



# MIKE DEWINE

★ OHIO ATTORNEY GENERAL ★

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February 23, 2018

The Honorable Larry Obhof  
Ohio Senate  
1 Capitol Square, 2<sup>nd</sup> Floor  
Columbus, OH 43215

Pub.  
A.G.  
Appt.

Dear Senate President Obhof:

It is my pleasure to present to you for the advice and consent of the Ohio Senate the appointment of Beverlyln Johns to the Ohio Consumers' Counsel Governing Board pursuant to Ohio Revised Code Section 4911.17.

The Ohio Consumers' Counsel Governing Board appoints the Consumers' Counsel and the Deputy Consumers' Counsel and monitors the operations of the Office of the Consumers' Counsel. The Governing Board consists of nine members, with three members each representing the following groups: organized labor; residential consumer; and, family farmers. The Revised Code requires that no more than five members of the Governing Board may be from the same political party. Beverlyln Johns is a Republican and she will represent residential consumers. She is one of five Republicans who are currently serving on the Governing Board. Enclosed is her resume for your review. Beverlyln Johns will replace Regina Mitchell, who resigned, for the remainder of her term, ending September 1, 2019.

This request for appointment is respectfully submitted to both you and the Ohio Senate for your advice and consent. Should you have any questions, please feel free to contact me.

Very respectfully yours,

Mike DeWine  
Ohio Attorney General

Enclosure

Cc: The Honorable Kenny Yuko, Minority Leader  
Vincent Keeran, Ohio Senate Clerk  
Bruce J. Weston, Ohio Consumers' Counsel  
Beverlyln Johns



# Beverlyn E. Johns

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## PROFESSIONAL SUMMARY

A senior executive in the public sector who is performance driven and goal orientated. A forward thinker with experience in developing, implementing, and guiding key organizational initiatives. Strong background in marketing, public relations and community relations. Innovative team developer who is adept at maintaining focus to achieve results. Conceptualized and launched new departments, programs, and services that have enhanced employee engagement and retention.

Business Development   Marketing   Community Relations   Training and Development  
Partnership Development   Process Improvement   Public Speaking  
Strategic Planning   Operational Planning

## EDUCATION

MS, Marketing and Communications, Franklin University- Columbus, OH

BS, Organizational Leadership, Wilberforce University- Wilberforce, OH

## CONTINUING EDUCATION

DBA Candidate, Strategy and Innovation, Capella University- Minn., MS- Anticipated Completion 2016

## CAREER PROFILE

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### Business Services

Franklin County, Columbus, OH (2016 – pres.)

Responsible for overseeing service management quality, organizational performance measurement and organizational communications for the Franklin County Data Center.

### Service Management

- Responsible for leading service management efforts, tracking and reporting service cost, quality and efficiency.
- Ensures service standards alignment and maintains up-to-date, industry standard Service Level Agreements (SLAs).
- Works closely with the project management team to monitor the health of projects and collaborates with technical teams to ensure that customer expectations are met. Proactively assists with problem resolution.
- Plays a lead role in the implementation, deployment and management of an IT service management tool.
- Monitors industry trends to identify and research potential technology synergies for Franklin County.

### Organizational Performance

- Responsible for implementing a results-based organizational performance measurement model for ongoing performance metrics reporting and tracking, including financial performance measurements, key performance indicators (KPIs) and dashboard activity for the advisement of senior leadership.
- Produces internal reporting that demonstrates organizational performance against strategic goals.

- Creates and reports periodic customer service score cards. Makes recommendations to improve internal processes based on ratings and subsequent feedback.
- Develops and implements service performance measures for effectiveness, service quality and responsiveness including the implementation, and management of, score cards and metrics.

#### **Business Development**

- Develops and nurtures collaborative relationships with clients, centered on service optimization and overall awareness of FCDC solutions. Responsible for maintaining in-depth knowledge of the products and services offerings in order to broker collaboration opportunities.
- Leads business development activities including the implementation and management of a FCDC service catalog.
- Conducts client visits to gauge effectiveness of partnership and propose solutions. Makes recommendations based on analysis, trends, and anticipated business needs.
- Works with senior leaders to align technology solutions with business strategies and contributes to the business unit strategic planning process.

#### **Director of Public Relations**

**Franklin County, Columbus, OH (2009 – 2016)**

Functions as the face of the Franklin County Auditor's Office, liaison, relationship consultant, strategic planner and primary fundraiser.

#### **Leadership**

- Develops engagement opportunities for team members, which include team building, education, and exploration for professional development.
- Executes performance evaluations and creates SMART Goals in collaboration with team members.
- Provide career development opportunities for team members
- Develops incentive programs to increase morale
- Provide One-on-One coaching to those who desire

#### **Community Relations**

- Build and maintain meaningful relationships with constituents, donors, sponsors, and community leaders.
- Lead team members in the appropriate direction to fulfill the vision and mission of the office.
- Determine the goals for charitable campaigns
- Create curriculum for training and development opportunities
- Seek collaborative opportunities with other county agencies, public sector, and private sector partners.
- Facilitate and participate in events that promote the office and involve public speaking.
- Maintain a database for measurement of the successes and opportunities for the division.
- Identify target markets for each quarterly campaign
- Creates all promotional materials that are used when promoting the products and services of the office.

#### **Strategic Planner**

- Develops annual operational plan that align with the overarching vision of the office.
- Develops quarterly plans that align with the annual operational plan
- Sets the budget based off of the needs listed in the operational plan

## ACCOMPLISHMENTS

"Who's Who in Black Columbus; Columbus, OH 2012, 2013, 2014, 2015  
JoAnn Davidson Leadership Academy, 2013  
Project Diversity Cycle 20 Graduate of the United Way, Central Ohio – 2011  
"Biggest Supporter" Columbus Downtown High school, 2014/2015

## PRESENTATIONS

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**Shattering the Myths** (*Trinity Baptist Church; Columbus, Ohio*) Presentation to high school aged young ladies about peer pressure, bullying and self- image.

**National Association of Legal Secretaries** (*Cleveland, Ohio*) Presentation to legal secretaries and paralegals on market trends and real estate in the legal community

**Not Too Young to Set Career Goals** (*Beatty Elementary School; Columbus, Ohio*) Presentation to elementary school aged children on goal setting, proper planning and motivation

**Character and Leadership** (*Columbus Downtown High School Columbus, Ohio 2010, 2011, 2012*) Presentation to seniors in high school on the importance of leadership and character in the community, workplace and school

**Tuskegee Experiment** (*Independence High School Columbus, Ohio*) Presentation to juniors in high school regarding the Tuskegee Syphilis Experiment from the 1930's to the 1970's and the effects that it had on the victims' families.

## COMMUNITY INVOLVEMENT

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### Unity Temple Church of God in Christ

- Development Committee
- Church Announcer
- Young Women's Christian Council Member
- Nurses Guild Member
- Women's Department Member

### Rebuild and Renew, CDC Executive Board

- Assist with program development for Unity House
- Serves as the chair of the fundraising committee
- Manages the strategic outreach

### Central Ohio Housing Development Organization, Inc.

- Assist with fulfilling COHDO's mission of creating affordable housing and counseling services for the residents of Franklin County

#### **Homeport of Ohio**

- Volunteer at various events
- Host lunch and learn on behalf of Homeport

#### **Prudence Learning Center, Senior Advisory Board and Media Relations (2011- Present)**

- Assist with the branding and organizational structure
- Contributed to the content and overall design of the website
- Updates both Facebook and Twitter pages
- Generates press releases when necessary

#### **Eldon and Elise Ward Family YMCA Consulting Board (2011- Present)**

- Assist in the annual People Helping People fundraising campaign
- Volunteers during YMCA events
- Builds and maintains relationships with the members
- Programming Chair

#### **Partners Achieving Community Transformation (P.A.C.T) Housing Committee (2011- 2012)**

- Contribute ideas for the revitalization of the Near East Development in Columbus Ohio
- Assist with the creation of the blueprint for the project
- Understand the rules outline in the Community Reinvestment Act to better serve the neighboring constituents in the Franklin County Auditor's Office

#### **Columbus Downtown High School, Advisory Board (2010 – Present)**

- Restructured the intern policies for students
- Provide programming for students
- Serve in a mentoring role for students

#### **United Way of Central Ohio (2010- Present)**

- Participated in the 2010-2011 Project Diversity class
- Serves on the Neighborhood Leadership Academy Ad Hoc Committee
- Volunteers when needed