***Service Center, Rancho Branch***

**Mavilla Safi, Director #138 916-437-5002**

**HQ #212 916-228-8768**

**Cell 916-539-6000**

***Laurie Ussery, SSM I (Specialist)* 916-437-5088**

Confidential Fax 916-431-9345

Virgie Giles, Contractor cell 916-919-6463

**Support Services Operations**

**Anjonette Dillard 916-437-5250**

**Deputy Director, Support Services Ops**

***Muriel (Jennifer) Charles-Carter, EA* 916-437-5579**

**Internal Compliance and Support Branch**

**Rebecca Langham, SSM III 916-437-5057**

**Pat Garcia, SSM II 916-437-5516**

**Quality Assurance Unit**

**Vacant, SSM I 916-437-0000**

Krisha Wilhelm, AGPA 916-437-5007

Ane Fifita, AGPA 916-437-5035

**Julee Meza, SPT III 916-388-8786**

**Cristina Zambrano, SPT III 916-437-5098**

**Priority Support Unit (Fresno)**

**Ruben Gonzalez, SSM II 559-777-8332**

**Patricia Vasquez, SSM I 559-777-8514**

**Consumer Relations & Resolution Branch**

**Patricia Dillon-Howard, SSM III 916-437-5461**

***Vacant, OT 916-437-0000***

**Appeals Unit**

**Vacant, SSM II 916-437-0000**

**Roy Mariano, SSM I 916-437-0000**

**Jason Argo, SSM I 916-437-5013**

**Sharon Shuler SSM I 916-437-5078**

**Laurenne Brown 916-437-5361**

**Escalation Resolutions Unit**

**Laura (Ann) Hutchinson. SSM II 916-437-5512**

**Marie (Karen) Carrion, SSM I 916-437-5429**

**David Pickrel, SSM I 916-437-5096**

**Resource Planning and Management Branch**

**Ron Sliger, SSM III 916-437-5293**

**Cell 916-309-9971**

**Admin Support Unit**

**Charles Bormann, SSM II 916-437-5019**

**Bill Cain, SSMI 916-388-3723**

Vanessa Bloyd, AGPA (HR Liaison) 916-437-5598

Rick Roberts, AGPA (Training Coord) 916-388-3772

Sami Kour, AGPA (BSB Liaison) 916-437-5086

**Workforce Management Unit**

**Ryan Ferguson, SSM II 916-437-5034**

**Vacant, SSM I 916-437-0000**

**Service Center Operations Division**

**Tamara Spears 916-437-5515**

**Deputy Director, Service Center Operations**

**Cell 916-202-0359**

***Haris Ramay, SSA(Admin)* 916-437-5356**

**Service Center Operations Rancho Branch**

**Shellaine Cart, SSM III 916-437-5391**

***Gloria Cardoza, OT 916-437-5215***

**Hidi McKay, SSM II** **916-388-3781**

**John (Scott) Acosta, SSM II 916-437-5351**

**Tony Tam, SSM I 916-437-5085**

**Becky Comenzind, SSM I 916-437-5445**

**Nicholas Salerno, SSM I 916-437-5296**

**Business Operations**

**Amanda Marques, SSM I 916-210-5412**

**Courtney Childress, SPT III 916-437-6361**

**Service Center Fresno Branch**

**Traci Fabrie, SSM III** **559-374-3833**

Cell 559-365-1639

**Yvanna Mendoza, OT 559-374-3419**

**Thomas (Tom) Nash, SSM II 559-374-3538**

**Maria (Rita) Casas, SSM II 559-777-8511**

Lawrence (Larry) McHugh, SSM I 559-374-3537

Steven Taylor, SSM I 559-777-8397

Jess Villanueva, SSM I 559-374-3541

Francine Villalobos 559-777-8592

**Strategic Innovation & Implementation**

**Chenell Cummings, SSMIII 916-437-5033**

***Tina Hernandez, OT*  916-388-3771**

**Kirsten Thurston, SSMII 916-437-5326**

**Micheal Himphill, SSMI 916-437-6380**

**Linda Ly, SSMI 916-437-5595**

**Hiedi Call, SSMI (Specialist) 916-437-5353**