

Consumer Action Board of Directors

(as of October 2, 2023)



Sue Rogan (Board President)

Sue Rogan is the director of strategic partnerships for the CASH (Creating Assets, Savings and Hope) Campaign of Maryland. She leads the expansion and support of asset-building coalitions and partnership development to cultivate and broaden a group of stakeholders from around the state who are committed to asset-building programs such as financial education, financial coaching and tax preparation. She leads CASH's efforts to provide professional development for practitioners and oversees special projects that serve unique audiences. She also serves as CASH's representative on several state commissions to represent the individual consumer voice. Rogan obtained a BA in political science from University of Maryland Baltimore County and, prior to joining CASH, was an investigator/communications manager with the Montgomery County Office of Consumer Protection.

Ken McEldowney (Board Treasurer)

Ken McEldowney is executive director of Consumer Action, a San Francisco-based national consumer advocacy and education organization. Prior to coming to Consumer Action, McEldowney was consumer editor for a weekly newspaper. He is a graduate of the University of Michigan, with a BA in political science and graduate work in economics. McEldowney is past president, and currently a vice president, of the Consumer Federation of America (CFA)—a federation of nearly 300 pro-consumer organizations. He chairs the California Public Utilities Commission's Universal Lifeline Telephone Service Trust Administrative Committee and is on the executive committee of the Coalition Against Insurance Fraud and the Credit Abuse Resistance Education organizations. He sits on the Federal Communications Commission (FCC) Consumer Advisory Committee.

Deborah Lowe Muramoto (Board Secretary)

Debbie Muramoto is president and CEO of California Capital Financial Development Corp. in Sacramento, a nonprofit organization offering technical assistance, funding, education, business counseling and training for small businesses in underserved communities. Her past employment includes executive and legislative roles with former California Assemblymember and Speaker Pro Tempore Mike Roos, and with Willie L. Brown, Jr. when he was a member of the California Assembly. Muramoto has a strong record of community involvement and is active in local, statewide and national small business and entrepreneurial development and advocacy organizations, in Chambers of Commerce, and in other community-based organizations.

Dr. Irene Leech

Dr. Irene Leech is an associate professor at Virginia Tech. She was an extension specialist in Virginia for 12 years, where the majority of her focus was leading a statewide extension agent-designed and -delivered financial counseling volunteer program. She was a pioneer in providing statewide education to extension staff and the public in multiple sessions delivered via satellite. Although her work today focuses on citizen involvement, she has taught financial management and financial counseling to undergraduate and graduate students and continues to work in those areas. She has been a full-time resident faculty member for eight years.



Janeen Marquardt

Janeen Marquardt is a seasoned leader and technologist with over 30 years of experience in high-tech, the most recent 15 focused more specifically on Salesforce solutions. She holds numerous certifications, demonstrating her expertise within the Salesforce ecosystem. Dedicated to community engagement, Janeen serves as a mentor and instructor, nurturing the development of junior resources. She is a sought-after speaker at industry events, renowned for her insightful contributions.

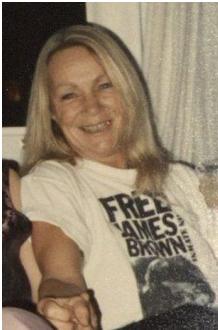
With a background in Technical Business Analysis, Program Management, and Product Development, Janeen has played pivotal roles at both tech giants and startups. Her impressive career spans companies such as Marketo, TiVo, PayPal, Microsoft, and eBay. Janeen is an MBA graduate, specializing in Entrepreneurship & Management, and holds a BA in Communication Studies & Marketing. Janeen's wealth of experience and unwavering commitment to the community leave a lasting impact not only in the Salesforce ecosystem but also in the broader realms of technology and business.



[Gail H. Sanders](#)

Gail H. Sanders is the assistant vice president of business development at Tower Federal Credit Union in Laurel, Maryland. There she manages efforts to attract businesses to offer their employees credit union services. At the credit union, Sanders provides financial education on a variety of topics, using seminars and webinars to distribute critical financial information to credit union members. She is responsible for creating the TowerCares Foundation, launched in 2015, with a mission to support children in need as well as military members and their families. Currently, she serves as the vice chairman of the BWI Business Partnership, ambassador for the Howard County Chamber of Commerce, member of the GovConnects Council, and board member for Rebuilding Together Howard County. She is also a member of the *Daily Record's* Circle of Excellence, after being acknowledged three times as one of Maryland's Top 100 Women. Previously Sanders worked at FedChoice Federal Credit Union in Lanham, Maryland, and at the Anne Arundel Community Foundation in Annapolis.

IN MEMORIAM



Kay Pachtner (1935-2018)

Kay Pachtner, most recently our emeritus board member, was a community activist who founded Consumer Action in 1971 and served on its board for more than two decades. She died in December 2018. ([Link to Kay Pachtner obituary.](#))