

Sandra Clemons MA C.V. Mediator – Odessa, Florida

P.O. Box 863

Odessa, FL 33556

ADR/ Dispute Resolution Professional

Corporate/Mediation Trainer

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Qualified Arbitrator

Phone: 813.951.2298

PROFESSIONAL EXPERIENCE

Sandra is a Supreme Court Certified County and Circuit Civil Mediator with the Florida Courts serving as a non-Attorney Mediator in good standing since 2008. Practice areas that make up my dispute resolution experience include service as Contract Mediator with County Small Claims Pre-Trial and Civil Mediation in Pasco/Pinellas County and the US Bankruptcy Middle District Court- Tampa Division. I am an approved DRC Primary Trainer for County Certification Programs; Assistant Trainer for Circuit Civil Certification Programs, and Qualified Arbitrator. Mediation Training has included work for USF Conflict Collaborative; Chris Shulman ADR Law; and Presenter at the 2013 Annual DRC Conference.

I serve the Professional Mediation community with affiliations through several diverse mediation/conflict resolution groups including: (SoEI) Society of Emotional Intelligence (Certified Practitioner with (MHS) Multi Health Care Systems; Eckerd College- (MTI) Mediation Training Institute- Certified Conflict Dynamics Profile Practitioner. Concurrent with this experience, I also served as pro bono mediator for EEOC Tampa and as a Contract EEO Employment Investigator in discrimination complaints. Sandra holds a Master's Degree in Organization Management from the University of Phoenix.

2008-Present ADR practice areas include: Managed Foreclosure, Mortgage Bankruptcy, Commercial and Residential Landlord/Tenant Disputes, Personal Injury, Title VII/EEO workplace discrimination claims, County Pre-Trial Small Claims & Civil Mediation, and Organizational Conflict Coaching. She is additionally certified to conduct EEO Workplace Investigations.

COUNTY & CIRCUIT MEDIATION CERTIFICATION PROGRAM EXPERIENCE

2012-Present County & Circuit Mediation Trainer with Christopher Shulman ADR Law.

2012-2014 Assistant Circuit Mediation Trainer with USF Conflict Collaborative Program.

FORECLOSURE EXPERIENCE 2009-2013

- Foreclosure Mediator -US Bankruptcy Court Middle District of Florida
June 28, 2013
- Contract Mediator with 9 Judicial Circuits in Central & South Florida
2009 –2012 Florida Judicial Circuits Served: 6,9,10,11,12,13,18,19,20

INVESTIGATION/ADR EXPERIENCE 2008- 2013

- Contract EEO Investigator, EEO Solutions Tampa, Florida
June-July 2012
- Mediator of EEO complaints with Tampa Area Office EEOC
July 2008- March 2011
- Contract Facilitator/Trainer with EEOC Headquarters: Train-the-Trainer Program
to explore Hidden Bias, Resolve Conflicts, enhance Diversity Inclusion
Aug 2007-Jan 2008
- Mediator - employee workplace grievance with Western Regional (DCAA)
Defense Contract Audit Agency
July 2008
- Conducted Conflict & Mediation Training for Member Federal Agencies –
LAFEB . Aug 2008
- Co-facilitator: Emotional Intelligence and Managing Workplace Conflicts for
Member Federal Agencies of the Miami FEB
March 2009
- Contract County Mediator 6th Circuit Pasco/Pinellas County, Florida
June 2011-present
- Contract Foreclosure Mediator 6th Circuit Pasco/Pinellas County, Florida
Oct 2010-present

CORPORATE TRAINING EXPERIENCE 1992- 2016

Trainer/Facilitator for ***The HLC Group Inc.*** a small business Federal Contractor, provided Professional Development and Educational Training programs to public and private sector organizations. A professional trainer for over 20 years, she delivered skill-based training to address workplace compliance issues, and worked with groups and individuals to develop behavioral skills that model a productive work environment. Corporate training areas of focus included: Communication Skills Training, Conflict Resolution, Managing Diversity, Emotional Intelligence, and Human Resource issues- Sex Harassment and Workplace Violence.

CERTIFICATIONS

- Qualified Arbitrator- 3 Panel Non-Attorney
Nov 2014
- Investigation Interview Master Class- 6 Part Series
Jan – May 2013
- Certified: EQI2.0 Emotional Intelligence Practitioner (16 hrs)
March 2012
- Certified MD 110 EEO Investigator Training (32 hrs)
May 2012
- Primary County Mediation Certification Trainer
March 2012-present
- Assistant Circuit Mediation Certification Trainer
March 2012-present
- Capital Law School, Supreme Court of Ohio (40 hrs)
Employment Discrimination Mediation Certificate of Completion
June 2-6 2008
EEO Laws and Policies Certificate of Completion
June 1, 2008
- Certified County Mediator
April 2008- present
- Certified Circuit Civil Mediator
May 2008- present
- Certified: Conflict Dynamic Profiles - Leadership Development Institute

Eckerd College (8 hrs)
August 2006

MEDIATION PANELS

- US Bankruptcy Court Middle District of Florida
2013- present
- 6th Circuit Court of Pasco/Pinellas County
2009 –present
- Mediation Managers –MMI- Managed Foreclosure
Sept 2010 - 2015
- Collins Center for Public Policy- Managed Foreclosure
2009 -2012
- American Arbitration Association -AAA-
Sept 2010 -2011
- Hillsborough County Bar Foundation –HBCF-
Sept 2010 - 2011
- Conant Mediation Center -CMC
Sept 2010 - 2012
- Oasis Alliance
Jan 2011 - 2012
- Orange County Bar Foundation
Jan 2011 - 2012
- Florida Mediation Program-FMP (Pre-Suit Foreclosures)
2010
- Mediation Resolution Specialists- MRS (Pre-Suit Foreclosures)
2010-2011
- USF Conflict Collaborative-Collins Center-American Arbitration Association
2010-2011

EDUCATION

M.A. Organizational Management , University of Phoenix, California Campus -
1996

B.A. Political Science, Cal State University, Los Angeles - 1974

Education and Training are life-long pursuits including a 5-Day International Forum entitled “**Mediating the Moment**” in Florence, Italy in 2016; an 18 hour Professional Skills Course entitled “**Preventing Bad Settlement Decisions and Impasse**” with Strauss Institute-Pepperdine School of Law-Institute of Conflict Management with Lipscomb University in Nashville, TN in 2017; and ongoing **Bankruptcy Mortgage Certification** Training for the US Middle District Court with Mortgage Modification Education (MME).

PROFESSIONAL DISPUTE RESOLUTION MEMBERSHIPS

- Florida Academy for Professional Mediators, Inc. (FAPM)
- Society of Emotional Intelligence (SoEI)/ Emotional Intelligence Network
- Mediation Training Institute (MTI) at Eckerd College
- American Institution of Mediation
- Diversity & Inclusion Group
- Conflict Coaching Guild
- The Defense Bar
- Alternative Dispute Resolution Professionals
- Resolution Systems Institute Group