Erika D. Griffin

North Carolina | erika@erikadgriffin.com |linkedin.com/in/erikadgriffin | Portfolio: erikadgriffin.com

PROFESSIONAL SUMMARY

Operations and decision-support leader with over 18 years of experience using data analysis, financial reporting, performance measurement, and process improvement to improve organizational performance and support strategic decision-making. Experienced translating complex data into actionable insights, identifying trends and performance gaps, and developing reporting tools that improve visibility and decision-making. Proven ability to collaborate across functions, manage competing priorities, and communicate analytical findings to diverse stakeholders.

EDUCATION

University of North Carolina at Pembroke, Pembroke, NC — Expected Graduation May 2027
Master of Business Administration
Business Analytics

University of North Carolina at Pembroke, Pembroke, NC — August 2026
Bachelor's Interdisciplinary Studies
Applied Professional Studies

Honors and Awards
Summa Cum Laude (August 2026)
University of Pembroke Scholars Award (2025)

College of the Albemarle, Manteo, NC — February 2008
Paramedic Diploma

York Area Vocational Technical School, York, PA — June 2002
Licensed Practical Nursing Diploma

RELEVANT EXPERIENCE

Pierce Foundation, Lumberton, NC — June 2026-Present
Volunteer CFO

- Develop and monitor budgets, financial tracking tools, and performance reports supporting nonprofit governance and event operations.
- Provide financial and operational analysis supporting planning, resource allocation, and decision-making for regional conferences, fundraising initiatives, and professional development events serving 300–350 participants.
- Track event expenses and financial activity to support accurate reporting and budget accountability.

Dare County EMS, Dare County, NC — March 2008-Present
Training Lieutenant (2022-Present)
Operations Lieutenant (2017-2022)
Field Training Officer (2016-2017)
Field Paramedic (2008-2016)

- Analyze operational, workforce, and service delivery data, including call volume, geography, staffing, and resource utilization, to identify trends and support organizational planning and decision-making.

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- Develop and maintain performance dashboards, tracking tools, and reporting systems used by leadership for decision-making and strategic planning.
- Monitor and validate operational data to support accurate performance reporting and organizational metrics.
- Oversee operational readiness and workforce performance across a department of approximately 150 personnel.
- Lead process improvement initiatives focused on operational efficiency, workforce development, and service delivery.
- Manage and support budget accountability, including a $90,000 annual uniform budget, and collaborate with leadership and stakeholders on strategic initiatives.

Awards: County Employee of the Month, EMS Employee of the Month

LEADERSHIP AND COMMUNITY INVOLVEMENT

Omicron Delta Kappa National Leadership Honor Society — March 2026-Present
NC EMS Leadership & Education Collaborative, *Founding Member* — 2025-Present
NC EMS Leadership Academy Graduate — 2025
Principles in Ethics & Personal Leadership Instructor
FEMA ICS Training 100, 200, 300, 400, 700, 800

SKILLS

Technical Skills: Data Analysis, Trend Identification, Financial & Operational Reporting, Performance Metrics & Reporting, Data Synthesis, Data Integrity, Dashboard Development, Data Visualization, Program Evaluation, Financial Analysis, Process Improvement, Strategic Planning Support, Resource Allocation, Decision Support, Stakeholder Collaboration

Technical Tools: Microsoft Excel (Advanced), SQL (Basic), Power BI (Developing), Google Workspace, Microsoft Office, LMS Reporting

Certifications: Artificial Intelligence Fundamentals, *IBM* (2026), NC Paramedic Certification (expires 2028), NC Licensed Practical Nurse License (expires 2027)

INITIATIVES

- **Financial & Budget Analysis:** Analyzed conference expenses by category, vendor, and budget line to identify spending patterns and support budget monitoring and financial decision-making. Developed an Excel dashboard to improve expense visibility and support resource allocation.
- **Fleet Cost Analytics & Visualization:** Analyzed maintenance and operational cost data across a 37-vehicle ambulance fleet to identify cost drivers and support budgeting and resource allocation.
- **Training & Compliance Analytics:** Designed a tracking system to monitor participation, completion, and compliance metrics across approximately 150 professionals, identifying gaps and improving reporting visibility.
- **Program Evaluation Analytics:** Analyzed participant feedback and performance metrics to evaluate program effectiveness, identify trends, and support data-driven improvements.