

2023 Harvard Heroes Citations
Delivered by President Lawrence S. Bacow
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Financial Administration

Christyne Anderson, when ensuring compliance and mitigating risk took on new meaning, your expertise kept sponsored research on track. You developed a virtual training model for researchers and created an online repository of sponsored funding guidance, addressing questions on everything from remote work to PPE costs. At a time when sponsored projects could have gone off the rails, you kept our trains on track.

Lauren Crimmin, your focus on finding efficiencies and sharing knowledge makes you a true asset to the Office of Financial Strategy and Planning. You've automated manual tasks to reallocate time toward special projects, synthesized valuable data to enhance strategic planning, and created graphics that quickly communicate the breadth of University investments. Your priceless "mini-lessons" are just one reason your teammates believe your value is off the charts!

Harvard Business School

Carlos Barillas, as senior IT support analyst, you maintain the technical and social networks that keep people connected and connecting. With a welcoming nature and cache of tech knowledge, you bring new hires into the fold. And your enthusiasm for improving processes and encouraging teammates translates to world-class service—even in the rush to remote learning in 2020. Your commitment and care show that ChatGPT has nothing on CB.

Betsy Gartrell, attending to people's needs is at the heart of your work, even when it means zooming electric scooters to Tata Hall or temporarily turning your office into a luggage room for Executive Education. As Associate Director of Program Delivery and Guest Services, your helpfulness, paired with a spirit of fun, bolsters colleagues, and builds bridges between departments. From staff and faculty, to students and visitors, you wow them at Chao!

Kelly Sailhamer, you carry the metaphorical (and sometimes literal) torch for excellence in Alumni Relations, most recently rallying colleagues through the trials of restoring in-person programs. Fueled by your heartening support, humor, and an Olympic theme, your team cleared the hurdles of planning and executing a momentous 2022 reunion celebration that welcomed more than 15,000 alumni. With stamina, resilience, and grit, you inspire others to go for the gold in support of our mission.

Harvard Kennedy School

Victoria Barnum, you've facilitated more effective and inclusive teaching by securing a \$1.3 million grant for the Teachly tool, which now reaches across the University and beyond. In addition to building and maintaining Canvas sites and managing exam logistics, you're creating community as an HKS Culture Ambassador. Your top-tier contributions ensure that diverse student voices will help shape the future of policy development.

Amy Davies, you strike the ideal balance of leader and manager, hard work and fun. As Assistant Dean for Student Services and Programs, you encourage and empower your team to find success in the impossible. When the charge of developing a week of special programming came with budget limitations, space constraints, and the concurrent pressure of planning two Commencements, you led the way — with a crimson T-shirt, a walkie-talkie, and your unflagging, uplifting spirit. Colleagues call you “borderline superhuman” but we call you a Harvard Hero.

Harvard Public Affairs and Communications

Shushan Martirosyan, teammates call you the “heart and soul” of the Public Affairs and Communications team. You welcome newcomers warmly, celebrate others' successes, and step in whenever needed. You were the first to embrace pandemic tech and assist others with the learning curve, and you've rebuilt in-person connections with engaging team activities. You've set the tone for a workplace where helpfulness and collegiality are the name of the game.

Harvard Graduate School of Education

Carla Lillvik, it's no surprise you earn plenty of praise from the students you serve at Gutman Library. You take genuine interest in their research and provide guidance and kinship through multiyear journeys, all the way to defense day. You've built citizenship and community in other ways, too—integrating lessons from the Black Teacher Archive into library system improvements and partnering with an alum on a public-school pandemic journaling project. It's true: No one stacks up to you!

Evelyn Wong, colleagues describe you as the “engine” of the Finance office, driving the Ed School—and the University—ever forward. With a personalized, hands-on approach, you steer others straight on the use of financial tools, the nuances of budget preparation and the successful implementation of new systems. Never idle but always available, you don't come to work just to get things done—you continually support, inspire, and serve.

Campus Services

Odete Barbosa, Lehman Hall is a place for joy and connection—two things you’ve embodied and promoted as caretaker of that space for more than two decades. You’re known to chat with students and dispense much-needed hugs as you prep the space for everything from meetings to movie nights. Through Dudley House days to the present, you’ve given graduate students a clean, comfortable, and caring place to find some balance—and have some fun.

Dailey Brannin, you seem to have a surplus of energy as Recycling Services Supervisor, commingling with school sustainability teams on countless projects, including waste reduction at Commencement and reunions, an annual clothing swap at the Business School, and a Kennedy School plastic bag recycling program that you reused across the University. You’ve definitely made your mark by encouraging Harvard to leave no footprint.

Marykate Franks, you make our community safer and more enjoyable, running late-night checks on student-run grilles, deciphering drinking water quality requirements, and sometimes navigating fascinating yet unpleasant crawl spaces to investigate pest or odor complaints. Many praise your positivity and helpfulness, saying they feel reassured when you’re on a case. As many across Harvard know: When in doubt, call Marykate!

Grace Mariappan, you turn Eliot House mealtimes into social hours, recognizing and greeting hundreds of staff and students by name as you swipe them into the server. You’ve cultivated community with intention, getting to know students and their stories, sharing their cultural and sporting events, and sending off seniors with tearful goodbyes. As joyful visits from alumni can confirm, you’ve made this Domus a home.

Maureen Martin, as Director of Immigration Services, you’ve welcomed and assisted our international community through decades of unpredictable challenges. Working across time zones, you dot the Is, cross the Ts, and always go beyond—like when you completed documentation and visa applications, then personally delivered home goods for 24 Scholars at Risk arriving from Afghanistan. They, like countless others, are grateful that you lift a lamp beside our Crimson door.

Nelson Medeiros, you care for Harvard from the helm of a collection truck, traversing the streets before dawn to clear away remains of the previous day. For nearly 30 years behind the wheel (and sometimes behind a snow shovel), you’ve been a guardian for safety, sanitation, and pest control, providing practical and meaningful insights on ways to reduce risk and keep our campus clean. Though you deal in disposables, your work is indispensable.

Harvard Medical School

Tami Bolk, teammates say your superpower is adapting to change and turning it into opportunity. When the pandemic upturned Postgraduate Medical Education's staff and its mission, you courageously addressed personnel gaps and burnout, and set realistic standards for producing high-quality educational programs. You've conquered challenges by building a team where everyone feels safe, respected, and welcome.

Brian Crete, thanks to your project leadership and technical expertise, the Office for Faculty Affairs was poised to pivot resources online to reach more than 12,000 constituents across 16 affiliate institutions. Your skillful management led to quick but thoughtful revisions and enhancements of orientation, development, and awards programs that met with rave reviews. You've extended the reach and reputation of the office by embracing and leading change.

Glaydson Estanek, you're the prequel to research breakthroughs. As senior glass wash lab tech in Systems Biology, you've advanced sterilization processes for glassware care and tissue culture facilities. Students and colleagues praise your helpfulness and diligence. Whether it's dealing with an abandoned sticky shaker plate or setting up a special waste collection vacuum system for a left-handed graduate student, you make a crystal-clear difference every day.

Ghislaine Firmin, driving through Boston streets with a 30-foot mobile health unit is truly heroic, but that's only part of your job! As a Family Van health educator, you counsel clients with extra doses of cultural sensitivity and personal connection. Students and volunteers learn from your example and thrive on your workplace kindnesses of home-cooked food and check-in texts. You're a driving force for a culture of care.

Jennifer Jackson, from the helm of the veritable mission control for Medical School systems, you've led a growing team through steady demands and momentous change. With a contagious enthusiasm for Harvard's mission, you've seized opportunities to transform legacy systems and processes in a growing orbit of HMS systems, from HR and research administration to admissions and curriculum services. Clients and colleagues are grateful you're always leading them forward.

Ann Marie Menting, you've managed mastheads on the Longwood Campus for two decades, most recently transforming Harvard Medicine magazine into an award-winning flagship publication. You've shared news and knowledge and improved outreach by highlighting critical issues and raising up diverse voices—an approach you also take as a manager and mentor. Your colleagues say they have the proof: You're one of the best!

Mary Lou Townsend, your steady guidance revived HMS postgraduate medical education and turned it into one of the top programs in the country. You led the group successfully through multiple reorganizations by never losing sight of the people behind the hard work. Under your care, the program continues to deliver high-quality clinical education, including critical HMS expert-led webinars on COVID-related content for providers across the world. Your transformational leadership was just what the doctor ordered.

Harvard School for Dental Medicine

Linda Bisconti, you get to the root of a problem by bringing together people and best practices in Restorative Dentistry and Biomaterials Sciences. You've streamlined operations for the largest clinical department at the School of Dental Medicine by digitizing processes, going paperless, and launching a working group for unit administrators across the school. To faculty, colleagues, and continuing education learners across the world, you've left a lasting impression.

Harvard T.H. Chan School of Public Health

Eric DiGiovanni, in the Department of Epidemiology, with a population of more than 300 graduate students, you encourage individuals in a way that eases anxiety and cultivates kindness. You took the lead in addressing mental health needs by engaging faculty and students to create new avenues of support. Your sensitivity has created an encouraging space in which to learn, teach, and work.

Mollie-Anne Maxfield, you contribute to the career development and well-being of hundreds of Harvard Chan School postdocs, often serving as unofficial concierge, counselor, and confidante. As Faculty Affairs program manager, you have streamlined the faculty offer letters process, enhancing support for Yerby Fellows and improving the process for faculty appointment reviews. With creativity and compassion, you bring order and reliability to a demanding department.

Anna Pikcilingis, one colleague refers to you as their "lifeboat person," someone they want by their side while facing a major challenge. Indeed, you have been a lifesaver, stepping up to handle additional tasks and budgeting during a senior staff vacancy, and calmly keeping the Dean's Office above water in the early days of the pandemic. With you on their crew, colleagues know they can sail through any challenge.

Midge Van Aller, you provide steadfast service for nearly a dozen faculty members in Environmental Health and still have the hustle to take on other responsibilities in a busy department. In addition to supporting junior faculty and assisting with accounts payable, you've also stepped in to facilitate

seamless transitions for faculty during administrative staff leaves. With the prescience to solve problems before they start, you're one of the best to have on Huntington Ave.

Harvard University Health Services

Mallory Finne, your dedication as HUHS patient advocate continues to improve access to high-quality mental health and medical care, especially for members of historically marginalized groups. You've counseled countless students through complex care systems and led staff efforts to reduce bias and discrimination. You help practitioners do their best work, and give patients the support to become their best selves. Thank you for promoting healing in every sense of the word.

Linda Iovanni, when the demands in Member Services heat up, you never lose your cool. Aside from assisting health plan members with insurance needs and inquiries, you often help providers, managers, and staff with assorted tasks and troubleshooting. Your willingness to learn and document solutions makes jobs easier for others and keeps things running smoothly. Even when time is short and your list is long, many are grateful you take the time to listen.

Harvard Law School

Edgar Kley Filho, in the wake of COVID-era isolation and professional pressures, you took the initiative to rebuild connections and foster an inclusive culture by creating the HR podcast, "Tell Me Your Story." Your candid interviews highlight the value and voices of school staff in ways that have boosted morale and promoted camaraderie. Colleagues are grateful that *your* story has brought you here to uplift, inspire, and unify.

Yvonne Smith, through four decades in student services—including a remarkable 36 years as administrative coordinator for the Board of Student Advisers—you've been a steadying presence amidst unprecedented challenges, leadership transitions, and evolving student needs. With sustained commitment and care, you've counseled thousands of future jurists and coordinated the storied Ames competition for a third of its existence. It's no wonder you garner praise from 1Ls and Supreme Court justices alike. And now we salute you, too. Brava!

Alumni Affairs and Development

John Adams-Wade, with an eye toward greater outreach, your work boosts the online profile of Alumni Affairs and Development. Taking websites from concept to code to the first click, you've made it possible for alumni and donors around the world to engage with content and register for events. And

your inclusive, user-friendly email template set the standard for the 48 million AA&D messages sent every year. We hope this recognition finds you well!

Erin Stanton, you've kept me on track, up to date, and always well prepared to meet with our donors and alumni. For every trip or event, Adele and I have been able to rest easy knowing you've arranged every detail, and are consistently one step ahead of any changes. Your valuable foresight as director of Development Planning has also empowered your staff to succeed and grow. Thank you for your painstaking work and your tireless dedication. You're a true VIP!

Harvard University Police Department

James Melia, as a lieutenant on HUPD's first watch, your positive energy motivates your team through the demands of an overnight shift. You oversee nightly operations with a focus on dignity and respect for our community, responding calmly but quickly to concerns while providing reassurance, communication, and visibility. We salute you for keeping Harvard safe and secure after dark.

Faculty of Arts and Sciences

Sarah Ledoux DuClos, a decade ago, you enabled DCE's transition to Canvas when just a few hundred courses relied on the new system. Today, you head the Instructional Technology Group, supporting faculty and staff on more than 1,000 courses—and a growing portfolio of other online tools. Anxious students facing in-exam glitches, harried instructors filing grades on deadline, and your busy ed-tech counterparts across the University all appreciate your continuing education on the latest in e-learning.

Carla Greenwood, kindness, patience, and the ability to build some of the most complicated budget models in your sleep are just a few of the tricks up your sleeve. You perform seemingly magical financial feats for FAS Finance and the strategic planning process, including implementing budget recommendations despite constrained timelines and staff shortages. You're an amazing manager and mentor, and colleagues say they couldn't imagine trying to quote "reimagine budgeting" without you.

Kenneth Anthony Johnson, your loyalty and leadership are an inspiration to those around you at Dumbarton Oaks. As a senior building engineer with more than 35 years of experience but the reported energy of an undergraduate, colleagues say your work is top-notch. With remarkable dedication, you preserve and maintain the Bliss legacy—bringing the treasures of the museum, its gardens, and its many programs to researchers, schoolchildren, and neighbors alike.

Shelby Johnson, you know firsthand that despite all appearances, graduate students *do* have lives outside of their studies. As assistant director of GSAS Student Services, you champion efforts to support

thousands of students with academic and personal resources—whether they're arriving from abroad, submitting a dissertation or just seeking a transit pass. Your personal determination to improve the whole student experience advances the mission of creating a dynamic and diverse community of scholars.

Ji Eun Kim, you're not afraid to get your hands dirty as administrative coordinator of the Ceramics Program, tracking donations and sales records while tailoring new online registration systems for rising enrollment. With innovation and initiative, you've customized sales systems for the biannual Show and Sale, improved tracking of kiln firing costs and income, and created new protocols for the program's online gallery store. Your backstamp on the program will remain for years to come.

Amanda Kulik, your unsinkable energy is a secret to success for the Women's Swimming and Diving Team. Colleagues and student athletes say you always show others that they are appreciated, heard, and cared for—buoying spirits with '90s hip-hop-infused pep talks, personal thank-you notes, or a compassionate ear. During long sets, red-eye team flights, or championship heats, your uplifting encouragement as associate head coach has led a decade of student athletes toward personal bests in the pool and beyond.

Shawn Lee, as Hutchins Center associate director, empathic problem solving is a hallmark of your work—like optimizing financial resources to eliminate a deficit without sacrificing a morale-boosting Thanksgiving potluck or crafting new hybrid work schedules that balance demands. Colleagues say your careful stewardship has made the Center an example of Harvard's best kind of work: knowledge-expanding, global community-minded, and humane at its core.

Mary McConnell, you've managed the History Department's complex matrix of course offerings, catalog listings, and classroom spaces with an effortless precision that comes with four decades of institutional knowledge. Equally critical has been your contagious generosity of spirit—negotiating faculty needs, comforting overwhelmed graduate students, and supporting colleagues in grief and joy. When the Era of Mary ends with your retirement this year, you'll leave a legacy of logistical brilliance, good humor, and deep compassion.

Grace Moskola, you practice inclusive excellence daily, working to remove barriers and destigmatize disabilities in our classrooms, labs, residences, and offices. As director, you've grown the Disability Access Office more than threefold and partnered with other departments to respond to the needs of a growing population and a broadening definition of accessibility. You make it possible for every student to thrive on campus with a true sense of belonging.

Ronnie Mugimu, colleagues say your high-level expertise and commitment to collaboration make you the nucleus of financial operations for research efforts in Molecular and Cellular Biology. Your upward trek through the department's finance and research administration has given you the unique and valuable wisdom to see and share the bigger financial picture. You guide others through timely problem solving, model proactive communication, and invest in mentorship that fosters success in FAS.

Denise Oberdan, you turned the challenge of staff departures into an opportunity to bolster the department of Art, Film and Visual Studies. Taking a lead role, you worked to increase efficiency and embrace diversity as you hired eight new staff members and adapted to equipment and space challenges. Staff say you champion their expertise and empower them to do their work with confidence as key characters in the life of the department.

Jesselynn Opie, visitors to your facilities office at Northwest Labs know they can seek assistance with maintenance or directions—or a locked office door again (and again!). But they might not know about the room scheduling, operations accounts, or vendor contracts you oversee each day—or the countless hours you spent on campus gathering test kits and PPE, and helping prepare the buildings for occupancy after COVID closures. Your behind-the-scenes work deserves credit at center stage.

Raquel Alonso Perez, as *Curator* of the Harvard Mineralogical and Geological Museum, you've expanded research opportunities worldwide by cataloging thousands of invaluable specimens and securing a record amount of grant funding for storage and preservation. Your magnetic outreach has also secured two new premier collections and guided the aspirations of young women in museum management. Because of your tenacity, Harvard's place in geological research has achieved a new luster.

Sergio Roman, while attending to the essential work of animal care, you also took on direct supervision of 20 staff members during the touch-and-go days of the pandemic closure. Your compassionate volunteer spirit meant your commitment to the safety of the animals never wavered—even when it meant hands-on facility maintenance and on-call work while leading your staff. Colleagues say “care” is not only part of your job title, but also of who you are.

Radcliffe Institute for Advanced Study

Jessica Viklund, when pandemic challenges arose, your track record as director of Events only grew stronger. With little background and much to learn, you successfully steered programming online when needed, encouraging your staff to test new approaches for optimal virtual and hybrid events. And when visitors returned to Cambridge, you found new ways to welcome them back while prioritizing health and safety. On Garden Street or on Zoom, you share the riches of Radcliffe with the world.

Harvard John A. Paulson School of Engineering and Applied Sciences

Dina Adams, it requires a special fortitude to field the day-to-day questions and requests that arise at a hub of science innovation. As founding manager of the SEAS Service Center, you ensure that room reservations, catering questions, and AV arrangements are quickly squared away, and issues are resolved before they become problems. Your expertise in the applied science of seamless operations makes groundbreaking research both possible and successful.

Anas Chalah, colleagues say your leadership of the SEAS Active Learning Labs embodies the adage: “Two things are true.” Your no-nonsense focus on critical safety protocols and the work of establishing new labs never overshadows your warm, supportive nature that assures staff, faculty, and students they belong. From micro-robotics to 3D printing to chromatography, you keep SEAS instructional labs safe, productive, and welcoming. Thank you for bringing heart to Harvard’s state of the art.

Harvard Divinity School

Jamie Johnson-Riley, you’ve been a dedicated leader and mentor in the Registrar’s Office for more than a decade, supporting and guiding students and faculty with encyclopedic policy knowledge and a heart for service. Leading by example, you inspire others to take real action toward racial justice. Your commitment to welcoming and championing others supports and cultivates a better Harvard Divinity School.

Harvard Graduate School of Design

Edwin Martinez, you work through daily punch lists of misbehaving laptops, dead cell phones, and bedeviling printing problems with aplomb. And when pandemic restrictions moved everyone off campus and back again, you scaled your skills to oversee virtual workspaces in and beyond the walls of Gund Hall. As the resident architect of tech, you construct new and better ways for the GSD community to collaborate and connect.

Harvard University Information Technology

Simone Alpen, away from the labs and libraries, you and your team at HUIT have furthered our research for years to come. You’ve overseen nearly a decade of updates and upgrades to seven research management systems, including the Grants Management Application Suite that facilitates the review

and management of an \$1 billion annual portfolio. Pls and researchers are grateful you've got the skills to pay the bills.

Aristos Koyanis, you find proactive ways to automate, integrate, and adjust services to enable the best in teaching, research, and operations. As a valued member of the HUIT Finance team, you've served as technologist and developer for the billing portal, financial analyst for service owners, and customer engagement specialist for users. You wear so many hats, you deserve a Harvard Heroes crown.

Kyle Shachmut, your drive to educate others and lead conversations has made your team a model for improving digital access for those with disabilities. As Director of Digital Accessibility, Privacy & Security, you've made equitable access to technology and content a standing consideration in everything we do—from course development to web design to technology procurement. Your advocacy for digital inclusion is bringing Harvard's mission and resources to all.

Office for Equity, Diversity, Inclusion & Belonging

Angela Alberti, you're a prime example of practicing what you preach. As lead communicator for the Office of Equity, Diversity, Inclusion and Belonging, you craft outgoing messages on inclusivity while building a culture of belonging in your own workplace. You create community by opening your office door, hosting staff dinners, and checking on others during tough times. Colleagues say your affirmational leadership has fostered a team ethos where passion and joy abound.

Office of the President and Provost

Kathleen Drummy, you've spent two decades with the printed word at Harvard University Press, though you're perhaps equally well known for the knowledge you generously share with those around you. Your life-lesson anecdotes and trove of institutional history provide valuable insight to new coworkers and longtime colleagues alike. With your patience, wisdom, and care, you embody the significance of welcoming others and creating connections.

Kyle Port, as manager of one of the world's most robust plant records databases, your passion is rooted in stewardship. You catalog Arnold Arboretum's 16,000 trees and shrubs, shepherding digital cartographic resources that stretch across 281 acres and 151 years. With utmost care, you've preserved the stories of thousands of temperate plants, sharing that knowledge in ways that inspire wonder and joy in coworkers, volunteers, donors, and neighbors. You're a remarkable curator of living collections.

Jane Unrue, when the past year brought an unprecedented number of fellows to the Scholars at Risk program—including many fleeing from Afghanistan, Russia, and Ukraine—you worked with urgency to

oversee fellow selection and fundraising and to secure necessary travel arrangements, visas, legal representation, housing, and medical care. For many who would otherwise be persecuted or endangered, your work is truly lifesaving.

Harvard Library

Claire DeMarco, despite pandemic challenges and significant staffing changes, you successfully took the lead of Information and Technical Services, elevating its visibility and its connections to Harvard Library. Although you don't have a background in library technical services, you leaned on respect, humility, and curiosity to empower teams and set a new direction for ITS that recognizes and rewards staff strengths. You've shown the value of remaining agile in a turbulent time.

Naomi Handler, you've expanded horizons for Houghton Library, overseeing building renovations that improved accessibility and updating procurement processes to ensure equal opportunity. And in a period of intense staff turnover and reorganization, you championed greater communication, recruitment, and a dynamic work model that increased flexibility and satisfaction among staff. Your leadership is a rare and true treasure.

Spruill Harder, as associate director of access services for libraries across the University, you're an expert on building relationships with diverse stakeholders, earning trust, and serving unique needs. When COVID changed the landscape of library access, you were up to the challenge—working with Access Services teams to establish operations in multiple libraries and create a new digital reserves program that remains a valuable resource today. Sincere praise for you is overdue!

Harvard Human Resources

Mourad Saleh, as staff assistant and reception coordinator, you view challenges as opportunities to learn. Some days, that means troubleshooting broken projectors in busy classrooms or redesigning documents and training materials with your artistic eye. Other days, it means knocking on countless office doors to track down \$10,000 worth of misdelivered goods. With no question too small and no request too big, your dedication to service excellence is beyond measure.