

20 - 9/2/26



STATE OF NEW HAMPSHIRE
DEPARTMENT OF MILITARY AFFAIRS AND VETERANS SERVICES

BUSINESS ADMINISTRATION
STATE MILITARY RESERVATION
4 PEMBROKE ROAD
CONCORD, NEW HAMPSHIRE 03301-5652

David J. Mikolaities, Major General
The Adjutant General

Phone: 603-225-1360
TDD Access: 1-800-735-2964

Nicole Desilets-Bixler
Deputy Adjutant General

July 23, 2026

Her Excellency Governor Kelly A. Ayotte
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Military Affairs and Veterans Services to exercise its final of three (3) contract renewal option with Hope Through Education, Inc. (VC #449055), 223 West Gregory Street, Pensacola, FL 32502, by increasing the price limitation by \$552,006.16 from \$1,582,056.28 to \$2,134,062.44 and extending the completion date from September 30, 2026, to September 30, 2027, effective for the period October 1, 2026, or upon Governor and Council Approval, whichever is later. The original contract was approved by Governor and Council on September 20, 2023, item #76 and amended on August 30, 2024, item #68 and again on September 17, 2025, item #29. **100% Federal Funds.**

Funds are available in the following account for Fiscal Year 2027, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

02-10-12-120010-81660000, STARBASE:

102-500731-Contracts for Program Services

FY 2027
\$552,006.16

EXPLANATION

Over the past three years, the NH Army National Guard (NHARNG) has worked in collaboration with Hope Through Education (Hope TE), the non-profit entity that was tasked with administering the STARBASE NH program. STARBASE is a Department of Defense program whose goal is to raise the interest and improve the knowledge and skills of at-risk youth in science, technology, engineering, and mathematics (STEM) by exposing students to the technological environment and positive role models found on military bases and installations.

Hope TE has been pivotal in the program's growth and success. The amazing talent that Hope TE has been able to put in place has been nothing short of spectacular. Amy Akins, the Executive Director, has been extremely instrumental in all aspects of establishing, developing, and cultivating one of the finest

STARBASE programs in the country. They have met and exceeded all expectations at every milestone, and we look forward to continuing this partnership for our final contract year.

For the 2026 school year, STARBASE New Hampshire conducted 87 academies, serving 2,928 students across 20 schools throughout central New Hampshire. Historical state science assessment data shows measurable improvement among STARBASE New Hampshire partner schools. Of the eight schools with comparable 2024–2025 assessment data, all eight increased their science proficiency scores, with gains ranging from 2 to 28 percentage points (e.g., Bow 47%→59%, Deerfield 36%→46%, Dunbarton 42%→59%, Henniker 13%→41%, Parkside 10%→13%, Pittsfield 31%→35%, and Weare 20%→22%). Preliminary 2026 data is currently available for one school, Strong Foundations Charter School, that increased from 32% proficiency in 2025 to 60% in 2026, a 28-percentage-point improvement. STARBASE New Hampshire has hosted 10 free summer camps over the past three years, serving 186 children, including 79 military-connected students (42.5%), demonstrating the program's continued commitment to supporting both civilian and military families while expanding access to high-quality STEM education.

The Federal Funds to pay for this project are provided to the Department of Military Affairs and Veterans Services by the National Guard Bureau pursuant to a Federal-State Master Cooperative Agreement for the mutual support of the New Hampshire Army National Guard. The cost of this contract shall be reimbursed to the State by the Federal government at a rate of 100%. If Federal Funds are not available, General Funds will not be requested to support this contract.

The Department of Military Affairs and Veterans services has determined that the vendor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract.

This contract has been approved for form, substance, and execution by the New Hampshire Department of Justice.

Respectfully submitted,



DAVID J. MIKOLAITIES
Major General, NH National Guard
The Adjutant General

State of New Hampshire
Department of Military Affairs and Veterans Services
Amendment #3

This Amendment to the STARBASE New Hampshire contract is by and between the State of New Hampshire, Department of Military Affairs and Veterans Services ("State" or "Department") and Hope Through Education, Inc ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 20, 2023 (Item #76), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37 (version 12/11/2019), General Provisions, Paragraph 17, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, or modify the scope of services to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:

a) September 30, 2027

2. Form P-37, General Provisions, Block 1.8, Price Limitation, ADD not to exceed amount of \$552,006.16 for contract year ending September 30, 2027, to read:

a) NTE \$2,134,062.44

3. Modify Exhibit C, Price and Terms of Payment by removing the original and replacing it with the Exhibit C as attached.

All terms and conditions of the contract not modified by this Amendment #3 remain in full force and effect. This Amendment shall be effective October 1, 2026, or upon the date of Governor and Executive Council approval, whichever is *later*.

Initials: ATA
Date: 14 July 2024

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF MILITARY AFFAIRS AND VETERANS SERVICES**

**EXHIBIT C
CONTRACT PRICE AND TERMS OF PAYMENT**

SUBJECT: STARBASE New Hampshire

CONTRACT PRICE

The Price for this Agreement shall not exceed \$552,006.16 for the contract period of October 1, 2026, to September 30, 2027, without issuance of an amendment to this Agreement and approval of the New Hampshire Governor and Executive Council approval.

Option Year 3 Revised		Unit Cost	Qty	Extended
1	Direct Labor	\$39,725.80	12	\$476,709.60
2	Curriculum Material and Office Supplies	\$1,200.00	12	\$14,400.00
3	Internet Support	\$500.00	12	\$6,000.00
4	Travel	\$7,000.00	1	\$7,000.00
5	Admin Fee (Hope Through Education, Inc.)	\$1,995.69	12	\$23,948.28
6	Admin Fee (The ASTA Group, LLC)	\$1,995.69	12	\$23,948.28
				\$552,006.16

TERMS OF PAYMENT

Invoices shall be billed monthly for services rendered and shall include a breakdown itemized by labor, materials, and other detailed expenses needed to successfully perform the deliverables and project tasks identified in Exhibit B herein. Payments shall be made within 30 days after receipt of proper invoices and only upon the satisfactory completion and acceptance of identified deliverables and tasks as determined by the Department's Primary Contact.

The Contractor shall not invoice the Department for any expenses related to goods or services not yet rendered or performed, or that are outside of the scope and terms of this agreement. All payments are contingent upon the availability of federal funds.

METHOD OF PAYMENT

Payment shall be made by mailing a bank draft or electronic funds transfer as established by submitting or updating an Alternate W-9 Form to the State of New Hampshire.

Invoices must be submitted by the Contractor to:

**Department of Military Affairs and Veterans Services
ATTN: State Business Office
1 Minuteman Way, Bldg. 1
Concord, NH 03301**

Initials: ATA

Date: 14 July 2026

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that HOPE THROUGH EDUCATION, INCORPORATED is a Florida Nonprofit Corporation registered to do business in New Hampshire as HOPE THROUGH EDUCATION, INC on June 05, 2023. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **933076**

Certificate Number: **0007979971**



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 13th day of July A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

Corporate Bylaws Certification of Authority

I, Winston Scott, hereby certify that I am duly elected Clerk/Secretary/Officer of
(Name of Attestor)

Hope Through Education, Inc. I hereby certify the following is a true copy of the
(Name of Corporation)

current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or Articles of Incorporation authorize the following officers or positions to bind the Corporation for contractual obligations:

Officer Title(s)/Position(s)

President of the Hope Board of Directors _____

Vice President of Hope Board of Directors _____

Treasurer of Hope Board of Directors _____

I further certify that the following individuals currently hold the office or positions authorized:

Names of Individual(s) Holding the Above-Mentioned Positions

_____Winston Scott_____

_____Allison Forst_____

_____Amy T. Akins_____

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the corporation. This authority **shall remain valid for thirty (30) days** from the date of this certificate.

DATED:

13 July 26

ATTESTOR:

Winston E. Scott

NAME:

Winston E. Scott

TITLE:

President Board of Directors



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/31/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USAA INSURANCE AGENCY INC/PHS 65812846 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	CONTACT NAME:	
	PHONE (888) 242-1430 (A/C, No, Ext):	FAX (A/C, No):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC#
INSURED THE ASTA GROUP LLC 4300 BAYOU BLVD STE 4 PENSACOLA FL 32503-2671	INSURER A :	Hartford Casualty Insurance Company
	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY			65 SBM ZR4718	06/29/2026	06/29/2027	EACH OCCURRENCE	\$1,000,000
	☐ CLAIMS-MADE ☒ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$300,000
	☒ General Liability						MED EXP (Any one person)	\$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	\$1,000,000
	☐ POLICY ☐ PRO-JECT ☒ LOC						GENERAL AGGREGATE	\$2,000,000
	OTHER:						PRODUCTS - COMP/OP AGG	\$2,000,000
A	AUTOMOBILE LIABILITY			65 SBM ZR4718	06/29/2026	06/29/2027	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
	ANY AUTO						BODILY INJURY (Per person)	
	ALL OWNED AUTOS	☐ SCHEDULED AUTOS					BODILY INJURY (Per accident)	
	☒ HIRED AUTOS	☒ NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB EXCESS LIAB						EACH OCCURRENCE	
	☐ OCCUR ☐ CLAIMS-MADE						AGGREGATE	
	DED RETENTION \$							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			65 SBM ZR4718	06/29/2026	06/29/2027	☐ PER STATUTE ☐ OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	☐ Y/N ☐ N/A					E.L. EACH ACCIDENT	
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE -EA EMPLOYEE	
							E.L. DISEASE - POLICY LIMIT	
A	EMPLOYMENT PRACTICES LIABILITY			65 SBM ZR4718	06/29/2026	06/29/2027	Each Claim Limit	\$5,000
							Aggregate Limit	\$5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations.

CERTIFICATE HOLDERState of New Hampshire Department of
Military Affairs and Veterans Services
4 Pembroke Road
Concord NH 03301**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/17/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Liberty Mutual Insurance Co. National Insurance East 500 N 3rd St, Suite 300 Wausau, WI 54403 www.LibertyMutual.com	CONTACT NAME: Landrum Human Resource Companies, Inc. PHONE (A/C, No, Ext): 850-476-5100 FAX (A/C, No): E-MAIL ADDRESS: COI@Landrumhr.com INSURER(S) AFFORDING COVERAGE INSURER A: Liberty Mutual Fire Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	NAIC # 23035
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COVERAGES	CERTIFICATE NUMBER: 91528182	REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N ☒ N N/A			WA2-65D-428303-066	1/1/2026	1/1/2027	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Workers Compensation coverage for Employees leased to but not subcontractors of:
The ASTA Group, LLC 223 W Gregory St. Pensacola FL 32502

CERTIFICATE HOLDER**CANCELLATION**

Hope Through Education, Inc
223 West Gregory Street
Pensacola FL 32502

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Chelsea Miller

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ACORD 25 (2016/03)

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HOPE THROUGH EDUCATION INC

Unique Entity ID YMA2LYRS7374	CAGE / NCAGE 98S79	Purpose of Registration All Awards
Registration Status Active Registration	Expiration Date Jan 12, 2027	
Physical Address 223 W Gregory ST Pensacola, Florida 32502-4821 United States	Mailing Address 223 W Gregory ST Pensacola, Florida 32502-4821 United States	

Business Information

Doing Business as (blank)	Division Name Hope Through Education, Inc	Division Number (blank)
Congressional District Florida 01	State / Country of Incorporation Florida / United States	URL www.hopethrougheducationinc.org

Registration Dates

Activation Date Jan 15, 2026	Submission Date Jan 12, 2026	Initial Registration Date Jan 21, 2022
--	--	--

Entity Dates

Entity Start Date Apr 1, 2021	Fiscal Year End Close Date Dec 31
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Immediate Owner

CAGE (blank)	Legal Business Name (blank)
------------------------	---------------------------------------

Highest Level Owner

CAGE (blank)	Legal Business Name (blank)
------------------------	---------------------------------------

Executive Compensation

Registrants in the System for Award Management (SAM) respond to the Executive Compensation questions in accordance with Section 6202 of P.L. 110-252, amending the Federal Funding Accountability and Transparency Act (P.L. 109-282). This information is not displayed in SAM. It is sent to USAspending.gov for display in association with an eligible award. Maintaining an active registration in SAM demonstrates the registrant responded to the questions.

Proceedings Questions

Registrants in the System for Award Management (SAM.gov) respond to proceedings questions in accordance with FAR 52.209-7, FAR 52.209-9, or 2. C.F.R. 200 Appendix XII. Their responses are displayed in the responsibility/qualification section of SAM.gov. Maintaining an active registration in SAM.gov demonstrates the registrant responded to the proceedings questions.

Exclusion Summary

Active Exclusions Records?

No

SAM Search Authorization

I authorize my entity's non-sensitive information to be displayed in SAM public search results:

Yes

Entity Types

Business Types

Entity Structure Corporate Entity (Tax Exempt)	Entity Type Business or Organization	Organization Factors (blank)
--	--	--

Socio-Economic Types

Check the registrant's Reps & Certs, if present, under FAR 52.212-3 or FAR 52.219-1 to determine if the entity is an SBA-certified HUBZone small business concern. Additional small business information may be found in the SBA's Dynamic Small Business Search if the entity completed the SBA supplemental pages during registration.

Financial Information

Accepts Credit Card Payments
No

Debt Subject To Offset
No

EFT Indicator
0000

CAGE Code
98S79

Points of Contact

Electronic Business

✎
Marlene Nelson, Accounting Manager

223 W Gregory ST
Pensacola, Florida 32502
United States

Government Business

✎
Amy T Akins, Executive Director

223 W Gregory ST
Pensacola, Florida 32502
United States

Service Classifications

NAICS Codes

Primary	NAICS Codes	NAICS Title
Yes	611710	Educational Support Services
	541330	Engineering Services
	611430	Professional And Management Development Training

Disaster Response

This entity does not appear in the disaster response registry.

NONPROFIT COVER SHEET

A. **Entity Name:** Hope Through Education, Inc

B. **Entity's Contact Information:**

Person responsible for Accuracy and Completeness of information provided:

Name: Amy T. Akins

Title: Executive Director

Signature: Amy T. Akins

Digitally signed by Amy T. Akins
Date: 2026.07.13 09:55:38 -0500

Additional Contact:

Name / Phone / Email: Amy T. Akins, 850-797-9307, amy.akins@hopethrougheducationinc.org

C. **List Board of Directors and Affiliations**

<u>Name (Identify any additional role(s) in Parentheses)</u> E.g., John Doe (President)	<u>Affiliations</u>
Winston Scott (President)	Retired Navy Captain and former NASA Astronaut
Allison Forst (Vice President)	Saint Paul Luthern PreSchool Director
Amy T Akins (Treasurer)	Hope Director
Dale Jones	Accountant, Small Bix Pros
Brent Funck	CFO The ASTA Group, LLC
Dr. Linda Brent	President of The ASTA Group, LLC

D. **List Key Personnel (Resumes should be attached for each key personnel listed)**

<u>Name</u>	<u>Role</u>	<u>Annual Salary</u>	<u>Amount Paid From This Contract</u>
Amy T. Akins	Executive Director and Program manager	\$ 33,700.00	\$ 8,425.00
Mark E. Campbell	Director STARBASE NH	\$ 104,494.22	\$ 104,494.22
Christopher Ginty	Program Instructor	\$ 79,421.15	\$ 79,421.15
Abigail M Yelle	Program Instructor	\$ 77,250.00	\$ 77,250.00
Jennifer L Lalkas	Office Manager	\$ 53,516.56	\$ 53,516.56

**DISCLOSURE OF LEGAL ACTIVITIES INVOLVING THE STATE OF NEW
HAMPSHIRE OR ANOTHER GOVERNMENT ENTITY**

E. Check one of the following:



The entity is **not currently or has not been** party to any legal proceeding involving the State of New Hampshire (or any agency or subdivision thereof) or any other state/federal government entity before any adjudicative body in any jurisdiction **OR**



The entity is or has been party to one or more legal proceedings as set forth above. Identify the jurisdiction, court or other adjudicative body, case number, and briefly describe the nature of the proceeding (Attached extra sheet if necessary).

CHARITABLE TRUSTS UNIT COMPLIANCE CERTIFICATION

F. Check one of the following (and attach applicable document):



is registered and in good standing with the New Hampshire Department of Justice Charitable Trusts Unit (** see note below) **or** has submitted a complete application for registration to the Charitable Trusts Unit and is awaiting a registration determination **OR**



is not required to register with the Charitable Trusts Unit because it is neither tax-exempt under section 501(c)(3) of the Internal Revenue Code nor engages in charitable solicitations in the State of New Hampshire **OR**



is exempt from registration with the Charitable Trusts Unit because it is a federal or state government, agency, or subdivision or is a religious organization, an integrated auxiliary of a religious organization, or is a convention or association of churches.

**** Note:** If registered with DOJ, attach screen shot from the Registered Charities List found at:

<https://mm.nh.gov/files/uploads/doj/remote-docs/registered-charities.pdf>

FINANCIAL DISCLOSURES

G. Check one the following (and attach applicable financial documentation):



The organization hired an outside firm to audit its financial statements or to prepare GAAP-compliant financial statements for its most recently completed fiscal year. If so, please ensure that the financial statements and audit results are attached. **OR**



The above does not apply, but the organization filed an IRS Form 990 or Form 990-EZ for its most recently completed fiscal year. Please attach that IRS Form 990 or Form 990-EZ to the submission. (Form 990 Schedule B is not required) **OR**



If neither of the above apply, complete the Income Statement and Balance Sheet below with the following basic financial information from the organization's most recently completed fiscal year:

1. INCOME STATEMENT

	<u>Revenue</u>		<u>Expenses</u>
<i>Grants</i>		<i>Compensation of officers, directors, and key personnel</i>	
<i>Donations</i>			
<i>Program Services Revenue</i>		<i>Other salaries & wages</i>	
<i>Interest & Dividends</i>		<i>Payroll taxes & employee benefits</i>	
<i>All other Revenue</i>		<i>Occupancy, rent, utilities, and insurance</i>	
<u>Total Revenue</u>		<i>Printing, publications, postage, office supplies, and IT</i>	
		<i>All other expenses</i>	
		<u>Total Expenses</u>	

FINANCIAL DISCLOSURES (cont.)

2. BALANCE SHEET

<u>Assets</u>		<u>Liabilities</u>	
<i>Cash & Equivalents</i>		<i>Accounts Payable</i>	
<i>Investments</i>		<i>Loans Payable</i>	
<i>Real Estate (less any depreciation)</i>		<i>All other liabilities</i>	
<i>Other Property & Equipment (less any depreciation)</i>		<u>Total Liabilities</u>	
<i>Pledges, grants, accounts receivable</i>			
<i>All other assets</i>			
<u>Total Assets</u>			

HOPE THROUGH EDUCATION, INC

PENSACOLA, FLORIDA

EXAMINATION REPORT

DECEMBER 31, 2024



HOPE THROUGH EDUCATION, INC

PENSACOLA, FLORIDA

EXAMINATION REPORT

DECEMBER 31, 2024

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Schedule of Receipts and Expenditures	2



Independent Accountant's Report

The Board of Directors
Hope Through Education, Inc.

We have examined the accompanying Schedule of Receipts and Expenditures for STARBASE Contracts (the "Schedule") for Hope Through Education, Inc. (the "Organization") for the year ended December 31, 2024. The Organization's management is responsible for the preparation and fair presentation of the Schedule in accordance with accounting principles generally accepted in the United States of America. Our responsibility is to express an opinion on the Schedule based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Those standards require that we plan and perform the examination to obtain reasonable assurance about whether the Schedule is presented fairly, in all material respects, in accordance with the applicable criteria. An examination involves performing procedures to obtain evidence about the Schedule. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risks of material misstatement, whether due to fraud or error. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

We are required to be independent and to meet our other ethical responsibilities in accordance with the relevant ethical requirements related to the engagement.

In our opinion, the Schedule of Receipts and Expenditures for STARBASE Contracts for Hope Through Education, Inc. for the year ended December 31, 2024, is presented in accordance with U.S. generally accepted accounting principles, in all material respects.

Pensacola, Florida
October 1, 2025

HOPE THROUGH EDUCATION, INC.
SCHEDULE OF RECEIPTS AND EXPENDITURES
FOR STARBASE PROGRAMS
FOR THE YEAR ENDED DECEMBER 31, 2024

<u>Federal Department/Program Title/Grant Name</u>	<u>Assistance Listing Number</u>	<u>Receipts</u>	<u>Expenditures</u>
U.S. Department of Defense			
Health Resources and Services Administration (HRSA)			
STARBASE Program - Hanscom			
Contract period 7/7/2023 - 7/6/2024	12.020	\$ 276,490	\$ 316,612
Contract period 7/7/2024 - 7/6/2025	12.020	241,680	232,981
STARBASE Program - New Hampshire			
Contract period 10/1/2023 - 9/30/2024	12.020	374,350	356,018
Contract period 10/1/2024 - 9/30/2025	12.020	140,020	126,087
Total U.S. Department of Defense		<u>\$ 1,032,540</u>	<u>\$ 1,031,698</u>

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Accrual Basis

Hope Through Education Inc
Profit & Loss
January through December 2024

	Jan - Dec 24
Ordinary Income/Expense	
Income	
Contract Program Income	1,070,474.63
Other Types of Income	
Rebates - VISA Reward Cash Back	46.19
Total Other Types of Income	46.19
Total Income	1,070,520.82
Expense	
Business Expenses	
Business Registration Fees	492.00
Total Business Expenses	492.00
Contract Services	
Accounting Fees	4,925.00
Outside Contract Services	983,481.39
Total Contract Services	988,406.39
Operations	
Bank Fees	79.00
Board Member Meeting Fees	800.00
Books, Subscriptions, Reference	14.85
Donations	335.17
Executive Director Fees	23,475.00
Postage, Mailing Service	14.60
Supplies	54.84
Website Expenses	224.87
Total Operations	24,998.33
Other Types of Expenses	
Advertising Expenses	477.43
Insurance - Liability, D and O	693.19
Other Costs	
Starbase Hanscom Supplies	637.49
Starbase NH Supplies	822.64
Starbase Patrick Supplies	641.70
Total Other Costs	2,101.83
Total Other Types of Expenses	3,272.45
Travel and Meetings	
Conference, Convention, Meeting	46.28
Travel - Reimbursable	2,308.47
Total Travel and Meetings	2,354.75
Total Expense	1,019,523.92
Net Ordinary Income	50,996.90
Net Income	50,996.90



Hope Through Education, Inc.
223 West Gregory Street
Pensacola, FL 32502
(850) 912-6793
office@hopethrougheducationinc.org

Hope Through Education, Inc
Pensacola, FL

Board of Directors:

Winston Scott, Retired Navy Captain and former NASA Astronaut, President, wscott@fit.edu,
850-582-2190

Allison Forst, Vice President happiestplaceinpensacola@gmail.com
850-291-3259

Amy T. Akins, Secretary and Treasurer, Director amy.akins@hopethrougheducationinc.org
850-797-9307

Dale Jones, Accountant d.jones@smallbizpros.com
615-890-5551

Brent Funck, (non-voting) The ASTA Group LLC, brent.funck@theastagroup.com
850-912-6793

Dr. Linda Brent, The ASTA Group, LLC, (non-voting) linda.brent@theastagroup.com
850-912-6793

Amy T. Akins	
Education:	Ed.S. Education Specialist in Educational Leadership, University of West Florida, 2013 Master of Arts in Education, Washington State University, 1999 Bachelor of Arts, University of South Florida, 1985
Relevant Experience:	Over 30 years in Education Industry
Key Skill Areas:	Accomplished and visionary educational leader in private schools, public schools, and Department of Defense schools. Extensive knowledge in instructional pedagogy, instructional design, curriculum design, developing, implementing, and facilitating instructional programs and professional development. Extensive background in managing federal and state funds, managing a large budget, implementing new academic programs, and meeting federal and state's education agencies accreditation requirements. Excellent technical writing skills with Master's thesis published in Educational Action Research Journal.

Professional Experience:

07/2022– Present **Hope Through Education, Inc. Pensacola, FL – Executive Director**

- Oversee nonprofit administration and programs and provide strategic planning.
- Responsible for fundraising, marketing, and community outreach, including grant and proposal writing.
- Serve as program manager for Federal government contracts.
- Responsible for accurate fiscal management and communicating effectively with the Board by providing all information to the Board to function successfully and support the mission.

10/2022 – 1/2023 **The ASTA Group, LLC – Instructional Designer**

- Instructional Designer on DFAS Mentorship Course development; provided support to the design team on the analysis, design, and development phases of the design process.
- Oversaw the conceptualization of training content for new mentorship program.
- Collaborated with subject matter experts to create course materials for organization-wide training.

07/2016 – 06/2022 **St. Mary School, Fort Walton Beach, FL – Principal**

- Lead a school of over 400 students and a faculty and staff of 60 employees; directed all aspects of school operations including instructional leadership, grant writing and management, program planning and implementation, staff selection and evaluation, training and mentoring teachers, student placement and discipline, school finance, and plant supervision.
- Responsible for the academic performance, administration, and fiscal management, to include designing and administering a \$2.4 million annual operating budget and strengthening community relationships.
- Initiated marketing and development program and increased enrollment 42% during tenure from 285 to 407 students.
- Mentored and lead teachers in instructional pedagogy and curriculum design and developed and implemented instructional programs and professional development.
- Made data-driven school-wide decisions for ensuring student success.
- Managed federal and state funds and met federal and state's education agencies accreditation requirements.

- Developed and implemented 1-to-1 student device program and expanded the STEM curricula.
- Expanded ESE program at school with hiring of first full-time certified ESE teacher.

07/2012 – 06/2016 St. Mary School, Fort Walton Beach, FL – Assistant Principal

- Provided instructional leadership to faculty and assisted principal in all aspects of school administration.
- Evaluated and provided analysis of standardized tests and measurements using the data to develop goals, guided teachers on instruction, and made curriculum changes to fit student needs.
- Provided instructional technology support and expertise to the Media Specialist and faculty. Designed and facilitated professional development training.

07/2007 – 06/2016 Okaloosa County Public Schools, Fort Walton Beach, FL - Secondary Math Teacher, Title 1 Teacher, Gifted Education Teacher

- Designed and implemented curricula for students encompassing the theories, principles, and practices of the high school, middle school, and elementary student.
- Applied extensive knowledge of Federal and State procedures for ESE students; highly trained in implementing differentiated instruction in mathematics, state test preparation.

09/1999 – 06/2004 and 08/2008-06/2016 St. Mary School, Fort Walton Beach, FL – Secondary Math Teacher

- Served as Secondary Mathematics Teacher for Algebra 1 and Geometry Honors.
- Served on two curriculum adoption committees to determine math and social studies curricula for entire diocese.
- Functioned as Middle School Department Chair and organized and facilitated school-wide inservices on staff development and implementing new grading software and new math curriculum.
- Served as School Improvement Chair for the 2009-2012 cycle.

07/2004 – 06/2007 Lakenheath Middle School, Feltwell, England, UK, Department of Defense Dependent Schools – Secondary Math Teacher

- Served as Secondary Mathematics Teacher and School Improvement Chair.
- As School Improvement Chair analyzed and evaluated school programs and testing data to determine the school improvement plan. Designed and implemented school improvement plan based on data analysis and knowledge of policies of the NCA CASI and Department of Defense.
- Highly knowledgeable in Federal regulations, requirements, and procedures associated with the Department of Education Activity and supporting organizations.
- Designed and facilitated numerous school-wide training courses to successfully implement school improvement policies and staff development.

07/1996 – 06/1999 St. Joseph School, Kennewick, WA – Elementary Teacher

- Designed and implemented new kindergarten math curriculum based on Washington State regulations.
- Highly trained in the principles and techniques of literacy development.
- Implemented a new technology program in the early childhood math curriculum.

Professional Affiliations: National Council of Teachers of Mathematics; National Association for Gifted Children; ASCD formerly the Association of Supervision and Curriculum Development

MARK E. CAMPBELL

47 Moreau Street
Manchester, NH 03102
(603) 370-0583

EDUCATION

University of New Hampshire
(Durham, NH)

Ed.S. - Administration & Supervision
Dec. 2019 (*K-12 Certified - 72171*)

Plymouth State University
(Plymouth, NH)

Administrative Certificate
June 2004 (*K-12 Certified*)

University of Phoenix
(Salt Lake City, UT) (Murray Campus)

M.A. - Education
May 2001 (*Major: Diverse Learner*)

Adams State College
(Alamosa, CO)

B.A. - Secondary Education/Science
Dec. 93 (*Major: Biology/Science Ed.*)

WORK EXPERIENCE

City Year New Hampshire (Impact Director)

Manchester, NH

August 2021- present

Responsibilities

- Oversee the Impact Department
 - Responsible for supervising and coaching a portfolio of five Impact Managers at five different schools.
 - Indirectly manage approximately 30-60 AmeriCorps members at the five schools to work in the schools with the students and have a rewarding year of service.
- Responsible for the overall management of day-to-day programmatic operations, and overall achievement of service outcomes.
- Manage the Director of Evaluation & Learning.
- Evaluate data related to service to make adjustments.
- The ID oversees and fosters opportunities for AmeriCorps member development and work with state AmeriCorps office.
- Manage the contracts with each school and work with Director of L&D to manage our AmeriCorps Grant.
- Responsible for helping incoming corps members transition to our site.
- Oversee the evaluation system for our site for the corps members and the staff.
- Manage any accommodations needed by corps members or staff.
- Deal with any worker's compensation situations that occur.
- Work with the administration at each school to ensure a strong service impact in each of CYNH's schools.

American Income Life Insurance Company

Mansfield, MA

May, 2020-2021

- Life Insurance Agent for Fisher Agencies
- I was able to do this while I was helping support my mother.
- Licensed in 4 states.

Chamberlain Street Elementary (Principal)

Grades K-5

Rochester, NH

2016-2020

Administrative Responsibilities

- Created a positive learning environment for students, staff, and parents
- Created and managed Budget for elementary school
- Emergency Management and Facilities oversight (NIMS certified)
- Teacher Evaluations
- Hired Staff
- Student Management
- Behavioral and Autistic student support

- Facilitated various community outreach activities with Strong partnership with PTA
- A member of Team UP Rochester, an Early Childhood Coalition
- Attended several Spark NH Early Childhood advisory council events

Hillsboro-Deering Elementary (Principal) Grades PreK-5 Hillsboro, NH 2013-2016

Administrative Responsibilities

- Created and managed Budget for elementary school
- Emergency Management and Facilities oversight
- Hired Staff
- Student Management
- Teacher Evaluations
- Emotionally Handicapped Program Support
- Facilitated various community outreach activities with Strong partnership with PTA

Chester Academy (Asst. Principal) Public School - Grades K-8 Chester, NH 2006-2013

Administrative Responsibilities

- Emergency Management (National Incident Management Systems certified)
- Teacher Evaluations
- Responsible for Free and Reduced Lunch program
- Helped with Facilities oversight and dealt with issues when they arose
- Set up New Student Information System program for our school (2012)
- Primary Trainer for student data computer system (Grading, Attendance, etc.)
- Wrote and facilitated the Title IV grant from 2006-2010
- Student Management
- Committees
 - School Safety Committee
 - Made comprehensive Safety Manual and submitted to the state
 - Responsible for all Emergency procedures
 - Worked closely with Town officials on protocols and procedures
 - Professional Development Committee
 - Kindergarten Committee
 - Wellness Committee
 - Crisis Team
 - Bullying / Cyber-bullying Policy Committee

Middle School at Parkside (Asst. Principal) Grades 6-8 Manchester, NH 2005-2006

Administrative Responsibilities

- Teacher Evaluations
- Facilities Manager (Air Quality Coordinator)
- Emergency Management
- Student Management
- Student Scheduling & Teacher Schedule
- Liaison for sports from school to the SAU
- LEA for IEP Meetings
- Autism Program Support (CPI trained)
- EH Program Support
- Budget cuts required change of job

Goffstown High School (Science Teacher) Grades 9-11 Goffstown, NH 2002-2005

- Taught Physical Science, Honors Physical Science, and Basic Physics
- Served as Faculty Council Member
- Assessment and curriculum development as a member of the Breaking Ranks Reform Design Team
- Wrote curriculum expectations for Applications of Physics class (2004)
- Contributed to the Physical Science Course Expectations and Requirements (2003)
- Collaborated with Goffstown Main Street Program with our projects to also take part in the Pumpkin Regatta Festival and Boat project for Old Home Day
- Organized and supervised events as Class Advisor (2 years)

Taylorsville High School (Science Teacher) Grades 10-12 Salt Lake City, UT 1994-2002

- Taught Basic Physics, Physics, Physical Science, Biology, and Honors Biology
- Created Basic Physics curriculum expectations and requirements
- Senior Class Advisor (4 Years)
- Graduating Committee (6 years)
- Head Wrestling Coach (8 years) (State Champs-98)
- Assistant Football Coach (6 years)
- President of the Utah Wrestling Coaches Association (1997-1999)
- Was the Southwest Regional Rankings person for USA Wrestling magazine (1999-2002)
- Organized fund-raisers making \$10 – \$15,000 yearly
- Attended a Love and Logic Seminar for dealing with student behavior

Monte Vista Middle School (Teacher) Grades 6-8 Monte Vista, CO 1/94 – 6/94

- Started mid-year teaching a particularly challenging 8th Grade Earth Science class
- Science Fair Advisor taking kids to the Regional and State Science Fair
- Helped run a Science Olympiad Event

Abigail Yelle
Concord, New Hampshire
(860) 705- 9668 | ayelle1029@gmail.com | [Abigail Yelle LinkedIn](#)

EDUCATION

Plymouth State University, Plymouth, NH
Cohort of Education, Democracy, and Social Change
Bachelor of Science in Elementary Education K-8
Minors in Mathematics and Dance

September 2016 - May 2020
GPA: 3.98

AWARDS & AFFILIATIONS

Presidents List, 2016-2020: Awarded to students that maintain a GPA of 3.7 or higher throughout the semester.

Elementary Education and Youth Development Outstanding Leadership Award, 2020:
Given to the student that best embodies leadership within their education and youth development cohort.

Phi Kappa Phi Honors Society, 2019-2020: Helped to promote academic excellence in all fields of higher education and engaged in community service efforts.

WORK EXPERIENCE

Franklin Middle School, Franklin, NH
Classroom Teacher and Title 1 Math Interventionist

August 2020 - Current

- Adapting teaching and instructional strategies to accommodate students of different abilities.
- Integrating technology and digital tools into daily lessons, enhancing student engagement and supporting innovative learning methods.
- Designing and delivering lessons that connected academic content to real-world applications, helping students understand the relevance of their learning.
- Maintaining a supportive classroom culture by creating trust and rapport with students, encouraging them to take risks and participate confidently in discussions.

Center for Young Children & Families, Plymouth, NH
Classroom Teacher Associate

August 2016 – May 2020

- Amplified classroom safety with consistent attention to detail and a proactive knowledge of policies.
- Collaborated with colleagues to maintain full circle coverage of the classroom and each child's needs.
- Developed project-based assignments that mirrored real-life scenarios, encouraging students to apply problem-solving and analytical skills in practical situations.

SKILLS & INTERESTS

- Problem Solving
- Interpersonal Skills
- Technology Integration
- Willingness to Learn
- Collaboration and Teamwork
- Mathematics Education

Christopher Ginty

STEM/Engineering
Teacher

Personal Info

Address

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Phone

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cginty@ccsnh.edu

Engaging and enthusiastic educator with over 39 years of teaching experience instructing students in the fields of technology education, engineering, and STEM. Proven track record of fostering a stimulating and inclusive learning environment that promotes student engagement and academic success. Skilled in curriculum development, instructional design, and integrating technology into classroom activities. Committed to inspiring students' curiosity, critical thinking, and problem-solving skills through hands-on experiments and project-based learning.

Professional Experience

2015 –
Present

Project Lead the Way Gateway Teacher.

Merrimack Valley Middle School Penacook, NH

Teaching the Automation and Robotics (AR), Design and Modeling (DM) courses to 6th, 7th, and 8th grade students.

- Designing and implementing engaging lesson plans aligned with state and national curriculum standards, ensuring a comprehensive understanding of Engineering and STEM concepts among middle school students.
- Utilizing a variety of instructional methods, including hands-on projects, individual & team structures, and virtual learning resources, to create a fun and safe environment where students take on an active role in their education.
- Providing individualized support and mentoring to students, identifying their strengths and weaknesses, and implementing targeted diversified strategies to foster academic growth.
- Actively participating in professional development opportunities to stay abreast of the latest teaching methodologies, technological advancements, and STEM curriculum trends.

2018 –
Present

Adjunct Professor.

New Hampshire Technical Institute Concord, NH

Teaching the MCET 105 Engineering Design and MCET 106 Advanced CAD Modeling courses.

2021 –
Present

ASP Major Course (Engineering) Teacher.

St. Paul's School - ASP Concord, NH

Co-teaching the engineering course within the summer Advanced Studies Program.

2017 –
Present

Project Lead the Way Master Teacher.

Teaching summer core training sessions for the Design and Modeling (DM) and Automation and Robotics (AR) middle school curriculums to future Project Lead the Way Engineering/STEM teachers.

Christopher Ginty

STEM/Engineering
Teacher

Personal Info

Address

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Phone

(603) 748-0096

E-mail

cginty@mvsdpride.org
cginty61@gmail.com
cginty@ccsnh.edu

Additional Professional Experience

- 1999 – **Project Lead the Way Teacher.**
2016 *Merrimack Valley High School Penacook, NH*
Taught Introduction to Engineering Design (IED), Digital Electronics (DE), Principles of Engineering (POE), Computer Integrated Manufacturing (CIM), and Engineering Design and Development (EDD)
- 1984 – **Industrial Arts/Technology Education Teacher.**
1999 *Merrimack Valley High School Penacook, NH*
Taught Drafting 1, 2, 3 Engineering and Design, Architecture and Design and Principles of Technology
- 2003 – **Project Lead the Way Master Teacher.**
2016 Taught summer core training sessions for the Principles of Engineering (POE) and Computer Integrated Manufacturing (CIM) high school curriculums to future Project Lead the Way Engineering/STEM teachers.

Education

- Present **New England College, M.S. Ed Degree**
Master of Education (in progress)
- 1983 **State University of New York, College at Oswego, Industrial Arts Education, B. S.**
Magna Cum Laude

Certification

New Hampshire Experienced Educator License
Endorsement: Technology and Engineering Teacher (K-12)
Code: 1000
Issued: 5/22/2022 Expires: 6/30/2025

Accomplishments

- 2008 **New Hampshire Running Start Advocate Award**
Presented by the New Hampshire Technical Institute
- 2007 **New Hampshire Mathematics and Science Teacher of the Year Award**
Presented by the New Hampshire Society of Professional Engineers

Jennifer Lalkas
1 Charlie Ln. Deerfield, NH 03037
Jkelsall033@gmail.com 603-860-5528

OBJECTIVE: To further my career by obtaining a position that affords me the opportunity to utilize the Customer Service skills I've already acquired, and to attain new skills within the Leadership team where I can maximize my technical, and analytical skills to better the level of service that we provide to our clientele.

EXPERIENCE:

Diamond Hill Builders, LLC Office Manager July 2018 to Present

- Answer calls received and route to proper person
- Call perspective clients to schedule and confirm all appointments for company estimator, reschedule as needed
- Accounts receivable and accounts payable using Quickbooks
- Payroll
- HR consisting of new hire onboarding process, benefits, PTO tracking, reviews, workers comp claim reporting and tracking, Employee improvement plan implementation and tracking, termination, respond to and follow unemployment claims
- Process company mail
- Perform workers comp and other insurance audits
- Pay vendor bills
- Order office supplies and company clothing
- Coordinate company outings and monthly meetings
- Reconcile bank accounts, credit card statements, and vendor statements
- Screen vendors for proper insurance and trade licensing
- Manage company owned properties to include showing property and screening potential tenants, collecting rent, paying necessary bills, and coordinating maintenance as required
- Client billing
- Daily bank deposits
- Enter credit card receipts
- Run job costing reports to ensure they are within the proper profit margins
- Create and maintain excel spreadsheets for jobs in progress

MetroCast Customer Service Representative March 2010 to July 2018

- Acquire new customers and upgrade current subscribers through rapport building and education on MetroCast products and services
- Exceed sales and other established performance standards
- Respond to electronic communication in a timely, professional and accurate manner
- Process drop box, mail, dispatch and in person payments promptly and accurately
- Provide customer support by phone or in person to sell MetroCast products and services as well as provide billing and general service support
- Track sales to ensure sales goals are being met

Jennifer Lalkas
1 Charlie Ln. Deerfield, NH 03037
Jkelsall033@gmail.com **603-860-5528**

- Maintain high level of customer service
- Perform face to face interviews in a job fair setting
- Contact and follow up with customers, using standard conflict resolution skills to increase customer satisfaction and retention
- Utilize basic Microsoft Excel skills to update and maintain sales spreadsheet to reflect sales from on line sign ups
- Reconcile monthly payment logs and ensure that billing receives the over and short log each month
- Monitor supplies for the front counter and notify appropriate parties when supplies are needed
- Prepare monthly schedule for review by a supervisor and then distribute to employees

Private Nanny

October 2009-March 2010

- Responsible for care and wellbeing of 2 children
- Clean the residence.
- Managing daily operation of the household to ensure it ran efficiently.

Sell My Timeshare Now

Customer Service Representative

January 2008 to October 2009

- Provide customer support by phone, e-mail and chat
- Process Refunds
- Dispute Credit Card charge backs
- Make changes to existing ads per customer requests

Auburn Village School Paraprofessional

September 2003 to January 2008

Group Aid September

2003 to August 2005

- Managed activities of five to eight students
- Ensured preparedness for daily events
- Effectively managed schedules to ensure lesson plans remained on track
- Assisted with testing of students

One on One Aid

August 2005 to January 2009

- Managed activities of one handicapped child
- Completed performance testing
- Provided support during Speech Therapy, Occupational Therapy, and Physical Therapy
- Assisted with studies and ensured completion of homework and class assignments in a timely manner.

Education:

McIntosh College

Criminal Justice

Spaulding High School

General Studies