

Sharon Oliver

A seasoned leader across multiple industries, including public health. Proven ability to learn quickly, develop others, and implement positive organizational changes. Relevant expertise includes ongoing stakeholder engagement with Board Members, managing legal requirements for regulatory agency, and implementing quality assurance procedures.

Relevant Experience

Maryland State Board of Chiropractic Examiners & Maryland State Board of Massage Therapy Examiners

Executive Director: August 2019 – Present

- Responsible for directing all activities for both Boards, including administration and disciplinary actions for approximately 960 chiropractors, 700 chiropractic assistants, 100-120 chiropractic assistant trainees, 2800 massage therapists, and 1700 registered massage practitioners.
- Conducts regular audits of applications, licenses, and continuing education credits
- Advises each Board on national and regional trends in chiropractic and massage therapy, in addition to legislative and regulatory initiatives affecting and necessary for each Board's mission
- Make recommendations to the Board President/Board Chair on statutory or regulatory changes, assist in drafting legislative bills and promulgation regulations
- Testify at legislative hearings regarding proposed bills.
- Determines organizational structure and staffing needs of both Boards
- Plans, coordinates, supervises and evaluates the work of subordinates, including supervisors
- Oversees development and training of staff
- Recommend to each Board the most appropriate data management system, assuring that the proper steps are followed in acquiring the system; ensure staff training, and assure that equipment is adequate and operational
- Prepares and ensures that Board members receive agendas, minutes and supporting documents in a timely manner to adequately prepare for Board meetings
- Responsible to develop and maintain internal controls over the budget and revenues for both Boards.
- Liaison with prosecutors; managers and officials of other agencies; law enforcement; stakeholders including local and national professional associations for each profession.

Professional Skills

Leadership and Team Management

Staff Development

Strategic Planning and Budgeting

Business Process Improvement

Technical Skills

Database Management Systems

Adobe Photoshop

Survey Development and Distribution Tools

Microsoft Office Suite

Social Media and Networking Applications

Cloud-based Knowledge Management Solutions

For more information on experience and skills, please request my Curriculum Vitae (C.V.)

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Relevant Experience Continued

MARYLAND STATE BOARD OF DENTAL EXAMINERS

Compliance Manager: Apr. 2014 – July 2019

- Ensure that Board members receive agendas, minutes and supporting documents in a timely manner to prepare for Board meetings
- Make recommendations on changes to regulations and statutes
- Plan, organize and supervise the work of 9 subordinate staff including the investigator supervisor, investigators, paralegal, and administrative personnel
- Oversee an average of 250 annual complaints and ensure investigations of alleged violations of statutes and regulations are conducted in a professional and timely manner
- Serve as liaison between the Board, Board Counsel and the prosecutors at the Office of the Attorney General to prosecute disciplinary cases
- Track performance against established benchmarks (State Stat, Managing for Results) and prepare statistical reports for stakeholders including the board and state government
- Monitor adherence with prior legislative audits
- Implemented digital conversion of disciplinary case file for electronic review by the Disciplinary Review Committee (DRC)
- Serve as staff representative to internal Dental Board committees including the Disciplinary, Case Management and Infection Control committees
- Represent the Board at conferences, the Dentists and Dental Hygiene Wellbeing committees.

Administrative Officer: Mar. 2013 – Apr. 2014

- Prepared Non-Public Consent Agreements for dental professionals who practice on expired license or certificates
- Prepared Order of Termination of Probation, Order of Termination of Consent Orders, and Consent Agreements

EDUCATION AND TRAINING

University of Baltimore

Master of Business Administration (Finance and Management)

Bachelor of Science (Accounting)

Council on Licensure, Enforcement, and Regulation (CLEAR)

Administrative Law and the Regulatory Process, 3/2018 & 10/2021

Executive Leadership Program for Regulators, 1/2018

Certified Advanced Investigator: Advanced Interview, Advanced Investigative Analysis, Advanced Investigative Report Development, 9/2014

Regulatory Decision Pathway, Strategy for Board Decision Remediation, 9/2014

By Products of Regulations: The Law and Unintended Consequences, 9/2014

Transparency & Accountability in Regulatory Agencies: Essential Elements in Achieving Regulatory Excellence, 9/2014

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Recent Accomplishments

- Recipient of the CLEAR Regulatory Excellence Individual Award
- 2024 Enactment of HB 1498:Aiding and Abetting the Unlicensed Practice of Massage Therapy-Prohibition
- Implementation of the Online administration of the Jurisprudence Examination

Volunteer Activities

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| • FLCB District III Nominating Committee | 2024 |
| • FSMTB Nominating Committee | 2023-Present |
| • FSMTB ERP Committee | 2023-Present |
| • Maryland Governors Commission to Study the Health Care Workforce Crisis, Commission Member | 2022-2023 |
| • FSMTB License Review Committee | 2021-Present |
| • Word of Life International Church, Board Member | 2017-2023 |
| • Chair, Friends School of Baltimore, Parents Association | 2008-2010 |
| • Vice Chair, Equal Opportunities and Cultural Diversity Committee, Maryland Association of Realtors | 2008-2009 |
| • Vice Chair, Friends School of Baltimore, Parents Association | 2006-2008 |
| • Member, Diversity Council, Friends School of Baltimore | 2005–2010 |
| • Member, Fair Housing Committee, Greater Baltimore Board of Realtors | 2001-2007 |

COMMUNITY SERVICE

- Habitat for Humanity
- Our Daily Bread