

## Contact

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(LinkedIn)

# Tycho Dickerson

NHQ:IT - Humanitarian IT - Volunteer Connection User Support Lead  
at American Red Cross

Acton, Massachusetts

## Experience

American Red Cross

2 years 9 months

Volunteer Partner: Disaster Workforce Engagement Specialist -  
Regional

July 2017 - Present (2 years 9 months)

The Disaster Workforce Engagement Specialist is responsible for co-leading and engaging the Disaster Workforce Engagement team within the region to help ensure the success of the Engage Volunteers and Employees process. Additional responsibilities include:

- Articulating the Volunteer Engagement Cycle and the responsibilities of the departments within those steps to the disaster workforce;
- Promoting volunteer engagement with the goal of maximizing the volunteer experience throughout Disaster Cycle Services;
- Leveraging tools like the Volunteer Engagement Readiness Tool, Volunteer Engagement Guide, and Engage Volunteers and Employees job tools;
- Working with the Volunteer Services Engagement lead and Disaster Workforce Engagement lead/manager to formulate an annual Volunteer Engagement Action Plan;
- Monitoring the implementation of the Disaster Cycle Services Engagement Action Plan;
- Developing a plan for and implementing career paths for all volunteers at least annually;
- Developing and implementing a mechanism to share volunteer feedback with Disaster Workforce Engagement Lead/Manager and Regional Disaster Officer;
- Participating on the Disaster Workforce Engagement team; and
- Advocating for region disaster volunteers.

NHQ:IT - Humanitarian IT - Volunteer Connection User Support Lead  
October 2019 - Present (6 months)

This position supports the National Headquarters (NHQ) Information Technology (IT) team. This position serves as a lead for Volunteer Connection (VCN) User Support Specialists who are helping fellow Red Cross volunteers and employees by answering Volunteer Connection questions and technical troubleshooting covering a wide range of functions. Use your friendly customer service skills along with your knowledge of Volunteer Connection to ensure all users get the support they need in day-to-day and urgent Red Cross mission tasks.

Res

BIO: Department Volunteer Connection Lead- Northeast Division  
June 2018 - Present (1 year 10 months)

Oversee the utilization and access of Volunteer Connection, the official American Red Cross volunteer management system.

NHQ:IT - Humanitarian IT - Volunteer Connection User Support Specialist (Teir 2 )

November 2018 - November 2019 (1 year 1 month)

Volunteer Connection IT is a part of the National Headquarters (NHQ) Information Technology (IT) team. VCIT helps fellow Red Cross volunteers and employees with common Volunteer Connection questions and technical troubleshooting. Use your friendly customer service skills along with your knowledge of Volunteer Connection to ensure all users get the support they need in day-to-day and urgent Red Cross mission tasks.

Responsibilities

- Assist Volunteer Connection users with troubleshooting application issues.
- Teach Volunteer Connection users about new features or enhancements.
- Identify high impact issues to resolve in future updates.
- Advocate for members on issues that would improve the user experience or administrative efficiency.

Fiscal Review (REC/SYS/SV)

March 2018 - October 2019 (1 year 8 months)

Greater Boston Area

Direct Client Assistance fiscal reviewer is crucial in establishing a sound financial control environment. The purpose of the Direct Client Assistance fiscal reviewer is to assure Direct Client Assistance (financial assistance) is provided in accordance with doctrine and financial controls, and to quickly identify potential fraud.

NHQ:DCS - RC View Help Desk Support (Teir 2)

July 2018 - July 2019 (1 year 1 month)

To provide Tier 2 technical customer support for volunteers and staff using the RC View software system. RC View is our disaster event management system. It enables the Red Cross and our partners to share a visual situational awareness and draw on near real-time data to better manage disaster responses.

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## Education

Acton-Boxborough Regional High School

High School/Secondary Diplomas and Certificates · (2014 - 2022)