

Amy Hotaling, M.B.A.

Aspire Place LLC • 975 E. Riggs Rd. • Chandler, AZ 85249 • 602-680-0515

SUMMARY OF QUALIFICATIONS

Graduate degree in Business Administration

Experience includes:

- Public speaking
- Group facilitation
- Design and delivery of brain injury education programs to caregivers and family members of brain injury survivors
- Providing information and referral services to brain injury survivors, family members, caregivers and professionals
- Grant research and writing
- Managing business operations for continuing education courses for NYS Credentialed Alcoholism and Substance Abuse Counselor (CASAC) credentialing and re-credentialing program
- Managing Loss Mitigation - Litigation Appeals Underwriting Unit for a major lending Institution based in Tempe, AZ
- Managing national and international loan documentation operations for a major financial institution based in New York City, NY
- Design and delivery of corporate training programs related to policy and procedure regulations in the business banking sector

Expertise in training, teaching, and coaching survivors, families, and professionals related to living with brain injury.

PROFESSIONAL EXPERIENCE

Current

Lending Manager, Litigation Appeals Unit, Wells Fargo Bank, Tempe, AZ

Co-founder of Aspire Place Personal Life Adjustment Services

Provide business management services, public speaking, training, coaching, and writing in the areas of brain injury and life adjustment.

Sample of Projects:

- Convened and co-facilitated the Northwest Valley Brain Injury Survivor and Caregiver Support Group. (November, 2006 to 2011)
- Designed and delivered a ten-hour peer mentor training program for “veteran” caregivers who volunteered to mentor individuals who have recently become caregivers for a brain injury survivor, on behalf of the Brain Injury Association of Arizona. (September 2010)

- Glendale Commission on Persons with Disabilities Grant: Accepted a mini-grant on behalf of a brain injury support group and managed the funds to organize a social re-integration event for its members. (Fall 2008)

Prior Professional Experience

Underwriter for Non GSE Loans, Wells Fargo Bank, Tempe, AZ

A program specifically designed to help homeowners retain homeownership during difficult economic times.

Consultant and Information Specialist BIAAZ, Phoenix, AZ

Manager/Vice President, Loan Documentation Department, Wells Fargo Bank, New York, NY
(Formerly Wachovia National Bank/Congress Financial Corporation)

President, Corporate and Educational Training Institute, Inc., a company providing corporate training and certified by the State of New York to provide comprehensive Credentialed Alcoholism and Substance Abuse Counselor (CASAC) certification training, New York, NY

Paralegal, Oneida County Department of Social Services

Adjunct Professor, Utica College of Syracuse University

Paralegal, Lockwood and Lockwood, Utica, New York

Assistant Law Librarian, Gibson, Dunn and Crutcher, Los Angeles, CA

EDUCATION/CERTIFICATION

MBA, Management, Wagner College, Staten Island, NY, 1999

BS, Criminal Justice, Minor Psychology, Utica College of Syracuse University, Utica, NY

Paralegal Certification, University College of Syracuse University, Syracuse, NY

Other Professional Training Certificates

- Informal and Family Supports: The Medical Evidence for Building Community
- Traumatic Brain Injury (TBI), Post-Traumatic Stress Disorder (PTSD) and Employment
- Interdisciplinary Neuro-Rehabilitation Training
- Paralegal Certificate, State of New York

AWARDS

NW Valley Brain Injury Survivor and Caregiver Support Group, Recognition of Leadership and Service, 2012

Leadership Award, Wagner College, Staten Island, NY, 1999

VOLUNTEER ACTIVITIES

Brain Injury Alliance of Arizona. Activities include: Support group facilitation, fundraising, social re-integration event planning and finance management of support group social committee funds.

Camp Can Do volunteer staff, 2009 – A four day Brain Injury Association of Arizona camping experience for brain injury survivors and family members that focuses on socialization, respite care, empowerment, and personal growth.

PUBLIC SPEAKING ENGAGEMENTS / TRAINING AND EDUCATION

2018

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “Finding Your Resilience”
- “Let’s Talk About It... Communication Tools for Survivors and Family Members”
- Connecting, Disconnecting, And Reconnecting Neurons: Brain Injury Basics for family members and caregivers living with individuals with brain injury.

Brain Injury Basics - Part II: Building Capacity for Developing Strategies for Working with Individuals with Brain Injury (Full Day Workshop for Professionals), Ability 360 Center, Phoenix, AZ, May.

2017

“Brain Injury Basics: Connecting, Disconnecting, Reconnecting and Rerouting” (Full Day Workshop for Professionals), Ability 360 Center, Phoenix, AZ, October

Youth Transitions Conference, Talking Stick Resort and Casino, Scottsdale, AZ, August

- Co-moderator for “Youth with Brain Injury: Sharing Their Stories of Transition to Adulthood and the World of Work”

Project Independence and Empowerment Event, Phoenix, AZ, May

- Authors Panel Featured Guest Speaker

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “Let’s Talk About It... Communication Tools For Survivors and Family Members”
- “Why Do they Do That?”

12th Annual Barrow Neurological Institute Traumatic Brain Injury Symposium

Acquired Brain Injury: Rehabilitation of TBI and Beyond, Phoenix, AZ, March

- Invited Speaker
- “Rehab is Over, Now What?... Life Beyond Neuro-Rehabilitation”

2016

Mysteries of Brain Injury: Exploring the Transition from Treatment to Living with Brain Injury

Professional Conference, Phoenix, AZ, December

- “Learning to Live Again” Theatrical Presentation (Keynote)

Brain Injury Basics Pre-conference for Professionals, Phoenix, AZ, November

- Connecting, Disconnecting, Reconnecting , and Re-routing

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “Let’s Talk About It... Communication Tools For Survivors and Family Members”
- “Living as a Couple with Brain Injury”
- “Why Do They Do That?”

2015

Brain Injury Alliance of Arizona Healthy Living Series Presentation, Phoenix, AZ, November

- Mindfulness, Relaxation and the Holliday Season

The Mystery of Brain Injury: Making The Invisible Visible – 3rd Annual Conference for Professionals, Phoenix, AZ, November

- The Transition... Life Beyond Therapy

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “Rehab is Over...Now What!”
- “Managing Life as a Couple Living with Brain Injury”
- “We Are FAM-I-LY...Finding Common Ground”

2014

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “How The Brain Works”
- “Understanding Changes in Behavior After Brain Injury”

Spring Brain Conference (Annual National Conference for Neuroscientists), Sedona, AZ, March

- Invited Speaker
- Topic: “Neuroscience in Practice: A View From The End User”
 - *Focus of Presentation: How advancements in neuroscience have impacted our understanding of brain function, and how this research has enabled us to better educate brain injury survivors, family members and professionals working in the field of brain injury rehabilitation.*

2013

Beyond Words Conference (All Inclusive Care For Children Coalition), Vernon, NY, April

- Invited Speaker
- Topic: “Living With Traumatic Brain Injury: Understanding Grief and Loss”

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, May

- “Rehab is Over - Now What: Strategies After Brain Injury - For Families and Survivors”
- “Understanding Changes in Your Survivor’s Behavior After Brain Injury - For family Members and Caregivers”
- “Relationships After Brain Injury - For Couples”

2012

New York Presbyterian Hospital - Weill Cornell Medical Center, New York, NY, October

- Guest Lecturer at Rehabilitation Medicine Associates
- Lecture Topic: “Life After Brain Injury Rehabilitation: Modifying Therapeutic Exercises and Creating Supportive Strategies for Improvement in Daily Living”

New Jersey City University, Jersey City, NJ, October

- Special Lecture sponsored by the Psychology Society and The Psychology Department, with the support of the New Jersey University Counseling Center, The Health Science Department, and the office of the Dean of the William J. Maxwell College of Arts and Sciences.
- Lecture Topic: “A Couples Journey - Living With Brain Injury”

New York University Hospital, New York, NY, October

- Guest Lecturer at Rusk Rehabilitation Center
- Lecture Topic: “Life After Brain Injury Rehabilitation: Modifying Therapeutic Exercises and Creating Supportive Strategies for Improvement in Daily Living”

Utica College of Syracuse University, Utica, NY, October

- Invited Speaker
- Topic: “Inside The Journey... Living With Brain Injury as a Couple”

St. Joseph’s Hospital Caregiver Seminar, Phoenix, AZ, May

- “Who is the BIAAZ?”

Glendale Library, Glendale, AZ, May

- “Caring for the Caregiver”

Area Agency on Aging, Glendale, AZ, May

- “Caring for the Caregiver”

Pilot Club International Southwestern District Annual Convention, Phoenix, AZ, May

- Keynote “A Couples Journey – Living With Brain Injury”

East Valley Pilot Club Members Meeting, Mesa, AZ, April

- “A Couples Journey – Living With Brain Injury ”

2011

Glendale Library, Glendale, AZ, June

- “For Every Step Of Our Journey”

Cultural Diversity Training for Vocational Rehabilitation Counselors, Phoenix, AZ, April

- “Brain Injury and Cultural Competence: Societal Perceptions, Diversity and Considerations for VR Counselors Working With Brain Injury Clients”

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Phoenix, AZ, March

- “Rays of Hope Family Panel Discussion” (Moderator/Panelist)
- “Understanding Behavior After Brain Injury—For Family Members and Caregivers”
- “Relationships After Brain Injury—For Couples”
- “Strategies After Brain Injury: Rehab is Over now what? (For Family Members and Caregivers)

Avondale Library, Avondale, AZ, February

- “Who is the BIAAZ”

Care Meridian, Phoenix, AZ, February

- “Who is the BIAAZ”

2010

Statewide Symposium in Support of Military Families, Phoenix, AZ, July

- “Understanding Traumatic Brain Injury: Coping Strategies for Families”
- “Living with Traumatic Brain Injury: Understanding Grief and Loss”

Traumatic Brain Injury Polytrauma Conference for Iraq/Afghanistan Warrior Veterans and Family Members (“A Warrior’s Journey: A Day of Learning, Sharing and Support for Veterans with TBI/ Polytrauma and Their Families”), Tucson, AZ, May

- “Understanding Behavior Changes after Brain Injury” (For Families)

Prescott Brain Injury Support Group Family Picnic Event – Keynote Speaker

- “Living With Brain Injury as a Couple,” Prescott, AZ, May

Rays of Hope (Traumatic Brain Injury Survivors and Family Conference), Phoenix, AZ, April

- “Rays of Hope Family Panel Discussion” (Moderator/Panelist)
- “Dealing with Behavior Change after Brain Injury”
- “Relationships and Brain Injury—Maintaining Connections for Couples” (Presenter/Panel Moderator)

2009

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Glendale, AZ, May

- “Rays of Hope Family Panel Discussion” (Moderator/Panelist)
- “Dealing with Behavior Changes after Brain Injury- Q&A”

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Prescott, AZ, March

- “Understanding Brain Injury” (For Survivors)
- “Dealing with Behavior Changes after Brain Injury- Q&A”
- “Rays of Hope Family Panel Discussion” (Moderator/Panelist)

2008

Rays of Hope (Traumatic Brain Injury Survivor and Family Conference), Glendale, AZ, June

- Co-moderator/Panelist: Survivors’ Perspectives Session

Life after Traumatic Brain Injury: Understanding the Family’s Journey, Tucson, AZ, May

- Family Support Group Session Facilitator

TELEVISION - RADIO APPEARANCES

WKTV Evening News, Utica New York: “Utica College Alum Uses Experiences To Talk About Traumatic Brain Injuries,” October, 2012

WUTR Evening News, Central New York: “Surviving Brain Injury,” October 2012

WIBX, Utica, New York: “Life After Brain Injury: UC Grads Talk About Rebuilding” October 2012

KRZA Radio (NPR Affiliate - Colorado) – Interview about book release: *Learning To Live Again...A Day At A Time* and The Impact of Brain Injury on Family, August 2012

TV3 on Good Evening Arizona: “TBI, The Silent Epidemic,” April 2008

TRAINING VIDEOS

Arizona Department of Health Services, Behavioral Health Services, e-learning continuing education on-line video sessions. Topical areas included: Grief and Loss, Practical Psychotherapy, Medication Management, Home to Rehabilitation and The Importance of Family in the Recovery Process. Responses were given from both perspectives as counselor as well as brain injury survivor. February, 2010

Brain Injury Association of Arizona, on-line “Navigating the System—A Guide for People with Traumatic Brain Injury and their Families.” Questions addressed included: what is early rehab like for a TBI survivor, what is outpatient rehab like for a TBI survivor, how do I find a positive outlook after TBI, how important is counseling after a brain injury, how can I meet other people who are living with brain injury and why go to a support group. January, 2009

PUBLICATIONS/ARTICLES

Publications:

“Learning To Live Again... A Day At A Time” Chris and Amy Hotaling - with Mark Leeds
February 2012, Talsan Publishers, ISBN 978-1-884298-78-8, *Copyright Triple Cloud Productions*

“Peer Mentor Program Policy and Procedure Manual,” – created for the Brain Injury Association of Arizona. May, 2008

Articles:

“Now Open: The Virginia G. Piper Sports and Fitness Center” BrainStorm, Brain Injury Association of Arizona Newsletter, Winter, 2011/2012

“Golf Anyone?” BrainStorm, Brain Injury Association of Arizona Newsletter, Winter, 2010/2011

“NW Valley Brain Injury Group Awarded Grant” BrainStorm, Brain Injury Association of Arizona Newsletter, Summer, 2010

“Summer Fun,” BrainStorm, Brain Injury Association of Arizona Newsletter, Summer, 2009

“Get Out - Get on Your Feet,” BrainStorm, Brain Injury Association of Arizona Newsletter, Fall, 2009

“Brain Aerobics – Games and Puzzles to Sharpen Your Mind” BrainStorm, Brain Injury Association of Arizona Newsletter, Winter/Spring, 2009

“Caring For The Caregiver” BrainStorm, Brain Injury Association of Arizona Newsletter, Fall, 2008

GENERAL PUBLICATIONS

**Written by newspaper reporters, internet radio/tv reporters,
non-profit organizations and corporations**

“Guiding Others With The Map They Made,” The Brain injury Alliance of Arizona - The Noggin’,
January 2016 edition

Strategies to Reduce Noise Sensitivity, Light Sensitivity and Pain after a Stroke, THE STROKE
NETWORK, INC., byline: W.L. Kilcullen, July 2013

WIBX, Utica, New York: *“Life After Brain Injury: UC Grads Talk About Rebuilding”*
Gino Geruntino, October 25, 2012

WUTR, Utica, New York: *“Utica College alum returns to campus to share his story of survival”*
Jennifer Lee, November 5, 2012

Arizona Real Estate News- *Learning To Live Again...A Day At A Time* Featured Article, October,
2012

Messenger- The Employee Newsletter of HealthSouth Corporation, Advocacy Award Article, May
2008

The Glendale Star *“Brain Injury Changes Life Forever.”* March, 2007

Peoria Times, *“Brain Injury Changes Life Forever.”* March, 2007

Arizona Real Estate News, "The Miracle of Love." March, 2007

CHAPTERS IN BOOKS

W.L. Kilcullen, Brain Injury: Living a Productive Life After a Stroke or Traumatic Brain Injury, Chapter 3: pgs. 15-19, Create Space Independent Publishing (2013).

PROFESSIONAL MEMBERSHIP

National Paralegal Association