



Jessica Borza

Vice President of Workforce Strategies

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Professional Qualifications

Jessica joined TPMA in 2011. She brings an outside perspective to clients through the eyes of a practitioner with strength in converting strategy to operational action. Her recent work as Chief Operating Officer at a regional workforce area in Youngstown, Ohio has been widely recognized as a high performing workforce system and for best practices in business services, sector strategies, board development/leadership and effective marketing and communications strategies.

Prior Experience

- Vice President of Workforce Strategies; Thomas P. Miller and Associates, 2011 – Present
- COO; One-Stop Mahoning & Columbiana Training Association (MCTA)—Youngstown, OH, 2004-2011
- Workforce System Manager; (MCTA)—Youngstown, OH, 2002-2004
- Planning and Training Development Coordinator; (MCTA)—Lisbon, OH, 2001-2002
- Grant Writer/Project Manager; Portage Private Industry Council, Inc. (PPIC)—Ravenna, OH, 1999-2000

Selected Work Experience

- One-Stop Mahoning & Columbiana Training Association, Youngstown, OH;
 - Oversaw all aspects of One-Stop Workforce System in Mahoning & Columbiana Counties, including business planning, operations/service delivery, continuous improvement, fund development, budgeting/fiscal oversight, personnel supervision and physical locations of workforce centers and satellite offices.
 - Secured 20 grants in 2009 and 2010 resulting in approximately \$3.5 million.
 - Continuously researched national best practices for lessons learned and created internal monitoring/recognition program which led to recognition as the top-rated One-Stop Workforce System in the state of Ohio in 2011.
 - Led efforts to create the Business Resource Network, formalizing unprecedented regional coordination among entities and creating a strategic approach to targeting, approaching and serving businesses.
 - Represented Ohio at the U.S. Department of Labor's (DOL) Career Pathways Technical Assistance Initiative, spearheading planning efforts, convening stakeholders and reporting progress to the Assistant Secretary of Labor.
 - Provided direction and support to the Workforce Investment Board (WIB), which was recognized as Ohio WIB of the Year in 2007, 2008 and 2009 with a focus on business-led initiatives to meet regional workforce demands.
 - Facilitated committees and work teams throughout the One-Stop system including front-line through executive-level staff to ensure input, buy-in and continuous improvement.
 - Incubated initiatives to better meet employer needs and, in turn, position One-Stop as a valuable resource
 - Created advanced tracking to gather and analyze data regarding customers, services and work flow; leading to streamlined operations, elimination of duplicate data collection and increased customer satisfaction.
 - Planned annual Job Expo events, which averaged 3,500 attendees and more than 100 exhibitors
- Portage Private Industry Council, Inc. (PPIC)—Ravenna, OH
 - Identified, researched and pursued funding opportunities
 - Facilitated strategic planning

Education

- Master of Business Administration, Kent State University
- Bachelor of Science in Journalism, Public Relations, E.W. Scripps School of Journalism, Ohio University