

**2016 Harvard Heroes Citations**  
**Delivered by President Drew Gilpin Faust**  
**June 6, 2016**

**Campus Services**

**Eudeen Green**, you've brought rhyme and reason to William James Hall in the 30 years you have served as its custodial crew chief. You make sheen the spaces in between staff, faculty, and students, expertly creating an environment that brings people together—a social flair that makes your colleagues care.

**Michael Macrae**, colleagues rave about your work as Senior Environmental and Greenhouse Gas Officer. You've made complex ideas understandable, buildings manageable, data digestible, and information accessible. The University initiative to lower greenhouse gas emissions has been a learning process for many, and our shared successes have your fingerprints—but not your footprints!—all over them.

**Valerie Nelson**, vigilant Valerie, few of us here spent part of our year fending off the mumps—your best work goes completely unnoticed. It's edible food, potable water, and clean fountains and swimming pools. It's the pests that don't bug us and the outbreaks that never break out. It's safe to say that we are grateful for everything that *didn't* happen this year because of your constant efforts.

**Joseph Radley**, you never need a second chance to make a first impression. Faculty and staff arriving at the Broadway Garage each morning are treated to your outstanding customer service. And their daily dose of Joe is made a little sweeter every time you coordinate motorist assistance with the care of a concierge, track down drivers who leave on their lights, and safeguard and return items lost in the garage.

**Ana Vieira**, you make Harvard home for thousands of faculty, staff, and graduate students each year. As leasing coordinator for Harvard University Housing, you manage both housing searches and tenant issues in a demanding market—going above and beyond even when it requires working late into a Saturday night to find immediate housing for a student in crisis. You're one of Harvard Housing's best amenities.

**Office of the President and Provost**

**Zachary Davis**, one of Harvard's X-Men, you cross campuses to cross continents as project lead for HarvardX. A consultant and partner, you skillfully unite people and resources, ensuring that faculty members create quality content with extraordinary support. You plan, develop, manage, and deliver online learning experiences from Harvard to the world, and your dedication to our noble mission is superhuman.

**Roba Khorshid**, you connect people across disciplines and departments to plan faculty institutes and student events that spark critical cross-University dialogue—a commitment to community building that extends to your own department. Colleagues say that the book clubs,

lunches, museum tours, and parties you plan help them feel connected and included. An O-P-P for A-L-L.

**Michael Picone**, maestro of Mass Hall, you orchestrate a steady drum beat of satisfied requests, ensuring the harmony of any given day as you anticipate the needs of colleagues in our building and elsewhere. The cacophony of printer jams, conference line crashes, and countless other disruptions and irritations quiets with the welcome sound of four words on the other end of the line. “Hello, this is Michael.”

## Harvard Kennedy School

**John Caetano**, you generously share your financial expertise with interns from the Harvard Bridge Program, providing professional guidance to individuals seeking stepping stones to satisfying careers. More than half of them have moved into finance jobs at Harvard and other universities, largely because of your efforts. You demonstrate a transaction that can’t be tracked in a spreadsheet: paying it forward.

**Greg Dorchak**, as area administrator and faculty assistant at Management, Leadership and Decision-making Sciences, you untangle logistics of interactive class exercises, website changes, and policy updates. And you’ve enhanced course content and fostered faculty collaboration through your creation of a departmental newsletter and cross-course surveys. You embody your department’s ethos of good management; for this, your colleagues have decided you are outstanding.

**Jane Finn-Foley**, you’re known for sowing the seeds of important eco-friendly efforts at the Kennedy School, including the annual sustainability fair and Green Office certification. But this year you’ve branched out. As the new head of the 85-person HKS Sustainability Initiative, you’re tending spaces for mindfulness and cultivating good-humored giveaways around campus construction—a green thumb for Crimson spirit!

## Harvard Law School

**Megan Markov**, as a self-professed “data nerd,” you skillfully sift through registrar riddles that arise from exam administration, the ongoing Student Information System project, and online course registration. But you also see beyond the data, translating the technical and helping to create easy-to-use online tools for Law School faculty, staff, and students. Though your many contributions are behind the scenes, your “Mark-ov” excellence is everywhere.

**Keith McCluskey**, superstar of online strategy, your Harvard fan club has grown steadily since you smoothly secured buy-in and inspired unprecedented school-wide collaboration to improve and integrate the Law School’s online communications and tools. When invited to speak about your work at an online strategy conference in L.A., your presentation scored higher ratings than those of your counterparts at Google, Facebook, and Twitter. But who’s keeping track? #weare.

## Alumni Affairs and Development

**Lucy Barrett**, the University Initiatives team counts on you for your proactive work and unflappable nature. Whether it's briefing material or meeting logistics, you've thought of every last detail. And when you were promoted from staff assistant to coordinator last year, your dogged dedication to a seamless transition meant you did *both* jobs during a five-month search. It's that kind of commitment that makes your teammates say, "We love Lucy!"

**Tara Karyanis**, you know numbers don't tell the whole story. This wisdom encourages new approaches in prospect management—and makes you a beloved advocate and mentor as managing director of FAS Capital Giving. Staff say they can rely on your partnership and mentorship on everything from challenging gift conversations to workplace advancement. You're a true champion for development.

## Harvard Public Affairs and Communications

**Jacqueline Bruely**, when people think of a Harvard education, gummy bears, baking soda volcanoes, and old lawnmower engines may not come to mind. But you bring the unexpected to the Harvard Ed Portal as mentoring and scholarship coordinator. Your tireless support of creative lesson plans and careful matchups of Harvard undergraduates with Allston-Brighton schoolchildren instill in some of our youngest neighbors a lifelong love of learning.

## Harvard Longwood Campus

**Elizabeth Bueso**, whether decoding complicated reimbursements or combing through detailed line items, you always improve processes and reduce frustration for your colleagues. They have a saying in Biomedical Informatics at the Countway Library: "Elizabeth will know!" As so many fans over the last 25 years have attested, you *do* know, but you also teach, enabling everyone around you to do their best work.

**Susan DeStefano**, it seems kindness and community-building are in your DNA. At the Sinclair Lab, you handle daily demands and clear obstacles with a smile. You're famous for giving newcomers a heartfelt welcome and starting them off on the right foot. And, in a workplace focused on slowing the pace of aging, you've kept birthday celebrations a lab tradition. With you around, working at Harvard never gets old.

**Lauren Dewey Platt**, as manager of the master's program in Clinical and Translational Investigation and its sister programs, you've pioneered ties across departments, schools, and countries to provide an exemplary multidisciplinary experience. For more than a decade, you've skillfully steered programs through budget cuts and mergers, all while advising many grateful students. Your warmth and wisdom make you a "catalyst" for great things.

**Myra Garza**, you get to the root of daily challenges and sink your teeth into long-range clinical goals as associate director of clinical operations at the School of Dental Medicine. You're early to start and late to depart—often because you kindly sacrifice your own to-do list to help staff, faculty, students, and patients at the Dental Center. You're a bridge builder who deserves a crown.

**Evan Glover**, knowledgeable grant manager and professional troubleshooter for Health Care Policy, you've created financial reporting and reference tools that have simplified new hire training and made annual budget reporting more accurate. And because you share best practices and contribute to compliance initiatives with cross-university work groups, your innovations help busy departments across Harvard run more smoothly every day.

**Kate Hodgins**, you make one of the country's largest biology graduate programs feel like a family—learning the names of all 340 students in Biological and Biomedical Sciences, serving as their confidante, and mentoring them toward success. Your devotion is so legendary that admirers call you the “heart,” “backbone” and “soul” of the program. How's that for a biology lesson?

**Anny Maza**, you expertly manage accounts payable, reimbursements and general financial affairs for busy groups at both the Landmark Center and the Huntington Ave. campus. With good humor and an eye toward improving processes, you do so much to lighten workloads and moods that one colleague called you “a bouquet of brightly colored helium balloons, lifting the whole group!” Pixar's “Up” has nothing on you!

**Michael McCormack**, you encourage others to navigate past everyday conflicts to deliver their best work, and you guide future public health leaders through difficult but worthwhile discussions about race and privilege in your “Power and Difference” workshop. Colleagues say Harvard is a better place because you use your power to make a difference.

**Kelly O'Connor**, from the hub of the department of Global Health and Social Medicine, you boost the health of people locally and globally—whether counseling colleagues, faculty, and students or coordinating teams fighting Ebola in West Africa or drug-resistant tuberculosis in Siberia. Even in complex and stressful situations, you inject composure and compassion—and, when the time is right, a dose of levity.

**Samantha Reed**, under your guidance as administrative manager for Systems Biology, many have seen the “emergent properties” of a well-run multidisciplinary program: connected faculty, supported students, and acclaimed research. You also revived and expanded the cross-school Chemical Biology program with great success, and your remarkable work has made Harvard greater than the sum of its parts.

**David White**. Most people wouldn't call a financial reporting system “fun” or “approachable,” but those are words used to describe David. His technical expertise, willingness to help, and ability to see the big picture have expanded the Financial Dashboard from a Harvard Chan School project to a thriving University-wide initiative, enhancing financial management and enabling new financial reporting capabilities.

**Joann Wilson-Singleton**, as registrar for the Harvard Chan School, you have witnessed—and led—change over the last two decades. Your institutional wisdom and thorough approach have been critical for navigating two student information system overhauls. And your attention to process and people has produced a stellar crew—a group that says you are the reason they can stay the course, even in rough waters.

## Harvard University Information Technology

**Bailey Andrews**, tech support sage. Customers, managers, and even fellow engineers seek your wisdom when technical difficulties arise because you respond within minutes and stick with a problem until it's resolved, no matter how long it takes. You seem at ease while tackling the toughest service calls, keeping customers calm with your knowledge and empathy—also known as Zen and the art of computer maintenance.

**Christian Hamer**, chief information security officer of HUIT, you're a steadfast sentinel. When your team discovered a network intrusion last summer, you swiftly coordinated the efforts of law enforcement, University administrators, and tech professionals to oust offenders. Then, instead of stopping to celebrate (or sleep), you marched ahead to fortify the University's virtual walls with ten years' worth of security initiatives in ten months. With cyberattacks on the rise, we're glad you're guarding our gates.

Holy customer service, **Bruce Patterson!** Bruce Wayne has nothing on you. As access and accounts administrator—and a HUIT service desk legend—you cater to concerned calls by day and slice through service tickets by night. Many wish they had a red telephone with a direct line to you, but access to your immediate, exemplary service is just as good.

## Financial Administration

**Jennifer Dilts**, your commitment to others in the Office of Financial Strategy and Planning attracts excellence, even in adversity. When multiple leadership changes brought added responsibilities, challenging team dynamics, and ambiguous job priorities, your staff says your steadfast example and reassuring guidance motivated them to do their best work. You're a star in OFSP, and colleagues are thankful to be in your orbit.

**Michelle Provost**, your expertise makes you an indispensable part of the Office of Financial Administration. But it's your concern for colleagues that's priceless. You gently alleviated anxieties during three office relocations and customized comfortable space in a new lactation room, providing an important resource for moms returning to work. Your personal touch and network of relationships hold value beyond any balance sheet.

## Faculty of Arts and Sciences

**Noël Bisson**, you're a triple threat! A Harvard student, teacher, and administrator: you have the institutional knowledge to understand the aims of faculty, steer students toward new opportunities, and bring out the best in your staff. Colleagues say you have a gift for making others feel appreciated for what they do. As an empathetic mentor and gracious leader, your dedication to Harvard's mission—and undergraduate education—is beyond compare.

**Mary Ann Crowley**, you've strengthened the culture of compliance and customer service in the Office of Animal Resources, enriching staff training with PI and vendor presentations, and reinforcing local research connections through hands-on training and monthly meetings. You've even slept in your office during snowstorms so you could check on the animals—ably putting Dr. Dolittle to shame!

**Sean Fisher**, you're the keystone of the Sackler Building, expertly managing faculty grants and research funds, and coordinating faculty searches and reviews for the History of Art and Architecture Department. Your painstaking curation of a spotless dossier for a recent tenure review received critical acclaim, and colleagues say your attention to detail and affable nature make you a master of both form and function.

**Laura Johnson**, colleagues in the History Department call you a primary source for wisdom and support. You have greeted generations of concentrators, eventually helping them file senior theses and organizing their commencement receptions. You also walk faculty and staff through changes in curriculum, technology, and policy with resourceful patience. Any study of Robinson Hall would be incomplete without a section on the Era of Laura—32 years and counting.

**Marla King**, you rule. As students end their all-nighters and staff shuffle to their coffeemakers, you're already zooming your way through Harvard Yard. As Manager of Harvard Yard Academic Buildings, you oversee the care of more than forty FAS buildings, from daily upkeep to long-term energy efficiency projects. It's a big job, but you've built a strong team and successful alliances to get things done. You are truly King of the Yard.

**Irene Minder**, you've navigated complex variables like expanding departments, facility renovations, and policy and personnel changes with aplomb as director of administration and finance for the Mathematics Department. And two years after assuming responsibility for the Center for Mathematical Sciences and Applications, you're managing it through exponential growth. Your remarkable efforts are part of a winning formula for Harvard math.

**Doug Richardson**, as staff scientist and microscopist for the Harvard Center for Biological Imaging, you've enlarged the center's user base by being a patient educator and research ally. You focus on collaborations with the Medical School and Harvard hospitals, arrange imaging seminars, and provide tech support. Whether you're late-night troubleshooting with students or securing support from manufacturers, you're transforming life science research, one slide at a time.

**Cris Rothfuss**, your talents in technology development and ability to forge strong partnerships have been essential to "better, faster, bigger and more collaborative work." A thoughtful and transparent leader for the Institute for Quantitative Social Sciences, you have been essential to improving operations and streamlining processes, especially during a recent reorganization of the Data Science team. In a place that values metrics, there's no doubt you measure up.

**Tracey-Ann Rulow-Herbert**, as senior financial analyst for dozens of units in the Division of Social Science, you are legendary. Whether working in the dark of night to rescue a colleague from an unbalanced budget or summoning superpowers to monitor a budget process while out of the office, you never cease to amaze. You don't need a magic lasso for complicated HUBS entries because you are a wonder woman all your own.

**Sheila Thomas**, as associate dean of academic programs and diversity for GSAS, you've encouraged a record number of minority applicants, secured more than \$1 million in grants for mentored research and training for aspiring doctoral students, and led undergraduate programs to build a pipeline of promising students from underrepresented backgrounds. Whether you're crossing the campus or the country on your crusade, you're paving pathways to a more inclusive Harvard.

**Ted Torosian**, you're a repository of knowledge on everything from P-card reconciliation and foreign vendor rules to software conversions and technology audits. On call for Harvard's four

Museums of Science 361 days a year—and I hope you *really* enjoy those other four days!—you are a considerate, forthright, and honest colleague—an invaluable part of our phenomenal collections.

**Emily Ware**, you ably manage the undergraduate and graduate philosophy programs and related events, identifying and acquiring new skills to advance the department. Whether it's becoming the local expert on software updates or teaching yourself graphic design to advertise departmental events, your initiative as department coordinator ensures that the faculty, staff and students around you work in the “best of all possible worlds.”

**Kim Zweig**, FAS hiring managers say your partnership helps them find the strongest talent while contributing to the school's dedication to diversity and inclusion. Your careful approach makes you prolific: Last year, you recruited 310 new hires and 145 transfers within FAS. That's a *lot* of resumes and interviews! Luckily, you often know when someone has the “right stuff.” Perhaps it's because you do, too.

## Harvard Library

**Michelle Durocher**, head of metadata management, your wisdom informs cataloging projects across the University and motivates staff to learn and practice new skills. You scout opportunities to make the library's work fruitful beyond the Yard, equipping organizations all over the world for a new era of library information. In a field where the goal is perpetuity, you lead with unending devotion to Harvard Library.

**Susan Radovsky**, colleagues clamor to collaborate with you because you make even major tasks seem surmountable. You volunteered for a six-month metadata course to contribute to library projects in new ways and shared your knowledge with others—all in addition to your daily duties in Informational and Technical Services. Your enthusiasm for continuous learning and improvement is contagious.

## Harvard University Health Services

**Tom Varghese**, nine out of 10 patients agree: for enhanced customer service, patient care, and efficiency, you're just what the doctor ordered. As coordinator for Internal Medicine, you train new staff, fill in where needed, and adapt processes to keep things running smoothly—always with the goal of assisting your team and advancing exemplary patient care. Your diligence and helpfulness keep the clinic in good health.

## Graduate School of Education

**Pam Burton**, as administrative director of Academic Affairs and Faculty Support Services, you expertly analyze faculty and staff pairings to build productive working partnerships. You also founded the University-wide Faculty Support Administrator's Network to help faculty assistants and managers share best practices and develop as professionals. Colleagues say your innovative approaches have improved the department—and for that you get extra credit.

**Mary Kiesling**, while educators everywhere were cheering the start of last summer, you were graciously accepting a second job. In addition to your responsibilities as assistant director for master's programs, you ably assumed additional duties as assistant dean. You never sacrificed your investment in your staff's professional growth despite a complicated transition. Your colleagues—and the school—owe you a debt of gratitude.

### **Graduate School of Design**

**Hal Gould**, manager of user services in the Computer Resources Group, you aid more than a thousand faculty, staff, and students at the Graduate School of Design. You oversee tech budgets, information security and system roll-outs, and a busy helpdesk crew—and helped increase productivity and reduce waste by training students on proper plotter use. Your commitment to your team's mission is built to last.

### **Harvard John A. Paulson School of Engineering and Applied Sciences**

**Kathy Lovell**, with both precision and sensitivity, you manage the complex database of grades and credits that leads to Harvard degrees. Though the student population at SEAS has more than tripled in recent years, faculty and students can still count on you for accurate, timely data, delivered with a smile. And that deserves an 'A' in our book.

**Marybeth Wilcox**, you led the launch of the new ePerformance system for workforce development and performance reviews. And when your team was down to just two people last year, you selflessly stepped in to ensure that hiring, payroll, training, and evaluations continued seamlessly. Every day, SEAS faculty and students depend on the efforts of high-performing staff. And that staff relies on *you* for a compassionate ear and professional support.

### **Radcliffe Institute for Advanced Study**

**Cristina Aspuru**, you motivate colleagues on tough days and even inspired a once-hesitant donor to deliver a generous gift *and* a big hug. As Radcliffe's senior regional director of major gifts, you've secured critical financial backing for the Institute. But colleagues say the most invaluable gift you've brought to Harvard is your ability to cultivate devoted Radcliffe ambassadors wherever you go.

**Sharon Bromberg-Lim**, you've polished the many processes and personal interactions that distinguish Radcliffe's renowned fellowship program, and accolades and applications have multiplied. Undergraduate research partnerships have flourished, and the Johnson-Kulukundis Family Gallery has hosted a growing roster of exhibits. You've got the Midas touch, and colleagues, fellows, and students say you are worth your weight in gold.

## Harvard Divinity School

**Katie Caponera**, when divinity students want to foster fellowship, revel, or rejoice — not to mention celebrate — they call on you! From noon services to community teas to new student orientations to Commencement, the more than 100 events you manage each year create important avenues for collaboration and kinship. Students—and your colleagues—are eternally grateful.

## Harvard Business School

**Meredith Abrams**, Executive Education participants come to Boston from around the world. As the program's de facto concierge, you go to extraordinary lengths to help them feel welcome—once even helping a visually impaired participant train his service dog to navigate campus. And you've integrated sustainable living into the residential experience, incorporating energy- and water-saving tips into welcome materials. Your care sustains visiting executives and colleagues alike.

**Elizabeth Hess**, your remarkable talents bring Harvard Business School to the far corners of the world. As senior managing director and a founder of HBX, you've brought Harvard's case study format to legions of new learners online. Though you often deal in the digital, colleagues consider themselves fortunate to benefit from your analog talents as a brilliant manager and generous coach.

**Mark Laberge**, Teele Hall troubleshooter, your fans are often heard exclaiming, "Never fear, Mark is here!" Behind that wall of windows on Western Ave., you tackle daily punch lists that often include solving last-minute mail crises, reviving paused printers, and battling shredding bins. Always ready to lend a hand where needed, you inspire everyone around you to do their best work.

**Laura Moon**, as managing director of HBS Initiatives, you've successfully advanced the school's cross-disciplinary scholarship on key topics such as entrepreneurship, gender, and health care. This achievement is eclipsed only by your ability to foster unity within your team. Your candor, concern for others, and focus on personal relationships impart illuminating lessons on organizational culture.

## Harvard University Police Department

**Dan Twomey**, VIP visits to campus keep my days interesting—but not nearly as interesting as yours are. With more than 800 special guests to campus requiring nearly 45,000 security detail hours in the past three years, it's a busy beat. But your careful watch as sergeant keeps things efficient, economical, and conducive to officer morale while keeping Harvard safe. Thank you for serving and protecting us all.

## Harvard Human Resources

**Tamara Suttle**, your dedication to digital literacy builds a better workplace. As program coordinator and instructor at the Harvard Bridge Program, you've empowered employees to

access Harvard's online resources and shuttled around laptops so offline staff could contribute feedback for the Employee Engagement Survey. When 1,200 service employees received new Harvard email addresses, you helped many sign in to the University's online community for the first time. Thanks to you, the crusade to connect *all* of Harvard has gone viral.