



IC&RC Staff Directory

IC&RC has wonderful full-time staff that are available to provide guidance and assistance whenever needed. This directory lists the current IC&RC Staff roles and the best contact to reach out to for the services we provide.

Professional Services

The Professional Services Administrator provides support to IC&RC certified professionals which includes the following:

- Reciprocity Applications
- International Certificates
- Exam Score Verification Requests
- International Certificate Verification Requests
- Professional Services Inquires

Professional Services Contact:

Lori Rivera-Santiago
Professional Services Administrator
717-540-4457 (option **1**)
lori@internationalcredentialing.org

Exam Administration

IC&RC Exam Administration duties are handled by the Exam Coordinator. This is the appropriate contact for all exam or SMT related support needed, such as the following:

- Exam Registration Questions
- Official Score Letter Assistance
- SMT Portal Assistance
- ADA Questions

Exam Administration Contact:

Debbie Masur
Exam Coordinator
717-540-4457 (option **2**)
debbie@internationalcredentialing.org

Membership Services

The IC&RC Membership Services team provides support to all IC&RC Member Boards which includes the following:

- Membership Dues
- Compliance Reviews
- New Member Board Applications
- New Credential Applications
- Legislation Updates
- IC&RC Newsletters
- IC&RC Members Only Website Assistance
- IC&RC Meeting Scheduling and Notices
- IC&RC Marketing & Social Media

Membership Services Contacts:

Samantha Thiele
Membership Services Administrator
717-540-4457 (option **6**)
samantha@internationalcredentialing.org

Tina Nelson
Director of Membership Services
717-540-4457 (option **3**)
tina@internationalcredentialing.org



Payment Portal Services

The Business Coordinator provides support to the Member Boards regarding the online payment portal which includes the following:

- Payment Portal Access
- Login Support
- Payment History
- Billing Support

Payment Services Contact:

Victoria Ozment
Business Coordinator
717-540-4457 (option **7**)
victoria@internationalcredentialing.org

Office Administration Services

The IC&RC Office Manager handles day-to-day organization processes which include the following:

- Member Board Contact Information Changes
- IC&RC Website Directory Updates
- Board International Certificate and Seal Orders
- Board Data Collection and Organization
- Additional Assistance and/or Back up Support for Professional Services, Membership Services, and Exam Administration.

Office Administration Contact:

Skye Balzer-Roam
Office Manager
717-540-4457 (option **5**)
skye@internationalcredentialing.org

Exam Development & Credentialing Services

The IC&RC Exam Development Process and Credential Standards Development fall under the oversight of the Director of Credentialing, which includes the following:

- Subject Matter Expert (SME) Selection
- Exam Development Meeting Coordination
- Credential Development Meeting Coordination
- Accreditation Research and Processes

Exam & Credentialing Development Contact:

Susan Veit
Director of Credentialing
717-540-4457 (option **8**)
susan@internationalcredentialing.org

IC&RC Executive Director

The IC&RC Executive Director oversees all organizational operations and is the liaison between the organization and the Board of Directors.

Mark Attanasi
Executive Director
717-540-4457 (option **4**)
mark@internationalcredentialing.org