Samantha J. Ellithorpe

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· Cullowhee, NC ·

· Arranger · Responsibility · Belief · Restorative · Achiever ·

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.

KEY COMPETENCIES

Financial Management	Financial Reporting	Team Leadership
Strategic Planning	Process Improvement	Budget Planning & Tracking
Relationship Building	Data Analysis & Forecasting	Communication
MS Office	Attention to Detail	Operations Management

EDUCATION

WESTERN CAROLINA UNIVERSITY   2011 - 2015
Bachelor of Science | Magna Cum Laude

WESTERN CAROLINA UNIVERSITY   Expected in May 2026
Master of Entrepreneurship in Innovation Leadership and Entrepreneurship

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PROFESSIONAL EXPERIENCE

Pre-Award Service Manager   2023 - Present
Western Carolina University

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   2020 - 2023
Duval Smith, Inc

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.

PROFESSIONAL LICENSURE

North Carolina Real Estate License   Issued January 2017
Issued by the North Carolina Real Estate Commission
License #294321

North Carolina Notary Public   Issued September 2022
Issued by the North Carolina Department of the Secretary of State
Notary #202226300228

CONTINUING EDUCATION

The 7 Habits of Highly Effective People
17-week personal development course facilitated by Franklin Covey   January 2026
                                                                                        December 2023
The 6 Critical Practices for Leading a Team
12-week leadership course issued by Franklin Covey

COMPASS Competencies for Achieving Supervisor Success   November 2024
Leadership course for supervisors new to North Carolina state employment

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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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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.

SERVICE AND COMMITTEES

Predominantly Undergraduate Institutions Collaborate Community Working Group   January 1, 2026–December 31, 2027
National Council of University Research Administrators

Proposal Peer Reviewer   January 2026 – October 2026
Society of Research Administrators International

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

Future of the Field Award   June 2025
Society of Research Administrators International