams. That's a lesson for all of us.

This year's partner sponsors for the Business Women program are Bryant University's Executive Development Center, CVS Health Corp. and Citrin Cooperman.

Mark S. Murphy
Editor

ON THE COVER: Rhode Island Hospital President Margaret M. "Peg" Van Bree has had a major impact in her short time leading the state's largest hospital.
PBN PHOTO/STEPHANIE ALVAREZ EWENS

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THE EXECUTIVE DEVELOPMENT CENTER at Bryant University would like to congratulate the winners of the 2017 Business Women Awards. We applaud their professional accomplishments and acknowledge the importance of investing in professional education as a critical success factor in achieving success in life and in business.

As these successful women have demonstrated, organizations value employees who can think critically, successfully manage change, and apply new skills, using more complex technologies. Simultaneously, organizations must continue to improve the way they do business, retain and manage their talent pool, and apply new best practice models in order to remain competitive and sustainable.

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CITRIN COOPERMAN congratulates the talented and accomplished women being recognized by Providence Business News. Getting where you are today took a will to succeed, a passion for your work, resilience to challenges, and a vision that kept you moving forward. You are an inspiration to us and to the women that follow behind.

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CVS Health would like to congratulate all the extraordinary women business leaders being recognized by the Providence Business News, and who continue to push the limits of their careers.

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CHANGE THROUGH TRUST: Margaret M. "Peg" Van Bree, right, president of Rhode Island Hospital, does not micromanage staff while still making significant changes. Here, she meets with Dr. Latha Sivaprasad, senior vice president and chief medical officer at Rhode Island Hospital.

PBN PHOTO/STEPHANIE ALVAREZ EWENS

BY SUSAN SHALHOUB | CONTRIBUTING WRITER

PRIORITIZING HER TIME, gathering robust perspectives and teaching others have helped shape Margaret M. "Peg" Van Bree into an impactful leader in the never-a-dull-moment industry of health care.

With new challenges always ahead, there is little time to rest on one's laurels.

Not in this field. "All the time, something new is happening," she said. "There is a medical discovery or something happens in the environment that changes the competitive landscape," whether a consolidation, government change or new players coming on the scene.

As president of **Rhode Island Hospital** since Jan. 5, 2015, with a Level-1 trauma center and verified burn center, and its pediatric section, Hasbro Children's Hospital, Van Bree is a busy woman. She works to formulate solutions

in part by seeking out new ideas. With 719 patient beds, Van Bree wants to see continuous improvement in finances, patient access and quality of care.

It's hard work. But for Van Bree, time management doesn't mean every minute is packed with meetings or calls.

"I try to focus on things that have the greatest impact," she said.

There is momentum behind this impact, fueled by the fact that Van Bree's background has certainly not been limited, with a broad

scope of employment across the nation.

A University of Wisconsin graduate, Van Bree earned a master's degree at the University of Minnesota in Minneapolis and a doctorate at Tulane University, in New Orleans. She was CEO of St. Luke's Health System Corp., with locations in Missouri and Kansas, and chief operating officer at institutions such as the University of Virginia Health System.

"She's extremely knowledgeable about the health care environment locally and nationally, and has a wide network of leaders in health care nationally" with a broad perspective, said Barbara Riley, senior vice president for patient care services and chief nursing officer at Rhode Island Hospital.

Van Bree's influence spreads to the field of education, and around the globe.

While at Tulane, she developed an executive master of public health program for health care executives in Taiwan, taking many trips to oversee the effort.

Closer to home, Van Bree is an adjunct associate professor at the School of Public Health at Brown University, and an experienced guest lecturer. Being involved in training, in teaching, has myriad value, she said – and not just for students.

"It benefits you as much as them. When you prepare a lecture, it makes you ensure you are up to date, and it keeps you sharp," she said. "You become self-reflective: Are you actually ... doing those things with yourself?"

From a management perspective, Van Bree has seen results with many of the changes she's made at Lifespan, including reducing emergency room wait times at both hospitals by 50 minutes. It was an important priority, said Van Bree, with more people accessing ER care than ever before.

The hospital went to a vertical model last year, she said. This means that when patients enter the ER, they aren't all put in beds. It isn't always necessary; some could receive care in chairs. This way, bed availability did not become an obstacle to better patient flow or better patient satisfaction. Changing to a system in which patients are triaged by physicians instead of nurses also got them care they needed faster, she said.

"It's a lot nicer to treat patients who haven't been waiting for hours," for both sides, and communication is improved, Van Bree said.

Not one to micromanage, she points out that her role in the change was from a support standpoint. "Great internal leadership led to the effort. It was one of the most rapid-cycle changes we've ever done ... four months," she said.

This trust in colleagues is common for Van Bree, says Riley, and inspiring. "She is just a remarkably positive and resilient person. She really puts a lot of faith in her leadership team, which we all appreciate." ■

'She's extremely knowledgeable about the health care environment locally and nationally.'

BARBARA RILEY, Rhode Island Hospital senior vice president of patient care services and chief nursing officer

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“Tell me and I forget, teach me and I may remember,
involve me and I learn.”

– BENJAMIN FRANKLIN

Giving back leads to growth



BUILDING THE TEAM: Tia Bush, second from left, vice president of site operations for Amgen Rhode Island, has had an active role as a mentor at the West Greenwich facility. From left: Julie Campbell, senior manager quality assurance; Bush; Gabs Hebert, specialist quality assurance; Carolyn Crawford, project analytics senior manager; Kathy Demarest, executive director quality assurance.

PBN PHOTO/MICHAEL SALERNO

BY MICHAEL J. DECICCO | CONTRIBUTING WRITER

IN THE BUSINESS WORLD there are managers who focus on company success. Then there are mentors who take time to focus on the success of their colleagues.

Tia Bush of **Amgen Rhode Island** is both.

Vice president of site operations for the biologic-medicine manufacturing company's 75-acre West Greenwich site, her career at Amgen started 25 years ago and has included various quality-assurance positions overseeing the company's facilities around the world. The company manufactures pharmaceuticals such as Enbrel, which can treat rheumatoid arthritis and other chronic conditions, and makes materials for clinical trials.

Bush is also responsible for leading site operations at an Amgen facility in Woburn, Mass., and leads a team of about 600 people

overall.

With all this going on, she still makes time for high-quality mentoring of employees and co-workers. She is an active member of Amgen's Women's Interactive Network, which encourages women's professional growth. Earlier this year she won the Million Women Mentors Rhode Island Stand Up for STEM award from the national Million Women Mentors initiative.

"Throughout her years at Amgen, she has been a mentor and coach for many individuals," Vice President of Corporate Affairs Tara Urban said in the Business

Women nomination form for Bush.

Urban has worked with Bush for about five months and has been impressed.

"She is very authentic," she said. "No matter how busy she is, she is thoughtful and calm when she speaks to you. She makes you feel that you have her full attention."

Bush provides career-growth opportunities for the people around her. Plus, she continually sets her own personal and professional goals. "That motivates others to do the same, because we see what she does," Urban said.

Amgen Executive Director of Quality Assurance Kathy Demarest has worked with Bush for 13 years. "She's very respectful of her colleagues and generous with her time and her knowledge," Demarest said. "She's been a mentor, a leader that consistently exhibits a positive attitude and is always willing to share ... with her team

members. She takes a personal interest in her staff. ... She makes her employees feel their jobs have an important value."

Bush elaborated on the method behind her style. "I think the most specific way that I approach mentoring is by giving my time to the individual and listening intently for where I may be able to offer advice, encouragement, or a different perspective on their particular situation," she said.

Why does she do it?

"I hope that I can challenge them to think about their situation from different angles and to help them identify distinctions or choices that they may have in order to move forward with their own vision or aspiration," she said. "I often find that I am helping them to understand the bigger picture and to consider challenges as an opportunity to grow and develop."

Bush typically maintains three to six active mentoring relationships at any given time, she said, though she doesn't keep count. For Bush, it's all about giving something in return for the attention she has benefited from early in her career.

"I would not have had the success in my career if it were not for individuals in my life that have served as mentors and coaches for me," she said. "I believe in giving back, and this is one way that I can help others unleash their full potential in achieving their career and life aspirations."

Bush's 25 years of corporate experience is a well she can draw from to help others who are starting their career, looking for ways to grow and perhaps avoid pitfalls along the way.

"It is the right thing to do to share that knowledge so that others can gain from it, including not making the same mistakes that I made along the way," she said. ■

'I am helping them to **understand the bigger picture** and to **consider challenges as an opportunity** to grow.'

TIA BUSH, Amgen Rhode Island vice president of site operations

Lifespan congratulates



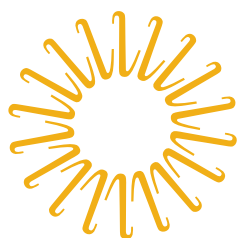
Margaret M. Van Bree, MHA, DrPH

President of Rhode Island Hospital and Hasbro Children's Hospital

**Career Achievement winner, 2017 Providence Business News
*Business Women Awards***

A strong, visionary leader of Rhode Island Hospital and its Hasbro Children's Hospital, Dr. Van Bree oversees a diverse and complex system of care for both adults and children. Her approach to addressing the state's most crucial health care issues makes her a valued member of the medical community in Rhode Island and beyond.

We are proud to thank Dr. Van Bree for her compassionate, innovative leadership.



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CLOSING DEALS: Michelle Carney, center, played a pivotal role in the major changes that the Powerball and Mega Millions lotteries undertook within the last half a dozen years. Here, she speaks with IGT colleagues Jennifer Sousa, left, and Audrey Pate, at the company's Providence offices.

PBN PHOTO/STEPHANIE ALVAREZ EWENS

BY **ROB BORKOWSKI** | CONTRIBUTING WRITER

MICHELLE CARNEY, vice president of strategic customer initiatives and customer advocate at **International Game Technology PLC**, has a reputation for hard work and frank counsel, qualities that were instrumental in expanding the Powerball and Mega Millions lotteries.

Carney in 2000 started working as a senior marketing analyst with the company, known as GTECH then before its 2015 merger with IGT. She'd already spent six years in client service and administrative support roles, starting her career at what was then the Comcast-Spectacor Wachovia Center, working for the Philadelphia Flyers.

At GTECH, she would research methods for improving lotteries and games, then hand the information off to someone who would present the report to the customer.

"A lot of my work was pretty monotonous," Carney said. She was more interested in presenting the guidance to the people who would be putting it to use.

Carney soon switched to a customer-facing analyst role, earning five promotions during the last 17 years. Much of that work, including the personal interaction she'd been craving, helped her develop the rapport she needed to make compelling cases for changes that have helped the industry advance.

She helped develop the Jackpot

Vision Plan, a collaborative effort among the management of the two large jackpot games in the United States and their vendor partners. They decided on cross-selling and a price increase, and Carney took the plan to the state lottery directors.

"We all realized the need for change," said Gerald Aubin, director of the lottery division of the R.I. Department of Revenue, who has worked closely with Carney during her time at IGT.

"Michelle has repeatedly demonstrated her industry leadership and value by helping to build consensus on what can sometimes be controversial product and governance decisions," Aubin said.

Powerball states included the smaller lotteries in Rhode Island, Oregon, West Virginia and Idaho, while Mega Millions areas included more populous states, such as Massachusetts, Georgia, New York and Illinois.

"They saw themselves as

competitors," Carney said. She explained that cooperating to offer customers more choices with each other's lotteries would be more lucrative.

Carney's advice gained traction. Lottery directors voted their support for cross-selling, and sales of Powerball and Mega Millions – both now available in markets where customers had only been able to choose one or the other – increased from \$5.8 billion in 2009 to \$6.3 billion in 2010.

Next, she needed to convince Powerball lottery directors to double the ticket prices from \$1 to \$2.

"That was a tough one too," Carney said.

But she knew increasing the ticket prices was the right move, had the numbers to prove it, and the credibility to put their worries to rest.

On Jan. 15, 2012, the second pillar of the plan, raising the price of Powerball to \$2, was implemented across the country, a total of 44 lotteries at the time.

As Carney had predicted, the change boosted revenue. The move resulted in a 27.2 percent increase in national Powerball sales – a collective extra \$337 million in profits applied to the budgets of participating states.

Carney was also instrumental in updating the Mega Millions game in 2012, leading an internal team to develop multiple Mega Millions and Megaplier game models, but directors remained undecided.

The situation came to a head during an industry meeting of the directors in Montreal in September 2012.

Carney, eight months pregnant at the time, decided to fly to the meeting to make a presentation armed with sales and revenue analysis, and her doctor's blessing.

On April 8, the group voted unanimously to change the game's matrix, resulting in 1 in 15 odds to win any prize. The change was scheduled to launch Oct. 19, 2013.

Mega Millions sales increased from \$2.2 billion to \$3.2 billion in 2014.

"It helped them make a lot of state budgets that year," Carney said. ■

'Michelle has repeatedly **demonstrated** her industry **leadership and value.**'

GERALD AUBIN, Rhode Island Lottery executive director

Putting family at firm's center

BY JAIME LOWE | CONTRIBUTING WRITER

FELICE PORCARO SILVIA, president of **Uncas International**, a fashion jewelry, accessories and gifting company, has been working in the jewelry industry for more than 15 years. She originally had goals to be a teacher while in college at Sacred Heart University in Fairfield, Conn.

"I fell into this when I was young and in college. I went to college at night and worked in jewelry during the day. ... And the teaching kind of went out the window," Silvia laughed.

The crux of Uncas is family. Silvia runs the company with her brother, Felix Porcaro III, who is the executive vice president of sales and merchandising. Uncas purchased Crimzon Rose, her father's jewelry business, in 2015. "Family is a huge part of the company, and it is one of the values that we hold dear. ... We look at everyone here as family and we treat them that way."

A studio art major, Silvia employs creativity with business.

"You need to be creative in how you gain new opportunities in order to grow," noted Silvia. "My role today as president is making sure that everything is moving in a positive direction so that the morale in the company is up, the product is looking fantastic, and people are inspired and moving forward ... and operationally, that we're running smooth and efficiently."

Silvia's accomplishments include launching a giftware division, which includes drinkware, stationery, bath and beauty items;



NEXT GENERATION, NEW APPROACH: Felice Porcaro Silvia, president of Uncas International, speaks with her brother, Felix A. Porcaro III, at the company facility in West Warwick. Since buying their father's jewelry company, Crimzon Rose, they have focused on expanding product lines and customers.

PBN PHOTO/MICHAEL SALERNO

developing Curvy Chic, a plus-size jewelry division with additional length in necklaces, rings and bracelets; providing souvenir items like pins for the Shanghai Disneyland Grand Opening; and overseeing product development for private-label and branded accounts at stores such as J.C. Pen-

ney, Macy's and Kohl's.

Silvia supports other business owners with her involvement with Vistage, a leadership and business-development group. She also volunteers at Saint Edwards Food and Wellness Center in Providence, to give back to the community around her. ■

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Investing in community



MORE THAN BUILDINGS: While low- to moderate-income housing is the dominant piece of the portfolio of Maria F. Barry, community-development-banking national executive for Bank of America Merrill Lynch, she has a broader view of her job. Here, she speaks with Peter A. Mello, managing director of WaterFire Providence.
 PBN PHOTO/MICHAEL SALERNO

BY NANCY KIRSCH | CONTRIBUTING WRITER

SAYING “YES” TO diverse career opportunities has benefited Maria F. Barry’s rise through the banking world. Now the only community-development-banking national executive at **Bank of America Merrill Lynch**, Barry – with her 200-person team – provides financing for affordable housing, charter schools and other entities in communities across the country.

“So much of what I do is not just about the housing, but it’s about community transformation and quality of life,” said Barry, who was named to her current position in 2009.

Barry’s family and college experiences have proved beneficial. For instance, participating earlier in her career in male-dominated board meetings felt familiar, given countless dinner conversations with her three younger brothers and their friends.

In addition, she skillfully leverages her employees’ talents to benefit them, individually and collectively, as she did as captain

of her Division I track and cross-country teams.

The result? Housing market records. Barry’s BofA Merrill team has been one of the top three banks for affordable housing for the past five years.

In 2015 and 2016, her team won the San Francisco Rental Assistance Demonstration projects, which will transform nearly 3,500 public housing units. “Not only is

it her team’s single largest transaction – providing \$2.2 billion as investor and lender – it is also the country’s largest RAD project to date,” said William F. Hatfield, market president, Bank of America Rhode Island.

Lauded for her leadership by two industry entities in 2016, Barry is “a very engaged, collaborative and optimistic leader,” said Hatfield. “Maria plays a significant role in the company and in the community.”

Barry holds senior positions in BofA Merrill’s Leadership, Education, Advocacy and Development for Women in Rhode Island, with more than 850 members (and more than 26,000 nationally) and Power of 10, a grassroots initiative. Through different venues and programs, each bank initiative works to empower and support women.

Appointed in 2016 to the Rhode Island Housing Board of Commissioners by Gov. Gina M. Raimondo, Barry also serves on the United Way of Rhode Island board, chairing its resource and develop-

ment committee.

Serving in those roles and on other outside boards is “my way to give back. I’m really fortunate to have had lots of experience in my career and have had lots of mentors along the way,” said Barry.

In the last 12 years, Barry’s team has provided nearly \$300 million in lending and investments in Rhode Island, which has helped finance more than 2,800 housing units in 34 projects – more than 80 percent of those units for low- to moderate-income individuals and families. Nationally, Barry’s team provided nearly \$4 billion in community-development lending and investing in 2016.

WaterFire Providence, one of the state’s most popular tourist attractions, has benefited from the bank’s commitment to address community needs beyond developing affordable-housing stock. In October 2016, BofA Merrill provided more than \$5.3 million in new markets and historic tax credits investment for WaterFire’s Kinsley Avenue headquarters in Providence.

Barry said that the best career advice she ever received was to seek counsel from men and women whom she trusted. Perhaps that’s why she pays it forward with her staff. “Maria’s infectious energy and personable approach inspire collaboration, empowerment and open-mindedness,” said Sindy Spivak, BofA Merrill market executive of community-development banking.

Rhode Island is a beneficiary of Barry’s understanding of diverse community-development initiatives, in part because she has team members working in nearly every major city in the country. “I have brought ideas and best practices to see if there’s a way to make them work in Rhode Island,” she said.

But her experience is about more than affordable housing. “My role at Rhode Island Housing allows me,” said Barry, “to observe what’s being done to grow the Ocean State’s economy and jobs base in the Ocean State. [There’s] great energy around the growth and future of Rhode Island.” ■

‘Maria’s infectious energy and personable approach inspire collaboration.’

SINDY SPIVAK, Bank of America Merrill Lynch, market executive of community-development banking

Breaking down bank barriers

BY KAYLEN AUER | CONTRIBUTING WRITER

WHEN AMY MARTEL BEGAN work as a bank teller with Strata Bank in 1994, she had no intention of making a career in financial services.

“I never stopped and thought about the next move,” Martel said. “I thrive on change. I thrive on innovation. I love to be challenged.”

Martel rapidly climbed the ranks at Medway, Mass.-based Strata, from bank teller to executive vice president of retail banking and operations in 2005. In that position, Martel spearheaded the bank’s rebranding and corporate strategic initiatives, and oversaw Strata’s 2009 acquisition by Middlesex Bancorp.

After leaving Strata, she joined People’s Credit Union of Middletown as its executive vice president and chief operating officer, where she continues to serve today. Along the way, she has distinguished herself as a leader and mentor in both the industry and

the community.

Among her chief accomplishments: Martel led the development of PCU’s risk-management programs and overhauled the bank’s technology systems in order to streamline operations.

“Our model has been to break down silos and work together, so that if one person has a success, it’s a success for the whole team,” said Martel – a collaborative mentality that she considers a particular strength of the growing number of women executives in the financial industry.

While working collaboratively with colleagues, she has also worked to improve her own skills and knowledge.

Throughout her career, Martel has challenged herself to keep



A TEAM APPROACH: Amy Martel, executive vice president and chief operating officer of People’s Credit Union, encourages a collaborative approach at the Middletown-based financial institution.

PBN PHOTO/MICHAEL SALERNO

pace at the forefront of her field. She will complete her certification at the Credit Union Executive Society’s CEO Institute later this year, and expects to graduate with a bachelor’s degree in banking and finance from the New England College of Business in June 2018.

“Banking has the old stereotype of the guys in suits ... but you go

to conferences now, and there are so many powerful women leaders there,” she said. “This is a great field, full of opportunities for women.” ■



IGT congratulates

Michelle Carney

and all recipients of the
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A healthy transformation



BEYOND COMFORT, CHANGING CULTURE: Katrina Thompson-Burnett was trained for laboratory work, but her role at Coastal Medical has forced her to develop new skills while helping transform Coastal's culture.

PBN PHOTO/RUPERT WHITELEY

BY SARAH PARSONS | CONTRIBUTING WRITER

PERHAPS THE BEST LEADERS are those who can step out of their comfort zones.

Katrina Thompson-Burnett describes herself as a “socially awkward” laboratorian. With an education in clinical laboratory science, Thompson-Burnett spent more than a decade working in labs at St. Joseph Health Center, Fatima Hospital; Rhode Island Hospital; Dorchester House Multi-Service Center; and Caritas Norwood Hospital. But in 2003, when she joined **Coastal Medical**, a primary care practice with 20 locations throughout Rhode Island, Thompson-Burnett took on an entirely different role – director of the organization’s ancillary services.

“It was a challenge to transition from a field and background of a laboratorian to being out there and engaging with people,” she said.

Still, Thompson-Burnett has been a huge success by all accounts.

“She has a quiet confidence that is really amazing,” said Meryl Moss, Coastal’s chief operating officer and Thompson-Burnett’s supervisor. “She’s somebody who

is a very high achiever, and she executes everything extremely well.”

Thompson-Burnett has focused on innovation, working to ensure that Coastal Medical is a pace-setter in the rapidly changing health care industry.

“Coastal’s in a place where we are experimenting with new ways to provide care to patients,” Moss said. “Katrina has really been the operational lead in many of those

programs.”

One such program is Coastal365, which Thompson-Burnett helped establish in 2011 as a Saturday sick clinic. The program offers medical care to patients when their primary care physicians’ offices are not open.

“What we started as a Saturday sick clinic quickly grew to Sundays and holidays,” Thompson-Burnett said. “And then we expanded into evenings, and then we expanded into a couple of other locations in the state.”

Coastal365 is now available every day, including weekends and holidays, with locations in East Providence, East Greenwich, South Kingstown and Smithfield.

“The providers are happy, the patients are happy, and I think it’s changing the culture,” Thompson-Burnett said.

After Coastal365’s success, Thompson-Burnett turned her sights to another new initiative in 2014. Coastal Medical’s Annual Wellness Program caters to Medicare patients. Doctors work with senior citizens to develop personalized care plans, and help them

prepare for annual visits with their primary care physicians by checking bone density, conducting mammograms and more.

Thompson-Burnett worked to design the program so that it focused primarily on patients’ needs. “We center on what’s most important to them – whether it’s walking down the aisle at their granddaughter’s wedding or staying in their home and being independent,” she said.

Moss said that patient response rates to wellness programs are generally low throughout the United States, but due to Thompson-Burnett’s approach, Coastal Medical’s Annual Wellness Program has seen success. The program grew from one location at its inception to 13 today, servicing 6,100 patients.

Thompson-Burnett built on the wellness program’s popularity by creating Coastal@Home in 2015. The program caters to Coastal’s sickest patients, who may struggle to get to their doctors’ offices, by providing at-home primary care services, follow-up visits, sick visits and more.

Thompson-Burnett also oversees Coastal’s lab and imaging center, which are open nights, weekends and holidays.

In creating all of these programs, Thompson-Burnett has always stayed focused on patients’ needs. Coastal Medical conducts regular patient-satisfaction surveys by mail and phone, and Thompson-Burnett even sits in on some visits, just to see how they’re going and how patients are responding.

“Not everything is singing our praises, but we listen to even the things that aren’t positive because we really want to know,” she said.

Listening and incorporating feedback from patients and others is one attribute that’s led to Thompson-Burnett’s success.

“She’s completely committed to the idea of continuous quality improvement,” Moss said.

The other factor behind her achievements comes back to her background as a laboratorian.

“In the lab, things are always changing, and things in health care are always changing,” Thompson-Burnett said. “[My background] helps me to bob and weave through this whole transition.” ■

‘She has a **quiet confidence** that is **really amazing.**’

MERYL MOSS, Coastal Medical chief operating officer

Strong focus for Blue Cross

BY EMILY MICUCCI | CONTRIBUTING WRITER

THREE YEARS AGO, Melissa Cummings traded her role at insurance giant Aetna to lead customer service at **Blue Cross & Blue Shield of Rhode Island**. It was a chance to come home to the state where she grew up.

Cummings, a for-profit insurance industry veteran, said it was her first “foray” into a nonprofit, and she has embraced the change.

“They don’t enjoy the same brand responsibility that a Blue Cross has,” Cummings said of the big players. “I feel like my job is to take care of that brand.”

At Blue Cross, Cummings has zeroed in on creating a customer-service experience for members that rivals other professional services, such as credit card companies and banks. Credit card companies have access to comprehensive customer analytics. Cummings said the same should be true in the health insurance space, which would allow Blue Cross to anticipate customers’ next questions.

Kim Keck, president and CEO of

Blue Cross, said as chief customer officer, Cummings ensures all operations are customer-centered.

“That means staying on top of – or ahead of – national trends, and understanding the latest products and services, technologies and platforms,” Keck wrote.

Right away, Keck said Cummings delivered a strategy that structured all operations around the customer. Her tangible contributions include mobile messaging that gives members tips on saving money; health reminders and benefit updates; a mobile app that lets members search for providers, view plan and benefit information; and a tele-medicine service that allows members to talk to providers anytime.

But even more significant has



A WHOLE NEW BLUE: Melissa Cummings, senior vice president and chief customer officer, Blue Cross & Blue Shield of Rhode Island, has spearheaded the creation of the insurer’s retail locations. Paul Ryan, director of retail strategy and operations, consumer engagement, speaks to Cummings at the East Providence store.

PBN PHOTO/MICHAEL SALERNO

been Cummings’ leadership in opening the company’s retail locations, known as Your Blue Stores, beginning in 2014. The company is the only insurer in the state with a retail presence, offering members customer service and educational programming. The stores, located in Bristol, East Providence, Lin-

coln and Warwick, help “demystify” insurance for members, Cummings said.

“I think it’s a really cool concept,” she added. ■

soaring success

Bank of America Merrill Lynch congratulates Maria Barry, Community Development Banking National Executive, and all of the other Business Women Award winners on their outstanding achievements.

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Igoe 'a pioneer' in law

BY MICHAEL J. DECICCO | CONTRIBUTING WRITER

PATRICIA J. IGOE was the first woman lawyer to join the Levy, Goodman, Semonoff & Gorin law firm in 1979. She's the co-founder and partner of the **Robinson+Cole LLP** law firm's Providence office, which she helped to expand from five to 14 lawyers with multiple specialties in less than a decade.

Attorney Peter Lacouture, who has worked with her for 20 years, joined Igoe in opening the Providence office of Hartford, Conn.-based Robinson+Cole eight years ago.

"She's been a leader from the start of her career," Lacouture said. "She graduated from law school in the late '70s, when there weren't very many women in law firms. She was the first woman lawyer and partner in a firm in 1979. She is somewhat of a pioneer."

Igoe, who practices in commercial lending, real estate and business transactions, is confident in leading the way and taking the initiative to further the firm and its people. She is also not afraid to try something new.

Lacouture said Igoe encouraged Robinson+Cole to enter PBN's Best Places To Work program in 2013. That year, the firm won second place in the small-business category. Each year since, the firm has won first place.

One of the main reasons the firm's attorneys and other staff agree that Robinson+Cole is a Best Place to Work, he said, is the leadership, support and encouragement of Pat Igoe.

"Pat has the ability to pull people together and to inspire our young lawyers," Lacouture said. "She is always willing to talk to young staff with questions. She has counseled young lawyers, both male and female, and provided guidance as their professional careers progressed."

He said Igoe continues to exhibit the "glue factor" that was noted in her company evaluation when she was a partner for 12 years at Peabody & Brown LLP in Providence. She brings people together with determination, drive and charisma.

"This is the personal attribute that helps bind an office of independent, strong-willed people together into a successful organization," he said. "She's a strong personality. ... [And] she has a strong relationship with her clients. They've followed her from firm to firm."

Igoe also believes in building relationships. She said that some of the loyal clients who have followed her from law firm to law firm have also become good friends.

Igoe regularly organizes internal networking sessions and social hours, Lacouture noted. She has spearheaded the firm's participation and sponsorship of the annual Bryant University Women's Summit for the past three years.

She has encouraged Robinson+Cole's participation purely as a result of her initial experience. "It [is] great for bonding with other women," she said.

A bigger example of her value to the firm, however, is that she helped build out and expand Robinson+Cole's Providence office. The expansion included not only more practicing attorneys but also a variety of new practice areas, including corporate law, data processing and her specialty, precious-metal lending law, in which she represents lenders and commercial users of precious metals, such as in jewelry manufacturing.

Igoe said the size of Robinson+Cole Providence has almost tripled since she and Lacouture opened it. But she added, "It's attributable to all of us. It takes a village, after all."



SUCCESS BUILT ON COLLABORATION: Patricia J. Igoe, right, co-founder and partner of Robinson+Cole's Providence office, meets with legal administrative assistant Heidi Seddon.
 PBN PHOTO/STEPHANIE ALVAREZ EWENS

Though humble about her accomplishments, she is able to explain what motivates her. "My leadership style is to be collaborative," she said, "to make sure everyone has a role to play. I believe in listening and consensus building."

It's something she works to instill in young lawyers, she says. If they understand other people's perspectives, it works better for them and those around them.

Igoe is honored to receive her Business Women recognition. "It's always nice to get a reward for

your work," she said. "But the best thing I have is coming to work every day and seeing the great people I work with." ■

'My leadership style is to be collaborative. ... I believe in listening and consensus building.'

PATRICIA J. IGOE, Robinson+Cole LLP partner

Finding talent for leadership

BY JAIME LOWE | CONTRIBUTING WRITER

MICHELLE SAUNDERS, manager of organizational design and leadership at **Ocean State Job Lot**, has been at her position for just one year. But her work has spoken volumes. In that time, “she has accomplished more than most leaders could get done in five,” said Bob Selle, chief human resource officer at the company.

She worked at AAA Northeast as director of workforce development, was senior talent development business partner at Sensata Technologies, and worked as organizational development consultant for Fidelity Investments, Provant Health Solutions and Bryant University.

Saunders’ position at Ocean State Job Lot is in learning and development. She was attracted to the job because “it’s a great company to work for. They are committed to being an employer of choice, they’re committed to being employee-focused and not just bottom-line focused.”

Some of Saunders’ contributions at Ocean State include building a successful learning site and company learning program – OSJL YOUniversity – and developing and facilitating classroom training for more than 125 stores, corporate leadership teams and a distribution center. She also designed Ocean State Job Lot’s first corporate internship program, and supported talent-builder/workforce-planning conversations with executive leadership.

Saunders’ favorite part of the job includes working with people of all levels, from associates to management.



EVERYONE HAS STRENGTHS: Michelle Saunders, manager of organizational and leadership development for Ocean State Job Lot, enjoys helping all of the company’s employees find the difference they can make in the workplace, including the company’s North Kingstown distribution center.

PBN PHOTO/MICHAEL SALERNO

“I focus on leadership development, which is helping people recognize who they are, whatever their strengths are, what they bring, and how they can make a difference in the workplace. I think people are often surprised when I go into a classroom and facilitate and make it about them

and give them some information and have them think about how they apply the learning. I think people are used to a lecture, but now it’s ‘Who are you; What do you bring; and What information can I give you and how can you apply that?’ ” ■



**Tia Bush, Vice President
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*“If you light a lamp for someone, it will also brighten your own path.”
– Buddhist Proverb*



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New ways to help the hurting



HELPING CLIENTS: Margaret Holland McDuff, center, CEO of Family Service of Rhode Island, says her time as a social worker informs her management approach. Here, she speaks with Elizabeth Ferreira, left, and Gloria Molero.

PBN PHOTO/RUPERT WHITELEY

BY MARY HOWE | CONTRIBUTING WRITER

WHEN MARGARET HOLLAND MCDUFF started work at Family Service of Rhode Island in 1990 as a clinical social worker, she didn't see herself staying there for decades. That changed as she observed the fundamental ideology of the social services organization.

That was, in essence: We are open to all ideas to help people in need, including ways to change destructive conditions in families, neighborhoods and institutions that contribute to individual suffering.

About 80 percent of the agency's clients are poor. Half are minorities. Many speak a language other than English at home. Seven in 10 clients are children. Many are exposed to violence; some are direct victims of it.

When she joined Family Service 27 years ago, it had about 30 employees and an annual budget of \$1.54 million. McDuff moved through various management positions in residential services, operations and development, eventually becoming CEO in 2002, managing

350 employees and a budget of \$200 million.

Growth is not the most important story here. Equally important are McDuff's efforts to work on broader social causes of individual suffering, and, second, to join forces with other agencies with similar missions, including the Providence police.

Family Service sees its work "through the lens of community," McDuff said. "It has always had a culture of wanting to solve problems. We ask, 'How do we

find solutions for families and for communities, [so that we can] put ourselves out of business?'"

Openness to personal potential and growth is a value inside the organization, too. McDuff said she feels like she has had four or five careers at Family Service, including a stint working on the IT system. After more than a decade on the job, she enrolled at Bryant University to earn an MBA in 2006. "I had ideas, and I wanted to do things differently," McDuff said.

McDuff said her early days as a caseworker directly influenced the CEO challenge of managing lots of people and partnerships. "A social worker's job is helping others, treating people with dignity and integrity, and giving them hope. A good manager does that with employees and teams."

McDuff's ability to try new ideas and get people to coalesce around common goals are qualities that John C. Simmons, chairman of the Family Service board of directors, deeply admires. "She

is quite thoughtful and sometimes she can be ahead of the curve in seeing changes in the environment of the people we serve," Simmons said.

One partnership McDuff initiated arose from a program called Child Development-Community Policing that originated at Yale University's Child Study Center. Social workers are located at Providence police stations and/or ride in police cruisers. When a child is directly exposed to domestic violence, a shooting, or other traumas, the social worker is on the spot to help. Later, that person works with the child's family to watch and care for delayed reactions to the violence.

Susan Erstling, chairman of the board of Lucy's Hearth, worked for Family Service in the early days of the CD-CP police ride-along program. "It was a ground-breaking program that brought us right into the heart of the trauma," Erstling said. "Families are more willing to follow up with care if you catch them when they are hurting."

McDuff "looks outside the boundaries of standard family social services," Erstling said. "So much of what's wrong with [clients] is because of what's happened to them."

McDuff doesn't make a huge point of it, but she mentions that when she was a child, her parents opened their home in Cumberland during the summers to kids from the city through the Fresh Air Fund. "It opened my eyes to some of the things I work with every day now. It enriched my life." ■

'She can be ahead of the curve in seeing changes in the environment of the people we serve.'

JOHN C. SIMMONS, Family Service of Rhode Island chairman

In small R.I., her impact is big

BY EMILY MICUCCI | CONTRIBUTING WRITER

ERICA BUSILLO ADAMS has spent much of her career in fundraising, drumming up donor dollars for a variety of causes. But the common link, she says, is her connection to each of them.

“I don’t like to fundraise for something I don’t feel like I have a personal stake in,” said Adams, development manager for **The Autism Project**, a Johnston-based nonprofit celebrating its 20th anniversary that provides training, programming and support for people with autism spectrum disorder and their families.

Adams is the stepmother of a child on the spectrum, and her husband has Asperger’s syndrome, one form of autism spectrum disorder. It seems everyone knows someone on the spectrum today, Adams said, noting that more than 10,000 Rhode Islanders have some form of autism.

She’s also aware of the challenges of fundraising for the cause. Donors without personal experi-

ence with autism sometimes view it as less urgent than other causes, such as curing cancer, Adams said. There’s also some stigma around autism, though Adams believes that’s waning.

“I do feel like we are making a lot of inroads in awareness, and autism not being a dirty word anymore,” Adams said.

TAP Executive Director Joanne G. Quinn said Adams is the organization’s “largest revenue driver,” creating the organization’s first annual fund, expanding TAP’s major gifts program, and overseeing the most successful fundraising walks to date.

Fundraising in a small state has been refreshing, according to Adams. When she moved to Rhode Island in 2013, she took a job with



FULLY INVESTED: Erica Busillo Adams, right, development manager at The Autism Project, chats with her boss, Executive Director Joanne G. Quinn. Adams’ husband and stepson are both on the autism spectrum, giving her a personal stake in her fundraising job.
PBN PHOTO/STEPHANIE ALVAREZ EWENS

Save The Bay, where she managed fundraising and increased individual giving by 33 percent. Prior to that, she managed volunteer relations and special events for The Philadelphia Orchestra Association, and previously held similar jobs in New York City.

“I love how accessible people are here,” Adams said. “I really find that having those coffee meetings and going out to lunch and

meeting one-on-one is really the most effective way to do business here.” ■

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We are proud of our colleague Patricia Igoe for receiving the 2017 Business Women Industry Leaders — Professional Services award, and congratulate all of the honorees.

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Pioneering naval tech in R.I.

BY SARAH PARSONS | CONTRIBUTING WRITER

WHAT'S THE CONNECTION between finding undersea mines and software that detects breast cancer?

Theresa A. Baus could tell you. Both processes rely on a mathematical method developed at the **Naval Undersea Warfare Center**, Division Newport.

Baus understands the connection between these two seemingly disparate processes because she heads the Technology Partnerships Office at NUWC, the Navy's research, development and testing center for submarines and other systems. The Technology Partnerships Office works to bring Navy-developed technology to the private sector (and vice versa), and fosters collaboration between NUWC and other entities, such as universities, cities, small businesses and industry. More broadly, you could describe the office's mission as "technology transfer."

It's a field to which Baus has dedicated her life.

"We have within the government a mandate to take the products of federally funded research and development and get it out to the private sector," Baus said. "We also support [NUWC's] vision by using agreements to get work done that fosters the Navy's capability and helps us do our mission for undersea technology."

Baus joined NUWC 26 years ago, modeling sound in undersea environments. In 1999, she became NUWC's technology-transfer manager, single-handedly establishing relationships with the private sector and others.

But she knew that NUWC was capable of so much more when it came to technology transfer. So in 2006, Baus became the head of the organization's first Technology Partnerships Office. Three staff members now work under her to bring Navy-developed technologies out into the community.

"[Theresa] Baus is a dynamic, involved leader who takes personal responsibility for the performance of her TPO staff," said Capt. Michael Coughlin, commanding officer at NUWC, Division Newport. "[She] stood up the office in 2006 ...

developed its mission and vision, and has continued to evolve its responsibilities to better serve the command and our partners."

Part of that evolution meant changing the perception of NUWC both internally and externally.

NUWC has a \$1 billion operating budget and 5,400 employees and contractors. For a long time, it was merely seen as one of the state's largest employers.

"We weren't being recognized for the work we did - we're a world-recognized leader for undersea technology," Baus said.

But that perception is changing thanks to a major Partnership Intermediary Agreement signed between NUWC Division Newport and the city last year.

The city and some private companies are working to establish an "innovation hub" focused on climate change, resilience and ocean and marine technologies. The goal is for Newport to become a test bed and solutions center to the threats of climate change, including sea-level rise.

Since the initial PIA with Newport, NUWC Division Newport has signed two others: with the Southeastern New England Defense Industry Alliance and the University of Rhode Island's Business Engagement Center.

But PIAs are hardly the only way that NUWC Division Newport collaborates.

Under Baus' leadership, the Technology Partnerships Office works with businesses and other entities through patent-license agreements, Cooperative Research and Development Agreements, Education Partnership Agreements and more. In the past three years alone, NUWC Division Newport has signed more than 250 agreements, outperforming other Naval Sea Systems Command divisions.



CHARTING A NEW COURSE: Theresa A. Baus, right, was the first head of the Technology Partnerships Office at the Naval Undersea Warfare Center, Division Newport, in 2006, where she works to share Navy-developed technology with the private sector and vice versa. With her is Mary L. Sylvia, strategy implementation director, USW weapons, vehicles and defensive systems department.

PBN PHOTO/MICHAEL SALERNO

The ultimate win, Baus said, is when Navy-developed technologies come full circle.

That happened recently with a ship sensor designed by NUWC. Through a CRADA and patent-license agreement, NUWC Division Newport licensed the sensor technology to a Montana research and development company, Adelos, which adapted it into a ground-based system that detects footsteps, planes and other physi-

cal intrusions. The company now works with the Air Force to supply the sensor systems to intercontinental ballistic missile sites.

"We're not out to make money," Baus said. "What we really want is to get our technology out there. So when it goes out, gets developed in the commercial marketplace and then we buy it back, that's a big win." ■

'[Theresa] Baus is a dynamic, involved leader who takes personal responsibility for the performance of her ... staff.'

CAPT. MICHAEL COUGHLIN, Naval Undersea Warfare Center, Division Newport, commanding officer

Clean water, firm growth

BY ROBERT BORKOWSKI | CONTRIBUTING WRITER

JULIE FRESHMAN, project manager at **Ransom Consulting Inc.**, balances her interest in business with a passion for environmental science, to the benefit of both spheres.

Freshman has been an environmental consultant for 13 years, getting her start as a remote sensing/GIS analyst with Applied Analysis in Billerica, Mass., in 2002. She moved to Resource Control Associates in Pawtucket as a field scientist in 2003, working on assessment and remediation projects.

Freshman began a career with Ransom Consulting in 2016.

Freshman – whose father owned an adhesive-tape distribution business – became more interested in the overlap between environmental science and businesses. While her passion for the science remained strong, “I also really loved the aspect of the business side of things,” she said.

“Julie has jumped in to become an integral part of Ransom’s Rhode

Island office and project team,” said Barrett Smith, senior project manager/senior hydrogeologist at Ransom.

“Her business-development experience and professional network has helped to expand Ransom’s footprint and diversify the client base of the Rhode Island office,” Smith said.

Freshman has also made contributions to the field outside the office.

As a member of the Rhode Island Society of Environmental Professionals’ Legislative and Regulatory Sub-Committee, Freshman helped the R.I. Department of Environmental Management with revisions to and development of new regulatory standards for petroleum contamination in soil



PURPOSEFUL CONNECTION: Julie Freshman meets with co-workers Christopher Soeller, left, project scientist, and Barrett Smith, R.I. Regional Office manager and senior project manager, in the Ransom Consulting offices in Providence’s Valley District.

PBN PHOTO/STEPHANIE ALVAREZ EWENS

and groundwater.

In 2016, she helped a local community-development organization apply for EPA Brownfields Cleanup Grants for three parcels in Woonsocket.

While taking a soil and groundwater course at the University of Rhode Island, Freshman provided her class with real-world examples of local environmental remediation projects.

Freshman also volunteers as a Girl Scout leader, providing guidance to her 8- and 10-year-old daughters and their fellow Scouts.

“I think it’s a great program for instilling leadership,” Freshman said, and gives her the opportunity to teach business skills to the girls.



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Skilled fundraiser helping nonprofits

BY ELI SHERMAN | Sherman@PBN.com

PUBLISHED
June 3, 2016



WEALTH OF EXPERIENCE:

Louise R. Dinsmore is a principal of Partners in Philanthropy LLC, which raises funds for nonprofits and provides consulting services.

PBN FILE PHOTO/MICHAEL SALERNO

FROM WORKING ON FORMER U.S. Rep. Ronald K. Machtley's congressional campaign in the early '90s, to fundraising for educational facilities at the University of Rhode Island and now running a consulting firm that's helped numerous nonprofits achieve capital goals, Louise R. Dinsmore has broad experience raising money.

Partners in Philanthropy LLC is a full-service consulting business, offering individual and corporate fundraising, major-gift training, capital-campaign planning and more.

"My passion is nonprofit fundraising. I feel that's my skill set. It's really meaningful work for me," she said. ■

Career change pays off for entrepreneur

BY PAUL E. KANDARIAN | Contributing Writer

PUBLISHED
July 1, 2016



BIGGER PIECE OF THE PIE:

Kristy Knoedler and her father own the popular Fellini Pizzeria on Providence's East Side and this second location in the Pawtuxet Village section of Broad Street in Cranston. Knoedler says she's scouting around for a third location.

PBN FILE PHOTO/MICHAEL SALERNO

KRISTY KNOEDLER KNEW A LOT about cardiac rehabilitation in the early 1990s, having earned a degree in exercise science at the University of Rhode Island and working with cardiac patients at The Miriam Hospital.

But she knew little about pizza, and virtually nothing about running a business.

Now she knows a lot about both: She and her father own Providence-based **Fellini Pizzeria**, where she worked while in school, which in August 2014 expanded into a second location in Cranston.

"It just came naturally to me," Knoedler said of making pizza and running a business. "I wake up and can't wait to get to work." ■

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Tragic death spurred her to legal career

BY PATRICIA DADDONA | Contributing Writer

PUBLISHED
August 5, 2016



TOP OF HER GAME: Lauren Motola-Davis, managing partner at Lewis Brisbois Bisgaard & Smith LLP, speaks with partner Jeffrey M. Liptrot at the firm.
 PBN FILE PHOTO/
MICHAEL SALERNO

AFTER A FORMER BOYFRIEND DIED as the result of a stabbing in a fight and the assailants received minimal sentences, Lauren Motola-Davis decided to go to law school to understand how something like that could happen.

Motola-Davis, who has had an extensive career in law, is now a managing partner at the Providence office of national law firm **Lewis Brisbois Bisgaard & Smith LLP**, where she focuses on workers' compensation matters and has argued successfully before the R.I. Supreme Court.

"Being well-organized and surrounding myself with an amazing team ... has been my key to success," she said. ■

Athletic drive fuels dream to own a gym

BY EMILY GOWDEY-BACKUS | Gowdey-Backus@PBN.com

PUBLISHED
September 2, 2016



IN THE BALANCE: Shannon Hughey Cornicelli, founder and owner of Dream Big Academy, is seen spotting gymnastics student Emily Pacillo, 12.
 PBN FILE PHOTO
MICHAEL SALERNO

WHEN SHANNON HUGHEY CORNICELLI graduated from Rhode Island College in 2003, her dream to own a gymnastics facility was far from reality.

She sold medical equipment and coached gymnastics for RIC, until she realized how unhappy she was. Cornicelli quit her job and began freelance coaching. Using the same drive she drew on as a former gymnast, she was eventually able to open **Dream Big Academy** in Cranston in 2009. She's since expanded to two more locations.

"It hit me that I needed to change something in my life to find happiness, and fulfilling my dream of opening my own gym was the answer," she said. ■

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Passion for school keeps her young

BY PAUL E. KANDARIAN | Contributing Writer

PUBLISHED
 October 7, 2016



MARCHING ON: After 37 years at the helm of the nonprofit Barrington Community School, Sandi Tinyk still has no interest in slowing down.
 PBN FILE PHOTO/
 PAUL E. KANDARIAN

THE OFFERINGS AT THE NONPROFIT Barrington Community School, operated out of Barrington Town Hall, run the gamut from the fundamental, to the fantastic to the foreign.

At the school's helm for the last 37 years is director Sandi Tinyk. Prior to taking over, she had been a social worker in Connecticut. She now runs a program that began with adult-education classes in 1976 and has expanded to include children's activities, day trips, overnights and international tours.

A senior citizen at 75, Tinyk has the energy of someone half her age. "As long as I can do this, physically and mentally, I will," she said. ■

Emma thriving in wealth management

BY JAMES BAAR | Contributing Writer

PUBLISHED
 November 4, 2016



DRIVEN: Karen Emma, president of Universal Wealth Management in Cranston, speaks with financial adviser Greg Voccio.
 PBN FILE PHOTO/
 MICHAEL SALERNO

THE SAME DRIVE THAT HELPED Karen Emma become a top college athlete has led her to build a growing wealth-management business.

After eight years as a successful financial adviser at Smith Barney, Emma founded **Universal Wealth Management** in Providence in 2007. Since then, the Universal staff has expanded to eight and moved to new offices in Cranston.

Universal serves more than 500 households and handles more than \$200 million. "We believe that we are in the lead in providing an essential brand of wealth-management advice with one major objective: Help our clients [avoid] outliving their money," she said. ■

MIKEL keeping U.S. Navy on cutting edge

BY JAMES BAAR | Contributing Writer

PUBLISHED
 Dec. 2, 2016



NAVY TECH: MIKEL President Kelly Mendell, right, looks at a beacon in the prototype lab with software engineer Kayla Gandolfi. The company recently announced a \$23 million U.S. Navy contract for developing advanced sonar and sensors technology.
 PBN FILE PHOTO/
 KATE WHITNEY LUCEY

CRITICAL TECHNOLOGY IS being developed at **MIKEL Inc.** in Middletown, headed by Kelly Mendell. Last November, she announced a \$23 million U.S. Navy contract for developing advanced sonar and sensors technology.

Mendell joined the company in 2003 as managing director and became president in 2008. Prior to joining MIKEL, she held management engineering positions at Gillette Co. Inc. and Raytheon Co.

"Making great razor blades earlier in my life was certainly important," she said. "But that never can match knowing that our sailors go to sea with the best, most advanced sonar and I help provide it." ■

Grefe honored to be steward of the past

BY EMILY GOWDEY-BACKUS | Gowdey-Backus@PBN.com

PUBLISHED
 January 6,
 2017



SERIOUS BUSINESS: Morgan Grefe, right, executive director of the R.I. Historical Society, meets with Mary Lou Upham, membership officer.
 PBN FILE PHOTO/
 MICHAEL SALERNO

MORGAN GREFE CAN TRACE HER interest in museums back to the stories of her great-grandmother.

After completing her studies, she was hired by the **R.I. Historical Society** as the founding director of the Newell D. Goff Center for Education and Public Programs. She is now the first RIHS female executive director in its 195-year history.

One of her biggest accomplishments has been growing the RIHS investment portfolio, from \$9 million in 2011 to more than \$16 million now. She said she's honored to be "the steward of people's past and to have ... family treasures" entrusted to RIHS to use as educational tools. ■

Builder assembles successful career

BY JAMES BAAR | Contributing Writer

PUBLISHED
February 3, 2017



NEW HOMES: Carol O'Donnell, owner of CRM Modular Homes, on-site at an installation in Narragansett.
PBN FILE PHOTO
MICHAEL SALERNO

CAROL O'DONNELL HAS THRIVED in a tough industry, construction. She is president and owner of a diversified construction business triad: **CRM Modular Homes, Emerald Re-Construction LLC and Emmy LLC** – all managed out of Johnston.

CRM builds modular homes and apartments. Emerald estimates insurance claims on damaged properties and reconstructs them. Emmy buys properties and reconstructs them for rent or sale.

O'Donnell has overcome many obstacles along the way. “My biggest challenges were not only obtaining financing but also convincing people that I was competent in the construction field,” she said. ■

Torbett excited as practice grows

BY JAMES BAAR | Contributing Writer

PUBLISHED
March 3, 2017



DENTAL LEADER: Dr. Jennifer Torbett, right, owner of Crestview Dental Associates, with dental assistant Maria Mazzaresse. Torbett encourages young women to consider dentistry as a career path.
PBN FILE PHOTO/
MICHAEL SALERNO

DR. JENNIFER TORBETT'S DENTAL PRACTICE, Crestview Dental Associates, in Westerly is booming. At age 30, she took over a 1,700-patient practice with five treatment rooms in 2007.

In May, she moved into new office space with nine treatment rooms to serve her nearly 3,000 patients. In addition to adding an associate dentist to the 12-member staff, Crestview will incorporate the latest implant and digital technology at the new offices.

“That’s truly revolutionizing treatment, making it more accurate, faster and reducing cost. This is an exciting time for dentistry,” Torbett said. ■

Flores overcame extra-tough road

BY JAMES BAAR | Contributing Writer

PUBLISHED
April 7, 2017



HANDS-ON: Anne-Marie Rosario Flores, owner of Anne the Plumber in Woonsocket, works in the basement of a house on Penn Street in Providence with her nephew, Jarrett Flores, an apprentice plumber.
PBN FILE PHOTO/MICHAEL SALERNO

ANNE-MARIE ROSARIO FLORES CAN SHOW you her licenses as a master plumber and master pipefitter. She also can show you an impressive roster of satisfied customers.

In 2004, having gained on-site experience in several trades, Flores decided to go into plumbing. After graduating from New England Institute of Technology and working for various master plumbers, she opened her own statewide plumbing business – **Anne the Plumber** – based in Woonsocket.

“It’s a tough road for anyone,” she said, “but it’s extra tough for a woman in a male-dominated trade. ... But then I show them I know a lot, and everything is OK.” ■

Guerard uses web to expand her business

BY JAMES BAAR | Contributing Writer

PUBLISHED
May 5, 2017



GLOBAL REACH: Heidi Hope Guerard, owner of Heidi Hope Photography in Cranston, changes backgrounds to get ready for a portrait session. Guerard has used her website and social media to expand her business internationally.
PBN FILE PHOTO/
MICHAEL SALERNO

MIX BABIES, CREATIVE ARTISTRY, entrepreneurialism, technological savvy and female drive and you get a leading Rhode Island photographer and businesswoman named Heidi Hope Guerard.

She is president, founder and creative director of **Heidi Hope Photography**, a private, international small business in Cranston. HHP’s business growth is driven by internet marketing and heavy use of social media.

Guerard estimates revenue this year will be about \$1 million. “We create our photographic brand,” Guerard said, “by knowing how to relate to our clients, exercising great patience, loving children and what we do.” ■

2008

CONSTANCE HOWES

Career Achievement

THEN: President/CEO, Women & Infants Hospital | NOW: Retired as executive vice president, women's health, Care New England



SUSAN COLANTUONO

Outstanding Mentor

THEN AND NOW: CEO, Leading Women



MARIE LANGLOIS

Industry Leader - Financial Services



THEN: Managing director, Washington Trust Investors | NOW: Retired from Washington Trust Investors; chair of the board, Rhode Island Foundation

What is the best career advice you have received?

Pursue a career doing something you have a passion for and work with people you respect and like.

Why did you select your profession?

It gave me an opportunity to use my background in economics and the analytical skills I developed in business school.

What one factor has contributed to your success?

Being fortunate to have good mentors, colleagues and clients.

Where do you have the most fun?

Being with family and friends, especially our grandchildren.

The Prop: The Rhode Island Foundation has made it a goal to restore Roger Williams Park in Providence.

COURTESY RHODE ISLAND FOUNDATION

EILEEN HOWARD BOONE

Industry Leader - Creative Services

THEN: Senior vice president, corporate communications and community relations, CVS Caremark Corp. | NOW: President, CVS Health Foundation; senior vice president, corporate social responsibility & philanthropy, CVS Health Corp.



DR. PATRICIA RYAN RECUPERO

Industry Leader - Health Care Services

THEN: CEO, Butler Hospital | NOW: Senior vice president, education & training, Care New England; clinical professor of psychiatry and human behavior, Brown University



MICHELLE WILCOX

Industry Leader - Social Services

THEN AND NOW: Chief operating officer, Crossroads Rhode Island



KIMBALL HALL

Industry Leader - Technical Services

THEN: Vice president/general manager, Amgen | NOW: Senior vice president and head of drug substance biologics manufacturing, Genentech



MICHELLE CRUZ

Women to Watch - Creative Services

THEN AND NOW: Founder, The Lost Chord | NOW: Teacher at The Rhody Center



KRISTIN FRASER

Women to Watch - Financial Services

THEN: Partner, KPMG | NOW: Managing partner, KPMG



PAPATYA TANKUT

Women to Watch - Professional Services

THEN: Vice president, professional services and college relations, CVS Caremark Corp. | NOW: Vice president, pharmacy affairs, CVS Health Corp.



SIXCIA DEVINE

Women to Watch - Social Services

THEN: Providence regional director, R.I. Small Business Development Center at Johnson & Wales University | NOW: Founder/creative director, Caritas Smile; CEO, Sixcia Business



DIANE FASCHING

Women to Watch - Technical Services

THEN: Vice president/director of learning and development, Gilbane Inc. | NOW: Retired; consultant for Gilbane Inc.



2009

DR. KATHLEEN C. HITTNER

Industry Leader - Health Care Services

THEN: President/CEO, The Miriam Hospital | NOW: Health Insurance Commissioner, Rhode Island

What is the best career advice you have received?

Don't underestimate what you can do.

Why did you select your profession?

I wanted to be a doctor ever since I was 9 years old when my uncle, whom I loved, was lying on the floor with a heart attack and I told my mom I wanted to be a doctor to take care of my uncle.

What career would you pursue if you wanted to leave your current one?

I would love to run a mansion and plan all the meals and do all the decorating, but I wouldn't want a budget.

What one factor has contributed most to your professional success?

Always trying to learn.

The Prop:

She may not practice anymore, but Kathleen C. Hittner is still a doctor.



PBN PHOTO/RUPERT WHITELEY

DR. ANNE S. DE GROOT

Career Achievement

THEN AND NOW: Founder, CEO and chief science officer, EpiVax Inc.



We **Congratulate** all the Remarkable Women who have been honored over the last 10 years.

BAN

SUSAN KELLER
 Outstanding Mentor



THEN: Senior partner, Edwards Angell Palmer & Dodge LLP | NOW: Rhode Island/Boston chapter chair, Women Presidents' Organization

DALE VENTURINI
 Industry Leader - Creative Services



THEN AND NOW: President/CEO, Rhode Island Hospitality Association

PATRICIA THOMPSON
 Industry Leader - Financial Services



THEN AND NOW: Partner, Piccerelli, Gilstein & Co. LLP

SALLY E. LAPIDES
 Industry Leader - Professional Services



THEN AND NOW: Founder and CEO, Residential Properties Ltd.

MARY ANN SHALLCROSS SMITH
 Industry Leader - Social Services



THEN AND NOW: President/CEO, Dr. Day Care

TIA BUSH
 Industry Leader - Technical Services



THEN: Executive director, site quality head, Amgen | NOW: Vice president, site operations, Amgen Rhode Island

LOLITA HEALY
 Women to Watch - Creative Services



THEN AND NOW: President/CEO, Designs by Lolita

JENNIFER CHASSE
 Women to Watch - Financial Services



THEN: Manager, Bryant University, Certified Financial Planner Program | NOW: Director of sales training, Macaroni Kid

VIRGINIA BURKE
 Women to Watch - Health Care Services



THEN AND NOW: President/CEO, Rhode Island Healthcare Association



TRACY BARAN
 Women to Watch - Professional Services

THEN: Partner, Partridge Snow & Hahn LLP | NOW: General counsel, Ocean State Job Lot

What is the best career advice you have received? Be passionate about what you do.

Why did you select your profession? I loved to research and write and learn about new things, and law seemed to incorporate all those things into one.

What career would you pursue if you wanted to leave your current one? I would be a magazine writer.

Where do you have the most fun? Exploring Providence restaurants and bars.

The Prop: Ocean State Job Lot is all about the crazy deals.

PBN PHOTO/RUPERT WHITELEY

NELLIE GORBEA
 Women to Watch - Social Services



THEN: Executive director, HousingWorks RI | NOW: R.I. Secretary of State

LISA COOPER
 Women to Watch - Technical Services



THEN: Vice president, engineering/client systems, FM Global | NOW: Vice president, business systems development manager, FM Global

2010

MARGARET "PEGGY" FARRELL
 Career Achievement



THEN AND NOW: Partner, Hinckley Allen & Snyder LLP

DR. RENA WING
 Outstanding Mentor



THEN AND NOW: Director of Weight Control and Diabetes Research Center, The Miriam Hospital; professor of psychiatry and human behavior, Brown University

HEIDI DEVLIN
 Industry Leader - Creative Services



THEN: Vice president, advertising, CVS Caremark Corp. | NOW: Vice president, advertising, CVS Health Corp.

DEBORAH THOMAS
 Industry Leader - Financial Services



THEN AND NOW: Chief financial officer, Hasbro Inc.

LAURA ADAMS
 Industry Leader - Health Care Services



THEN AND NOW: President/CEO, Rhode Island Quality Institute

LISA BISACCIA
 Industry Leader - Professional Services



THEN: Senior vice president, human resources, CVS Caremark Corp. | NOW: Executive vice president and chief human resources officer, CVS Health Corp.

DIANA FRANCHITTO
 Industry Leader - Social Services



THEN: President/CEO, Home & Hospice Care of Rhode Island | NOW: President/CEO, HopeHealth



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 and Honorees.

EMMA DURAND

Industry Leader - Technical Services

THEN: President and chief technology officer, Isis Biopolymer Inc. | NOW: Durand passed away in October 2010



TIFFANY SY

Women to Watch - Financial Services

THEN: Senior vice president, controller, Bank Rhode Island | NOW: Senior manager of assurance for Ernst & Young LLP

What is the best career advice you have received? If something makes you uncomfortable and you are going to have to try really hard, then it's probably a really great opportunity.

Why did you select your profession? As a teenager, I selected accounting because I'm good with numbers. But now I enjoy spending a lot of time with people.

What career would you pursue if you wanted to leave your current one? I would still be in finance. I enjoy finance.

What one factor has contributed most to your professional success? Tenacity.

What is your favorite way to spend time outside the office? I'm not going to say it ... I like to play Pokemon, with my family.

The Prop: Working with numbers, Tiffany Sy's computer is never far away.



PBN PHOTO/RUPERT WHITELEY

MARTHA MURPHY

Women to Watch - Creative Services

THEN: Marketing and communications manager, South County Hospital | NOW: Retired



DR. SARAH FINE

Women to Watch - Health Care Services

THEN: Director of clinical effectiveness, Psychological Centers | NOW: Unable to confirm occupation



MICHELE LEDERBERG

Women to Watch - Professional Services

THEN: Executive vice president and general counsel, Blue Cross & Blue Shield of Rhode Island | NOW: Executive vice president, general counsel and chief administrative officer, Blue Cross & Blue Shield of Rhode Island



NAVYN SALEM

Women to Watch - Social Services

THEN AND NOW: Founder and CEO, Edesia



ANN-MARIE HARRINGTON

Women to Watch - Technical Services

THEN: Founder and president, Embolden | NOW: Executive vice president, client advancement & strategic marketing, RenPSG



2011

MARY JO KAPLAN

Outstanding Mentor

THEN: President, Kaplan Consulting LLC | NOW: Co-creator, Loomio



BARI HARLAM

Industry Leader - Creative Services

THEN: Senior vice president of pharmacy-benefits management, CVS Caremark Corp. | NOW: Adjunct professor, University of Pennsylvania; board director, Eastern Bank



THERESA A. MOLLOY

Industry Leader - Financial Services

THEN AND NOW: Vice president, controller, FM Global



MARIE GHAZAL

Industry Leader - Health Care Services

THEN AND NOW: CEO, Rhode Island Free Clinic



TRUDY COXE

Career Achievement



THEN AND NOW: CEO/executive director, Preservation Society of Newport County

What is the best career advice you have received? Work hard, surround yourself with smart professionals and be strategic.

Why did you select your profession? I'm a true believer of quality of life and community, [and] that's what we do at the Preservation Society. We create a huge neighborhood.

What career would you pursue if you wanted to leave your current one? I think it would be fun to be in journalism.

What one factor has contributed most to your professional success? Great mentors. Even today, I still have people I go to.

Where do you have the most fun? On the golf course or on Narragansett Bay or hiking.

The Prop: When you run the Newport Mansions, the props aren't movable.

PBN PHOTO/RUPERT WHITELEY

JILL H. ANDY

Industry Leader - Professional Services

THEN AND NOW: Senior vice president, human resources, Amica Mutual Insurance Co.



ANNE NOLAN

Industry Leader - Social Services

THEN: President/CEO, Crossroads Rhode Island | NOW: Retired



ELLEN GRACYALNY

Women to Watch - Creative Services

THEN AND NOW: Owner, Gracie's Restaurant



AMY BEAUCHAMP

Women to Watch - Financial Services

THEN: Retail manager, TD Bank | NOW: Senior vice president, regional retail banking, PNC Financial Group Inc.



Melissa Darigan,
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 Melissa at psh.com.

**PARTRIDGE
 SNOW &
 HAHN LLP**

MARCY ATKINS

Women to Watch - Health Care Services

THEN: Community-based services, Psychological Centers | NOW: Clinical psychologist, Dr. Karen Gieseke and Associates



RENEE ALOISIO

Women to Watch - Professional Services

THEN: Director of internal operations, Lefkowitz, Garfinkel, Champi & DiRienzo | NOW: Principal, Citrin Cooperman



KELLY RAMIREZ

Women to Watch - Social Services

THEN: Executive director, Social Venture Partners Rhode Island | NOW: CEO, Social Enterprise Greenhouse



DENICE SPERO

Industry Leader - Technical Services



THEN: Co-director, Institute for Immunology and Informatics, University of Rhode Island | NOW: President and chief business officer, ProThera Biologics Inc.

What is the best career advice you have received?

My father gave me two pieces of advice: There are many paths to the top of the mountain (and he left me to define the mountain); and surround yourself with excellent people.

Why did you select your profession? I love science and drug discovery. It is ever-changing, never boring, and ... it can be leveraged to cure human disease.

What one factor has contributed most to your professional success? Being prepared and not being afraid to take on unfamiliar endeavors.

Where do you have the most fun? In Newport with my husband.

What is your favorite way to spend time outside the office? I head out the front door and take a long walk to the waterfront.

The Prop: You can't see what Denice Spero works with at ProThera; the materials are microscopic.

PBN PHOTO/KATE WHITNEY LUCEY

PAMELA O'HARE

Women to Watch - Technical Services

THEN: CEO, BatchBlue Software LLC | NOW: CEO, Batchbook



2012

MERRILL W. SHERMAN

Career Achievement

THEN: Principal, Sherman Consulting LLC; former CEO, Bank Rhode Island | NOW: Principal, Sherman Consulting LLC; board chair, R.I. Infrastructure Bank



KATHRYN SHANLEY

Outstanding Mentor

THEN: Vice president, external affairs, Delta Dental of Rhode Island | NOW: Retired



CATHY DEMAIN MANN

Industry Leader - Creative Services

THEN: Owner/president, Creative Impressions Inc. | NOW: Retired



KRISTIN FRASER

Industry Leader - Financial Services

THEN AND NOW: Managing partner, KPMG



LINN FOSTER-FREEDMAN

Industry Leader - Professional Services

THEN: Chair, HIPAA compliance group, leader, privacy & data protection group, Nixon & Peabody LLP | NOW: Chair, privacy and data security team, Robinson+Cole LLP



DEBORAH A. GIST

Industry Leader - Social Services

THEN: Commissioner, R.I. Department of Education | NOW: Superintendent, Tulsa Public Schools



SANDRA L. COLETTA

Industry Leader - Health Care Services

THEN: CEO, Kent Hospital | NOW: Author and public speaker

What is the best career advice you have received? When you are facing difficult decisions, understand who is impacted, who will remember, who will change what they do because of the decision you make.

What career would you pursue if you wanted to leave your current one? I would have ignored my guidance counselor who didn't think I could do science. I think I could have been a clinician.

What one factor has contributed most to your professional success? Besides being at the right place at the right time? I'm in my position by good mentors, good luck. My mother reminded me, don't ever forget where you come from - a three-bedroom ranch in Coventry.

What is your favorite way to spend time outside the office? Taking care of my animals. I love volunteering at the Wildlife Rehabilitators Association of Rhode Island in North Kingstown.

The Prop: Bennie lives a good life with animal lover Sandra Coletta.



PBN PHOTO/RUPERT WHITELEY

MARIE CARLINO

Industry Leader - Technical Services

THEN AND NOW: Director of IT Application, Textron Inc.



CAROLYN RAFAELIAN

Women to Watch - Creative Services

THEN: Founder/creative director, Alex and Ani LLC | NOW: Founder/CEO/chief creative director, Alex and Ani LLC




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CAROL DENALE

Women to Watch - Financial Services

THEN: Senior vice president, corporate treasurer, CVS Caremark Corp. | NOW: Senior vice president, corporate treasurer, CVS Health Corp.



SHERI L. PIZZI

Women to Watch - Professional Services

THEN: Associate, Taylor Duane Barton & Gilman LLP | NOW: Partner, Barton & Gilman LLP



JESSICA DAVID

Women to Watch - Social Services

THEN: Vice president, strategy, planning and special projects, Rhode Island Foundation | NOW: Senior vice president of strategy and community investments, Rhode Island Foundation



KAREN COLBY

Women to Watch - Technical Services

THEN AND NOW: Senior project manager, Gilbane Co.



SHANNA MARZILLI

Women to Watch - Health Care Services



THEN: Senior vice president, chief marketing officer, Blue Cross & Blue Shield of Rhode Island | NOW: Chief marketing officer, Plan International USA

What is the best career advice you have received? Do the jobs that nobody wants to do.

Why did you select your profession? It selected me. I love marketing; it taps into people's emotions.

What career would you pursue if you wanted to leave your current one? I must really like this one, because I don't want to leave it.

Where do you have the most fun? A pool club, longtime member, on a summer night with friends.

What is your favorite way to spend time outside the office? Reading.

The Prop: With Plan International, Shanna Marzilli can have an impact around the globe.

PBN PHOTO/RUPERT WHITELEY

2013

ELLEN FORD

Career Achievement

THEN AND NOW: President/CEO, People's Credit Union



KATI C. MACTLEY

Outstanding Mentor

THEN AND NOW: Founder/director of Bryant University's Women's Summit



ANN M. KASHMANIAN

Industry Leader - Financial Services

THEN: Senior vice president, financial operations and care management, Lifespan
| NOW: Chief financial officer, University Medicine Foundation

What is the best career advice you have received? Broaden my skills, it's not just about the numbers. You need to reach out to people and have relationships.

What career would you pursue if you wanted to leave your current one? Teaching.

What one factor has contributed most to your professional success? My ability to work closely with people and to interpret data and get operations groups to interpret data.

Where do you have the most fun? The beach.

What is your favorite way to spend time outside the office? With my family. We just enjoy each other's company.

The Prop: Ann M. Kashmanian gains insight into the past and future with numbers.



PBN PHOTO/RUPERT WHITELEY

HELENA B. FOULKES

Industry Leader - Creative Services

THEN: Executive vice president, chief health care strategy and marketing officer, CVS Caremark Corp. | NOW: Executive vice president, CVS Health Corp.; president, CVS Pharmacy



CATHY E. DUQUETTE

Industry Leader - Health Care Services

THEN AND NOW: Executive vice president, nursing affairs, Lifespan



CINDY M. ERICKSON

Industry Leader - Professional Services

THEN: Chief administrative officer, human resources, RBS Citizens Financial Group | NOW: Chief administrative officer, human resources, Citizens Financial Group Inc.



NANCY RYAN GRAY

Industry Leader - Social Services

THEN AND NOW: President and director, Gordon Research Conferences



MARY WOHLGEMUTH

Industry Leader - Technical Services

THEN AND NOW: Technical director, Naval Undersea Warfare Center, Division Newport



ANGELA GERYAK WICZEK

Women to Watch - Creative Services

THEN: Senior director of corporate communications, GTECH Corp. | NOW: Vice president of corporate communications, International Game Technology PLC



MELISSA TRAPP

Women to Watch - Financial Services

THEN AND NOW: Senior vice president, investment sales manager, Bank Rhode Island



HEATHER PROVINO

Women to Watch - Health Care Services

THEN AND NOW: CEO, Provant Health Solutions LLC



SARAH SOARES

Women to Watch - Professional Services

THEN: Human resources manager, Blount Fine Foods
| NOW: Human resources manager, global operations and new business, Hasbro Inc.



DIANA BURDETT

Women to Watch - Social Services

THEN AND NOW: Executive director, Providence In-town Churches Association



PATRICIA MARTIN

Women to Watch - Technical Services

THEN: Vice president of network operations, Cox Communications | NOW: Vice president, service assurance, Cox Communications



2014

JOAN KWIATKOWSKI

Career Achievement

THEN AND NOW: CEO, CareLink and Program for All-Inclusive Care for the Elderly of Rhode Island



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Rhode Island Historical Society

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2015



BARBARA COTTAM
 Industry Leader - Creative Services

THEN: Executive vice president, Rhode Island market executive, RBS Citizens Financial Group Inc. | NOW: Executive vice president, Rhode Island market executive, Citizens Financial Group; chair, Rhode Island Board of Education

What is the best career advice you have received? Seek out mentors early in your career.

Why did you select your profession? My core and my passion is public policy and communications. At Citizens, I'm involved in the same type of work.

What career would you pursue if you wanted to leave your current one? My wish would be that I could sing.

What one factor has contributed most to your professional success? Being curious and listening.

Where do you have the most fun? With my children.

What is your favorite way to spend time outside the office? On an adventure.

The Prop: This Curious George book is a good way to teach children about personal finance.

PBN PHOTO/RUPERT WHITELEY

MARIE BUSSIÈRE
 Outstanding Mentor

THEN AND NOW: Department head, Undersea Warfare Combat Systems, Naval Undersea Warfare Center, Division Newport



MONICA A. MOTTA
 Industry Leader - Financial Services

THEN: Partner, BlumShapiro | NOW: Retired



DEBRA M. PAUL
 Industry Leader - Health Care Services

THEN AND NOW: President/CEO, Fellowship Health Resources Inc.



STACEY P. NAKASIAN
 Industry Leader - Professional Services

THEN AND NOW: Partner, Duffy & Sweeney Ltd.



DEBORAH M. O'BRIEN
 Industry Leader - Social Services

THEN: Vice president, chief operations officer, The Providence Center | NOW: President/chief operating officer, The Providence Center



SUSAN CERRONE ABELY
 Industry Leader - Technical Services

THEN: Chief information officer, CharterCare Health Partners | NOW: Unable to confirm occupation



NICKI C. MAHER
 Women to Watch - Creative Services

THEN: Vice president, Charity by Design, Alex and Ani LLC | NOW: Senior vice president, community & culture, Alex and Ani LLC



SANDRA W. BEAVER
 Women to Watch - Financial Services

THEN: Chief financial officer, GTECH Americas | NOW: Vice president and chief financial officer, North America Gaming, Interactive & DoubleDown, International Game Technology PLC



MONICA NERONHA
 Women to Watch - Health Care Services

THEN: Vice president, legal services, Blue Cross & Blue Shield of Rhode Island | NOW: Vice president, legal services and government affairs, Blue Cross & Blue Shield of Rhode Island



ALYSSA V. BOSS
 Women to Watch - Professional Services

THEN: Senior vice president, general counsel, Care New England | NOW: Executive vice president, general counsel, Care New England



ANNETTE NIEMCZYK
 Women to Watch - Technical Services

THEN: Senior engineer, Envision Technology Advisors LLC | NOW: Senior systems engineer, Envision Technology Advisors LLC



HEATHER AMARAL
 Women to Watch - Social Services

THEN AND NOW: Executive director, Meals on Wheels

What is the best career advice you have received?

Do what's right even if it's going to be unpopular.

Why did you select your profession? I had another plan for my life and career and lucked into a nonprofit job right out of college. When we moved, I took a for-profit job, I hated it every minute.

What career would you pursue if you wanted to leave your current one? I can't think of anything I'd rather do, except retire and then volunteer.

What one factor has contributed most to your professional success? Creativity. Working in the nonprofit world, you just can't throw money at a problem.

Where do you have the most fun? At the coast, by the water, preferably with my dog, running around, chasing sticks. ... My husband is invited, too.

The Prop: For Meals on Wheels clients, it's a movable feast.



PBN PHOTO/RUPERT WHITELEY

LIBBY SLADER
 Industry Leader - Creative Services

THEN: Owner, Libby Slader Interior Design LLC | NOW: Owner, Libby Slader Interior Design LLC; chairman, Rhode Island State Council on the Arts

What is the best career advice you have received? Don't accept no for an answer until you understand why you're being told no. Then you can think of other ways to get something you are both happy with.

Why did you select your profession? My dad was in construction, and I watched him build the houses we lived in. I was always in the art room in school, and interior design offered me the opportunity to merge these two worlds.

What career would you pursue if you wanted to leave your current one? Production designer for film and television.

Where do you have the most fun? Scuba diving. Being with friends and the Newport Folk Festival. I go every year.

The Prop: Growing up the daughter of someone in the building trades, Libby Slader feels right at home in a hard hat.



PBN PHOTO/RUPERT WHITELEY

CONNIE LAVERTY O'CONNOR
 Career Achievement

THEN AND NOW: Senior vice president, chief customer officer, International Game Technology PLC



CHERYL MERCHANT
 Outstanding Mentor

THEN AND NOW: President/CEO, Hope Global



ROBERTA E. GOSSELIN
 Industry Leader - Financial Services

THEN AND NOW: Senior assistant vice president for accounting, Amica Mutual Insurance Co.



DR. NANCY GAGLIANO
 Industry Leader - Health Care Services

THEN: Senior vice president, CVS Health Corp., chief medical officer, CVS MinuteClinic | NOW: Chief medical officer, Culbert Healthcare Solutions



RENEE EVANGELISTA
 Industry Leader - Professional Services

THEN AND NOW: Partner/co-founder, Howland Evangelista Kohlenberg Burnett



KAREN A. SANTILLI

Industry Leader - Social Services

THEN AND NOW: President/CEO, Crossroads Rhode Island



ROBYN SMALLETZ

Industry Leader - Technical Services

THEN AND NOW: President/CEO, Gloria Duchin Inc.



YAHAIRA 'JAY' PLACENCIA

Women to Watch - Financial Services

THEN AND NOW: Senior vice president, private client adviser, Bank of America/U.S. Trust



DR. CAROLYN T. YOUNG

Women to Watch - Health Care Services

THEN AND NOW: Vice president and chief medical officer, Rhode Island Blood Center



JESSICA GRANATIERO

Women to Watch - Creative Services

THEN: Owner, The Savory Grape/The Savory Affair | NOW: Owner, chief visionary, The Savory Grape/The Savory Affair

What is the best career advice you have received?

You never know who your next client will be.

Why did you select your profession? The passion I have for wine, food and travel and sharing that experience with others.

What career would you pursue if you wanted to leave your current one? Clinical psychology.

What one factor has contributed most to your professional success? A work-hard ethic.

What is your favorite way to spend time outside the office? Enjoying rural Maine and skiing.

The Prop: One of the benefits of owning a wine shop is the ability to sample a variety of great vintages.

PBN PHOTO/RUPERT WHITELEY

ALICIA SAMOLIS

Women to Watch - Professional Services

THEN AND NOW: Partner, Partridge Snow & Hahn LLP



HEATHER ABBOTT

Women to Watch - Social Services

THEN AND NOW: Founder, Heather Abbott Foundation



KIMBERLY KOWEL ARCAND

Women to Watch - Technical Services

THEN AND NOW: Visualization lead, NASA's Chandra X-ray Observatory



2016

MICHELLE WILCOX

Career Achievement

THEN AND NOW: Chief operating officer, Crossroads Rhode Island



MARGARET "DIGIT" MURPHY

Outstanding Mentor

THEN: Owner, Digit Murphy Athletics | NOW: Head coach, Kunlun Red Star Women's Ice Hockey Team (China)



SAMANTHA O'NEIL

Industry Leader - Creative Services

THEN AND NOW: Senior vice president, head of marketing, Fidelity Clearing and Custody Solutions



JEANNE LIEB

Industry Leader - Financial Services

THEN AND NOW: Senior vice president, information services, FM Global



DR. ANGELA M. CALIENDO

Industry Leader - Health Care Services

THEN AND NOW: Vice president, University Medicine Inc.; executive vice chair, Department of General Internal Medicine, and director, Division of General Internal Medicine, The Warren Alpert Medical School of Brown University



MELISSA E. DARIGAN

Industry Leader - Professional Services

THEN AND NOW: Partner, Partridge Snow & Hahn LLP



SHANTHA DIAZ

Industry Leader - Social Services

THEN AND NOW: Chief operating officer, Neighborhood Health Plan of Rhode Island



LESLIE TAITO

Industry Leader - Technical Services

THEN AND NOW: Senior vice president, corporate operations, Hope Global



DEBORAH VIVEIROS

Women to Watch - Financial Services

THEN: Vice president, Webster Bank

| NOW: Vice president, associate relationship manager, Webster Bank

What is the best career advice you have received?

Strive for more, never settle, never get too comfortable.

What one factor has contributed most to your professional success?

I'm very much like my mother. She is very much a people person, sales driven. I've always seen her work very hard. She just retired and just seeing the businesses she has been with for over 30 years and how they appreciated her. I get a lot of inspiration from her.

Where do you have the most fun?

I'm learning to golf, am still in training wheels.

What is your favorite way to spend time outside the office?

With my daughter; a 3-year-old, she keeps me very busy.

The Prop: With a successful career and a 3-year-old, Deborah Viveiros has to multitask.



PBN PHOTO/RUPERT WHITELEY

KELLY TAYLOR

Women to Watch - Creative Services

THEN AND NOW: Principal, Kelly Taylor Interior Design



ASHLEY SADLIER

Women to Watch - Health Care Services

THEN AND NOW: Director, Rhode Island Skilled Pediatrics and Adult Nursing Office, BAYADA Home Health Care



JESSICA BICKOFF

Women to Watch - Professional Services

THEN AND NOW: Senior manager, Leadership Development Program, Textron Inc.



JOANNE DWYER

Women to Watch - Social Services

THEN AND NOW: Senior director, corporate social responsibility and philanthropy, CVS Health Corp.



STEFANIE TAYLOR

Women to Watch - Technical Services

THEN AND NOW: President, Gennaro Inc.





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