

Questionnaire for Nomination to the Tremont West Development Corporation Board of Directors

Name: Pahniti (Tom) Tosuksri
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1. Please describe your involvement with the Tremont West Development Corporation or other Tremont clubs and activities during the last 5 years:

I've sat on the board since 2021, holding the positions of Secretary ('21-22) and Vice President ('22-present). As VP, I chair the Governance Committee and have worked to standardize and organize board processes and engagement, ensuring a strong, cohesive, and effective board. I also volunteer directly with Tremont West in a technology advisory capacity, helping implement Salesforce to assist with membership and programmatic tracking.

2. Please describe any involvement that you have had with charitable organizations during the last 5 years:

I work for Grounded Solutions Network, a national nonprofit dedicated to promoting, producing, preserving, and sustaining housing with lasting affordability that stays with the community. Previously, I worked for CHN Housing Partners for 13 years, a local community development organization initially formed by a coalition including TWDC and other community development corporations.

3. Please describe any other memberships on boards or committees that you have had during the last 5 years (such as non-profit organizations, professional associations or city or county government):

As part of my work at Grounded Solutions, I also sit on several housing and technology-related committees that focus on increasing housing opportunity and affordability, specifically focusing on disinvested communities and BIPOC populations.

4. Please select and describe the skills and areas of expertise that you would bring to the Board of Directors of the Tremont West Development Corporation.:

- Arts / Crafts / Trades
- Community Outreach [Whatever is required by TWDC and partners]
- Community Representation [Whatever is required by TWDC and partners]
- Construction
- Finance
- Fundraising
- Governance [Policies and Procedures]
- Legal
- Mechanical
- Real Estate [Affordable housing and Land Trust expertise]
- Sales / Marketing
- Technology [Salesforce and general Technology advisory]
- Writing / Documentation
- Other:

- 5: Please state why you are interested in serving on the Board of Directors for the Tremont West Development Corporation:

I lived in Tremont over a decade ago as a renter and am now a homeowner raising my family here. It helped me see Cleveland in an optimistic light with opportunity and excitement. Over time, I've volunteered in a variety of capacities, and through relationship building, I've understood the challenges that TWDC, as an organization, faces to serve the community with the resources available. As TWDC navigates its next chapter with a new Executive Director and strategic plan, I hope to offer my experience and talents as its next Board President to ensure we can continue to build a robust and vibrant community and organization that meets the needs of all community members in Tremont.

Membership on the TWDC Board of Directors requires a substantial commitment of time and energy. Members of the Board typically serve on one or more committees, which meet monthly, as well as the Board of Directors meeting, which also meets monthly. Typically, Board Members spend between 5 -10 hours per month on TWDC matters. Please indicate the number of hours per month that you will be available as a member of the Board of Directors: 10

Please send this application, along with a current résumé and a short (not more than 75 words) statement that contains the information you most wish voters to consider to: twdcboard@gmail.com

I moved to Tremont in 2010 and am now a homeowner raising my family here. I've served on the Board of Directors as Secretary and now Vice President, chairing the Governance Committee. I have standardized and organized board processes and engagement, ensuring a strong, cohesive, and effective board to prepare our organization for our next chapter with a new Executive Director and strategic plan, bringing over a decade of experience in non-profit affordable housing.

PAHNITI (TOM) TOSUKSRI

Cleveland, OH | (216) 392-8179 | Pahniti.tosuksri@gmail.com

PRODUCT MANAGEMENT AND DIGITAL PLATFORMS LEADER

Experienced systems builder that delivers technology solutions to tackle large-scale societal problems.

These systems include digital products, processes, managing inputs and outputs, and continuous improvement and take a human centered approach, so focus can be placed on things that matter – relationships, change management, and combining people’s strengths for maximum collective impact.

SKILLS AND TOOLS

Digital Strategy | Change Management | Agile/Scrum Project Management | B2B Customer Success
Data Architecture and Integrations | Inclusive People Management | Data Storytelling and Analytics

Salesforce CRM | ArcGIS | Microsoft 365, Azure AD, Power Platform | Asana | Confluence | Zendesk
Jira | AWS, SQL, Virtual Data Environments & APIs | E-Commerce / Stripe | Learning Management

EXPERIENCE

GROUNDING SOLUTIONS NETWORK

Remote

National membership organization of 30 staff, providing advocacy, technical assistance, digital products, and training to support and scale the shared equity housing sector.

Director of Product Management & Technology

April 2021 - Present

Director of Product for HomeKeeper, a Salesforce app designed to manage homeownership and housing counseling programs while aggregating, analyzing, and measuring the performance of the shared equity homeownership sector, in addition to overseeing technology operations that foster a collaborative ecosystem of unified technology platforms across programs and operations. We help over 170 affordable housing organizations leverage technology to increase the production, preservation, and sustainability of housing with lasting affordability with annual subscription revenues of over \$700K.

- Driving the success, scaling, and sustainability of our Salesforce product, HomeKeeper, securing sufficient revenue to cover HomeKeeper’s expenses for the first time in history alongside a growth plan that will double our revenue, user base, and team by 2025.
- Managed a high performing team through transition, developing leadership and opportunity and successfully stewarding promotions and leadership opportunities. Member of Senior Leadership.
- Added Grounding Solutions’ technology operations in late 2021 to our department, re-developing a digital transformation roadmap including securing a new managed services provider, implementing Eureka’s learning management system for comprehensive training and member services, integrating data sources and data publishing with ArcGIS, AI tools usage and growth guidelines, and impact data standardization centering Salesforce, ultimately unifying platforms and reducing redundancy.
- Maintaining and improving HomeKeeper’s National Data Hub, a systematic aggregation of impact and performance evaluation data from HomeKeeper users, launching a campaign to increase usage of disaggregated race and ethnicity metrics and refreshed regional and sector-wide impact metrics.
- Led and participated in collaboratives and data standardization initiatives, including Washington State Home Futures Institute, MISMO Data Standards in Housing Counseling, Black Homeownership Initiative, and Data Kind’s Learning Circles in Generative AI.

CHN Housing Partners

Cleveland, OH

Regional community development and social services organization of over 200 staff.

Director of Service Integration

January 2021 – April 2021

Applied leadership and data skills, beginning in research and evaluation, and then overseeing the organization wide digital transformation into Salesforce CRM as Product Lead. In that role, I implemented a human-centered service integration system, informed by economic mobility and self-sufficiency principles, enabling the execution of a holistic CARES rental assistance response.

- Led Salesforce CRM implementation, budgeting, and continuous development for 9 lines of business, 116 users with a team of 2, including HUD counseling, homebuyer readiness, energy conservation, lead abatement, crisis assistance, fundraising, and others, using the HomeKeeper CMS and other customizations. Prioritized the development of digital tools, standardized business processes, and leveraged consultants to maximize client experience and impact.
- Led CARES Act response implementation, approving and disbursing \$9+ million in aid. Developed end to end infrastructure from online application to check payment and stakeholder reporting, across multiple lines of business and partnerships internal and external.
- Conducted CHN's first outcomes and impacts study centered on energy consumption post weatherization and electric conservation intervention, setting the basis for our service integration, self-sufficiency and economic mobility data model.

ADDITIONAL RELEVANT EXPERIENCE

CHN Housing Partners	Cleveland, OH
Assistant Director of Strategic Innovation	2017 - 2021
Research and Evaluation Manager	2015 - 2017
Special Projects Manager	2009 - 2014
Homeownership Counselor	2007 - 2009

Started non-profit career in direct social service delivery, including HUD-certified counseling, VITA Tax Site Administration, Digital Inclusion, Adult Education, and Economic Mobility programming.

EDUCATION | TRAINING

Bachelor of Arts, Political Science (with minors in Japanese, Electronics, Mathematics)
Case Western Reserve University, Cleveland, OH

PRESENTATION AND SPEAKING ENGAGEMENTS

Good Tech Fest	May 2024
Using HomeKeeper's Programs Better & Jobs Easier Approach to create features that users love	
DataKind	April 2024
Non-profit Data 101: GenAI in Action	
Good Tech Fest	November 2021
Building Impact Data to Advance Affordable Housing	
Salesforce's Dreamforce	November 2017
Things I Wish I Knew on My Journey from Accidental to Awesome Admin	

PROFESSIONAL DEVELOPMENT

The Management Center: Managing to Change the World, BIPOC cohort	2022
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COMMUNITY INVOLVEMENT

Tremont West Development Corporation	2013 – Present
Board of Directors, Vice President, Co-chair of Governance committee. Executive committee, board policies and procedures, annual membership meeting, strategic planning task force and supporting executive director transition.	
Connected Insights	2018 – 2020
Board Member Offered non-profit social service perspective to the Digital Inclusion and Data Insights organization.	