

WOMEN'S COUNCIL



Overcoming Challenges in Male-Dominated Industries

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Speaker Biographies

Jacqueline Grace, Senior Vice President & General Manager, Caesars Entertainment, Inc.

Jacqueline Grace is a highly experienced operations and HR executive with more than 20 years of success leading people and operations across the financial services and hospitality industries. Viewed as a change agent with the ability to lead organizations through process and operational transformations, Jacqueline is a strong people leader with a focus on mentoring, coaching, and development.

Currently Senior Vice President and General Manager at Tropicana Atlantic City, Jacqueline is responsible for day-to-day property operations and provides strategic direction on all things from capital planning to employee engagement. In her role, Jacqueline partners with property leaders to ensure guests enjoy an unsurpassed visit and team members enjoy a work culture that reflects the company's Mission, Vision and Values.

In addition to property operations, Jacqueline has held previous roles in both marketing and HR leadership throughout her gaming career. Prior to joining the gaming industry, Jacqueline spent nine years on Wall Street and held management roles in both Technology and Diversity & Inclusion.

A graduate of the University of Virginia Darden School, Jacqueline earned a Master of Business Administration degree. In addition, she received a Bachelor of Engineering degree in Electrical Engineering from Stony Brook University.

Jacqueline and her husband are parents of a curious, and funny seven-year-old boy and a spirited, ever-entertaining five-year-old girl. In her spare time, Jacqueline enjoys working out, writing and travel.

Melissa Orsen, Senior Vice President & COO, South Jersey Gas

Melissa J. Orsen is senior vice president, SJI and president and chief operations officer, South Jersey Gas. In her role, Ms. Orsen is responsible for the day to day leadership and strategic oversight at South Jersey Gas, with a focus on driving operational excellence.

Ms. Orsen joined SJI in 2017 as general counsel, responsible for advising the Board of Directors and executive team on legal matters, overseeing all corporate legal and government affairs. Previously, she served as the CEO of the New Jersey Economic Development Authority, where she directed more than \$1 billion in economic development activities across the state. Earlier in her career, she served as chief of staff to the former lieutenant governor, secretary of state and to the Department of Community Affairs. Ms. Orsen was also a deputy attorney general, with a focus on federal and appellate litigation.

An alumna of University of Delaware, Ms. Orsen earned her undergraduate degree in criminal justice and holds a Juris Doctor from Widener University Delaware Law School. She is a member of Junior Achievement of New Jersey.