

# Samantha J. Ellithorpe

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· Cullowhee, NC ·

· Arranger · Responsibility · Belief · Restorative · Achiever ·

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## SERVICE MANAGER

A results-oriented Service Manager with experience in asset management. Proficient in overseeing multiple projects simultaneously, developing and maintaining project timelines and budgets, and fostering collaborative relationships with internal and external stakeholders. Recognized for inspiring teams to elevate performance and enhance customer loyalty. Extensive background in the development and implementation of new methodologies.

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## KEY COMPETENCIES

Financial Management  
Strategic Planning  
Relationship Building  
MS Office

Financial Reporting  
Process Improvement  
Data Analysis & Forecasting  
Attention to Detail

Team Leadership  
Budget Planning & Tracking  
Communication  
Operations Management

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## EDUCATION

**WESTERN CAROLINA UNIVERSITY**  
Bachelor of Science | Magna Cum Laude

2011 - 2015

**WESTERN CAROLINA UNIVERSITY**  
Master of Entrepreneurship in Innovation Leadership and Entrepreneurship

Expected in May 2026

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## PROFESSIONAL EXPERIENCE

**Pre-Award Service Manager**  
Western Carolina University

2023 - Present

Responsible for leading and managing sponsored research initiatives at Western Carolina University. Current projects include developing *Granting Success*, a comprehensive guide to sponsored research for faculty who are new to WCU and/or new to research at WCU, creating an affiliate site for the Office of Research Administration to house the *Granting Success* course along with an interactive repository of researchers at WCU and other research related resources to promote and facilitate research and collaboration at WCU, and the planning and implementation of programming to increase the visibility of the Office of Research Administration at WCU.

### Accomplishments:

- Directed the meticulous data clean-up of the InfoEd grant management system to ensure precision in record-keeping and reporting, resulting in enhanced data integrity and reliability.
- Developed a comprehensive InfoEd User Manual tailored for WCU faculty. This resource was created to empower faculty members to independently manage proposal and award records, fostering a sense of ownership and confidence in navigating the InfoEd system.
- Developed and implemented a proposal and award tracking system, streamlining the annual reporting process. The system allowed for point-in-time statistical tracking, enabling data-driven decision-making.
- Revitalized and redesigned the Office of Research Administration Pre-Award webpages. By incorporating current institutional data, policies, and procedures, and enhancing accessibility to proposal development resources, I contributed to a more effective and user-friendly platform.
- Created Standard Operating Procedures for new personnel, ensuring a consistent and efficient onboarding process.

## General Manager

Duval Smith, Inc

2020 - 2023

General Manager leading an investment group specializing in long-term residential rentals. As the driving force behind a 6-person team, I orchestrated strategic initiatives to enhance performance by implementing innovative processes. My commitment to transparency, efficiency, and modernization has consistently delivered results, ensuring optimal returns for our investors.

### Accomplishments:

- Successfully managed a diverse multi-property portfolio with a combined budget exceeding \$10 million.
- Acted as the key liaison between the property management company, ownership/investor groups, and the maintenance team.
- Developed and meticulously managed property budgets and expenses, resulting in reduced turnover and exceeding owner expectations in profitability.
- Orchestrated a seamless transition to a digital database for property and capital improvement files. This initiative streamlined operations, significantly reduced printing and storage costs, enhanced transparency for investors, and highlighted a commitment to modernization and cost-effective solutions.
- Proactively identified and addressed roadblocks, ensuring the attainment of maximum value for the ownership group.
- Demonstrated a strategic mindset and solution-oriented approach to complex challenges.
- Leveraged strong interpersonal and communication skills to build trust and rapport.
- Created a positive environment for collaboration and problem-solving, contributing to increased employee and client retention.
- Implemented standardized protocols that improved overall efficiency in the move-in and move-out process.
- Reduced discrepancies and ensured accurate documentation of property conditions.
- Enhanced financial transparency and compliance surrounding tenant security deposits.
- Successfully created and managed the company website, featuring digital listings and virtual tours of available rental units.
- Provided an alternative to in-person tours during the COVID-19 lockdown, showcasing adaptability.

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## PROFESSIONAL LICENSURE

### North Carolina Real Estate License

Issued by the North Carolina Real Estate Commission

License #294321

Issued January 2017

### North Carolina Notary Public

Issued by the North Carolina Department of the Secretary of State

Notary #202226300228

Issued September 2022

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## CONTINUING EDUCATION

### The 6 Critical Practices for Leading a Team

12-week leadership course issued by Franklin Covey

December 2023

### COMPASS Competencies for Achieving Supervisor Success

Leadership course for supervisors new to North Carolina state employment

November 2024

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## CONFERENCE PRESENTATIONS

### **Bridging the Silos: Sponsored Programs and Export Control**

May 2024

Association of University Export Control Officers (AUECO) Annual Conference

This presentation provides insight into the different attempts at identifying gaps and strengthening processes in the application of Export Control laws and standards in relation to the award preparation process in Research Administration

### **Do's and Don'ts of Cost Share**

November 2024

North Carolina Research Administrators Alliance Conference

This presentation provides comprehensive guidelines on how to effectively incorporate cost share in budgets, emphasizing best practices for compliance, how to avoid common pitfalls, and how to ensure accurate and accountable budget management.

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## SERVICE AND COMMITTEES

### **Predominantly Undergraduate Institutions Collaborate Community Working Group**

January 1, 2026–December 31, 2027

National Council of University Research Administrators

### **Odyssey Program Committee Member**

November 2025

Society of Research Administrators International

### **Provost Scholarship Development Award Review Committee**

March 2025

Western Carolina University

### **Research and Scholarship Conference Undergraduate Research Expo & Graduate Research Symposium Planning Subcommittee**

January-March 2025

Western Carolina University

### **Grant Writing Workshop Planning Committee**

March-May 2024

Western Carolina University

### **Research and Scholarship Conference Undergraduate Research Expo & Graduate Research Symposium Planning Subcommittee**

January-March 2024

Western Carolina University

### **Provost Scholarship Development Award Review Committee**

December 2024

Western Carolina University

### **Provost Scholarship Development Award Review Committee**

November 2023

Western Carolina University

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## AWARDS AND RECOGNITIONS

### **Future of the Field Award**

June 2025

Society of Research Administrators International

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## PROFESSIONAL MEMBERSHIPS

Society of Research Administrators International (SRAI)

2023-Present

National Council of University Research Administrators

2023-Present

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