

DeAndra Roaché
ADR Construction Neutral
Cynergis Dispute Resolution Services

Business:
 Cynergis Dispute Resolution Services, LLC

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EXECUTIVE SUMMARY:

Highly skilled full-time Arbitrator, Mediator and Dispute Resolution Specialist possessing a unique/rare blend of professional skills and experiences that are highly desirable and beneficial to the industry. Combines her strong experience in Dispute Resolution; Dispute Prevention/Risk Forecasting, Project Management; Human Resources; Contract, Labor, Employment and Construction Laws to foster optimal outcomes. Her critical thinking, conflict management, exceptional communication, strong leadership and outstanding interpersonal skills make her a highly effective and efficient individual and member of any team.

QUALIFICATIONS/SKILLS

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|--|--|------------------------------|
| Arbitrator/Dispute Resolution Specialist | Construction Project Management | Construction Law |
| Certified Mediator | Lean Six Sigma (Green Belt Certified) | Labor & Employee Relations |
| Contract Negotiation/Contract Law | Dispute Avoidance/Prevention/Risk Assessment | Procurement (Public/Private) |

DISPUTE RESOLUTION EXPERIENCE

(Current Experience)

- **Founder and President** **2018 - Present**
Cynergis Dispute Resolution Services - an ADR practice that specializes in dispute prevention, dispute resolution and dispute management services. Professional full-time neutral specializing in arbitration and mediation of various disputes such as Construction, Labor, Employment and other business disputes. Extensive experience as a labor relations professional in the Labor/Collective Bargaining, Arbitration and Mediation processes unique to the Railroad industry such as Public Law Boards, Special Boards of Adjustment, Interest Arbitrations, Presidential Emergency Boards, Grievance Mediation and proceedings through the National Railroad Adjustment Board of the National Mediation Board. Serves on several arbitration and mediation rosters including the International Institute for Conflict Prevention & Resolution's (CPR) Panel of Distinguished Neutrals; American Arbitration Association (AAA); Federal Mediation and Conciliation Service (FMCS); National Mediation Board (NMB); DC Bar's Attorney-Client Arbitration Board and several other arbitration and mediation rosters and panels.
- **Adjunct Professor** **2021 - Present**
University of Arizona's James E. Rogers College of Law - Teaches Mediation Course.
- **Disputes Review Board (DRB) Member** **2020 - Present**
Florida Department of Transportation (FDOT), Tallahassee, FL
- **Dispute Resolution Program Designer & Trainer** **2015 – Present**
 Designs ADR & Grievance programs, conduct Risk & Conflict Analysis/Studies, generate conflict costing assessments/models, conducts training in Labor Relations/Collective Bargaining, Labor Contract/Agreement Interpretation, Conflict Competence/Conflict Theory, Successful Conflict Conversations, Third Party Resolution/ Workplace Mediation, Cross-Cultural Team Dynamics, and Conflict Coaching. Certified practitioner of the Conflict Dynamics Profile (CDP) behavioral instrument.

(Past Experience)

- **AMTRAK, Washington, DC** **2009 – 2018**
Senior Labor Relations Coordinator - Designed company-wide Mediation program with Online Dispute Resolution (ODR) components for use by 25,000 employees. Managed arbitration process. Investigated and researched areas of concern/disputes arising in the business of labor relations and collective bargaining.

Managed grievance and discipline cases at final on-property and arbitration levels. Communicated with corporate and field employees at various levels and union representatives to investigate, research and secure case information. Participated in Labor-Management Negotiations. Prepared correspondence and/or appellate responses/decisions related to grievance and discipline cases including cases with arbitration tribunals such as the National Mediation Board and other Board activity (more than Three Hundred Seventy-Five (375) arbitration submissions prepared and briefs/mini-briefs written). Prepared comprehensive Labor and Employment reports and analytics. Participated in special projects in furtherance of collective bargaining, employee relations, training and cross functional/department initiatives at corporate and divisional levels including Labor-Management initiatives, employee engagement and infrastructure projects.

Prior to joining Amtrak, amassed over a decade of significant and progressive experience in Corporate, Contract, Labor and Employment laws while working at large global law firms in Washington, DC for Fortune 500 companies, industry leaders, sector innovators and business entrepreneurs.

EDUCATION/CERTIFICATIONS/TRAININGS

- ❖ **Master of Arts (M.A.), *Conflict Resolution*, Dominican University – River Forest, IL**
- ❖ **Bachelor of Science (B.S.), *Political Science*, University of Maryland - College Park, MD**

| Certifications | Trainings |
|--|---|
| Cornell University-School of Industrial and Labor Relations/ILR – New York, NY <i>Labor Relations Contract Administration Studies Certificate</i> | American Law Institute (ALI) – New York, NY <i>COVID-19 and the Construction Project: Key Contract and Insurance Issues</i> |
| Dominican University – River Forest, IL <i>Mediation and Negotiation Certificates</i> | American Arbitration Association (AAA) – New York, NY <i>Construction Professionals Guide to Conducting Construction Arbitrations</i> |
| Lean Six Sigma (Green Belt) – Washington, DC <i>Certification</i> | American Arbitration Association (AAA) – New York, NY <i>Mediation of Construction Disputes</i> |
| Columbia University – New York, NY <i>Construction Project Management</i> | Mediation Training Institute (MTI) – St. Petersburg, FL <i>Certified Workplace Mediator & Trainer</i> |
| Procurement Technical Assistance Center/Women’s Business Center – Rockville, MD <i>Procurement Education Program/Training Series - Certificate</i> | Dispute Resolution Board Foundation – Charlotte, NC <i>Caltrans DRB & DRA Certified</i> <i>DRBF Chair Certified</i> <i>DRB Tools for Construction Attorneys</i> <i>DRBF Dispute Avoidance Techniques</i> <i>DRBF Four Corners of the Contract</i> |
| Society of Maritime Arbitrators (SMA) – New York, NY <i>Maritime Arbitration – Certificate</i> | |

HONORS AND AWARDS

- **American Arbitration Association (AAA) – New York, NY**
2015/16 Distinguished Judge A. Leon Higginbotham Jr. Fellow
- **National Academy of Arbitrators (NAA) – DC/Mid-Atlantic Region**
2022/23 NAA Arbitrator SALON Fellow
- **Dispute Resolution Board Foundation (DRBF)– Charlotte, NC**
DRB Apprenticeship Program

PROFESSIONAL AFFILIATIONS

- Dispute Resolution Board Foundation (DRBF) – Board of Directors, Region 1 (US, Canada, and Caribbean)
- DRBF Mid-Atlantic Region – Founder & Chair
- International Center for Conflict Prevention’s DRB Task Force– Co-Chaired ID of Neutrals Working Group and Co-Chaired DRB Training Development Working Group (Developed DRB Training Agenda and Materials)

- American Bar Association (ABA) Labor & Employment Law and Dispute Resolution Sections –Associate Member
- Labor and Employment Relations Association (LERA) – Member and 2nd VP of MD Chapter
- Association for Conflict Resolution (ACR) – Member
- Maryland Program for Mediator Excellence (MPME) – Member
- Maryland State Bar Association (MSBA) –ADR Section – Associate Member
- DC Bar’s Attorney-Client Arbitration Board – Vice-Chair

SPEAKING ENGAGEMENTS

ABA Section of Labor & Employment Law 16th Annual Labor & Employment Law Conference (DC) – Panelist on *Update on Arbitration-Related Court Decisions and Awards* (November 2022).

DRBF 26th Annual Conference (Austin, Texas) –Panelist on *Saddlin' Up: Comparison and Contrast of ADR Methods: Arbitration, Mediation, DRBs – What's the Difference?* (September 2022).

Global Collaborative Law Council's Advanced Civil Collaborative Law Conference (University of Nebraska College of Law) – Guest Speaker on *Designing Collaborative Conflict Prevention & Resolution Systems* on panel entitled *"What Businesses Need to Resolve Conflict Well"* (August 2022).

Maryland State Bar Association’s Legal Summit – Moderator & Panelist on *Using DRBs to Prevent and Resolve Disputes on P3 Projects* (May 2021).

Maryland Mediator’s Convention – Panel Chair & Moderator on *Med-Arb: Hybrid, Flexible, Low Cost, Efficient Approach to Resolving Disputes* (December 2018).

Labor & Employment Relations Association (LERA) 70th Annual Meeting – Panel Chair & Moderator on *Med-Arb:Hybrid ADR Processes in the Airline and Railroad Industries* (June 2018).

American Bar Association (ABA) Alternative Dispute Resolution Section’s 2018 Mid-Winter Meeting – Guest Speaker on *Designing Innovative Workplace ADR Programs* and co-authored panel paper (February 2018).