



## **Valarie Ellis** **Director of Administrative Services**

Valarie has served as the Director of Administrative Services for 24 years. Her areas of responsibility include Human Resources, Information Technology, Specialized Maintenance, Procurement, and Safety/Security. Prior to joining NNRHA she served for 20 years as the Director of Operations/Senior Consultant and Trainer for C&W Associates, a management consulting firm for 20 years.

Valarie was raised in the Southeast Community of Newport News. She holds an AAS degree from Virginia Peninsula Community College (formerly Thomas Nelson Community College) in Secretarial Science, a bachelor's degree in Business Management from Christopher Newport University and a Masters degree in Business Administration from Hampton University.

*"When dealing with our customers, I focus on one of my favorite quotes. I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

When not working, she enjoys reading, walking and spending time with family and friends.

I value and enjoy my role at the agency. I appreciate the opportunity to successfully impact the relationships with both our external and internal clients. Providing great customer service is important to me.