

DeAndra Roaché

Present Occupation: Full-time Arbitrator, Mediator, and Trainer

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Business Addresses:

Cynergis Dispute Resolution Services, LLC

Maryland

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Bowie, MD 20718

District of Columbia

1300 Pennsylvania Ave., NW #190-728
Washington, DC 20004

PROFESSIONAL AFFILIATIONS:

- National Association of Railroad Referees (NARR) - Member
- League of Railway Industry Women (LRIW) - Member
- American Bar Association (ABA) Labor & Employment Law, ADR and Business Law Sections –Member
- Labor and Employment Relations Association (LERA) – Member
- Society of Federal Labor & Employee Relations Professionals (SFLERP)– Member
- Maryland State Bar Association (MSBA) – Labor & Employment and ADR Sections – Member
- DC Bar’s Attorney-Client Arbitration Board – Board Member

EDUCATION:

MA, *Conflict Resolution*, Dominican University – River Forest, IL

BS, *Political Science*, University of Maryland - College Park, MD

CERTIFICATIONS & TRAININGS:

- **Cornell University-School of Industrial and Labor Relations/ILR – New York, NY**
Labor Relations Contract Administration Studies Certificate, 2014
- **Community Mediation Maryland – Takoma Park, MD**
Mediation Certificate & Apprenticeship, 2015
- **Dominican University – River Forest, IL**
Mediation and Negotiation Certificates, 2015/16
- **Equal Employment Opportunity Commission (EEOC) – Washington, DC**
Certified EEO Investigator, 2017
- **Federal Mediation and Conciliation Service (FMCS) – Washington, DC**
Labor Arbitrator Training – Certificate, 2017
- **Mediation Training Institute (MTI) – St. Petersburg, FL**
Certified Workplace Mediator & Trainer – 2019
- **American Arbitration Association (AAA) – New York, NY**
Labor Arbitrator I & II – 2019
- **Dispute Resolution Board Foundation - Sacramento, CA**
Dispute Resolution Board Certified - 2019

HONORS AND AWARDS:

- **American Arbitration Association (AAA) – New York, NY**
2015/16 Distinguished Judge A. Leon Higginbotham Jr. Fellow

ARBITRATION/LABOR RELATIONS EXPERIENCE:

Arbitrator-Mediator

2015-Present

Professional neutral specializing in arbitration, mediation and fact-finding of labor and employment disputes. Extensive experience as a labor relations professional in the Labor/Collective Bargaining, Arbitration and Mediation processes unique to the Railroad industry as administered under the Railway Labor Act (RLA), such as Public Law

Boards, Special Boards of Adjustment, Interest Arbitrations, Presidential Emergency Boards, Grievance Mediation and proceedings through the National Railroad Adjustment Board of the National Mediation Board. Self-employed/ Founder and President of Cynergis Dispute Resolution Services since January 2018, an ADR practice that includes arbitration, mediation, facilitation, investigations, training, dispute resolution program design, consulting and conflict coaching.

Prior to joining Amtrak, amassed significant and progressive experience in Financial Securities, Corporate, Contract and Labor & Employment laws while working at major global law firms in Washington, DC; worked/managed numerous high-profile cases, corporate formations/dissolutions/closings, Initial Public Offerings (IPOs) and major SEC regulatory registrations for Fortune 500 companies, industry leaders, sector innovators and business entrepreneurs; and served as financial securities liaison/subject matter expert to one major firm's Asian-Pacific offices as well as the liaison to their domestic corporate and litigation legal teams regarding financial securities matters.

AMTRAK, Washington, DC

4/09 – 12/2017

Senior Labor Relations Coordinator - Designed company-wide Mediation program with Online Dispute Resolution (ODR) components for use by approx. 25,000 employees. Managed arbitration process. Investigated and researched areas of concern/disputes arising in the business of labor relations and collective bargaining. Managed grievance and discipline cases at final on-property and arbitration levels. Communicated with corporate and field employees at various levels and union representatives to investigate, research and secure case information. Participated in Labor-Management Negotiations. Prepared correspondence and/or appellate responses/decisions related to grievance and discipline cases including cases with arbitration tribunals such as the National Mediation Board and other Board activity (more than Three Hundred Seventy-Five (375) arbitration submissions prepared and briefs/mini-briefs written). Prepared comprehensive Labor and Employment reports and analytics. Participated in special projects in furtherance of collective bargaining, employee relations, training and cross functional/department initiatives at corporate and divisional levels including Labor-Management initiatives and employee engagement.

Financial Industry Regulatory Authority (FINRA), Washington, DC

2015 - Present

Arbitrator & Mediator (Employment & Securities Disputes) - territories include Puerto Rico, Washington, DC and Baltimore, MD. Judge FINRA's Securities Dispute Resolution annual triathlon competitions that include negotiation, mediation and arbitration.

Labor Arbitrator Apprentice

2015-2018

Attended hearings and prepared shadow labor arbitration awards/decisions in railroad and public sector/federal cases.

Dispute Resolution Program Designer & Trainer

2015-Present

Design ADR & Grievance programs, conduct Conflict Analysis/Studies, generate conflict costing assessments/models, design sexual harassment prevention and compliance programs, conduct trainings in Labor Relations/Collective Bargaining, Labor Contract/Agreement Interpretation, Hearing Officer/Charging Officer, Conflict Competence/Conflict Theory, Successful Conflict Conversations, Third Party Resolution/Workplace Mediation, Cross-Cultural Team Dynamics, and Conflict Coaching. Certified practitioner of the Conflict Dynamics Profile (CDP) and Entrepreneurial Mindset Profile (EMP) behavioral instruments.

Anne Arundel Conflict Resolution Center, Annapolis, MD

2015-Present

Volunteer Mediator- Mediate Court Mandated and Voluntary Community, Family, Workplace, and Business Disputes.

American Bar Association – Mediation Competitions

2016-Present

Judge - Regional and National Law School Mediation Advocacy Competitions (2016 & 2020 Georgetown Law, 2017 George Mason Scalia Law, 2019 University of Maryland Carey Law and 2019 American University's Washington College of Law).

DC Multi-Door Dispute Resolution Division (DC Superior Court), Washington, DC

2018-Present

Mediator – Mediate Court Mandated Small Claims and Landlord/Tenant cases.

Neutral EEO/Workplace Investigator**2018 – Present**

Investigate formal complaints of discrimination and harassment. Conduct interviews, prepare affidavits and draft comprehensive investigative reports.

INDUSTRIES:

Transportation: railroad and public transportation/commuter rail, maritime, financial securities, consumer, federal and public sector grievances, education, police and construction.

ISSUES:

Arbitrability, discipline and discharge, contract interpretation, management rights, on/off-site misconduct, social media, theft, safety, drug & alcohol, workplace violence, attendance/absenteeism, document falsification, working conditions, overtime, seniority, discrimination/EEO, job classification, past practices, FMLA, disqualifications, performance, insubordination/failure to follow instruction(s), job posting/bidding and contracting out.

ARBITRATION ROSTERS:

National Mediation Board, American Arbitration Association-Labor and Consumer Panels, Financial Industry Regulatory Authority, National Futures Association, Maryland Medical Malpractice Arbitration Board, DC Bar's Attorney Client Arbitration Board and the Better Business Bureau.

SPEAKING ENGAGEMENTS:

Cornell University-School of Industrial and Labor Relations/ILR (New York) – Guest Speaker on *Effective Labor Relations Grievance Handling and Best Practices* (October 2016).

American Bar Association (ABA) Alternative Dispute Resolution Section's 2018 Mid-Winter Meeting (FL) – Guest Speaker on *Designing Innovative Workplace ADR Programs* and co-authored panel paper (February 2018).

Labor & Employment Relations Association (LERA) 70th Annual Meeting – Panel Chair & Moderator on *Med-Arb in the Airline and Railroad Industries* (June 2018).

Maryland Mediator's Convention – Panel Chair & Moderator on *Med-Arb: Hybrid, Flexible, Low Cost, Efficient Approach to Resolving Disputes* in Collective Bargaining (December 2018).

University "Career Day" events – Guest Speaker on *Entrepreneurism as a Labor Industry Phenomenon* (2019).

American Arbitration Association's Diversity Student ADR Summit (NY) – Panelist (2019).