



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 for each of the services we provide.

Professional Services

IC&RC Professional Services supports our certified professionals who are seeking to utilize the services we provide to credentialed individuals, which includes the following:

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

Professional Services Contact:

Skye Balzer-Roam
Office Manager
717-540-4457 (option **1**)
skye@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
- Members Only Website Assistance

Membership Services Contact:

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

Payment Portal & Website 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
- Website Management

Business Coordinator Contact:

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