

# SHERYL JACKSON-MATTHEWS, MBA, ACP

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1200 Post Oak Blvd., Suite 1807  
Houston, TX 77056

## EDUCATION

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<b>MBA</b>	Ashford University Master of Business Administration Clinton, IA	May 2009
<b>BA</b>	Ashford University, <i>with distinction</i> Bachelor of Arts Clinton, IA	May 2008
<b>Arbitration</b>	Barnham Graduate School and Seminary Certificate of Completion Arbitration training including ethics in compliance with Texas Alternative Dispute Resolution Procedures Act §154.052 Houston, Texas	April 2016
<b>Advanced Mediation</b>	Manouso Mediation Training Certificate of Completion Advanced Family-Divorce-Child Custody Mediation Thirty (30) hours of interactive classroom advanced mediation training in the fields of family dynamics and violence, ethics, theory, practice consideration, psychology, and impact on child development, financial aspects of divorce, advanced mediation skills, family law, cultural diversity, and children's protective services, in compliance with the Texas Alternative Dispute Resolution Procedures Act §154.052 Houston, Texas	November 2017
<b>Basic Mediation</b>	Manouso Mediation Training Certificate of Completion Forty (40) interactive classroom hours in basic mediation training, including transformative and critical thinking skills, in compliance with the Alternative Dispute Resolution Procedures Act §154.052, Texas Civil Practice & Remedy Code Annotated Houston, Texas	March 2016
<b>Auto Line</b>	Council of Better Business Bureaus, Inc. Certificate of Completion Eight (8) interactive classroom hours in Better Business	

Bureau's Auto Line Dispute Resolution Arbitration Program.  
This program, administered by the Council of Better Business  
Bureaus hears automotive warranty disputes as an alternative to court.  
Arlington, Virginia. November 2018

**ACP** National Association of Legal Assistants  
The *Advanced Certified Paralegal (ACP)* courses are designed to advance  
education by learning specific areas of law. The concentrated areas of  
the law are contracts administration and contracts management.  
Tulsa, Oklahoma January 2012

## **EXPERIENCE**

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**Mediator/Arbitrator, Houston, Texas** 2015 to Present

- Serves as a trained, neutral mediator facilitating effective communication, issue identification, bargaining, and generation of options and solutions between two opposing parties to assist the parties with agreeing upon their own win-win solution to their conflict.
- Conducts mediation of divorce and other family-related disputes before or after parties file a lawsuit. Family mediation matters include divorce, child custody, child support, child visitation, property division pre- and post-divorce, nonpayment of medical expenses, and common law separation.
- Conducts court-ordered litigation mediations to provide an alternative dispute resolution forum outside, the court litigation process.
- Conducts court-ordered mediation matters include, contract disputes, individual property, real estate, and small claims.
- Conducts community-based mediations to provide a conflict resolution forum for disputants who have not filed a lawsuit in court and who wish to resolve landlord/tenant, business, child visitation, nonpayment of money owed, nonpayment of wages, consumer/merchant, neighbor, and employer/employee disputes.
- Conducts faith-based mediations to provide a conflict resolution environment for disputants who have issues with their church or synagogue and who wish to resolve these issues privately.
- Conducts arbitrations, administered by the Council of Better Business Bureaus, to settle automotive warranty disputes as an alternative to litigation. These disputes are governed by the Texas Lemon Law, Texas Occupation Code Annotated §§2301.001 et seq.

## PRESENTATIONS

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**Better Business Bureau**, “My experiences at the BBB”, 2<sup>nd</sup> Annual ADR Luncheon, August 2019.

## PROFESSIONAL TRAINING

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### **Professional Development**

Texas Association of Mediators  
Certificates of Completion  
Nine (9) hours of continuing education  
Texas Association of Mediators (TAM) is the largest statewide Association dedicated to the field of mediation.

February 2017, 2018, 2019

### **Professional Development**

Texas Mediator Credentialing Association  
Certificates of Completion  
Six and one half (6.50) hours of continuing education  
Texas Mediator Credentialing Association (TMCA) is a multidisciplinary association of mediators. TMCA offers voluntary credentialing to all mediators in Texas who qualify under the standards set by the Association. The organization has adopted and publishes a Code of Ethics and Standards of Practice that apply to all TMCA Credentialed mediators. TMCA reviews qualifications of applicants against established minimum standards of training, experience, and continuing education in the mediation field. TMCA maintains a publicly accessible list of mediators who have been granted TMCA Credentials. TMCA provides a forum for the acceptance of grievances against TMCA Credentialed mediators and the enforcement of the established Code of Ethics and Standards of Practice.

October 2017, 2018

### **Professional Development**

National Association of Legal Assistants  
Certificate of Completion  
Twenty (20) continuing legal education hours in Family Law and Adoption Assisted Reproduction

January 2017

## PROFESSIONAL AFFILIATIONS

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Association of Conflict Resolution - Houston, 2016-Present  
Board Member.

Texas Credentialing Association, 2017-Present

Texas Association of Mediators, 2017-Present

American Bar Association, ADR Section, 2017-Present

National Association of Legal Assistants, 2002-Present

#### **PROFESSIONAL SERVICE**

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##### **Association of Conflict Resolution - Houston**

Co-chairperson -Gala, 2017

##### **Worthing High School Alumni Association-Houston**

Co-chairperson-Legends Scholarship Fundraiser, February 2017

#### **COMMUNITY SERVICE**

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##### **Child Advocates, Inc.**

Court-Appointed Ad litem, 2011-2016

##### **Worthing High School Alumni Association**

Board Member, Secretary, 2016 - Present

#### **LANGUAGES**

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**English:** Native Language

**Spanish:** Intermediate Listener, Novice Speaker

#### **REFERENCES**

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**Available upon request**