

2021



# WELCOME TO STEP UP 2021

**Our theme: “Now More Than Ever”**

As we began putting the pieces together for this conference, the Student Programs team reflected on the past year, 2020. Our hearts were heavy when we thought of how many more people are going to need our help once international medical missions – postponed by the COVID-19 pandemic – can safely resume and care for patients in need.

Heavy hearts quickly turned into hope, though, when we thought about you and your attendance at our conference.

To spend your time at Step UP means you’re giving up time with friends and family – and for many of you, you’re sacrificing precious downtime before kicking off another semester. You’re showing the world that you want to make a difference in global health. You’re \*Stepping UP\* to make life better for our patients using your own unique talents and skills.

It made us think of something we say all the time at Operation Smile: Our student volunteers are our future, and the future is bright.

And as we’re facing the staggering challenges of a pandemic, we realized we need our future – now. We need our student volunteers, now more than ever before, to help us in our mission to help even more patients during this precarious time.

So, this is how we came up our theme for the 2021 Step UP Symposium, “Now More Than Ever.” You inspired us. We know we can depend on you. We’re looking to you for your creativity and leadership.

And we’re thankful that you’re here to help us make a direct impact on the lives of our patients and their families.

# OUR CALL TO ACTION

## **“Make a Direct Impact on Our Patients and Their Families”**

Just by joining us this week, we already know a few things about you: You’re a compassionate, driven person who’s ready to use your gifts to make a real impact on the lives of others.

So, with all the talent in the (virtual) conference room, we wanted to pose this question directly to you game-changers: “How can we have a direct impact on patients and their families as the world navigates the COVID-19 pandemic and its impact?”

This week, we’re going to ask you and your group to think through this critical question, and we’re challenging you to find a way for us to reach and support our patients. We hope our guest speakers will inspire you and that ideas will percolate.

We’ll discuss this opportunity more during the conference, but consider this a heads-up. We need you “Now More Than Ever,” as stated in our conference theme, and that includes your bold ideas.

And, bottom line, when Step UP comes to close, we hope you will not just feel inspired, but empowered, to join us and help change our patients’ lives.

# MEET @OSSTUDPRO STAFF



**Jennifer McKendree**  
*Associate Vice President  
of Student Programs*



**Brigette Clifford**  
*Director of Student  
Strategic Initiative*



**Carlos Verón**  
*International Manager*



**Pete Hansen**  
*U.S. Senior Student Programs  
Associate for Virginia*



**Kate Malla**  
*Programs Associate*



**Morgan Banaszek**  
*U.S. Northern Region  
Associate*



**Jacqueline Nguyen**  
*U.S. Southern Region  
Associate*



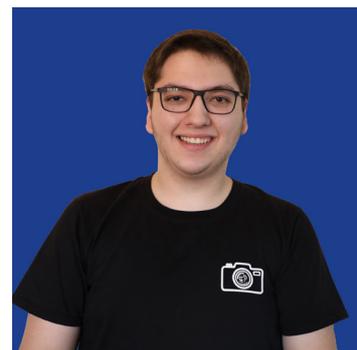
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**Christabelle Fernandez**  
*Development Manager,  
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**Bethany Bogacki**  
*Content Producer*



**Juan José Marín**  
*Content Coordinator*



# SPEAKERS



**Dr. William P. Magee**

Dr. William P. Magee Jr., is a leading plastic and craniofacial surgeon who founded Operation Smile in 1982 with his wife, Kathleen S. Magee, and serves as the organization's Chief Executive Officer.

Operation Smile, headquartered in Virginia Beach, Virginia, is an international children's medical charity with a presence in more than 60 countries, whose network of more than 13,000 medical volunteers from over 80 countries is dedicated to helping improve the health and lives of children. Since its founding in 1982, Operation Smile has provided hundreds of thousands of free surgeries for children and young adults born with cleft lip, cleft palate and other facial conditions. To build long-term self-sufficiency in resource poor environments, Operation Smile trains doctors and local medical professionals in its partner countries so they are empowered to treat their local communities. Operation Smile also donates medical equipment, supplies and provides year-round medical treatment through its worldwide centers.

Dr. Magee has trained and mentored thousands of physicians worldwide. A featured guest on many network television programs, Dr. Magee is also a sought-after keynote speaker for corporate and national meetings. In July 2013, he gave one of the keynote addresses to the National Speakers Association (NSA) in Philadelphia.

Dr. Magee received a D.D.S. from the University of Maryland, M.D. from George Washington University Medical School, served his general surgery residency at the University of Virginia Medical School, and received the Fulbright-Hays Scholarship Grant to study in Paris, France with Dr. Paul Tessier in 1975. He then received his plastic surgery training at the Eastern Virginia Medical School in Norfolk, Virginia.

Dr. Magee has been awarded honorary doctorates from some of the finest universities worldwide, including the Karolinska Institutet in Sweden in 2014. In 2016 he received the Eminent Persons Award from the World Information Technology and Services Alliance (WITSA), was named a Disruptive Innovator in 2015 at the Tribeca Disruptive Innovation Awards, was awarded the American Society of Plastic Surgeons' Honorary Citation Award in 2014, the American Society of Maxillofacial Surgeons' Tagliacozzi Award in 2013, was highlighted in US News & World Report's issue "America's Top Leaders" in November 2009, and was given the National Medal for Peace and Friendship Among Nations in Vietnam in 2009. In 2007, UNICEF presented the Magees with a special recognition on behalf of Operation Smile and he received the Distinguished Service Award from the American Society of Plastic Surgeons.

He entered into the Plastic Surgery Practice in Norfolk, VA in 1978 and became President of the group which at the time was the largest private training program in the USA.

Dr. Magee maintains a private practice in Norfolk and works closely with the Children's Hospital of The King's Daughters.

Kathy Magee founded Operation Smile in 1982 with her husband, Dr. William (Bill) P. Magee Jr., and currently serves as its President on a full-time, volunteer basis.

Kathy is also a lifetime member of the Board of Directors, overseeing funding and long-held organizational relationships. Kathy shapes future strategy and leads project design within medical mission programming and the education, training and student departments. Kathy travels overseas extensively to expand incountry boards while cultivating key corporate, diplomatic, government and medical partnerships that enable Operation Smile to carry out its mission. She fosters university partnerships and research with academic institutions, such as the University of Southern California through the International Family Study, which contributes to understanding the causes of cleft. Kathy is deeply involved in Operation Smile Student Programs, which provides opportunities for students to volunteer, engage and support Operation Smile's work by raising funds and awareness. She leads the International Student Leadership Conference that annually brings together more than 600 selected leaders from 35 countries.

Kathy, Bill and Operation Smile received the first \$1 million Conrad N. Hilton Humanitarian Prize in 1996 and the Servitor Pacis Award from the Path to Peace Foundation in 1997. In 1999, the Magees received the Golden Plate Award from the American Academy of Achievement. In 2004, the Magees were awarded The Humanitarian Rose Award from The People's Princess Charitable Foundation, Inc., in London. In 2007, USAID presented the Magees with the President's Call to Service Award from President George W. Bush. In 2009, U.S. News and World Report named Kathy and Bill among "America's Best Leaders."

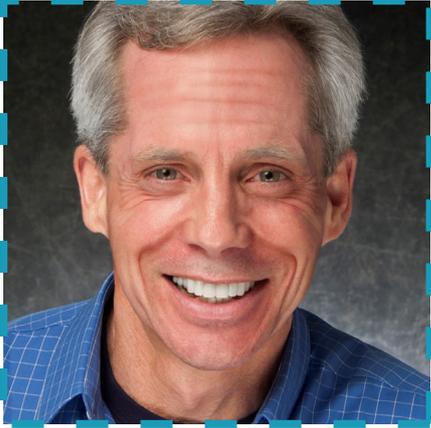
Kathy is the recipient of honorary degrees from Fordham University, Mount St. Mary's University in Maryland, Loyola University in Maryland, Old Dominion University, Misericordia University and Denison University and was inducted into the Alumni Association Hall of Fame of the University of Maryland in 2000. In 2014, she received a prestigious honorary doctorate from the Karolinska Institutet in Sweden. She has also remained active in the World of Children organization and serves as a member of the Hilton Prize Coalition Executive Committee.

Kathy helped secure Operation Smile's future by establishing the Operation Smile Global Headquarters in Virginia Beach, Virginia, dedicated in 2013, as a permanent facility built in tribute to the humanitarian spirit and ongoing mission of cleft care and safe surgery around the globe.

As a New Jersey native, Kathy received her B.S.N. from Misericordia University in Pennsylvania, her M.Ed. from the University of Maryland and her M.S.W. from Norfolk State University in Virginia. She also completed graduate work at the University of Virginia and the Jung Institute in Switzerland. She is a mother of five and grandmother to 14, all of whom participate in Operation Smile to promote service for the next generation.



**Kathy Magee**



**Chic Thompson**

Chic's passion is inspiring executives, MBA students, and children to be "curious first... critical second" while creative problem-solving.

Chic is a Batten Fellow of Entrepreneurship at the University of Virginia's Darden Business School and adjunct faculty at the Brookings Institution and the Young Presidents' Organization.

Harvard Business School released a case study on the teaching career of Chic entitled "What a Great Idea!"

Chic worked in new product development for:

- W.L. Gore and Associates (Gore-Tex®)
- Johnson & Johnson
- Walt Disney

His latest creative adventure is founding "WagiLabs." A global, social innovation incubator for kids' ideas.

My one-sentence bio I give to people is: "I work at a peanut butter company and I once started a coffee shop in Uganda."

Mark Moore is the co-founder of MANA Nutrition, one of the world's leading suppliers of Ready to Use Therapeutic Food (RUTF) the front-line defense against severe acute malnutrition. MANA has grown in the last few years, supplying \$30million worth of RUTF last year to the UN and US government. Prior to Mana, Mark lived and worked for ten years in Uganda, East Africa where he co-founded the Kibo Group. He has a master's degree from Georgetown University and was appointed as a Legislative Fellow and Africa specialist in the US Senate for a two-year stint. Mark is passionate about leadership, and as such is a graduate of Harvard's Senior Executive Fellows program and is currently continuing his journey to better leadership skills and awareness as a student at Vanderbilt's executive leadership program. He is also the author of Nourish, a book about faith and global hunger.



**Mark Moore**



**Lauren Bright**

Lauren Bright is The Brightspark Coach and based in Cape Town, South Africa.

She is trained in Industrial Psychology and Neuro linguistic programming, also known for short as NLP. She has a passion for changing neural pathways, and empowering others to find their purpose and passion.

It is her absolute pleasure to share some practical neural rewiring and NLP tools with you all that will help you to self-preserve, lower stress, increase confidence, help you be more in your flow and take good care of yourself during this challenging time. Lauren is also an experienced manager with a demonstrated history of working in the sporting, events, showbusiness & NPO sector. She has over 16 years' experience in sponsorship & donor procurement, client service, event and operational project management.

James Orrigo is a Social Entrepreneur who is dedicated to bringing imaginations to life. He works with pediatric patients across the nation, helping them to create through video, music and multimedia. Orrigo empowers others to use their gifts to make a positive impact on their world.

Orrigo's creative programs have worked with Google, Children's Cancer Research Fund, Beats by Dre, Dunkin and many more. He is also the winner of Zoom's Overall Innovation Award for 2020.

If you want to get involved, send a message to [LADINABATTLE@GMAIL.COM](mailto:LADINABATTLE@GMAIL.COM)



James Orrigo



Drusa Carrassi

My name is Drusa, I come from Italy and I have been involved with Operation Smile for about 5-6 years now. My first step of my Op Smile journey was joining the high school club in year 10. Since then, I gradually became more involved. I started off in 2016 by helping in school fundraiser events and by 2020 I was travelling to Virginia Beach to attend the Step Up Symposium and U-Voice training that would eventually prepare me to go on a mission.

But my mission in Honduras wasn't the end of my Operation Smile experience. I am currently studying in the UK and have been in contact with the Operation Smile department based in London, which mainly focuses on fundraising. We are working together to try to expand its initiatives to university students as well. Right now, I am working with the Operation Smile advocates that are living in London to create presentations that will eventually be delivered to university students in order to introduce Operation Smile and its cause. We are hoping to collaborate with university societies (both medicine and volunteering-centred) in order to raise awareness, promote action, and raise funds.

Holly Zoeller is a senior at the University of Louisville in Louisville, Kentucky with a double major in Spanish and Public Health.

She has been involved with Operation Smile for more than six years and was a founding member for the Operation Smile community in Kentucky. After graduation, Holly plans to take a gap year abroad before working in the public health field with a focus in global health equity. Outside of school, Holly enjoys traveling, playing music, working at a local preschool, and spending time with her family, friends, and dogs.



Holly Zoeller



Caitlin Dye

Caitlin is an avid advocate for Operation Smile as she has been involved with the organization since elementary school.

She developed a passion for helping people at a young age, and carried out involvement with the organization through college. She has been on multiple medical missions, was the University Lead for the Panama Peace Mission, and interned under Kathy Magee during college. During her time working with Kathy, it made her become comfortable speaking with people on the phone - which lead her into her first career post grad. As a recent graduate from JMU, Caitlin now works as a Sales Development Representative in the D.C. area, and owes her success early in her career to everything she learned with Operation Smile. She loves to be involved with the Alumni Network, and looks forward to being a student sponsor and life-long volunteer.

Lexi has always known she wanted to be involved with medicine, and that feeling was specifically instilled in her when she was on her first medical mission in Cebu City, The Philippines.

As she was witnessing her first ever surgery, she realized how easy it was to place such an impact on people. Lexi went on to work as the University Lead for the Panama Peace Mission, kickstart the Dignity Pad Project in Malawi, and held a nutrition fellowship with the organization. Lexi was a double major in Health, Food, Nutrition and Exercise and Spanish at Virginia Tech, and is currently applying to medical schools to pursue her dreams. She looks forward to taking her skills she has learned over the years from Operation Smile and school to continue staying involved on medical missions - but this time as a doctor.



Lexi Rector



Ryan Cody

Ryan is a dentist and orthodontic resident at the University of Texas in Houston. Prior to residency, he attended UNC - Chapel Hill for undergraduate and dental school.

While at UNC, Ryan founded the UNC Operation Smile chapter and a dental program in Nicaragua called Exchange for Smiles. His global travels and experiences with Operation Smile have inspired him to pursue craniofacial orthodontics and help children born with cleft lips and cleft palates. In his free time, Ryan plays jazz piano, travels throughout Latin America, and plays baseball in a Houston premier league.

Kris founded PAKA after taking a gap-year after high school to work in South America. He returned to the US with an alpaca wool sweater.

Everywhere he took it, people would ask about it and where they could find one. He remembered the Peruvian woman who had sold him the sweater, and saw a gap to bridge. He returned on a one-way ticket to Cusco and trekked around Peru, eventually building a team of women weavers. Although Kris graduated from UVA in 2019 with a degree in Neuroscience, he is committed to growing the PAKA community and empowering women weavers in Peru.



Kris Cody



Kristie Magee Porcaro

Kristie is the Chief Strategy Officer and Partnerships. The Chief Strategy & Partnerships Officer serves as a critical member of the C-suite team and act as a connector, mobilizer, forecaster, and agent of change. The Chief Strategy & Partnerships Officer works in creative tension with the CEO, President and COO, and in coordination with the entire executive management team to develop, communicate, execute, and sustain global strategic initiatives for future expansion.

Prior to this role, Kristie served as SVP of Global Philanthropy, where she leveraged Operation Smile's key global donors and partnerships while cultivating new global partnerships and Corporate Social Responsibility opportunities to match donors to Operation Smile programs and initiatives. Prior to that, Kristie served as SVP, Strategic Partnerships and Development and served as a key leadership team member and an active participant in making strategic decisions affecting Operation Smile globally. As SVP of Strategic Partnership and Development, she also helped forge new relationships to build Operation Smile's visibility, impact, and financial resources. Kristie designed and implemented a comprehensive plan for developing key external alliances by cultivating individual and philanthropic support. She had primary responsibility for establishing and implementing the infrastructure needed to grow the budget through the solicitation of global corporations and leadership gifts.

Dr. Trevor Magee completed his adult reconstruction fellowship at the University of Utah along with won a Penn State orthopedic surgery, residency, and general surgery internship at the Milton S. Hershey medical center in Hershey, Pennsylvania. He received his medical degree from George Washington University School of Medicine and Health Sciences in Washington, D.C., and earned his bachelor's degree from Boston College.

Dr. Magee has experience in the robotic hip and partial knee replacements, as well as revision hip and knee replacements. An active volunteer, Dr. Magee has donated his time to Operation Smile since 1996, organizing fundraisers and service missions in the United States, China, Colombia, Russia and in the Middle East. He is active in the Utah Chapter of Operation Walk, a private, not-for-profit, volunteer medical service organization that provides free joint replacement in developing countries and the United States. Operation Walk also educates in-country orthopedic surgeons, physical therapists, and other health care professionals about advanced treatments and surgical techniques for diseases of the hip and knee joints. Dr. Magee is the son of Operation Smile Co-Founders Dr. Bill and Kathy Magee.



Trevor Magee

An entrepreneur and self-starter with a proven track record, Todd was recently co-owner of two companies, American By-Products Recyclers LLC and Planet Earth Biodiesel LLC from 2003-17. Todd exited on a high note when he sold these companies to a public company in 2017. Working alongside top management of this public entity, he completed the earn-out in 2018, exceeding targets by 30 percent. His investors enjoyed a 175 percent return on investment.

During his years as co-owner, Todd grew American By-Products Recyclers LLC to become the largest independently owned and operated cooking oil recycling company in the Tri-State area in the U.S. North, managing a fleet of trucks that regularly serviced more than 3,700 restaurants in the five boroughs of New York, as well as New Jersey. In 2009, Todd saw the opportunity to vertically integrate operations for American By-Products Recyclers LLC and started Planet Earth Biodiesels LLC, a 24,000-square-foot biodiesel/settling facility in Hillsborough, New Jersey.

Before American By-Products Recyclers, Todd worked in a business/legal affairs and sales capacity in the entertainment industry in New York. Before that, Todd spent time in Hong Kong at a large securities firm before moving to Panama, where he worked for Toyota as a financial analyst.

Todd earned his Bachelor of Business Administration (DBA) in Finance from Loyola College in 1993, his Master of Business Administration (MBA) from Georgetown University in 1997 (25 percent of MBA achieved in Spanish at ESADE University in Barcelona, Spain), and his Juris Doctorate (JD) from Fordham School of Law (Lincoln Center NYC) in 2000. He was recently invited back to Georgetown by his former Creative and Innovations MBA professor to teach classes at Georgetown University's McDonough School of Business.

Todd holds a Board of Director's seat and sits on the Finance Committee at Operation Smile. He also holds a Board of Director's seat at Boulder Valley Waldorf School In Boulder, Colorado. Todd is fluent in Spanish. Todd's favorite outdoor sports are surfing, skiing, and mountain biking. He lives with his wife and two children in Boulder, Colorado, and he is the son of Operation Smile Co-Founders Dr. Bill and Kathy Magee.



Todd Magee

William Magee, III, MD, DDS, brings a unique, global background to the Division of Plastic and Maxillofacial Surgery at Children's Hospital Los Angeles, which he joined in 2008. Dr. Magee is the oldest son of the co-founders of Operation Smile and was exposed to the challenges of children with craniofacial anomalies at an early age.

Since he was 13, he has assisted Operation Smile teams all over the world in various roles. Dr. Magee earned his dental degree at the University of Maryland, then went on to obtain his medical degree at George Washington University. His introduction to Los Angeles began in 2001 when he entered the combined Plastic and Reconstructive Surgery Program at the University of Southern California, where he has remained.

After completing the six-year program, he focused his attention on Craniofacial and Pediatric Plastic Surgery at Children's Hospital in Los Angeles. Dr. Magee offers energy and drive for pediatric work that extends beyond the boundaries of Los Angeles, which will help his department grow into the areas of service and education for children around the world.



**Billy Magee**



**Matthew McCormack**

Matthew McCormack was involved in Operation Smile at Lawrence High School in Lawrenceville, New Jersey from 2011-2015. During his high school career he attended two International Student Leadership Conference's and went on a medical mission to Santa Cruz, Bolivia in Spring 2015 as a student health educator. After, he went on to graduate from the University of Tampa with a B.S. in Public Health, Health Education and Wellness in May of 2019.

He has always had a passion for education, health, community empowerment and social justice. Since Summer 2019 Matt has been living in Cofradia, Cortes, Honduras working for Bilingual Education for Central America (BECA) as both a teacher and Program Coordinator. BECA exists to provide quality, affordable bilingual education to the educationally disenfranchised while fostering meaningful cultural exchange. Aside from teaching and programming Matt always strives to live by compassion, integrity and respect.

Victoria is a native of Youngstown, Ohio, where she earned a Bachelor of Arts in Political Science and a Master of Business Administration at Youngstown State University. She started her professional career working in community development in her hometown, and has since lent her knowledge and skills to a variety of non-profit and for-profit organizations working in marketing, technology start-ups, entrepreneurial ventures, and nonprofit administration.

As Corporate Partnerships Officer, Victoria works day in and day out with some of Operation Smile's largest corporate partners, including Johnson & Johnson's base of global employees who fundraise to benefit our work, FritoLay on our Smile With Lay's campaign, Align Technology, maker of invisalign, Hasbro, and MOON Oral Care. In addition, Victoria developed and manages our Business Ambassador program to connect small and mid-size businesses with the opportunity to give back. Prior to moving onto the Corporate Partnerships team, Victoria ran Operation Smile's Community Partnerships department, working alongside community, civic, and group fundraisers to raise money and build engagement across the US.

When she's not working on the next big idea for a cause-related marketing partnership, Victoria enjoys having dance parties with her 3-year-old son, Sam, hanging out with her husband, Randy, and doting on their 4 adorable pets: 2 bunnies: Rascal and Rocky, and 2 cats: Kiki and Galaxy.



**Victoria Rusu-Ebert**



**Anna Gans**

I am from Carmel, Indiana. I am a freshman at Indiana University studying Psychology, Spanish and Human Development and Family studies. I first became involved with Operation Smile in 2016 at ISLC in San Diego, California. Since then, I have attended The Step Up Symposium for college students as well as U-Voice storytelling training. I also had the opportunity to be a U-Voice storyteller on an Operation Smile Mission in Tegucigalpa, Honduras. My experience in Honduras was incredible. It becomes hard to find the words to describe such an inspiring and rewarding week. I learned more than I ever would have imagined being a storyteller for the patients and their families.

As a native of Virginia Beach, Meredith's journey with Operation Smile began over 15 years ago when she joined her middle school's "Happy Club" as part of the organization's Student Programs. She started her professional career at Operation Smile right after graduating from the College of Charleston. She continued her education at Stanford's Graduate School of Business while working and received her master's this past May. She spent her first three years working in Development and Corporate Philanthropy and has worked in Programs for the last three years. As Senior Director of Program Strategy & Operations, she works cross-departmentally in various aspects of our global program strategy and operations - the development of multiyear and annual program strategies, management of key program performance processes, and support overall strategic and operational management and implementation of programs. She facilitates and supports the formulation and implementation of the long-term programmatic strategy, guides annual strategic planning and budgeting, conducts critical analyses, advises on resource utilization, and engineers new processes and solutions, ensuring high-level organizational goals are met by strong day-to-day program operations. When she is not hard at work for Operation Smile, you can find her surfing, cooking Asian food, or running the oceanfront with her dog Stanley.



**Meredith Corner**



**Anthony D'Avella**

Anthony D'Avella is the Founder of Runyon, a customer-centered design and venture studio based in Brooklyn, NY. At Runyon, Anthony helps translate user behavior and needs into compelling digital products for both early stage and Fortune 500 enterprises. He is a proud OpSmile student program alumnus and worked as a program coordinator there after college, running medical missions to Vietnam, Brazil, Thailand, and the Philippines. He eventually led the London foundation as its Executive Director.

Anthony holds an MBA from the Harvard Business School (2nd Year Honors) and a B.A. in English and Italian (cum laude) from Middlebury College. He was the recipient of the Harvard Business School Dean's Award for his economic redevelopment work in New Orleans after Hurricane Katrina.

When he is not in Brooklyn with his wife, daughter and son, he can be found on a beach somewhere, usually down at the Jersey shore, trying to become a better surfer.

Brigette is the oldest child of the Founders, Bill and Kathy Magee. After 37 years of being a volunteer for Operation Smile, Brigette is now an official part of the organization. As Director of Strategic Initiatives with Student Programs, she has been given the exciting opportunity to create new opportunities for students to further the impact on the children and families of Operation Smile. If this means packing a backpack with only the essentials and hitting the dirt roads to find these children, along with exploring the means to educate a rural community, then this is what we do!

Brigette's beginnings with Operation Smile started at 13-years old as the scrub nurse for her father on a mission trip to the Philippines. The exposure to need in a developing country at such a young age and the beauty of being so intimately involved in the transformation of these children started a journey that has had infinite rewards. With this new role, she will strive to keep her mother's vision alive with a constant stream of new ideas and programs to motivate our youth to be leaders and givers.

Brigette graduated with a degree in Psychology from Denison University where she played on the women's soccer team. Her junior year of college, she took a detour to Kenya, Africa where she completed a semester NOLS (National Outdoors Leadership School) program, another profound experience in her life. Post grad, she attained a certification in Child Life at Johns Hopkins Hospital and then a master's in clinical psychology from Loyola University in Baltimore while working as a child life specialist with children going through significant orthopedic procedures. Brigette is the proud mother of four children ages 23-17 and loves doing anything outside, especially when it comes to being out on the water or in the mountains. She is energized by working with like-minded people like you through Operation Smile and now more than ever, wants to capitalize on the good we can create together. She attributes her high school experiences of an Outward Bound, an Operation Smile mission trip to the Philippines and a month-long summer backpacking trip with a friend through Europe, to her constant desire to explore and push boundaries. Growing up surrounded by this wonderful global family has truly been a gift!



Brigette Clifford



Lisa Lalanne

Lisa Lalanne, M.S. CCC-SLP is a Speech Language Pathologist who received her Bachelor of Arts degree in Communication Disorders and Sciences with a minor in Special Education from University of Oregon. Lisa earned her Masters Degree in Speech Language Pathology at University of the Pacific.

For over 18 years, Lisa has been providing evaluations, treatment and case management of children and adolescents with a wide range of developmental based learning difficulties. Lisa's experience extends to a variety of disorders including: treatment of receptive and expressive language disorders, apraxia, phonological processing and articulation, phonemic awareness, voice, and pragmatic language disorders.

In addition to in-home services, Lisa's experience includes working in the schools with pre-school through middle school students, and seeing private clients with a variety of disorders in a clinic setting. Lisa tailors programs to meet individual needs, and believes in the importance of building positive relationships with her clients and their families. Lisa is a parent of a child born with a cleft palate and a volunteer for Operation Smile's Student Programs.

Nicholas Nottage is the current Co-President at the UNC chapter of Operation Smile. He has been involved with the organization throughout his life but stepped up his involvement his senior year of high school. He hopes to attend dental school this upcoming cycle and is graduating with a major in Biology this spring. His favorite Operation Smile memory is the first Step-Up he attended where he had the chance to meet excited and dedicated students from other universities and share his ideas and passions. Nicholas is always happy to help any club if they want someone to talk to about maintaining a club, events, or the U-Voice program. In March of 2020, Nicholas had the fortunate luck to attend a medical mission to Durgapur, India as a U-Voice student which he is here to talk about with us today!



Nicholas Nottage



Sol Sánchez

My name is Sol Sánchez, I am from Paraguay and my journey with Operation Smile started in 2014. I met the organization through an university teacher in my second year of college and from that moment on I actively participated in Student Programs activities. I was part of CUEL 2019 team representing university volunteers of my community, organizing awareness and fund-raising activities for our local organization.

I had the chance to be a Media Intern during ISLC 2019 in North Carolina and a part of the U-Voice program during the medical mission in Oujda, Morocco, "Women in Medicine\_ Inspiring a Generation" in March, 2020. I graduated as a speech-language pathologist and have always wanted to serve Operation Smile patients as a healthcare professional as I do now.

Growing up, Timmy was a selfish, cynical, and unhappy person, until his life forever changed when he attended his first Operation Smile student conference. There, he saw the happiest people in the world who are so passionate about advocating for children in need. The incredible compassion of students like you is what inspires Timmy to believe so strongly in the goodness of humanity. Timmy has since made it his life goal to help those in need and spread smiles around the world. He studied economics at Ohio State and attained a Master of Engineering in computer science at Cornell. Today, Timmy is an engineer at StartupTree, the leading platform for entrepreneurship ecosystems, and he helps run Life Changing Labs, a global startup accelerator for top university entrepreneurs.

Timmy has worn Operation Smile apparel for more than 800 days in a row and is on a mission to reach 1000! Follow his a-wear-ness campaign on Instagram: @timmyzhu100



Timothy Zhu

We're Marissa and Adam Goldstein, the husband-and-wife team behind Rafi Nova. The story of Rafi Nova begins with four names: Raya, Efi, Noa, and Eyva. They're our two sets of twins and the namesakes of our company. Our family splits our time living in both Vietnam and Boston. While exploring remote villages in Southeast Asia with our family, we grew a bond with local families and fell in love with the beautiful art forms they have passed down amongst generations. We wanted to share these traditional handicrafts with a larger audience, give back to the communities we came to love, and build a strong community ourselves. So, we launched Rafi Nova! Rafi Nova is a fair trade and ethical company. By purchasing textiles directly from the Hmong artisans, we ensure they are paid a fair price. We are open and honest with the artisans regarding our plans to clean, cut, and repurpose their textiles for our products. We promise to always be transparent, pay a fair price, and respect both the Hmong people and their art. Rafi Nova seeks to unite families by celebrating cultures from around the world and exploring the different ways in which we build and create community. We created Rafi Nova not only to support communities in remote regions of the world, but to also build a special community ourselves. We design our products with families in mind, and hope to empower parents to take their children on new adventures, share new memories, and blaze new trails. We know that every family's journey is unique, but we also believe that we share common goals of joy, health, and happiness for our children.



Adam and Marissa Goldstein