



RECEIVED

AUG 11 2021

At-Large

School Board Member Application

Applications must be received no later than 5:00 p.m. on Friday, August 21, 2026

Albemarle County
School Board Office

By: Justin

Name Justin Shifflette

Home Address [REDACTED]

**You must be registered to vote in Albemarle County. You can determine this by checking your voter card or by calling the Voter Registration Office at 434.972.4173.*

Phone [REDACTED]

Cell Phone [REDACTED]

Email [REDACTED]

Do you currently have children/grandchildren in ACPS?

☒

YES

☐

NO

If no, have you had children/grandchildren in ACPS?

☐

YES

☐

NO

How long have you resided in Albemarle County 41 years

Have you previously served on the Albemarle County School Board or an Albemarle County Public Schools Committee or Council?

If so, please explain your previous committee/council work.

I have not previously served on the Albemarle County School Board or on an ACPS committee or council.

I have, however, worked inside an ACPS school as a junior varsity soccer coach at Albemarle High School, which gave me a first-hand view of how staff, students, and families interact with it.

Please indicate why you are interested in serving on the School Board.

I have lived in Albemarle County for 41 years, graduated from ACPS, had one child graduate and still have other children in ACPS today, so the decisions this Board makes reach my own kitchen table.

I work in technology, mostly in clinical artificial intelligence. Schools are making consequential decisions about AI and student data right now, often without anyone in the room who has deployed these systems and seen where they fail. I have, and would bring a practical, clear-eyed view of what they can and cannot do.

I also lead operations for a living directly related to service levels, budgets, and measurable outcomes. I am used to asking what a number really tells us and whether a process is producing the result we intended. That discipline translates directly to governance. I have worked in both Startups and large corporations and understand the benefit of both.

And I coach. I have been a JV soccer coach at Albemarle High School and I am currently President, board member, and coach of a nonprofit youth soccer club. Much of what a school gives a young person happens outside the classroom, and I would advocate for that knowing what it takes to run those programs well.

I would rather help do the work than comment on it from the sidelines.

Please indicate where appropriate, areas in which you have experience or knowledge:

- | | |
|--|--|
| ☐ School Construction | ☒ Research |
| ☐ Education/Curriculum | ☒ Strategic Planning |
| ☒ Databases | ☒ Finance/Budget |
| ☒ Community Engagement | ☒ Nonprofit and Human Services |
| ☐ Public Administration | ☐ County Government |
| ☒ Policy Development | ☐ Statistics/Demographics |
| ☐ Governance | ☒ Other |

Please further describe the experience, education, and leadership skills you would bring to the School Board.

My background is leading technical support and operations organizations in healthcare technology. A decade or more of leading teams accountable to customer and user concerns and issues. Mainly within critical response situations. That work is operational governance: setting standards, owning service levels and budgets, determining why something failed, and making the change that prevents it recurring. I have an intimate understanding of the technology our students and teachers have available and the challenges and benefits that come along with it.

Specifically, I would bring data and measurement discipline; budget accountability, including a year where process changes produced a surplus; experience writing the operating procedures and escalation policies organizations run on; and board service as President of a nonprofit youth soccer club, where I work within a volunteer board building consensus, setting policy, and staying accountable to the families we serve.

Indicate if you are attaching additional information pertinent to this application.

- ☒ Attachments are provided
☐ No attachments were necessary

Signature



Date 08/11/2026

Please be advised that, upon submission, this application and any supporting documents become public records and may be disclosed or published by Albemarle County Public Schools.

Applications may be submitted by email or delivered/mailed to:

M. Christine Thompson, Clerk of the Board
Albemarle County School Board
401 McIntire Road, Room 345
Charlottesville, VA 22902

Phone: 434-296-5820

cthompson@k12albemarle.org

JUSTIN SHIFFLETTE

WORK EXPERIENCE

Surescripts | *Manager, Customer Production Support*

Dec 2025 - Present

- Lead production support operations for critical healthcare systems
- Own incident management lifecycle and cross-functional escalations
- Drive MTTR, SLA and reliability improvements

1up Health | *Director of Customer Support*

Aug 2024 - Jan 2025

- Achieved 30% faster MTTR, exceeded 95% SLA adherence, and enhanced utilization metrics by 15% through process optimization
- Achieved 100% quarter OKR's related knowledgebase, cross training and efficiency
- Led Account management for high touch premium customers to ensure retention and upsell

Viz.ai | *Senior Manager, Technical Support*

May 2023 - Aug 2024

- Implemented strategies that decreased mean time to resolution by 48%, enhancing team efficiency and customer satisfaction
- Implemented process improvements that elevated team performance metrics by 15%, improving impacting overall support delivery
- Streamlined hiring and onboarding processes, increasing employee readiness by 25% for critical roles
- Consolidated knowledge management systems into a single repository, reducing information retrieval time by 30%
- Reduced overtime costs by 10%, contributing to a budget surplus for the fiscal year

Stryker | *Sr. Supportability and Escalation Manager*

Aug 2022 - May 2023

- Improve product supportability and coordination between frontline and backline teams
- Provided go-live support for MVP of in-hospital Alexa skill, enabling 20+ patient interactions during validation
- Manage and supervise a front line team and their escalation process

Viz.ai | *Technical Support Lead*

Apr 2020 - Aug 2022

- Managed a customer service team, resolving issues on mobile app, infrastructure, and troubleshooting achieving a 95% CSAT
- Manage and maintain relationships with key accounts and KOL, delighting them with high-touch and high-quality customer service, and engaging internal teams as voice of the customer

Abbott Rapid Diagnostics | *Escalation Support Manager*

Aug 2014 - Feb 2020

- Serve as SME for escalated interface support issues. Handling 100's of cases per quarter
- Analyzed and documented root causes for Salesforce tickets, resulting in a 25% decrease in recurring issues
- Developed standardized operating procedures and work instructions, streamlining tiered support processes and increasing analyst proficiency

Interface Analyst

Jan 2013 - Aug 2014

League of Therapists | *IT Director*

Oct 2008 - Jan 2012

SKILLS AND STRENGTHS

- **Skills:** Leading and developing high performing customer facing teams, Account Management, CSAT, NPS, and customer retention, Customer Success, Customer Experience OKR, KPI and SLA achiever, SaaS support and operations SDLC
- **Software/Systems:** Excel, Tableau, Jira, OpsGenie, Salesforce/Zendesk/Hubspot, Google Workspace, Windows/Mac/Linux, AWS
- **Familiar Coding/reading:** HL7, DICOM, XML, JSON, SQL, Batch, HTML, JSL, Python

CERTIFICATIONS

- Mirth Connect Fundamentals
- Sumo Logic Fundamentals
- Certified Sumo Logic Search Mastery
- Certified PagerDuty Foundational Practitioner, Incident Responder Certification, PagerDuty Manager Readiness
- National D License - US Youth Soccer

ACTIVITIES

nonprofit youth soccer club | *President, board member and a coach*

Justin Shifflette



Coaching & Soccer Leadership Experience

President / Coach / Administrator

CVille United FC – Charlottesville, VA | 2017 – Present

- Grew a competitive youth travel club serving multiple age groups (U8–U19), managing operations, scheduling, player registrations, budgets, and sponsorships.
- Head Coach across boys' and girls' teams including U19 Girls, U18 Boys, U14 Boys (2025); U13 Coed, U17 Boys Assistant (2024); U12 (2023); U10 Head Coach, U14 Boys Assistant (2022); U10 Boys, U13 Boys Head Coach, U15 Assistant (2021); U8 Coed, U13 Boys Head Coach, U15 Assistant (2020).
- Led teams to Adidas National Cup Championship, Williamsburg Memorial Invitational Championship, and NC Triad Rush Beat the Heat Championship.
- Achieved multiple undefeated VPSL–NPL West seasons and numerous tournament finals appearances.
- Recruited, developed, and mentored players for advancement to higher-level play, emphasizing technical growth, sportsmanship, and team cohesion.

Head Coach – Boys JV Soccer

Albemarle High School – Charlottesville, VA | 2024

- Directed training, tactics, and player development for the high school JV program.
- Collaborated with varsity staff on player identification, match preparation, and game management.

Certifications & Licenses

- US Soccer National D License
- United Soccer Coaches 11v11/Pre-National Diploma
- United Soccer Coaches 7v7/9v9 Diploma
- NFHS Coach Level 3 & Accredited Interscholastic Coach
- SafeSport Certified | CPR/First Aid Trained

Additional Leadership Experience

Director of Customer Support (Healthcare SaaS)

- 10+ years in team leadership, customer experience, and operations management in high-growth software companies.

- Skilled in staff development, program management, and organizational growth, complementing soccer leadership and club administration.

Key Skills

- Player Development & Recruitment
- Coaching Philosophy: Growth-oriented, team-focused, competitive balance
- Program & Club Administration
- Training Design & Match Preparation
- Sponsorships, Fundraising & Community Engagement
- Team Leadership & Staff Management

⊗ References available upon request