

Tiffany J. Farina, MSA, CRA, CFRA

Director, Finance & Administration, UNC-Chapel Hill

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OBJECTIVE

To lead and serve an institution of higher education that provides affordable, quality education to a diverse student body while engaging and supporting the broader community's cultural, workplace, and civic needs.

SUMMARY OF QUALIFICATIONS

- 10 years in higher education administration and leadership.
- Passion for creating inclusive, affordable, and accessible educational experiences.
- Successful financial manager for university and community efforts.
- Effective collaborator on cross-functional projects operating within a team environment.
- Extensive personnel management experience in industry and higher education.
- Experienced in troubleshooting emerging challenges and dynamic needs.

EDUCATION

Doctor of Education, Community College Leadership, North Carolina State University, Raleigh NC, 2024 *anticipated graduation*

Master of Science, Accounting, Plymouth State University, Plymouth NH, 2017

Bachelor of Science, Management, Keene State College, Keene NH, 2001

PROFESSIONAL DEVELOPMENT

Diversity, Equity and Inclusion in the Workplace Certificate, USF Muma College of Business, 2021

Research Administrators Council, Certified Research Administrator (CRA) and Certified Financial Research Administrator (CFRA), 2016-present

HERS Leadership Institute, Wellesley Class of 2018

Liberty Mutual, Lean-Six Sigma Yellow Belt, 2009

American Institute of Chartered Property & Casualty Underwriters, Chartered Property Casualty Underwriter, 2004

ACADEMIC EXPERIENCE

University of North Carolina, Chapel Hill NC and Remote

Director of Finance & Administration, Gillings School of Global Public Health, 2019-present

As a key member of the North Carolina Institute for Public Health, provide short-and long-term fiscal and personnel planning for approximately 25 grant-funded staff. Oversee and provide fiscal management for the interdisciplinary Public Health Leadership Program. Administer pre and post award services for \$5 million in annual grant and contract expenditures. Manage state appropriations, state receipts, facilities and administrative costs, and trust funds exceeding \$3 million annually. Appointed to cross-functional committees in recognition of innovation and leadership skills.

North Carolina State University, Raleigh NC

Belk Center for Community College Leadership and Research Fellows Program, League Fellow, January-March 2022

Selected as one of 10 students representing the Belk Center at the League Innovations Conference. Participated in a group conversation with the President of the League for Innovation in the Community College about pressing issues facing community college leaders. Attended pre- and post-conference activities to share conference learnings with peers.

University of New Hampshire, Durham NH and Remote

Assistant Business Director, College of Engineering & Physical Sciences, 2012-2019

Supported financial management, budgeting, and planning for the college operating budget exceeding \$120M annually. Led shared service center staff and operations. Supported personnel administration for the unit, including 137 tenure track faculty, 50 staff, 250 graduate assistants and more than 250 undergraduate employees. Managed \$2.5 million budget for teaching assistants. Managed college endowment and gift funds (\$2.5 million) and administered principal investigators' indirect cost return funds. Administered grants and contracts at the unit level (approximately \$8 million annually).

NON-ACADEMIC EXPERIENCE

Liberty Mutual, Dover NH

Project Manager & Lean Practitioner, 2012

Instituted a culture of innovation, continuous improvement, and customer focus by engaging all employees in efforts to solve business problems utilizing lean principles and tools. Charted a strategic initiative to stabilize and improve IT non-production environment stability by establishing key performance indicators, facilitating process analysis and design, and sustaining continuous improvement.

Liberty Mutual, Portsmouth NH

Workforce Manager, 2010-2012

Provided leadership, guidance, and day-to-day support for a team of forecasters, schedulers, intraday analysts, business analysts, and administrative staff ($n=18$) to optimize staffing levels and telephony structure for 4,000 claims adjusters. Influenced business partners to make strategic adjustments to call routing and staffing availability to achieve target service level agreement and other call metrics. Developed and implemented core reports, tools, and processes across 17 operations within six months to improve employee productivity and customer satisfaction.

Liberty Mutual, Portsmouth NH

- Sr Business Systems Analyst, 2009-2010
- Lead Compliance Analyst, 2007-2009
- Supervising Portfolio Analyst, 2004-2007

Liberty Mutual, Keene NH

- Product Analyst, 2001-2004
- Underwriter, 1998-2001

TEACHING EXPERIENCE

University of North Carolina, Chapel Hill NC and Remote

- Coach, North Carolina Strategic Scholars Pilot: Building Expertise in Administration and Management (BEAM), 2021-2022 inaugural cohort

SELECTED HONORS AND AWARDS

Top 10% Performer, Liberty Mutual, 2010-2011, ranking across 4,000 employees.

ACCOMPLISHMENTS

Research Administration

- Developed a campus-wide reporting strategy in compliance with Uniform Guidance.
- Developed video tutorial and training material for financial management best practices by principal investigators.
- Led successful space survey completion for 210,000 square feet of research and instruction space in support of F&A rate calculation adjustments.

Process Improvement

- Led and implemented multiple business process improvement initiatives which yielded an annual savings of over \$40k in staff salary.
- Streamlined financial report delivery process to ensure consistent handling and reduce administrative burden by 20%.

Collaboration and Shared Governance

- Co-leading a research administration work group to improve operations and increase capacity for pre and post award support.
- Founded a campus-wide operations forum to share best practices and improve business operations.

MEMBERSHIPS

- Society of Research Administrators International
- National Association of College and University Business Officers

SERVICE ACTIVITIES

University

- Gillings Inclusive Excellence Council, 2021-present
- Gillings Events Management Work Group, 2021-present
- Gillings Research Administration Work Group, co-Chair, 2021-present
- Office of Sponsored Research Business Managers Advisory Committee, UNC-Chapel Hill, 2020-present
- UNC Finance Internal Controls and Governance, UNC-Chapel Hill, 2020-present
- Gillings Business Committee, 2020-present
- Operations Forum (founder), University of New Hampshire, 2014-2019

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- Sponsored Programs Advisory Council, University of New Hampshire, 2012-2019

Community

- Briar Chapel Community Association, Communications Committee, 2018-2021
- Carolina Small Business Development Fund, Volunteer, 2020