2015 Harvard Heroes Citations
Delivered by President Drew Gilpin Faust
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Campus Services

Philip C. Alvarado—as the students like to say, “SnOMG”! When winter piled on challenge after challenge, you were here, coordinating an outstanding snow removal crew for extended duty. Early, late, and overnight, you and your team labored to keep access ways and building entrances safe and clear. As one nominator notes, your work was not just essential, but exceptional.

Laura Hanrahan, by managing Environmental Health and Safety’s marketing and communications, you’ve led important improvements to the department website and developed a quarterly newsletter for key clients. These and other enhancements have allowed teams to collaborate more efficiently and implement safety initiatives more effectively. Your efforts are keeping people and places across Harvard safe and secure.

Jason Luke, all of Harvard’s a stage, and you are one man, in his time, playing many parts. As the master of Harvard Yard, you ensure the success of events like Yardfest, ArtsFirst, Commencement and numerous celebrations sprinkled in between. Admirers who call you an “operational impresario” and a “humble, steadfast partner” are grateful for how you untangle everything—from logistics to power cables—making even the most complicated acts run smoothly. Bravo!

Maura Petty, when the Cronkhite Graduate Center joined the University Housing portfolio three years ago, you were new to the world of residence halls. Nevertheless, your thoughtful planning, property management expertise, and commitment to residents have helped create a beautifully renovated, well-run building. At the end of a long day, graduate students have a wonderful place to call home thanks to you.

Paul Smith, as associate manager of landscape services, you paint a lush, living backdrop to Harvard’s hectic days. Under your watch, gray snow always gives way to vibrant flower gardens around Loeb House and hardy green grass underfoot at Commencement. And as a protector of green space, you’ve introduced organic, sustainable methods for maintaining Harvard’s beauty. The University community and its many visitors are grateful that the campus is your canvas.

Harvard Art Museums

Paul Correia and Dennis Lesse, you could teach Ben Stiller a lesson or two about spending a night at the museum. The historically harsh winter meant many evenings of overnight duty for the guardians of Harvard’s priceless art collection. You braved treacherous weather to clear ice, snow, and freezing rain off walkways and the museum’s stunning glass roof, protecting both patrons and paintings. Your selfless work was a masterpiece in maintenance.
Office of the President and Provost

Leah Gardner, yours is the first face I see when I arrive, and I feel as fortunate as your nominators to have such an attentive person greeting guests and guiding visitors. Neither ring of phone nor ping of email can keep you from gracefully attending to your daily duties. Unflappable in the face of crises, you are a hospitable host and gentle gatekeeper for the hub of Harvard.

Marika Reuling, as chief of staff for the Executive Vice President, you analyze the most complex situations, develop strategies and solutions, manage issues and messages, and act as an honest broker with intelligence, diplomacy, and what one nominator calls a “herculean” work ethic. Your Mass Hall responsibilities may dwarf the Twelve Labors of Hercules, but you find time to take on task force work as well. Your dedication to Harvard is epic.

Harvard Kennedy School

Claire Byrne, a knack for anticipating what’s needed is just one of the superpowers you use to run the executive dean’s office at the Kennedy School. You’re the first point of contact for many faculty, staff, and students; contributor to management operations meetings; and advocate for sustainable practices in your office and across the school’s research centers. Your sympathy, sense of humor, and flexibility are benefits to everyone you encounter.

Erin Sharicz, you filled more than 100 staff positions at the Kennedy School last year, and your focus on hiring diverse talent helps the school reflect the world around it. Through your efforts with Harvard’s Veterans Outreach Committee, a partnership with the Mass Commission for the Blind, and diversity recruitment workshops for the school’s hiring managers, you’ve strengthened the Kennedy School—and the University.

Harvard Law School

Marie Bowen, keen judgment, leadership, and advocacy inform your many responsibilities as associate dean, chief human resources officer, and Title IX officer at the Law School. You’ve developed and managed new ways for individuals to connect and share ideas. From the “Think Big” series to the Emerging Leaders program to popular breakfasts with the dean, you cultivate a culture of opportunity and community that helps the School grow and thrive.

Jeffrey C. McNaught, it isn’t your only responsibility, but the Law School Commencement has become your claim to fame. Your ability to “elevate the human spirit” and empower your team ensures that everyone has what they need to pull off this high-profile celebration with ease. In recent years, the big day has received its highest marks and rave reviews thanks largely to your efforts—from planning logistics to preparing tables alongside custodial staff.

Christine Perkins, tasked with the job of compiling all the Law School news that’s fit to print, you make headlines with your head-turning efforts. Described by your colleagues as levelheaded and unassuming, you’ve built a “powerhouse” communications team and elevated the Law
School’s profile as a welcoming place for active duty military and veterans. Colleagues say you’ve helped produce an unmatched volume and quality of news that showcases the very best of the Law School.

**Harvard Longwood Campus**

**Glenn Beeman**, as platform manager, you are the gifted guardian of many things at the DNA Resource Core. Equally skilled with plasmids, people, and robots, you keep services running smoothly and researchers working happily—from Australia to South America. Your co-workers want to clone you, but it would be impossible for anyone—including Glenn 2.0—to replicate your excellence.

**Michelle D. Bell**, your colleagues consider you a unique mix of heroic and humble. You’ve accomplished the colossal task of moving the Harvard T.H. Chan School of Public Health’s research doctoral programs into GSAS. And your wise counsel and collaborative approach have created three new degree programs that bring a host of new students to the University. You exemplify the spirit of One Harvard in all you do.

**Nicole Bellisle**, as founder and co-chair of the Center for Health and the Global Environment’s Landmark Green Team, you led efforts to launch a sustainability fair, new recycling resources, and a specific reuse program—all in a single year. You help to shed light on how human beings can better the planet’s health and their own health in the process, building a better environment for all.

**Rachel Cahoon**, according to colleagues, you epitomize “grace under fire”—a results-oriented and gifted leader who embraced a challenging role. As director of the Medical School’s Sponsored Programs Administration office, you’ve built a strong team, reduced administrative burdens, and improved collaborations with counterparts across the University. In just two short years under your watch, the office’s level of service, its accomplishments, and its reputation have reached new heights.

**Peter Cobb**, you troubleshoot tech issues so well that clients want to steal you for their own teams. As an IT manager, you tend to jobs big and small with respectful attentiveness. And your professionalism, persistence, and patience bring calm to panicked users. Whether you’re handling computer setups, access issues, or infrastructure projects, you’re as much teacher as you are a fixer—a rare pairing of qualities that keeps you both busy and beloved.

**Caitlin Craig**, director of special events for the Office of Resource Development, colleagues describe you as a poised, selfless guru of event planning who generously supports and inspires others. This was visible in last year’s flawless launch celebration of the Medical School’s capital campaign—a memorable demonstration of the creativity, adaptability, and grace you bring to your role. When the world is waiting on greatness from Harvard, you deliver.

**Blanca Guillen**, many at the Countway Library and CBMI are familiar with your outstanding service and willingness to help, no matter the task. As crew chief of Custodial Services, you juggle last-minute room requests, event set-ups, and day-to-day custodial issues largely behind the scenes. But your dedication to the details allows countless faculty, staff, students, and patrons to pursue the next big medical advances in spotless surroundings.
Alfredo Perez-Hidalgo, praise for you comes studded with words such as “transformative,” “visionary,” and “innovative.” As director of administration for Social and Behavioral Sciences, you restructured and revived grants management while improving morale among faculty, staff, fellows, and students. One colleague noted a veritable “sea change” in the department in the wake of your efforts. Amidst many challenges, you’ve turned the tide for your team’s spirit.

Lisa Rossini, your admirers in the Division of Medical Sciences say you are the “heart and soul” of their enterprise. You ensure successful student events and provide colleagues with constant professional and personal support. When a program for Native American high school students faced discontinuation, you helped with program design and logistics, led fundraising efforts, and even traveled to the Montana reservation, helping to preserve the program for future students.

Luz E. Sosa, some people might not realize that behind every great researcher, there’s a great procurement coordinator. Research breakthroughs happen regularly at the Wyss Institute because you spend your days (and sometimes nights and weekends) making sure research teams have the materials and equipment they need to stretch the boundaries of engineering inspired by biology. You need Luz to win.

Susan St. Martin, you have helped to produce many healthy smiles as coordinator of the Harvard Dental Center’s Teaching Practices clinic—without having to ask a single person to say, “Ahhh…” You drill through CDT codes, insurance, and billing issues while injecting a dose of cheer into every presentation, announcement, and daily task you tackle. Day by day, you shine as an educational partner and polished resource for students, faculty, staff, and patients alike.

Alissa Wilcox, your title is executive assistant to the chair of the Department of Environmental Health, but your job just as often calls upon you to serve in roles as varied as head librarian, switchboard operator, or traffic cop as you respond to a multitude of daily demands. A font of wisdom and a planner of legendary parties, you wear many hats in the course of a day, and colleagues say you wear each one superbly.

Gail Williams, in your decade at the Office of Faculty Affairs, your team has jumped from two to nearly two dozen people, and the responsibilities of managing the promotions of more than 12,000 faculty have mounted steadily. You thrive on change and challenge, managing budgets, hiring, and leadership training; supporting faculty orientation, and keeping tabs on office needs—all while tending to the well-being of colleagues who are grateful for your guidance.

Harvard Public Affairs and Communications

Joan Matsalia, you create connections through your inspiring work with the Public School Partnerships, Project Teach, and Ed Portal outreach programs. By ensuring access to Harvard’s extraordinary educational resources, you offer a source of encouragement and expertise to students, families, and educators in our neighboring communities. You know the true value of investing in the potential of those around you.

Harvard University Information Technology
Chrispen Chokureva, at FAS sciences and the Department of Stem Cell and Regenerative Biology, yours is a household name. You answer all calls, big and small, and tend to each issue like it’s the only one in your queue. As a technology health professional, you’ve even made house calls after hours and on weekends—regenerating and rejuvenating malfunctioning machines and assuring end users that they’re in good hands.

Tiffany Downing, tasked with building the new data warehouse for the future University-wide student information system, you created and led a diverse team and determined a new way to route data from multiple sources into a strong central reporting repository, topped off with an easy-to-use reporting interface, streamlining functions vital to our academic. Through many project challenges, you stayed agile and innovative—just like the technology you employ.

Carl Mattos, frazzled Help Desk callers often cross their fingers and hope you’ll be on the other end of the line. Your swift and thorough response to trouble tickets is legendary, as is your patient, personable nature. Whether you’re troubleshooting a system crash or prepping machines for updates or moves, you deliver critical care in short order. Your tech talents always leave people—and their computers—in a happier state. Who you gonna call? Carl Mattos.

**Harvard Divinity School**

Robert Carroll, you defy the archetype of a budget director. Neither a bossy bean counter nor a robotic number cruncher, you always see the people behind the numbers. You are generous with your time, regardless of personnel changes, financial system transitions, or departmental deadlines. In the always-changing world of finance, your colleagues say you bring sanity and kindness—evidence that not every Carroll contains a Scrooge.

**Faculty of Arts and Sciences**

Tracy Collins, if FAS Human Resources had a slogan, it might be, “Ask Tracy.” And if you had a tagline, it would be, “How can I help?” You’re the first to greet prospective hires and a resident expert on administrative operations. You know if someone needs encouragement, guidance, or assistance, and you offer it gladly. For more than two decades, you’ve made FAS’s resources more human.

Tom Dingman, sage of students, when you’re not dispensing wisdom to fretting freshmen, you’re attending their dance performances, concerts, and plays. Your talent for remembering names, faces, and hometowns helps them feel at home at Harvard. And you share your many years of expertise with colleagues. Your commitment to understanding the undergrad earns you resounding student approval. “Dean Dingman? He’s the man.”

Mario Garcia, you keep buildings at Dumbarton Oaks as pristine as the gardens surrounding them. Though facilities are your official purview, you champion service, too. Colleagues describe you as “unfailingly cheerful and helpful.” You attend to requests personally and offer your time at community events, day and night. Your devotion to the property and its people is second to none, and you cultivate a crop of admirers that is mad about Mario.
Gretchen Gingo, while already juggling the many tasks of director of administration for Sociology, you took on the challenge of serving as interim director for African and African American Studies. Instead of simply filling in gaps when needed, you actively fostered staff development and pushed faculty initiatives to strengthen the department and boost morale during a period of change—proving that it is possible to be in two places at once.

Carol Gonzaga, many consider you a galvanizing agent for the Chemistry and Chemical Biology community. As associate director of Human Resources and Academic Affairs, you stabilize the department, supporting and motivating busy students, postdocs, faculty, and staff. You’re a catalyst for collaboration and preparedness when changes arise, and a constant champion of professional development—a rare element in the formula for helping others achieve their best.

Susan McGee, as the Division of Continuing Education’s registrar for the past 39 years, it’s safe to say Harvard has been your life’s work. You’ve registered nearly every student ever to pass through the division and managed their academic records through extraordinary growth and countless system, technology, and policy changes. Your passion for your work has helped many thousands of people pursue their passion for learning.

Jerrine Milke, your vast institutional knowledge has kept Faculty Affairs on a steady course for many years. You oversee the budget, coordinate performance reviews, and facilitate communication across departments. You also make sure to remember birthdays and personal milestones, organize office parties, and reach out with an encouraging word when it’s needed most. As one nominator says, you create a productive and pleasant environment for faculty and staff.

Chenoweth Moffatt, you mean the world to the Department of Earth and Planetary Sciences. As Academic Program Manager, you’ve managed an amalgamation of concentrators and helped produce a rock-solid Environmental Services book. Despite the many projects in your orbit, you’re never too busy to lend your wisdom to current and prospective students and postdocs. You move mountains for others, and always with a smile.

Linda Schneider, your legions of fans in the History of Science department call you a “brilliant, amazing miracle worker.” It’s a reputation you’ve earned by always delivering far beyond what’s expected—whether it’s your meticulous work as a faculty assistant, your groundbreaking contributions as interim graduate coordinator, or your countless interactions with students and faculty. Your energy, enthusiasm and intelligence have “turned a department into a community.”

Helena Sousa, coordinating the daily workings of a busy student service office would be enough for any one person. But you are not just any one person. When a colleague left, you also successfully took on card access issues for more than 3 million square feet of properties and 7,000 residents, plans for the visitor management system, residential furniture orders, and the maintenance and project budgets for Yard dormitories. Your industrious efforts can safely be called heroic.

Geoff Tierney, you have been instrumental to FAS’s ability to benefit from the University’s new system for tracking work on federally sponsored projects. Your expertise in departmental and central processes, paired with your many hours of work to find creative solutions, created an
effective and efficient reporting process that maintains compliance with federal regulations and reduces the administrative burden for many grateful colleagues.

**Vaughn Waters**, in a season of change for Admissions and Financial Aid, you created a torrent of success. The transition to online reading and recordkeeping, which saves 370 thousand pieces of paper annually, IT changes, and new budgeting and staffing systems were a hectic backdrop to the feat of attracting more than 37,000 applicants and tailoring financial support for 60 percent of those admitted—more than enough reason to shower you with praise.

**Susan Fliss**, your service spans the University, from Harvard College, to Widener to Gutman. But your focus is singular: bringing disparate library resources and services together in support of Harvard’s academic mission. As your colleagues creatively profess:

“One Harvard” isn’t just a phrase, not to Susan Fliss.

It’s a philosophy that she holds dear, her impact hard to miss.

Faculty, students, scholars….she helps them find success

And long held truths that we all know, she isn’t scared to test.

**Harvard Library**

**Kyle Courtney**, you’re a fearless pioneer in the land of copyright issues and a legend among librarians. When you saw copyright confusion on the rise, you assembled Harvard’s Copyright First Responders—a league of librarians trained to educate others across the University. Empowering so many with your legal knowledge and advocating for uniform copyright policies makes you a hero “for the future of research and libraries.”

**Austin Haley**, you support Harvard researchers on the quest for even the most challenging or obscure items. As a Resource Sharing specialist, your collaborative work across the University and with MIT libraries serves to grow the catalog of resources available to Harvard scholars. Whether it’s pinch-hitting for colleagues or training others, your commitment to One Harvard is evident in all you do.

**Harvard Graduate School of Education**

**Kathleen Donovan**, when school was out for the summer, you were here, leading a team responsible for integrating multiple search and fulfillment systems for last fall’s successful launch of HOLLIS+. You met the charge with determination, expertise, and a focus on collaboration across the University. Thanks to you, researchers can now pull hundreds of millions of book and article results for a topic with a few keystrokes.

**Samuel Odamah**, as academic affairs coordinator, you are an active ambassador to many in the Ed School community. You give scholars a place to meet and make connections that make them feel more at home and introduce visitors and prospective scholars to the campus and assist with their travels. But beyond minding the logistics, you cultivate a close community in an otherwise bustling place. Many are grateful for your hospitality, helpfulness, and heart.
Graduate School of Design

Rachel Stefania Vroman, your colleagues at the Graduate School of Design say you are the ideal prototype of an actively involved manager. From handling inventory and repairing machinery to training others and writing code, you attend to the needs of Fabrication Lab users with laser precision. All the while, you fuel a culture of creation, maintain the utmost safety, and enhance the lab for ever-changing needs. With you around, it is truly one Fab Lab.

Congratulations. [Lead applause.]

Financial Administration

Carlos Cevallos, your respect for others, generosity with your time, and positive outlook are ever-apparent, whether you’re discussing difficult process changes, collaborating on the annual financial report or organizing a “bring your kids to work day.” And sharing homemade treats and opening your home for your team’s annual holiday party lift the spirits of everyone around you.

Jessica Gadson, you would be a shoo-in to host a new series called “Extreme Makeover: Office Edition.” You created new workspaces designed to encourage collaboration and creativity—changing your winter break plans to make sure everything would be on budget, on time, and just right. Your best work has given others the tools to do their best work.

Alumni Affairs and Development

Kristen DeAmicis, you keep alumni connected to Harvard. Your work on the “Your Harvard” outreach events has made cities coast to coast—and around the world—shine with Harvard pride, and your ongoing improvements to the alumni survey help guide the focus of the Alumni Association and its board of directors. Your work brings Harvard to alumni everywhere.

Josh Packard, colleagues say you set the standard for exemplary work in Alumni Affairs and Development. As a guru of data and analysis, you’ve found faster and better ways to collect relevant information and reach donors more effectively. You streamlined the annual report process, revised the Freshman Form, and created a humorous SQL training manual. Altogether, your contributions have earned the unsolicited response, “More Josh!”

Office of the General Counsel

Laureen Donahue, lost-and-found items are often relegated to life in dingy boxes awaiting their owners. At Harvard, many misplaced treasures avoid that fate because of you. As property and evidence officer, you’ve reunited relieved owners with once-lost electronics, wallets, keys, and jewelry misplaced in the frenzy of Commencement or just a regular day on campus. Your work reminds the University community and its guests that someone is watching out for them.
Harvard University Health Services

Jeanne Mahon, at a hectic Harvard, you gently nurture a culture of health and wellness. You introduced opportunities for mindfulness practice that inspired faculty, staff, and students seeking a way to dissolve stress in a high-pressure environment. Admirers say your enlightened approach to your work is also your approach to life. Peaceful and positive, you’ve made Harvard more conscious of the importance of taking care of itself.

Harvard Business School

Jackie Baugher, alumni of the Owner/President Management Program consider their connection with you just as valuable as the course content—and executives aren’t the only ones singing your praises. Colleagues extol your creative approaches to getting things done and many marvel at your strong focus on exemplary service in Executive Education, especially in light of the coming launch of the Chao Center. Your contributions reach individuals—and organizations—the world over.

Andrew Falzone, as assistant director of campus services, it’s one of your many challenging tasks to make Business School spaces available to the numerous faculty, staff, students, and visitors moving through the campus each day. More difficult is managing competing demands and resolving conflicts over space. You accomplish this amazing feat with creative problem solving, and, despite your full schedule, you always make room to find the right solution.

Cathyjean Gustafson, your institutional wisdom as faculty assistant in the Strategy department has earned you the reputation as a mentor to newer colleagues and “surrogate aunt” to the many doctoral candidates who pass your desk. Your determination to help is legendary, and your admirers are grateful you’ve been placed at the center of their busy department.

Kate Targett, maven of media services, your work facilitates teaching and learning dependent on classroom technology. You’ve built a strong team that tackles class sessions and campus events with genuine ownership for its work. You spot and stop potential issues before they occur, and, when a tech emergency or last-minute request arises, you jump in to lend a hand. You are right on Targett—a case study in leading by example.

School of Engineering and Applied Sciences

Nater Jorde, managing millions in research funding is no simple task. But you’ve managed to make it easier. Despite having no background in research administration, you crafted and customized the PI Dashboard, a post-award management system that gives department administrators and faculty accurate and timely financial data. And now, as you assist teams across Harvard in piloting their own versions of the dashboard, they’re thankful you’re spreading the wealth.

Eric Tatten, you engineer exceptional solutions to a multitude of maintenance requests, always delivering outstanding service. Known for hanging perfectly aligned pictures and making furniture repairs that leave things looking better than before, you often have just the right piece...
or part to make a low- or no-cost repair. The preservation and upkeep of a busy school campus is a science you know well.

Planning and Project Management

Diane Gray, as a senior campus planner, you build bridges that have also served you well in contributing on the University-wide Sustainability Plan Advisory Committee and leading Harvard Planning and Project Management’s Green Team. Under your watch, the department has abandoned bottled water for a filtered tap, swapped reusable mugs for disposable cups, participated in a waste audit, and arranged tours of sustainable projects across Harvard. At HPPM, Gray is the new green.

Harvard Human Resources

Angie Boudreau, recruiter extraordinaire, you filled 200 IT positions across the University while streamlining processes. Hiring managers say your resourcefulness and expertise have made the recruiting process the “absolute best” they’ve experienced. Whether you’re tweeting out job openings, hunting down resumes, or running down Mass. Ave. to find a lost candidate, it’s clear you’re the best fit for this job.