

# Samantha J. Ellithorpe

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· Cullowhee, NC ·

· Arranger · Responsibility · Belief · Restorative · Achiever ·

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

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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

## EDUCATION

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**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

## PROFESSIONAL EXPERIENCE

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**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 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 access to proposal development resources, I contributed to a more effective, user-friendly platform.
- Created Standard Operating Procedures for new personnel, ensuring a consistent and efficient onboarding process.

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 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

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**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

## CONTINUING EDUCATION

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**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**

Leadership course for supervisors new to North Carolina state employment

November 2024

## PROFESSIONAL MEMBERSHIPS

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Society of Research Administrators International (SRAI)	2023-Present
National Council of University Research Administrators	2023-Present

## CONFERENCE PRESENTATIONS

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<b>Bridging the Silos: Sponsored Programs and Export Control</b> Association of University Export Control Officers (AUECO) Annual Conference	May 2024
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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

<b>Do's and Don'ts of Cost Share</b> North Carolina Research Administrators Alliance Conference	November 2024
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This presentation provides comprehensive guidelines for effectively incorporating cost share into budgets, emphasizing best practices for compliance, avoiding common pitfalls, and ensuring accurate and accountable budget management.

## AWARDS AND RECOGNITIONS

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<b>2024-2025 Star Staff Award</b> Western Carolina University	<i>Nominated</i>
<b>Future of the Field Award</b> Society of Research Administrators International	June 2025
<b>2025-2026 Gold Award for Staff Excellence</b> Western Carolina University	<i>Nominated</i>

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## SERVICE AND COMMITTEES

<b>Chair of the Predominantly Undergraduate Institutions Thread for the 2026 Annual Conference</b> Society of Research Administrators International	May 2026
<b>2026 Student Innovation Showcase Judge</b> Western Carolina University	April 2026
<b>Predominantly Undergraduate Institutions Collaborate Community Working Group</b> National Council of University Research Administrators	January 1, 2026–December 31, 2027
<b>Speaking Proposal Reviewer for the 2026 Annual Conference</b> Society of Research Administrators International	January 2026 – October 2026
<b>Odyssey Program Committee Member</b> Society of Research Administrators International	November 2025
<b>Provost Scholarship Development Award Review Committee</b> Western Carolina University	March 2025
<b>Research and Scholarship Conference Undergraduate Research Expo &amp; Graduate Research Symposium Planning Subcommittee</b> Western Carolina University	January-March 2025
<b>Grant Writing Workshop Planning Committee</b> Western Carolina University	March-May 2024
<b>Research and Scholarship Conference Undergraduate Research Expo &amp; Graduate Research Symposium Planning Subcommittee</b> Western Carolina University	January-March 2024
<b>Provost Scholarship Development Award Review Committee</b> Western Carolina University	December 2024
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