

**2017 Harvard Heroes Citations**  
**Delivered by President Drew Gilpin Faust**  
**June 5, 2017**

**Alumni Affairs and Development**

**Jacoba von Gimborn**, you contribute far more than what's expected each day in Alumni Affairs and Development, embodying grace under pressure, mentoring new staff with unfailing patience, and managing complex schedules, research projects, and writing assignments. Anyone can have a "can-do" attitude, but your "*happy-to-do*" attitude reminds colleagues you're always there, as one of your nominators put it, "to help life go right."

**Tsz Wong**, as a business process analyst, you breathe life into countless fundraising data projects across the University. But you're never too busy to provide one-on-one support and a good laugh to boost flagging spirits. When it came time to shift more than 100 staff to the new QlikView system, you helped tense colleagues relax with your customary blend of creativity and humor.

**Harvard Business School**

**Jennifer Burgin**, with a trove of tech expertise and process prowess, you're the Q to Executive Education's James Bond. Patient and proactive, you're ready to rendezvous with colleagues—day or night—to offer guidance on how technology can support program operations. Obstacles to productivity are obliterated, and your countless contributions continue to outperform fast cars, explosive pens, and underwater jet packs.

**Paul Craig**, you are HBS's secret weapon for improving the user experience. In overseeing LearningHub, you became a walking, talking town hall for concerns, working tirelessly to triage issues and offer reassurance to faculty, staff and students. Your loyalty to users means a new system that will meet the needs of a diverse community—a reminder that technology is only as good as the human beings behind it.

**Jill Hogue**, the team at Ludcke sure is lucky! At the hub of the Institute for Strategy and Competitiveness, you provide unwavering support with a graceful urgency, whether assisting foreign leaders, monitoring everything from white boards to dessert plates, or rushing an associate's forgotten laptop to Logan. When it comes to conquering the day-to-day details of a dynamic academic institute, Hogue's a hero.

**Harvard Art Museums**

**Jessica Levin Martinez**, the aim of offering art to all is woven into your leadership of the Harvard Art Museums' academic and public programs. Whether stepping in to emcee a public program, teaching students, or supporting colleagues, your respect for varied viewpoints makes people feel inspired. Among Harvard's breathtaking collections, you stand out as a true masterpiece.

## Office of the President and Provost

**Alex Auriema**, as lead videographer for HarvardX, you translate courses on everything from the opioid crisis to quantum physics into visual experiences and inspire the best kind of binge watching. And you generously share your craft, teaching teens in the Cambridge Housing Authority's Work Force program the fundamentals of videography and editing. With you behind the camera, Harvard is always ready for its close-up.

**Ellen Morrissey Trudel**, proactive and thoughtful, you're a critical part of my staff, preparing everything I need for meetings and travels in Cambridge and afar—even when snow days strike! When faced with an avalanche of tasks, you're extra generous with your time, and you stepped up after a staffing change to manage the Presidential Public Service Fellowship program to great success. Always cheerful and ever unflappable, you've taken Mass Hall by storm.

## Harvard Law School

**Melissa Courage Korta**, the verdict is in: You're extraordinary! Hundreds of faculty and staff, and thousands of students in the Office of Clinical and Pro Bono Programs, rely on you to handle administrative issues and relay critical information. No matter your daily docket, clients and colleagues witness your enthusiasm, good humor, and willingness to help. Your positive attitude never loses its appeal.

**Julie Vakoc**, some leaders launch major projects and direct others to "make it so." But as director of online strategy, you step in to hash out details, motivate teams, and steer projects where no woman has gone before. You helped re-establish the Law School brand, oversaw the creation of the school's new website, and now lead marketing efforts for the school's bicentennial. We hope you work long and prosper.

## Campus Services

**Margarida Borges**, yours is a familiar face in Byerly Hall. To Radcliffe Fellows, staff, and guests, you embody the welcoming spirit of the fellowship program, offering a friendly smile or a warm greeting as you work to keep common spaces and offices tidy. Your quiet kindness—in dealing with emergency clean-ups or doling out delicious pastries—speaks volumes.

**Kris Locke**, you are the key to One Harvard efforts at the Office for Sustainability. Colleagues call you a "process genius" who builds unlikely partnerships around common goals, and they delight in your effort to bring work home with you in the form of an annual retreat at your house. You encourage your team to integrate their talents, including creating a workshop on navigating generational differences. When it comes to keeping things cohesive, you've got lock on it.

**Robson Martins**, you work behind the scenes to keep Radcliffe clean and green, delivering good service and good humor, especially Commencement crunch times and holiday weekends. As custodial supervisor, you play to your team's strengths and swiftly tick off tasks, always anticipating what's needed next, and painstakingly planning to minimize waste and costs. Your radiance makes Radcliffe shine.

**Jeffrey Myung**, your safety officer to-do list reads like a mass-market thriller: midnight electrical shutdown, ten-story scaffolding, Saturday-afternoon crane “situation.” Despite the potential for blockbuster drama, you dodge disaster and keep us safe. At our many construction sites, you’re a stalwart of the “Harvard standard,” even mentoring contractors to improve their own safety programs. Jason Bourne’s paths of destruction are no match for your safe—and OSHA compliant!—job sites.

**Richard Pollack**, whether it’s real or imagined bed bugs, a mouse in a house, a bear in the woods, or a turkey chasing students around the Yard, you clear out critters that endanger public health and property. We can’t make pests go through the admissions process so you’ve worked with teams across the University to employ sustainable building and landscaping methods that make it harder for vermin to sneak onto campus. As a senior environmental health officer, you put pests to the test with the best of the best.

**Lisa Valela**, you’ve built sustainability into the Graduate Commons program, which has a dedicated Green Team and a commitment to incorporating sustainability into daily life. Your organic interactions with students have cultivated a sense of community. The welcoming wine and coffee nights, yoga classes, and networking events build connections among many who might otherwise feel isolated. For many, Harvard is home because of you.

## Harvard Longwood Campus

**Carlos Aguilar**, biofilms, biodegradable plastics, and implantable cancer vaccines might not have had a shot without you. As a Wyss Institute procurement pro, you are often a research lab’s lifeline to supplies that may fuel the next big breakthrough. Science waits for no one, and you chase down coveted materials on critical deadlines, making sure no project is left behind. The world’s best bio-engineers couldn’t build a better Carlos.

**Traci Anderson**, it’s no small compliment to be considered an, and I quote, “encyclopedia of knowledge” by students and faculty of the Harvard-MIT Health Sciences and Technology program. As manager of the program’s academic affairs, you’re the first contact for many applicants and the go-to resource for myriad student questions and requests about orientation, cross registration, and beyond. Nine out of ten MD-PhDs agree: They might be lost without you.

**Jean-Claude Bourciquot**, spotless common areas and sparkling office spaces are hallmarks of your good work, and your sunny greetings, smiles, and handshakes are constant reminders of your good nature. You’re the first to lend a hand and the last to take credit, inspiring goodwill in others on a busy campus. Your many fans say the HMS community is better because you brighten both the spaces and the days of the people around you.

**Eliza Mitchell Butts**, your creative insight has produced award-winning materials that engage and inspire alumni, donors, and prospects to support HMS’s worthy mission. Your enthusiasm doesn’t wane when negotiating printing quotes or managing a direct mail campaign. And when colleagues need a hand, you willingly step in despite your own workload. Your portfolio—and your presence—put the Medical School’s best face forward.

**Christina Dervishian**, you’re never afraid to sink your teeth into a tough project. As program coordinator, you’ve prepared more than 100 faculty and trainees for the Mass Medical New

England Global Health Conference, organized and generated interest in an ongoing oral health seminar series, and managed multiple grant submissions despite being new to the process. No matter how busy you are, you never brush off an opportunity to assist others. Your perseverance is something to smile about.

**Deirdre Duckett**, colleagues say you give new doctoral students just what they need—a lounge stocked with snacks—not to mention super support for navigating cross-school class enrollments and advice for connecting with advisors and getting settled into daily life. You advocate for colleagues, too, by championing career development and collaborative improvements to the program. And, when they're lucky, snacks too!

**Sue Gilbert**, challenge tackler and change expert, you've kept things running smoothly through three-fold growth in the department of Global Health and Population. And you've partnered with Year Up to recruit and hire people who are starting their careers. Your mentorship has guided many staff upward, and your work fortifies the health of Harvard's own population.

**Dominic Hall**, few people can say they spend their days cataloging bone collections or lung tissue from the 1918 flu pandemic—and even fewer can claim that their painstaking work has kept the 170-year-old Warren Anatomical Museum accessible and relevant for contemporary research. Colleagues say it's your respect for the artifacts that sets you apart. Anyone with half a brain can appreciate the care that guides your work.

**Jim Niemi**, as lead senior staff engineer, you've grown the Wyss Institute's Advanced Technology Team with a special kind of system integration—one that integrates respect and integrity into a swiftly moving, high-pressure environment. You design ways for people to feel connected and valued—from supporting a staff member's family leave or military deployment, to lending your time across teams, to making sure to publicly note a job well done. Your colleagues are grateful for your high-touch approach in a high-tech place.

**Katrina Rudnicki**, you make sustainable attainable. You helped form the Medical School Green Team and managed its eventual merger with the Longwood Campus Eco-Opportunity Team, all while running a busy lab. As a champion of sustainable lab practices in Longwood, you've overseen Green Lab competitions and are helping to create and pilot a Green Lab certification to advance lab sustainability across the University. It's safe to say the lab is always greener on your side!

**Cheryl Whitmarsh**, super-steward of the Harvard Chan School's endowment, fans say your powers include an almost photographic memory, superhuman attention to detail, and the uncanny ability to draft gift agreements that increase flexibility while lowering risk. But it's your discretion, empathy, and commitment to open communication and collaboration that endear you to donors and colleagues alike. As director of endowment, your presence is an unrestricted gift to everyone around you.

**Kathy Yeo**, you offered your support to the GEO Health Hub Grant program and jumped into a whirlwind of travel assistance, visa processing, and overnight phone calls half a world away. Despite a heap of your own administrative tasks, you connected personally with visitors to make sure they were settled, including helping one grateful scholar move into local housing. A true test of a person's character is helping someone move in Boston. By that measure, you've got a heart of gold.

## Financial Administration

**Brian Cody**, as a CPA who helps steward Harvard's research grants, you wouldn't be faulted for concentrating solely on the numbers, but you also focus on the people to the profit of colleagues and clients. You're a natural teacher, explaining complex accounting and welcoming questions as you help teams manage the financial reporting and closeout for research grants. Harvard grant managers are grateful for OMB: One Magnificent Brian.

**Debbie Gronback**, under your astute guidance, Harvard's financial aid offices navigate ever-changing regulations and reporting requirements. Questions abound, and you chase down answers long after others might give up. You've untangled Title IV eligibility and provided critical guidance for the financial aid aspects of my.harvard, and you're a mentor and sounding board for colleagues across the University. They're grateful for your good "cents," and their interest in your skills compounds annually.

## Harvard Graduate School of Education

**Corinne Herlihy**, forget the apples you got as a classroom teacher. Your colleagues at the Center for Education Policy Research made a whole website to sing your praises! [PAUSE MOMENTARILY AS SLIDE OF THIS WEBSITE IS PUT UP] You forge school partnerships and drive research initiatives to find what works in American classrooms—and on Church Street. You stepped in during staffing changes and planned your team's inaugural annual retreat to foster a more cohesive culture—A+ work!

**Abebaye Lema**, as Payroll Coordinator, you expertly solve work-study payroll problems with a kindness many students appreciate when they are far from home. Your genuine care and concern have made your office a sanctuary and have brought a welcoming warmth to conversations at co-curricular events and in colleagues' offices. Faculty, staff, and students don't need newspaper advice columns when they have their own "Dear Abby."

## Faculty of Arts and Sciences

**Gregory Aimo**, you're an expert at connecting people online and in real life. As online course development production lead for Continuing Education, you collaborate with a diverse group of stakeholders, earning a five-star reputation for excellent service and exceptional results. As your team has expanded its reach, you've turned your talents wherever they're needed most. You're bandwidth puts you at the top of your class!

**Pamela Baker-Webber**, at a time of high turnover, reorganizations, and office moves, you took the helm of SEAS Research Administration. Where others might have turned back, you determined details of the new structure and kept staff feeling supported and connected. Your kind of leadership is a *precious* commodity.

**Lauren Bimmler**, you've helped write a new narrative for the English department and its Creative Writing program with an outreach initiative that highlights the work of seniors and connects prospective concentrators to faculty. You've also bolstered community among current students

with a host of scholarships, social events, writing workshops, and thesis groups—successfully weaving together a cast of characters and stopping problematic plots twists in their tracks.

**Lauren Brandt**, students hope they never meet you. As the assistant dean for Academic Integrity and Student Conduct, you maintain what colleagues describe as unfailing fairness and deep compassion, and you find in even the most tense and tearful disciplinary procedures chances for change and growth. For that and more, you are always in “good standing.”

**Jack Conlin**, you’re the “powerhouse” of the Molecular and Cellular Biology Department, providing technical support and remembering the value of the little things in life. You know all the graduate students’ names and host practice runs of their talks to calm their nerves, and you reassure frazzled faculty and modestly mentor colleagues with the help of forty years of institutional knowledge. Helpfulness, humility—and Harvard—are clearly a part of your DNA.

**Ed Macomber**, engineer at the Center for Nanoscale Systems, you’re a master of making something into nearly nothing. You work with researchers from diverse disciplines to fabricate films for structures, always finding ways to lower costs or increase efficiency. Your commitment has never worn thin, even as your area doubled its equipment inventory and grew its user population nearly eightyfold. Your contributions to nanoscale systems are enormous.

**Christine Mascolo**, admitting students to Harvard is a great responsibility, and your leadership is bringing a legacy of improvements and efficiencies to the process. You carefully hire and coach admissions officers, and you impart optimism and integrity as you manage thousands of your own cases and act as admissions “super-liaison” to the athletics department. I’m delighted to inform you ... that your colleagues think you’re extraordinary.

**Suzanne Ogunbadero**, coworkers say there is magic in the way you solve mysteries in the Sociology department. Assigning an unknown number of teaching fellows to an unknown number of positions? You step in, and—poof!—classes are covered; graduate students are employed; chaos is averted. You have a sixth sense for keeping visitors comfortable, students funded, and faculty informed. Past the fog of complicated logistics and demands, you keep things running smoothly—and that’s no illusion.

**Cory Paulsen**, to quote your many appreciative fans, you are the rock that has kept history department business on solid ground for the past 30 years. You’ve soldiered through myriad financial system updates and process changes, managing everything from obscure international payments and partial travel expenses to student pay and research grants. Fastidious and friendly, you keep things rolling and gather no moss through challenge and change.

**Gail Pisapio**, special projects advisor and faithful financial steward, you manage the mighty task of shepherding thousands of funds while honoring donor wishes in support of Harvard College. Under your watch, undergraduates relax in new common rooms, faculty are funded and the College’s financial status is an open—annual—book. With keen insight and 22 years of institutional knowledge, you make Harvard a richer place.

**Damari Rosado**, on the topic of making Harvard a better place to work, you’re totally trending. In addition to running a tight ship in Organismic and Evolutionary Biology, you apply your administrative expertise to management dilemmas, and our neighborly networks grow with your

ambassadorships to the School to Work Program and Cambridge Public Schools. Your commitment to One Harvard is something we can all “like.”

**Kwok Yu**, colleagues simply marvel at your “incredibly high work capacity,” which, as associate dean for Faculty Affairs, includes everything from statistical and financial analyses of faculty hires and promotions to sensitive policy discussions with faculty and researchers. Praised by your staff and cross-University collaborators, you handle this hefty load with a humility and grace. If actions speak louder than words, your volume is turned up to 11.

**Jacqueline Yun**, anyone who spontaneously strolls a giant inflatable flamingo around Dudley House obviously knows how to connect with students. It’s no wonder they flock to you for guidance! Your levity and leadership have transformed efforts around diversity and inclusion in GSAS. With new Title IX training and an expanded safety committee, your work promotes a community where everyone feels safe, respected, and welcome. For that, you can stand tall—on one flamingo leg or two!

### **Harvard Library**

**Brenda Bernier**, given your expertise with 700-year-old parchment rolls, you know a thing or two about handling delicate matters. It’s no surprise that leading Collections Care while already heading the Weissman Preservation Center resulted in a successful repair of staff morale during a time of change. You connected two teams, expanded professional development opportunities, and preserved trust among colleagues. Your intrinsic value is beyond compare.

**Craig Thomas**, metadata master, your work will keep irreplaceable Harvard Library resources forever accessible. The Metadata Creation Unit’s work of tagging everything from manuscripts to maps is often on tight deadlines, but colleagues say your humble leadership empowers them to contribute their individual talents to meet even the most challenging goals. Your metadata would include the terms “exemplary,” “professionalism,” and “kind heart.”

### **Harvard Public Affairs and Communications**

**Sue McGinty**, while some might “hit the ground running” at a new job, you move so swiftly that you went straight to flying instead! You joined Public Affairs and Communications less than two years ago, but you’ve already navigated a demanding office move, launched a new mentoring program, and helped to build a more collaborative, integrated department. Known as both a “den mother” and a “financial guru,” your 20-year commitment to Harvard’s mission keeps your team moving ever upward.

## Harvard Kennedy School

**Mary Anne Baumgartner**, your best work will help hundreds of mayors do their best work. In the development of the new Bloomberg Harvard City Leadership Initiative, you managed multitudes of meetings, correspondence, interviews, and ever-changing program details—all while providing faculty support. For the initiative's official launch, you worked logistics wizardry to produce an outstanding open house, and your contributions in Cambridge will improve cities around the world.

**Karl Coleman**, if faculty assistants are academic pit crews, then you're rocking a headset as a beloved crew chief. You've built a top-notch team of faculty assistants who support each other and HKS while advancing their own skills. You've also helped streamline administrative processes while cheering on successes, listening to concerns and rallying for recognition of jobs well done. Way to keep things moving on the right track!

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

**LaShanda Banks**, as a faculty administrator, you skillfully supervise and manage day-to-day schedules and finances while keeping an eye on the gifts and grants that fuel breakthrough research. Colleagues say you have a genuine concern for everyone around you, enthusiastically volunteering your support, offering your knowledge and building community among staff, faculty, students, and post-docs. Who says you can't be all things to all people?

## Radcliffe Institute for Advanced Study

**Christine McGee-Zion**, you are known for your longtime commitment to the finances and operations of Radcliffe's buildings and the people who run them. As administrative director, you've been a judicious steward for facilities, a generous guide to colleagues, and a diligent advocate for a diverse workforce over the past three decades. Elizabeth Cary Agassiz would be proud.

## Graduate School of Design

**Tim Hoffman**, fearless facilitator of GSD faculty planning, your constancy was critical during a record number of searches and a demanding series of transitions. In the last year, you've expanded your already busy portfolio to encompass new responsibilities, including supervising the faculty payroll. Whether pulling together detailed data or compiling demographics for accreditation reports, you get things done at Gund.

## Harvard University Health

**Melanie Northrop**, as a case manager in Counseling and Mental Health Services, you serve as guardian and advocate for hospitalized high-risk students, handling intensely stressful situations with sensitivity. Always balancing the needs of hospital staff, students, and the University, you

provide crucial help to students and ensure a smooth transition back to campus. Your on-call compassion provides critical care.

### **Harvard University Information Technology**

**Jane Hill**, when things go right, your work is invisible to the tens of thousands of us who rely on it every day. You're the Harvard key to seamless log-ins, easy access to electronic materials, and effortless editing of employee records. Always agile, with a seemingly endless uptime, your wealth of technical expertise and thirty years of institutional wisdom keeps University resources accessible and secure. We don't need two-step verification of your greatness.

**Chris Nadeau**, your cache of skills and capacity for collaboration translate to superb service for man and machine alike. During the pilot of a new service desk at the Harvard Chan School, you teamed up with the local crew and answered service calls to understand new users. Your insight was critical to creating effective dashboards that give queue managers important real-time service stats. Major incidents become major successes when you're around!

**Alan White** is unable to be here today, but his colleagues say he deserves recognition for his outstanding bedside manner, dispensed with each dose of ASPerIN. He renders remedies for panicked service requests, curing tech issues, staying with job tickets until problems are resolved, and making clients happy and headache-free.

### **Harvard Divinity School**

**Tobias Orfe**, you make sure your colleagues paychecks are accurate—honoring special requests and guiding them through the infinite mysteries of time approval and appointments. Your diligent work—delivered with compassion even over weekends, vacations, and holidays—helps their bottom lines and earns you tops marks on payday.

**Tracy Wall**, a true time traveler, in six short months you helped illustrate the Divinity School's glorious 200-year history. Alongside your responsibilities as coordinator of the Women's Studies in Religion Program, you stepped up to track, research, secure, and credit hundreds of images selected for the school's bicentennial *Faces of Divinity* exhibit. That kind of devotion comes around only every one—or two—hundred years.

### **Harvard Human Resources**

**Lynne Bimmler**, as the leave of absence specialist, you walk staff through births and adoptions, illnesses and deaths. You navigate sensitive conversations respectfully and thoroughly, handling complex cases with a sense of calm that is valuable to all involved. With exceptional organization, you've streamlined the leaves process and lifted a burden from HR colleagues. And with the utmost discretion, you advocate for employees during otherwise stressful times. Under your care, those taking leave are never left behind.