

RAE LIEFF AXELBANK (SHE/HER)

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Professional of intersectional people operations with more than 15 years' experience in relationships and communication across industries. Subspecialty in immersive investigations; academic background in environmental anthropology. Facilitative mediator certified in DE&I praxis. Creative, collaborative project manager. SHRM-CP pending (December 2023).

CAREER HIGHLIGHTS

Community Facilitator, National Board Member *United States (hybrid)* *2018–Present*
Alternatives to Violence Project

Within international conflict transformation organization, develop and lead educational programs for diversity, equity, inclusion, and belonging initiatives. Facilitate community workshops on conflict management, interethnic communication, and emotional literacy. Collaborate on volunteer training and community development programs with a mission of inclusivity and international programmatic accessibility of teach-the-teacher model for peace-building.

Senior Mediator and Intake Manager *Kona, HI* *2020–2023*
West Hawai'i Mediation Center

At Pacific Island resolution center, led facilitative multi-party mediation in court-ordered and self-referred conflicts with 81% resolution rate. Dispute types included domestic/custody, landlord-tenant, workplace, consumer-merchant, neighbor, Hawai'i Civil Rights Commission, and healthcare.

Trained and mentored new mediators in process, client management, accommodating difference, and more. Collaborated on remedial and continuing education L&D initiatives. Developer and trainer of remote multi-party mediation for commuter and trans-Pacific cases.

Managed all case content and communication from initial point of contact through case closure. Developed and delivered reports outlining outcomes, recommendations, and updates to executive level, judiciary, and external agencies. Designed and implemented scalable remote systems for COVID-19 response.

Conflict and Culture Consultant *International* *2018, 2021*
HelpX

Investigated multicultural and interethnic functions of disconnection and conflict through interviews and immersive work exchange in eighteen countries. Primary focus: family and team dynamics, with consideration for the unique versus the universal. Case highlights include hospitality operations in Tanzania, Turkey, Greece, Bulgaria, Peru, Spain, and Morocco.

Client Operations Associate *New York, NY* *2019–2020*
Journey

At travel tech company, advised clients on safety, conduct, culture, language, environment, and other international travel considerations. Coached CX team on addressing client fears and navigating conflict.

Senior Trainer *New York, NY* *2014–2018*
Del Frisco's Restaurant Group, City Winery LLC, & others

Master trainer for new client-facing hires including onboarding and introduction to company culture, addressing full range of audience backgrounds and abilities. Developed coaching modules for client-facing principles and performance and guidelines to increase median sales. Advised management of operational inefficiencies and proposed integrated solutions.

Socioenvironmental Conflict Anthropologist *Hilo, HI* *2009-2013*
(Academic and independent research)

Conducted in-depth field and archival research on invasive biology in Hawaiian forests and sociohistorical context of community backlash against proposed intervention. Areas of investigation include: colonialism, climate change, environmental justice, credibility/bias, and cross-cultural exchange.

People Operations Assistant *Boston, MA* *2008–2009*
Harvard School of Public Health

Supported multi-prong leadership of the Dana Farber/Harvard Cancer Center Population Sciences discipline, managing talent and coordinating collaborations between five teaching hospitals and two professional schools.

EDUCATION

Sarah Lawrence College , MFA in Writing	Bronxville, NY	2011
Princeton University , AB in Anthropology	Princeton, NJ	2006

Winner of the Carolyn L. Drucker Memorial Prize for the best senior thesis in Judaic Studies

SELECT WORKSHOPS & CERTIFICATIONS

Facilitator

Ongoing

Transforming Power: Nonviolent Conflict Resolution (Alternatives to Violence Project-USA)
Basic Mediation (ADR in Practice for West Hawai'i Mediation Center)

Participant

2023

Culture-Driven Team Building Specialization (University of Pennsylvania)

- The Power of Team Culture
- Optimizing Diversity in Teams
- Creating a Culture of Continuous Learning

2021

Grounded Program Design: Anti-Oppression in Social Justice Work (Seachange Collective)
Impasse Training for Mediators (West Hawai'i Mediation Center)

2020

Facilitation for Groups with Trauma (AVP-Colorado)
Constructive Activism and Race Relations (AVP-New York)
Unconscious Bias (Ku'ikahi Mediation Center)
Cohesion Building and "The Great Group" (Dispute Prevention & Resolution, Inc.)

2019

Crossing Lines: Anti-Oppression Dialogue Facilitation (Seachange Collective)

2018

Youth Mental Health First Aid (New York City Department of Health and Mental Hygiene)

2017

Basic Mediation (New York Peace Institute)

SKILLS & INTERESTS

Language	conversational French · basic Spanish · pleasantries in Swahili, Arabic, and Greek
Software	Microsoft Office Suite · Zoom · Google Suite · Slack · Humanity · Justworks · Intercom · Adobe · Notion
Activities	conflict coaching · writing · found-object interior design · yoga · gastronomy · outdoor adventuring