

Tina Monroe

Okeechobee, FL 34972
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+1 727 318 1028

Professional Summary

I am a multi-talented, determined, administrative professional with experience in Data Entry, Compliance & Customer Service. I worked my way up to mid-level management with my people skills and team building expertise. I am looking for my next big opportunity.

Authorized to work in the US for any employer

Work Experience

District Manager

Parakeet Communities-Okeechobee, FL
November 2022 to October 2024

1. Managing three properties
2. Overseeing maintenance and management duties daily
3. Working face-to-face with residents in regards to clean up and assisting them around the property
4. Moving residence inn and out as well as processing paperwork
5. Creating work orders and managing maintenance technicians

Onboarding Specialist

JPMorgan Chase & Co-Tampa, FL
November 2021 to November 2022

Onboarding specialist:

- Data entry
- Start date changes
- Professional response emails
- Clearing candidates
- Processing terminations
- Calling candidates to advise of pending pre employment tasks
- Confirming all pre employment tasks have been completed
- Confirming work authorization completed
- Sending pre employment completed emails

Global workforce security

- Background screening
- Document requests
- Passing and failing candidates
- Reviewing documents
- Employment verification
- Education verification

- Document translation
- Reviewing documents from other countries

Uber Eats Driver

UberEATS-Okeechobee, FL
February 2022 to May 2022

Pick up and deliver orders

DoorDash Delivery Driver

Doordash-Saint Petersburg, FL
September 2020 to December 2021

1. Use of electronics
2. Gps
3. Locate and pick up orders
4. Customer service
5. Drop off orders

Community Service Volunteer

Family Resource Center-Hernando, FL
June 2021 to September 2021

1. Cleaning
2. Data entry
3. Excel data entry
4. Stocking
5. Unloading food trucks

magazine sales representative

ThinkDirect Marketing Group-Hernando, FL
March 2020 to July 2021

1. Data entry
2. Customer service
3. Answer phones
4. Follow script

Medical device technician (Temporary Assignment)

Manpower - Ocala Regional Medical Center-Ocala, FL
August 2018 to September 2018

- Flashed medical devices
- Checked and updated software
- Checked devices to be in working order
- Checked that there were no malfunctions with the machine.

Data Entry Clerk (Temporary assignment)

DCFS-Ocala, FL
January 2018 to March 2018

- Prepped mail for returns
- Prepped mail to be uploaded into the system
- Filed mail to correct case in system.

Office manager

TME Enterprises now DBI Services-Ocala, FL
May 2014 to May 2016

- Handled Quick Books
- Created Excel spreadsheets and input data
- Customer service
- Filed paperwork and receipts
- Processed bills
- Dispatched calls

Education**College - no degree in Forensic Science**

ITT Technical Institute-Indianapolis - Branch, MN
January 2013 to May 2015

High School Diploma

Catapult Academy - Ocala, FL
December 2013

Skills

- Front Desk
- Customer Service
- Customer Care
- Typing (10+ years)
- Call Center
- Customer Experience
- CCC
- Microsoft Office (3 years)
- QuickBooks (2 years)
- Time & Attendance Systems (2 years)
- Accounts Payable (1 year)
- Accounts Receivable (1 year)
- Credit card reconciliation (3 years)
- Communications (4 years)
- Administrative Assistant (6 years)
- Administrative & Customer Service Skills
- Delivery Driver Experience
- Bookkeeping
- Payroll
- Office Management

- Cold Calling
- Microsoft Excel
- Computer skills
- Sales
- Human resources
- Management
- Computer literacy
- Microsoft Outlook
- Data Entry
- Communication skills
- Time management
- Microsoft Powerpoint
- Research

Certifications and Licenses

Driver's License

Assessments

Automotive maintenance — Proficient

October 2022

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Samiea Hawkins

CELL (305)570-5518 - E-MAIL shawkins1921@hotmail.com

Objective: Educated as a project manager, seeking a position that enables me to showcase my ten plus years of experience in a variety of roles supporting senior management. Working in a sensitive corporate environment within a diverse team, with a reputation for meeting deadlines, detail-oriented, fast learner, excellent customer service skills, leadership, as well as organizational and budgeting acumen.

Skills: Payroll analytics, billing analytics, auditing, compliance, project management multi-leveling reporting, excellent written and verbal communication, effective time management and prioritization skills, strong problem-solving and analytical skills, with the ability to design solutions that drive results.

System: Advanced proficiency in MS Office Suite, Excel, Yardi, Lawson, ImageNow, AS400, JD Edwards, Voyager, PowerPoint, and MS Project

Experience: **Sisca Construction** **Jupiter, FL** **2022-Current**
Jr. Project Manager

- Collaborate with architects, engineers, and other specialists; hire full-time and part-time subcontractors and laborers and coordinate their schedules
- Visit sites regularly during construction — including bid walks, preconstruction walks, in-progress visits, punch walks, and closeouts — and attend status and coordination meetings
- Conduct and document quality assurance and safety inspections throughout the construction process, ensuring that the work environment is acceptable and that tools and equipment are in good working condition
- Maintain and update SOW and preconstruction documents, and meet contract obligations by developing relationships with reliable contractors and vendors
- Respond efficiently and effectively to work delays, emergencies, and other project disruptions

Seminole Tribe of Florida **Okeechobee, FL** **2018-2022**
Office Coordinator

- Maintain a working relationship with associates, members of the Tribal community, vendors and contractors
- Prepares and coordinates the collection, compilation, research and analysis of data. Develops, writes, edits, and presents comprehensive (statistical and narrative) reports for the evaluation of the Supervisor. Executing and creating Weekly Work Orders Assignments, as well as End of Month Reporting required for Accounting and Property Management.
- Creating and completing open work orders for Seminole Tribe of Florida Tribal Homeowners and Rental Units.
- Process payment request for vendors; performs and maintains records of daily entries and/or weekly check payments to monitor expenses.

Samiea Hawkins

CELL (305)570-5518 • E-MAIL shawkins1921@hotmail.com

- Order parts, equipment, and office supplies from manufactures as needed.
- Scheduling meetings, trainings, and other Housing events
- Create, edits, and process purchase orders, receive items and enters into computer system.

Mac 59

Elmhurst, NY

2016-2018

Shift Manager

- Prepare source data for computer entry by compiling, sorting information and establish entry priorities
- Process source documents by reviewing data for deficiencies; resolve discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution
- Maintain data entry requirements by following data program techniques and procedures

Frontier Kemper

Long Island City, NY

2014-2016

Payroll Specialist

- Enter adjustment data into Employee Central Payroll for inclusion in payroll processing
- Process Payroll, Control Center alert errors, Time-card verification and audit pay cards
- Process stop payments, reissues, ACH NOCs, rejections and special requests

JF Shea

New York, NY

2008-2014

Office Manager

- 500 union and salary employees – Prepare HR day-to-day deliverables, execute initiatives and deadlines
- AS400 program software – point of contact for oversight of HR administrative operations and auditing
- Processed hiring, discipline, orientations, benefits administration, payroll and time-sheet verification
- Assisted the Vice President, Director of Engineers and Purchasing Manager to ensure integrity of accounting records through reconciliation and worked with external auditors to support audits and control reviews.
- General accounting, receivables, payroll, accounts payable, internal and external auditing, bank and cash reconciliations.
- Processed hiring, discipline, orientations, benefits administration, payroll, benefit changes and time-sheet verification.

Education:

Colorado Technical University 2010 BS Business Administration – *concentration* Project Manager

Colorado Technical University 2019 MA Business Administration – *concentration* Project Management

MARIE CATHERINE TIMOTHEE

Business Administration – Data Analysis

marietimothee4@gmail.com | (561) 305-3450 | www.linkedin.com/in/mt-hl7275

SUMMARY

Highly analytical and process-oriented business administrator with knowledge of database types; research methodologies; workers compensation insurance and Medicaid. Skilled in communicating complex information, highly organized with team leadership experience, detail oriented, and excellent people skills.

EDUCATION

Florida Atlantic University <i>Master of Executive Business Administration</i> Major: Business Administration/Data Analytics	Boca Raton, FL Expected May 2024
Florida Atlantic University Bachelor of Education - Cum Laude Major: Elementary Education	Boca Raton, FL December 2020
Google <i>Professional Certificate</i> Major: Data Analytics	Online March 2022

SKILLS

- Tableau
- SQL
- Pivot Table
- Data Visualization
- Data Modeling
- Microsoft Suits

EXPERIENCE

FSMSDC <i>Project Coordinator</i> <ul style="list-style-type: none">• Complete business consultation with clients and follow up meetings.• Disseminate weekly email with events and opportunities to clients.• Maintain CRM and run scorecard with client report.• Maintain webpage with updated information.• Identify regional events to participate and share with clients.• Attend transportation related events to engage with clients and gain information on current and future projects.	Miami Shores, FL May 2024 – Present
NCCI <i>Client Service Analyst</i> <ul style="list-style-type: none">• Perform analytical research using filed and approved regulatory manuals.• Explain state by state workers compensation rules to carriers, agents, and insureds.• Explain modification rating worksheet calculations via telephone and email.• Analyze current and previous rating worksheets to determine cause of increase in modification rate.	Boca Raton, FL April 2022 – May 2024
Broward County Public Schools <i>Third Grade Teacher</i> <ul style="list-style-type: none">• Instructed students on multiple subjects such as language arts, mathematics, science, and social studies.• Developed and issued educational content including notes, tests, and assignments.• Differentiated instruction upon analysis of individual students' progress.• Coordinated with support staff to discuss students' progress and areas of opportunity using clean data.• Collaborate with parents to foster a positive learning environment.• Organized supplies and resources for lectures and presentations.• Prepared and distribute periodic progress reports and semester report cards.	Lauderdale Lakes, FL February 2021 - December 2021
Vitas Healthcare <i>Admissions Coordinator</i> <ul style="list-style-type: none">• Processed and analyzed new referrals received by telephone, email, fax, and website inquiries.• Verified Medicare and Medicaid hospice benefits.• Coordinated hospice benefits and services to patients and families.• Conducted reports from admissions representatives and document outcomes using SharePoint.	Miramar, FL January 2018 - January 2020

T/11/21

Ashton Burrows

Fort Pierce, FL 34982
ashtonburrows3_pks@indeedemail.com
+1 772 618 5850

Professional Summary

My current responsibilities mainly consist of managing daily production operations, training & continually growing a successful US & International customer service call center. I am currently reporting to the President & Director of Sales with our weekly metrics: Cost Analysis, KPI, Sales Performance, Purchasing & Production reports.

If given the opportunity I would show you that I am loyal, hard working and dedicated to the company's mission. I look forward to meeting you and contributing to your company's successful future.

Authorized to work in the US for any employer

Work Experience

Customer Service Manager (CSM)

Charles P Rogers & Co Inc-Port Saint Lucie, FL
January 2023 to Present

- Manage US and International call center
- Employee conduct management & reviews
- Resolve escalated customer service issues
- Order stock for service room
- Over see warehouse operations & production line employees
- Onboarding new employees at our FL location
- Responsible for production timelines and QC of mattress
- Keep all machines and equipment in good working order so production goals and budgets are achieved.
- Use CPRM proprietary inventory system to manage customers orders & shipping.
- CSP Gladly-ChatGPT -UPS- FedEx - Intuit scheduling - Shopify-Loadup - Ukay

Director of Sales

Vacation Superstore-Port Saint Lucie, FL
November 2008 to January 2023

- Hiring-Annual Reviews-Scheduling-Payroll-Quickbooks-I9
- Staying current with all State Licensing and Federal Regulations
- Staffs Continuing Education-Employee Manual Updates-Policy Creation
- Employee Separation and Conduct Management
- Motivating Sales Agents to meet personal and company goals
- Training-industry changes and client management skills
- Coach Supervisors on sales closing tactics, time management and organizational skills
- Manage home based IC staff (Independent Contractors)
- Saas, B2B & B2C
- Responsible for all Agency Promotional Programs and Value ads.

- Management and record keeping of all purchases and reservations using Excel and proprietary database.
- Managed and favorably resolved escalated customer service issues to avoid BBB complaints and negate a negative Social Media response.
- Responsible for maintaining company relations with the Cruise Lines VPs/BDMs and building relationships that create a more efficient and profitable Business.
- Test and implement new platforms and create power users.
- Held important roles in two company acquisitions. One I assisted the COO in finalizing and the second I took the lead. Both transitions have resulted in taking struggling Travel Agencies and turning them into profitable branches of VSN.
- Odysseus Expert Beta tested & implemented into our agency, Signature Travel Expert, Book NCL, Espresso, GoCCL, Winruise, Shopify, Sales Force, Client Base, Siebel and many other CRMs.

Travel Agent

Carnival Cruise Lines-Fort Pierce, FL
October 2006 to September 2008

Answer Sales Calls

Created and serviced guests cruise reservations

CRM Siebel - Database DOS based program

Managing a high inbound/outbound call volume

Petty Officer Third Class

U.S. Navy-Yorktown, VA
July 2000 to August 2004

Active Duty

Navy Corpsman

Honorable Discharge

Responsible for operational readiness of 41 Marines

Education

Master's in Business Administration

June 2013

Bachelor's in Business Management

June 2008

Skills

- CRM Software
- Recruiting
- Sales Management
- Business Development
- Forecasting
- Mergers & Acquisitions
- Training & Development
- Marketing Strategy

- Contract Negotiation and Drafting
- Ad-hoc reporting
- Gantt Charts
- Planograms
- Quick books
- Create data base power users
- P&L Management
- Account Management
- Business Analysis
- Product Development
- Pricing
- Salesforce
- Project Management
- Strategic Planning
- Supply Chain
- Merchandising
- Research
- Relationship Management
- Management
- Computer Networking
- Process Improvement
- Financial Report Writing
- Program Development
- Warehouse management
- Customer service
- QuickBooks
- CRM software
- Business analysis
- Business development
- Negotiation
- Databases
- Sales
- Events management
- Event planning
- Communication skills
- Microsoft Office
- Supervising experience
- Leadership
- Call center management
- Project management

- Organizational skills
- Microsoft Excel
- Time management
- SaaS

Languages

- English - Expert

Military Service

Branch: United States Navy

Rank: Petty Officer 3rd class

Certifications and Licenses

Professional In Human Resources

First Aid Certification

2-14 Life & Variable Annuity

February 2020 to April 2025

Katarzyna Sendra

C (860) 993-6575 | E kasiatendra11@gmail.com

OBJECTIVE

Highly organized and detailed-oriented Administrative Assistant with 5+ years of experience. Skilled in managing administrative tasks, coordinating schedules, and ensuring smooth office operations. Exceptional communication and leadership skills.

SKILLS

- Strategic Planning
- Team Development
- Hospitality
- Problem-Solving
- Multitasking
- Time Management
- Financial/ Budget Management
- Client Service and Relations
- Relationship Building, Coaching, Mentoring.
- Staff Training, and Employee Onboarding

EXPERIENCE

2021 - Present **Office Manager**

Covenant Living of Cromwell, Cromwell CT

- Responsible for managing resident satisfaction and overall campus operations in collaboration with the Executive and Associate Executive Director.
- Responsible for planning campus functions and promotional events.
- Work alongside Facilities Management Director to hire and manage staff in various departments including security, reception, and transportation.
- Maintain resident electronic medical and financial records.
- Assist in the administration of up-to-date policies and procedures including personnel policies, wage and salary administration, safety policies.
- Assist in the preparation of the annual operating plan, capital equipment, and capital improvement and cash flow budgets.
- Assist with the preparation of the campus integrated strategic plan.
- Provides primary clerical support to the Executive Director, including coordinating calendar and schedules, composing, and typing correspondence, and other administrative support and clerical functions.
- Works with the Executive Director in maintaining the resident directories, manuals, building fire lists. Also, the general administrative procedure manual.
- Serves as team member in special projects and prepares reports on specific areas as requested by the Executive Director.
- Maintains all business associate and contract files and ensures vendor contracts and related information is current for consultants used by campus. Updates business associates contract log for quarterly review.

- Maintains office equipment and repairs. Oversees postage and UPS functions including postage meter monitoring/refill. Distributes internal mail and faxes. Oversees the responsibility for ordering office supplies. Orders business cards for staff.
- Helps with the annual Gala fundraising event. Collects annual community benefit forms and records in benefit log. Scans incoming benevolence gift checks to Stewardship Manager. Knows the eTapestry benevolence donation system, helps in updating records and benevolence correspondence.

2019 – 2021 Retirement Sales Counselor

Covenant Living of Cromwell, Cromwell CT

- Responsible for developing and maintaining relationships with clients seeking Independent Living, Assisted Living and Memory Care services within a CCRC/Life plan community.
- Create marketing collateral to promote Continuum of Care.
- Educate/qualify customers and provide recommendations to meet various client needs within different continuum service lines.
- Responsible for closing a minimum of 2 sales per month and meet quarterly goals.
- Manage daily, weekly, and monthly quotas utilizing CRM and sales metrics.
- Drive execution of sales utilizing creative personal touches, events, home visits, on and off campus appointments and virtual meetings keeping future residents and their family engaged.
- Collaborates with campus and regional leadership to foster new business opportunities to increase revenue.
- Counsel prospects and their families by developing and understanding their psychological and logistical circumstances to push their thinking and assumptions to close.

2015 – 2019 Dining Room Supervisor

Covenant Living of Cromwell, Cromwell CT

- Responsible for supervising the dining services department team consisting of servers, utility workers, and cooks.
- Provide comprehensive support to senior level directors.
- Leader of monthly and quarterly employee development training focusing on safety and hospitality services.
- Develop and create marketing programs for dining services to residents including print materials, digital signage, and special events.

EDUCATION

Middlesex Community College
A.S. Business Administration

Southern New Hampshire University
B.S. Business Administration

References Available Upon Request

Dan Marteen

Stuart, FL

danmarteen5wctc_4zp@indeedemail.com

631-880-9447

Professional Summary

Dynamic and results-oriented professional with over 20 years of diverse experience in automotive sales, financial management, and marketing. Demonstrated excellence in operations management, team leadership, and customer satisfaction. Proven track record in event management, digital marketing, and business development through successful ownership and operation of an entertainment company.

Experienced Finance Manager with strong skills in financial analysis, budgeting, and strategic financial planning, enhancing the ability to drive profitability and efficiency. Renowned for integrity, loyalty, and meticulous attention to detail, this leader combines sales acumen with operational and financial management skills to drive business growth and elevate customer satisfaction.

Work Experience

Sales Manager

Nissan-Florida

July 2022 to Present

- Directed a 12-member sales team to achieve monthly profits of \$450k, averaging 115 car sales per month. - Recruited, trained, and motivated sales staff. - Consistently surpassed monthly store and brand objectives. - Maintained healthy profit margins while exceeding CSI district requirements. - Managed internet pricing, customer follow-up, and deal closing.

New and Used Sales Manager

Acura of Bayshore-NY

February 2017 to June 2022

- Led a 14-member sales team to achieve monthly profits of \$700k, averaging 200 car sales per month. - Recruited, trained, and motivated sales staff. - Consistently exceeded monthly store and brand objectives. - Maintained healthy profit margins while exceeding CSI district requirements. - Managed internet pricing, advertising, social media marketing, and customer engagement strategies.

Finance Manager

Atlantic VW-NY

June 2014 to January 2017

- Managed customer finance, lease, cash deals, and fundings. - Built and maintained customer relationships. - Exceeded monthly store objectives and maintained top profit margins. - Handled an average of 45 turns per month, averaging over \$2500 per copy. - Developed and implemented customer finance solutions, enhancing customer satisfaction and retention.

Sales Representative

Chevrolet 112-NY

May 2005 to June 2014

- Achieved an average monthly profit of \$80k with an average of 22 units sold. - Cultivated and maintained strong customer relationships. - Consistently exceeded monthly store and brand objectives. - Maintained healthy profit margins while exceeding CSI district requirements. -

Consistently ranked as a top performer in both volume and gross profit. - Developed marketing strategies to increase customer base and sales volume.

Skills

- Sales Leadership
- Microsoft Office Suite
- CRMs
- Facebook Ads
- Word
- AI
- Strategic Planning
- Customer Service Excellence
- Finance Management
- Relationship Building
- Excel
- Process Improvement
- CRM Utilization
- Elementor Pro
- Digital Marketing
- Problem Solving
- Team Building
- Conflict Resolution
- Google Ads/Analytics
- SEO tools
- Wordpress
- Business Development

Certifications and Licenses

Driver's License

Digital Marketing

Real Estate License

Assessments

Customer focus & orientation — Proficient

September 2022

Responding to customer situations with sensitivity

Full results: Proficient

Spreadsheets with Microsoft Excel — Proficient

March 2024

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Recruiting — Proficient

October 2024

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Marketing — Proficient

March 2024

Understanding a target audience and how to best communicate with them

Full results: [Proficient](#)

Sales skills — Proficient

September 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

General manager (hospitality) — Proficient

May 2021

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Proficient

May 2024

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Outside sales — Proficient

October 2024

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

February 2024

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Analyzing data — Proficient

December 2023

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

May 2024

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Attention to detail — Proficient

May 2024

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Scheduling — Proficient

June 2018

Measures a candidate's ability to cross-reference agendas and itineraries avoid conflicts when create schedules.

Full results: [Proficient](#)

Verbal communication — Proficient

August 2024

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Project timeline management — Proficient

December 2023

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Proficient](#)

Social media — Proficient

March 2024

Knowledge of social media techniques and analytics interpretation

Full results: [Proficient](#)

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RANDY A. SEEMAN

Property Manager

PROFILE

Enthusiastic, knowledgeable, proactive administrator adept at grasping complex situations and devising solutions with an eye towards increasing efficiency. Thoughtful, organized, deadline driven, team leader, skilled at property management, maintaining confidentiality and managing multiple programs and processes. Perspective, responsive, empathic communicator known for cultivating relationships.

PHONE:
954-822-2366

WEBSITE:
www.linkedin.com/in/randy-seeman

EMAIL:
Randyseeman@comcast.net

- 40 year Certification
- Roof Replacement
- Parking Lot resurfacing
- Pool Remodel
- Window Replacements
- Fab Installation
- Pipe Relining
- Wing wall rebuild

EDUCATION

JFK High School
1976 – 1980
Hard working student with a 3.0

National Community College
1980 - 1982
Business major 3.0

WORK EXPERIENCE

Atlantic Tower Co-op Property Manager

10/21/2021–Present
Implementing of new programs such as IT programs for management, maintenance and concierge in order to increase efficiency. Managing and overseeing 170 units. Implemented new Fob system. Created a room for a gym, bicycle room for those to store. Updated tenant storage facility.

Venetian Park East Condominiums Property Manager

06/28/2020–10/21/2021
Providing service to residents and board members 202 townhomes. Implementing cost cutting processes by reviewing current workflows and contracting with new vendors. Applying technology to assist in the purchasing of supplies needed to run the day operation. Of the office decreasing spending. Recognized by colleagues and leadership for dedication and exemplary customer service.

Lime Bay Condominiums Property Manager

2008–2020
Consists of 168 units providing service to residents and Board Members. Payroll, Accounts receivable, Accounts payable, QuickBooks Proficient, Annual Budgets, Monthly board meetings, Property inspections, Vendors negotiations and Oversee and Supervise Maintenance Personnel Staff.

- CAM License (License #CAM34473, date of licensure 03/20/2009).
- Notary Public
- Real Estate License



Central Florida



RochaCherri@gmail.com



(813) 570-4196

CHERI ROCHA

ACCOUNT MANAGER & SALES REP FOR NORTH FLORIDA

SKILLS

- SALES STRATEGY
- CUSTOMER SERVICE
- REGIONAL MANAGEMENT
- EHR, CRM & SALESFORCE
- CLIENT RELATIONS
- INSIDE, OUTSIDE & B2B SALES
- 5S METHODOLOGY
- SIX SIGMA
- STRATEGIC PLANNING
- COMPLEX PROBLEM SOLVING
- DATA DRIVEN RESULTS
- PRODUCT MANAGEMENT
- ADMINISTRATIVE MANAGEMENT
- OPTICAL AND LAB EXPERTISE
- MICROSOFT EXCEL
- TRAINING AND DEVELOPMENT
- VISION INSURANCES
- RECONCILIATION
- BILLING
- CONTINUOUS IMPROVEMENT

EDUCATION

- UNIVERSITY OF SOUTH FLORIDA
2010-2012
Associates in molecular and cellular biology
- 2012-2014
Bachelor's in molecular and cellular biology
Minor in Chemistry

Work Experience

OPTICAL LAB SERVICES AND SALES MANAGER OF NORTH AMERICA

AMERICAN POLYLITE | Clearwater, FL | 727.585.2192 | 2022 - Present

Daily operations included continuous improvement of operations while implementing the 5S Methodology for lean production throughout all processes. Meeting with our largest accounts to educate on new services and products provided. As well as address any concerns and make necessary changes. Management over Lens Inventory, shipping department, data entry, customer service and sales team. Utilizing Six Sigma techniques for process improvements as we get licensed to be an international company. Engaging in a data driven culture to make necessary changes with the bigger picture as the focus.

- Retaining and growing our book of business with our sales team by analyzing different reports and data.
- Educate customer base on available products and programs. Focus sales efforts on opportunities that meet customer needs and support market strategy.
- Creating SOPs to ensure each employees training is aligned with company vision and goals.
- Presentatons with our President, Operations manager and our largest accounts.

ACCOUNT MANAGER & OUTSIDE SALES REP FOR NORTH FLORIDA

THEMA Optical | Miami, FL | 786.803.8881 | 2020 - 2022

THEMA, an Italian-based company, and leader in eco-friendly and fully customizable eyewear since 1993. In 2017, THEMA opened our second factory in Miami, Florida in order to bring the quality and tradition of Italian eyewear to the United States. Our goal is to utilize the same manufacturing techniques used in Italy to make custom frames for our US customers and to do so within 3-5 business days for two of our most popular collections: I-Green and O-Six. Our products have been very well received and we've had an incredible amount of success partnering with quality optical shops.

- As the Frame Sales Rep for Mid to North Florida, I've been able to rekindle prior accounts, develop lasting relationships and open new accounts with ease.
- In direct communication with business owners and decision makers to provide solutions and products to address their business needs.
- Securing new accounts while maintaining current accounts. Meeting with our CEO to come up with focused sales plans for the area based upon feedback.
- Creating a schedule and rotation for our accounts to be met with on a consistent basis to increase our product board space.

REGIONAL OPTICAL LAB MANAGER

PEARLE VISION | Tampa, FL | 813.392.3636 | 2016 - 2020

A franchised company, with a large portion of our sales contributed from our In house lab services. Sourcing lenses that meet our quality expectations at the best price point. Streamlining lab services and processes for increased profits.

- Management over 7 labs through a central lab hub where we distribute all orders to neighboring locations.
- Team training and meeting with regional manager to set goals and plans
- Creating process to ensure proper workflow and turn around times.

Keneisha Burke
5335 NW west Lanett Cir
Port Saint Lucie, Florida 34986
Phone: 954-328-6320

Objective:

Strategic, outcome-oriented, highly skilled healthcare worker seeking to obtain a dynamic leadership position.

Education:

Barry University Miami Shore, Florida
MBA Health Service Administration **2019-2020**

Barry University Miami Shore, Florida **2006-2009**
BS (Sonography), Minor Biology

Broward Community College Coconut Creek, Florida **2003-2005**
Associate in Arts, Pharmacy

Work Experience:

- Directs the selection and placement of new employees, performance evaluations and corrective actions.
- Develops strong understanding and monitoring of the revenue cycle for the department's professional billing and reimbursement. Daily review of Stata and Tableau to effectively manage budget and productivity.
- Develops and manages departmental operating budgets and educational funding activities and monitors cost variances.
- Supports the application of CC operating procedures and communicates with management to ensure understanding and compliance with policies/procedures.
- Collaborates with Clinical Institutes and Regional leadership in implementing strategic initiatives within the assigned Regional HVTI Operations locations including institute growth strategies, and marketing plans.
- Manages operational areas and identifies and drives improvement opportunities in key areas including, patient access (ease of access) patient experience, service line cost management, quality management, employee engagement and other department functions that support the overall HVTI performance.
- Interprets and communicates policies/procedures and communicates relevant changes.
- Review physician contracts oversee quality improvement for each testing modality.

Cleveland Clinic **Feb 2022-Present**
▪ **Cardiovascular Testing Manager**

Cambridge College of Healthcare & Technology **January 2021-2022**
▪ **Program Director/Instructor**

Westside Regional Medical Center Plantation, FL **June 2013-2022**
▪ **Ultrasound/Echo Technologist**

Americare Medical Center Oakland Park, FL **Feb 2016-2022**
▪ **Lead Ultrasound/Echo Technologist**

University Hospital and Medical Center Tamarac, FL

April 2013-2017

- **Ultrasound Technologist**

Soma Medical Center Palm Beach, FL

March 2009-2015

- **Ultrasound Technologist**

Leadership:

- Ensure sufficient allocation of resources, including managing budgets, updating policies and procedures and supervising staff.
- Leverage nursing resource and interdepartmental communication to improve patient experience.
- Continuous strategic planning that bolsters my department's commitment to quality and patient care
- Prioritize and appropriately respond to requests in a high stress environment and maintain composure and problem-solving focus during stressful interaction.
- Conduct department meeting and documents employee attendance using appropriate format and covers required topics, including quality improvement, safety, infection control and hazardous waste when indicated.
- Review and approve staff schedule changes.
- Strategic collaborative approach to problem-solving, with a clear focus on the outcome
- Decisive judgment and the ability to work effectively with minimal supervision.
- Prioritize JACHO compliance standards and IAC accreditation standards in the cardiology department.

Professional Reference

Dr. Donald Hoffman dbhmd@mac.com 772-285-4595

Dr. Keith Swanson swansok7@ccf.org 701-330-5747

Santrisha Isma santisma@gmail.com 561-467-0319

LICENSE

RVT, RDCS, RDMS

BLS

Djimson Romilus

Port Saint Lucie, FL

dromilusdrqq2p6_ee4@indeedemail.com

+1 954 618 8377

Professional Summary

Objective To obtain a challenging position that emphasizes increasing responsibility, personal growth, and professional achievement to develop and contribute to my business experience.

- Strong analytical abilities, including problem-solving and critical thinking.
- Comfortable working with data and conducting statistical analysis.
- Effective team player who also works well independently.
- Positive attitude and willingness to collaborate with others.
- Detail-oriented approach to tasks and projects.
- Efficient in managing priorities to meet commitments.

Work Experience

Senior Reconciliation Analyst

Deposita an Allied Universal Company-Jupiter, FL

November 2023 to Present

- Conducts statistical analysis to support business decisions and optimize processes.
- Collaborates with cross-functional teams on statistical modeling projects, applying regression, and hypothesis testing techniques.
- Develops and implements standard operating practices for cash inventory management, ensuring compliance with bank policies and customer satisfaction.
- Oversees daily cash inventory services for retail customers, coordinating with CIT providers and resolving any discrepancies with banks and customers.

Reconciliation Analyst

Allied Universal.-Jupiter, FL

June 2022 to November 2023

- Resolved cash deposit discrepancies between customers, banks, and armored transport providers by conducting thorough investigations and providing solutions.
- Performed first level analysis of supporting documents and data and escalated complex issues to senior management as needed.
- Established standard operating practices for cash inventory management for retail customers, ensuring optimal cash ordering levels, accurate reconciliation of balances, and alignment with bank processes and practices.
- Maintained internal relationships with the Deposita team, providing support for project installations and performance troubleshooting.

Assistant Store Manager

Wal-Mart Store Inc.-Delray Beach, FL

September 2014 to June 2022

- Oversaw the development and supervision of hourly associates through recruitment, training, and mentorship.
- Engaged in community outreach initiatives, motivating associates to contribute positively to local community efforts.
- Maintained the company's commitment to open communication by addressing associate concerns, investigating issues, and ensuring adherence to company policies.
- Ensured customer satisfaction by providing effective communication and assistance in resolving inquiries and issues.

Education

Master's degree in Business Administration

Florida Atlantic University - Boca Raton, FL

June 2023 to Present

Bachelor of Arts in Finance and Management

Florida Atlantic University - Boca Raton, FL

August 2010 to May 2012

Skills

- Languages
- Microsoft Office (Word, Excel, PowerPoint, Access) Tableau
- SQL
- Fluent in Creole and English
- Skill
- Budgeting
- Account reconciliation
- GAAP
- Analysis skills
- Python
- Pivot tables
- Data analysis skills
- Power BI
- R
- SQL
- Analysis skills
- Microsoft Excel
- MySQL
- Tableau
- Analytics
- Accounting
- Microsoft Office
- Communication skills

Certifications and Licenses

Driver's License

Michael Levine

Port Saint Lucie, FL 34983
michaellevineihahf_c9c@indeedemail.com
+1 772 779 1024

Professional Summary

I have several years of experience working for a national hedge fund located in Atlanta GA as an acquisition specialist. I could be in the process of moving to Nashville

Authorized to work in the US for any employer

Work Experience

Dispatch Manager

We Move 4 You LLC-Port Saint Lucie, FL
June 2020 to Present

I'm the dispatch manager for a national moving and storage company. My responsibilities include the following: route strategies and planning, maintaining logs, communicating with drivers, coordinating logistics, customer service, scheduling and record keeping,

Real Estate Manager

Crossroads Property Management-Port Saint Lucie, FL
May 2011 to April 2020

Property manager

Managed single family homes and several apartment buildings. I was responsible for customer service, rent collections, evictions, leasing and property maintenance.

Customer Service Representative

Coastal Insurance Services-Lake Worth, FL
April 2002 to June 2011

I was a licensed property and casualty insurance agent. I sold automobile insurance, commercial insurance and homeowners insurance.

New Home Sales Consultant

JBL Homes
April 1995 to February 2001

New home sales coordinator. Inside sales from the model center.

Education

2 years college in Business

Santa Fe College
June 1980 to September 1984

Skills

- Marketing
- Property Management
- Management (10+ years)
- Dispatching (5 years)
- Customer service (10+ years)
- Insurance Sales
- Logistics
- Microsoft Outlook
- Underwriting
- Sales
- Negotiation
- QuickBooks
- Cold Calling
- Office Management
- Freight Experience
- Accounts Payable
- Telemarketing
- Research
- Account Management
- Salesforce
- Sales Management
- Outside Sales
- Upselling

Elizabeth Gjonbalaj

Port Saint Lucie, FL 34953
egjonbalaj8_twa@indeedemail.com
(917) 747-5143

Work Experience

Regional Senior Director (Interim)

Cleveland Clinic-Stuart, FL
March 2024 to Present

Obstetrics & Gynecology and Medical Specialty Institutes

- Worked alongside Chair of OB/GYN and MSI to present quarterly scorecard review (QSR) and monthly business review (MBR)
- Assisted in creating virtual appointments for MSI (Medical specialties) services
- Partnering with hospital leadership for NICU services to be provided at

Regional Program Manager II

Cleveland Clinic Tradition Hospital-Stuart, FL
July 2022 to Present

- Manages multiple priorities and projects with competing deadlines
 - o Improved patient access project - FLQ
 - o Rebuilt Bariatric program (Martin Health)
 - o Improved APP fill rate by 20%
- Coordinate cross-functional meetings with various functional areas to meet overall stakeholder expectations and organization's objectives
- Prepare accounting, financial reports and special data analysis for service lines across the FL region (Digestive Disease & Heart, Vascular & Thoracic Institutes)
- Manage the full project life cycle including requirements gathering, creation of project plans and schedules, obtaining and managing resources, managing budget, and facilitating project execution, deployment and closure

Regional Senior Service Line Administrator (Interim)

Cleveland Clinic-Stuart, FL
October 2023 to December 2023

Digestive Disease & Heart, Vascular and Thoracic Institutes

- Worked alongside Chair of Digestive Disease & Heart, Vascular and Thoracic to present QSR (quarterly scorecard review and MBR (monthly business review)
- Created business plans for new budgeted and unbudgeted positions for Cardiothoracic surgeons
- Assisted with improvement plan for APP fill rates and level scheduling project within HVTI
- Continued leadership support in marketing and improving Bariatric program within the FL region

Department Operations Manager

Cleveland Clinic Florida-Stuart, FL
December 2020 to July 2022

- Oversee 56 direct reports. Build and execute strategic plans to improve patient access, add new technologies (self-check-in kiosk), and grow services
- Responsible for operating budget for 4 ambulatory sites
- Managed department daily operations and personnel for 4 ambulatory sites that include a variety of specialties
- Completed staffing, training, work flow analysis and performance management
- Created an out-patient COVID swabbing clinic for pre-surgical services and non-surgical COVID testing in our Urgent Care facility
- Assisted in creating SOPs for ambulatory operations
- Partnered with service line Administrator to improve patient satisfaction scores in Urgent Care (from 50th percentile to 80th in satisfaction scores)
- Resolves interdepartmental issues to ensure consistency in quality, procedure, and policy application
- Develops, monitors and implements programs to enhance customer service, develop skills and improve scope of service

Administrative Manager

The New York Eye and Ear Infirmary, Ophthalmology Associates, PC-New York, NY
January 2020 to December 2020

- Plan, direct and oversee all administrative operations, human resources, and clinical services.
- Analyze internal processes and plans or implements procedural and policy changes to improve operations
- Prepare and review operational reports and schedules to ensure accuracy and efficiency
- Collaborate with executive leadership to assure the completion of the annual budget and subsequent monitoring of financial status of the department. Recommend and review development and cost saving strategies.
- Manage staffing to ensure appropriate allocation and compliance with goals and objectives
- Attend weekly upper Management process and financial meetings (AR reports, cash flow report, charges and collections, etc.)
- Administer personnel policies such as hiring, performance appraisals, training, staff disciplinary activity and salary recommendations
- Identify short- and long-term objectives for improving the operation, billing and overall growth goals

Assistant Manager

The New York Eye and Ear Infirmary, Ophthalmology Associates, PC-New York, NY
June 2015 to January 2020

- Prepare and review operational reports and schedules from billing company to ensure accuracy and efficiency
- Interpret and administer personnel policies such as hiring, performance appraisals, training, staff disciplinary activity and salary recommendations
- Verify hours worked by office staff, monitors use of vacation, sick and holiday time. Submits time and attendance within the specific pay period
- Create Comprehensive, Oculoplastics, Anterior Segment on-call and OR schedule
- Manage physician compensation and performance evaluation
- Oversee billing (ICD-10 codes and CPT codes used for billing) and credentialing for St. Luke's Hospital and NYEE
- Attend weekly process and financial meetings (AR reports, cash flow report, charges and collections, etc.)
- Maintain records and compile statistical reports concerning personnel-related data
- Manage third party vendors' accounts (contracting, invoices, etc. - DEC, Regus, Lincoln computers)

Executive Coordinator

The New York Eye and Ear Infirmary, Ophthalmology Associates, PC-New York, NY
August 2010 to June 2015

- Served as an Executive Coordinator to the CEO
- Maintained appointment and meeting calendars; make related travel arrangements
- Contacted outside agencies and groups for meetings, gathering of information and other operational responsibilities
- Organized and distributed meeting materials, maintain files and records
- Transcribed minutes of meetings and prepare follow-up materials
- Planned yearly corporate events

Digestive Disease, Heart, Vascular and Thoracic, Primary Care, and OB/GYN Institutes

Cleveland Clinic Florida, Chief of Staff Office-Stuart, FL

- Manages multiple priorities and projects with competing deadlines
- Improved patient access project - FLQ
- Rebuilt Bariatric program (Martin Health)
- Improved APP fill rate by 20%
- Coordinate cross-functional meetings with various functional areas to meet overall stakeholder expectations and organization's objectives
- Prepare accounting, financial reports and special data analysis for service lines across the FL region (Digestive Disease & Heart, Vascular & Thoracic Institutes)
- Manage the full project life cycle including requirements gathering, creation of project plans and schedules, obtaining and managing resources, managing budget, and facilitating project execution, deployment and closure

Education

Master of Business Administration (MBA) Bachelor of Science in Business Management

Nova Southeastern University St. John's University - Fort Lauderdale, FL
September 2015 to December 2017

Skills

- Creative and innovative thinker
- Proficient in Spanish (speaking and writing)
- Resourceful and detail oriented; skilled problem-solver and multitasker
- Experience working in a fast-paced demanding environment; interacting with all levels of management
- Experience in performing Human Resource duties (Administration, Supervision, Employee services, Training and Employee counseling)
- Knowledgeable of Microsoft Office Suite
- EMR Systems
- Payroll
- Interviewing

- HIPAA
- Administrative Experience
- Event Planning
- Epic
- Medical Office Experience
- Patient care
- Medical terminology

Jah-Juan Lewis

Fort Pierce, FL 34947

jahjuanlewis5_9ed@indeedemail.com

+1 720 462 1641

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Office Manager

Ocean Village Resort-Hutchinson Island, FL

September 2020 to April 2024

- Accounting/Budgeting/Scheduling
- Completed work orders and follow ups
- Inbound/outbound calls, emails, staff scheduling, ordering supplies, etc.
- Complete Taxes for company
- Broker deals between owners and guest

Special Operations

llendingDirect-Denver, CO

August 2016 to September 2020

- Auditing all sales calls
- Satisfying all customer needs and complaints
- Logging/tracking all gift card distribution for employees who reached sales goals
- Creating and Responding to all adverse action letters
- Overseeing our social media's feeds and replying to negative/positive feedback
- Performing warranty cancellation

Assistant Front Desk Supervisor

The Inverness Hotel and Conference Center-Denver, CO

January 2008 to July 2010

Created a friendly environment

- Checking guest in/out
- Processing payments/refunds
- Resolved guest complaints & concerns
- Schedule Employees accordingly
- Up-sale incoming guest
- Sign guest to loyalty program

Education

Bachelor's in Hospitality

Arizona State University - Tempe, AZ

August 2010 to May 2016

Skills

- Customer Service
- Excel
- Data Entry
- Operation
- Word Processing (10+ years)
- Store Management Experience
- Guest Services
- Auditing
- Event Planning
- Accounts Receivable
- Property management
- Office Management
- Banking
- Bookkeeping
- QuickBooks (2 years)
- Accounts Payable
- Google Docs
- Filing (5 years)
- Valet Parking
- Cold Calling
- Research
- Administrative Experience
- Payroll
- Hotel experience
- Front desk
- Customer service
- Microsoft Office
- Microsoft Excel

Tiamiko Queen

Certified Public Notary

Fort Pierce, FL 34945

hillarykirlew9_p4i@indeedemail.com

+1 772 285 6884

Professional Summary

I have been volunteering with kids for over 10 years . Six years at Saint Joseph Catholic school and East stuart Initiative. Saint Paul Ame church. I am well qualified and great at what I do.

Work Experience

Assistant Business Manager

TREASURE COAST FORENSIC TREATMENT CENTER-Indiantown, FL

January 2022 to Present

Payroll clerk

TCFTC-Indiantown, FL

March 2014 to Present

Rehabilitation specialist

Geo care treasure coast forensic treatment center-Indiantown, FL

April 2007 to Present

Teacher Assistant

Pace-Fort Pierce, FL

August 2007 to December 2008

Accountant/Bookkeeper

TCFTC-Indiantown, FL

January 2017

Education

Ba in psychology minor in sociology in Psychology

Livingstone college - Salisbury, NC

2006

Skills

- ADP
- Adp Payroll
- Data Entry

- Kronos
- Quickbooks
- Payroll Tax
- Accounting
- Accounts Receivable
- Financial Report Writing
- Human Resources
- Office Management
- General Ledger Accounting
- Bookkeeping
- Accounts Payable
- Journal Entries
- Bank Reconciliation
- Account reconciliation
- Non-profit accounting
- General ledger accounting
- General ledger reconciliation
- Bookkeeping
- QuickBooks
- Payroll
- Kronos
- Accounting
- Balance sheet reconciliation
- Accounts payable
- Accounts receivable
- Accounting software
- Account reconciliation
- Operations management
- Budgeting
- Supervising experience
- Social work
- Leadership
- Analysis skills
- Customer service
- Personal assistant experience
- Event planning
- Management
- Administrative experience
- Communication skills
- Teaching

Certifications and Licenses

Certified Notary Public

CPR Certification

Additional Information

References

Yolanda Taylor Paralegal Clerk 772-215-3279

Andrea Ford Nurse 202-360-0229

Christopher Cuello

Port Saint Lucie, FL | (786) 972-4784 | cuellochristopher@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

As an MBA graduate with an interest in business analysis, my academic background and hands-on experience have enhanced my skills in data-driven decision-making, analytical research, and innovative strategies. I am eager to leverage my analytical acumen and creative thinking to drive business growth and develop impactful decision making. I am seeking opportunities to utilize my expertise in business analysis and risk management to contribute to an organization's success and innovation.

EDUCATION

Florida Atlantic University **Boca Raton, FL**
Master of Business Administration Estimated Graduation Date- May 2025

University of Central Florida **Orlando, FL**
Bachelor of Science: Legal Studies December 2017
Minor: Sport *Business Management*

WORK EXPERIENCE

Automotive Management Services, Inc. **West Palm Beach, FL**
Risk Analyst *August 2022 – Present*

- Conduct detailed investigations on all bodily injury and property damage claims that occur at all 140+ dealerships
- Train and discuss the reporting processes with all new hires.
- Liaison between adjuster, dealership, internal legal counsel, and defense legal counsel on non-litigated/litigated matters.
- Report claims to third party administrator's database, retain records, and compile supporting documents.
- Assist with workers compensation and employee incidents across all 140+ dealerships.
- Update management with a detailed monthly report that addresses all incidents.
- Ensure all 140+ locations are up to FTC Compliance.

Steinger, Greene, & Feiner **West Palm Beach, FL**
Litigation Paralegal *July 2021-August 2022*

- Retained a case load of 65 cases at a time.
- Maintained a professional rapport with clients.
- Drafted and prepared motions, notices, and discovery responses.

Cole, Scott & Kissane **Orlando, FL**
Administrative Assistant *September 2019 – July 2021*

- Initiated, updated, and maintained current case files and records.
- Drafted motions, notices, and discovery responses.
- Prepared depositions, mediations, and trial binders.
- Translated pre-depositions for Spanish clients.

Orlando Magic **Orlando, FL**
Ticket Sales Representative *June 2018 – August 2019*

- Responsible for selling full season, partial plans, group, and premium ticket packages.
- Connected with businesses around Central Florida that could use the Orlando Magic to enhance their company's bottom line of business.

SKILLS

Technical Skills: Microsoft Excel, Microsoft Visio, CRM, Luminos, E-filing portals

Certifications: Florida Public Notary (2019), Certified Paralegal(2021), Florida Real Estate Sales Associate(obtaining 2025)

Languages: Fluent in English and Spanish

Professional Summary

PMP-certified project manager with a proven track record of leading cross-functional teams and delivering successful, high-impact projects that align with organizational goals. Skilled in labor management, process optimization, and talent development, I have implemented strategic initiatives that enhanced operational efficiency and employee performance. Experienced in data-driven decision-making and continuous process improvement, I excel at managing complex projects while fostering a culture of learning and growth. Seeking to leverage my project management expertise and analytical skills to drive impactful business solutions in a dynamic environment.

Skills

- Continuous Process Improvement
- Cost optimization
- Strategic Partnerships and Alliances
- Data-Driven Decision Making
- Succession Planning
- Cross-functional Collaboration
- Team Training and Development

Work History

Chewy Pharmacy October 2023 to Current

Pharmacy Manager L5
Ocala, Florida

- Led the launch of a critical project during peak hours, resulting in top performance rankings across the company.
- Redesigned cold medication area with the Change team and Pharmacist Lead, increasing daily capacity from 300 to 550 colds.
- Implemented process changes in induction and multies, boosting rates from 177.96 to 303.10 for induction and from 60.43 to 72.73 for multies.
- Established quality improvement measures with the IC team, enhancing pill drop visibility and preventing mismatches.
- Promoted cross-functional collaboration by sharing successful Rx changes with the Change team for broader implementation across facilities.
- Identified flow optimization opportunities with the OB team, including relocating the FP station for improved efficiency.

Amazon June 2021 to October 2023

Area Manager L4 Promoted to L5
Penns Grove, NJ

- Drove talent development by hiring, training, and mentoring managers and an intern, enhancing leadership within the team.
- Elevated team performance by promoting 3 Problem Solvers and 4 Process Assistants, recognizing outstanding contributions and driving engagement.
- Created and executed daily labor plans for 150 employees, ensuring consistent goal achievement with a strong focus on safety and quality standards.
- Established and led the Women in Amazon affinity group, promoting diversity and inclusion through events that celebrate employee achievements.
- Optimized space management to generate an additional 25,000 cubic feet of storage capacity, significantly improving operational logistics and efficiency.
- Achieved a 12% improvement in quality and a 40% increase in operational efficiency through targeted process enhancements, including a redesign of the Inbound Stow Department that standardized operations across TNS buildings, boosting efficiency by 17%.
- Promoted to L5 for driving continuous improvements in quality and productivity while maintaining a strong safety record, demonstrating a commitment to employee development and operational success.

Cescaphe Event Group October 2015 to May 2021

Event Coordinator
Philadelphia, PA

- Led over 300 events from planning to execution, significantly improving customer satisfaction.
- Coordinated logistics for diverse events, optimizing venue selection, vendor negotiations, and budget management to ensure flawless execution.
- Developed and maintained strong relationships with clients and stakeholders, consistently exceeding expectations and enhancing overall event success.
- Led and mentored a team of 50 staff and volunteers, providing training and support to elevate event quality and attendee engagement.
- Leveraged data analysis to identify improvement areas, achieving a 20% increase in operational efficiency and participant engagement.
- Enhanced brand visibility through strategic marketing initiatives, utilizing social media and partnerships to maximize outreach and impact.

Education

TEMPLE UNIVERSITY, Fox School of Business
Bachelor of Business Administration: International Business Concentration: Marketing
Philadelphia, PA

Licenses and Certifications

- **Project Management Professional (PMP®)**
Issued by Project Management Institute – October 2024
- **Registered Pharmacy Technician (RPhT)**
Issued by the Florida Pharmacy Board – January 2024

Languages

Bulgarian:

Native/ Bilingual

Crystal Curet

Vero Beach, FL 32967
curet98@gmail.com
+1 772 453 8074

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Community Director

Pemberly Palms Apartment - Vero Beach, FL
March 2022 to Present

- Oversee 200 units.
- Maintaining a 98% occupancy rate year around
- Developing, leading and managing a high-performance cohesive team of 6 in order to keep turnovers down, and give excellent customer service skills.
- Ensure daily operations runs smoothly.
- Maintain budget and invoices paid at a timely manner.
- Completion of monthly reports
- Conduct capital projects.
- Prepare expense reports.
- Manage all aspects of leasing.
- Conduct monthly events for residents.

Assistant Community Manager

Lexington Club at Vero - Vero Beach, FL
April 2021 to March 2022

- Answer and direct phone calls.
- Schedule vendors, meetings and appointments.
- Meet with prospective tenants to give property tours, receive rental applications for process, explain terms of occupancy.
- Maintain strong resident relations and provide excellent customer service.
- Complete Move ins and turns at a timely manner.

Assistant Property Manager

Taylor Pointe - Vero Beach, FL
April 2017 to April 2021

- Assist in managing all aspects of the building's occupancy and maintenance.
- Address and resolve resident's questions, concerns, and complaints in a timely manner.
- Communicate with tenants regarding property related issues.
- Meet with prospective tenants to show properties, conduct interviews, receive rental applications, and explain terms of occupancy.
- Maintain strong resident relations and provide excellent customer service.
- Manage budgets, accounts, rent collections, and tenant notices.

- Maintain organized and updated resident files and records.

Office Manager / Administrative Assistant

5th Color Designs - Miami, FL

August 2016 to March 2017

- Answer and direct phone calls.
- Organize and schedule meetings and appointments.
- Organize office operations and procedures.
- Manage relationships with vendors and service providers.
- Manage the Owners schedule, calendar, and appointments.
- Manage courier packages, monitor office supplies and reorder, as necessary.
- Maintain an organized and clean workplace.

Pastry Chef

The Tides Restaurant - Vero Beach, FL

January 2013 to August 2016

- Plan and execute the dessert menu.
- Develop new designs and recipes.
- Mix and bake ingredients according to recipes to produce certain quantities of breads, pastries and other bake goods.
- Develop new recipes for signature desserts.
- Create daily dessert specials.
- Maintain a clean and sanitary station.

Waitress

Indian River Estates - Indian River, FL

June 2012 to January 2013

- Provide excellent wait service to ensure satisfaction.
- Take customer orders and serve food and beverages.
- Make menu recommendations, answer questions and share additional information.
- Maintain clean and orderly checkout area as well as restaurant tables.

Cashier & Waitress

Lorna's Restaurant - Miami, FL

November 2009 to May 2011

- Greet customers entering the restaurant.
- Take customer orders and serve food and beverages.
- Make menu recommendations, answer questions and share additional information.
- Answer phones and handle takeout orders.
- Maintain clean and orderly checkout area as well as restaurant tables.
- Collect payment and tally money in the cash drawer.
- Resolve any customer complaints.

Education

Indian River State College - Indian River, FL

2016

High School Diploma

Miramar High School - Miramar, FL
2009

Skills

- Yardi
- Tax Credit Experience
- Office Management
- Accounts Payable
- Property Management
- Property Leasing
- Fair Housing Regulations
- Section 8
- Office management
- Account management
- Section 8
- Property management
- Yardi
- Data analysis skills

Certifications and Licenses

ServSafe

Additional Information

SKILLS

- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, OneNote
- Fluent in English and Spanish
- Tax Credit Experience
- Yardi Property Management Software

Maria Silva

11265 SW Hadley St., Port Saint Lucie, FL 34987 ■ 772-775-4576 ■ maria.silva.rivera@gmail.com

Sales Professional with over 15 years of experience in sales, customer service, and a bachelor's degree in business administration with a major in Marketing and a minor in Advertising. Looking to obtain a position that will utilize my leadership skills and at the same time exceed any company goals. Passionate about providing excellent customer service and exceeding expectations.

Education

Inter American University — San Juan, PR
BBA, Business Administration, Marketing - ,2004
Minor in advertising.

Personal Skills

- Bilingual (English/Spanish)
- Office Organization & Administration
- Detail Oriented
- Records & Database Management
- Customer Relations
- Skilled in areas of inventory control, cash management and staff supervision
- Time management and decision making
- Proven sales ability and excellent closing skills
- Strong ability to plan and coordinate marketing programs.
- Financial Services knowledge
- Computer literate; Microsoft Office Microsoft Works, Lotus, C++
- Motivating. Leadership. Teamwork

Work Experience

G&G Auto Collision, Port Saint Lucie, FL

Office Manager

May 2024 – October 2024

- Responsible for recruit, train, and evaluate employees, ensure adequate staff levels.
- Coordinate meetings.
- Respond to customer inquiries and complaints, and act as the main point of contact in the office.
- Record office expenditure and manage budget.
- Manage paperwork, process invoices, maintain databases, and collect expense data.

Bev Smith Kia of Fort Pierce— Fort Pierce, FL

Sales and Leasing Expert

January 2024 – May 2024

- Responsible for the whole sales/leasing process. to sell.
- Educate buyers and sellers about disclosure agreements. Negotiate sales contracts.

The Keyes Company – Port Saint Lucie, FL

Realtor®

September 2022 – March 2024

- Responsible for listing and selling residential and commercial real estate. Helping clients determine the value of the property they want to sell.
- Prepare Market Analysis and Statistics.
- Educate buyers and sellers about disclosure agreements. Negotiate contracts on behalf of the clients.

PNC Bank – Port Saint Lucie, FL

Branch Sales and Service Associate (Universal)

March 2018- October 2019

- Acquired and deepened the branch customer base through a variety of proactive sales and service activities. Managed the customer experience by identifying opportunities to improve the customer's financial wellbeing. Collaborated with ecosystem partners to grow customer's share of wallet. Positioned PNC solutions to drive new revenue and customer loyalty.
- Delivered a full PNC conversation with every client interaction to identify appropriate PNC solutions. Educated customers on options for managing financial transactions by leveraging technology, tools, and resources. Applied product and procedural knowledge to identify, mitigate and solve customer problems effectively to drive customer loyalty.
- Coordinated relationship management activities with existing clients to ensure client retention, risk management and revenue growth. Typically worked with clients with moderate levels of risk and complexity of needs.
- Implemented the strategies and techniques used to ensure that customers have a positive experience with the organization and its products and services at every touch point.
- Met and exceeded goals every quarter.
- Assisted the branch in all the administrative and sales aspects.
- Recognized for deliver an outstanding customer experience.

Comcast Cable- Miramar FL

CAE – English Inbound Sales Supervisor

October 2016- February 2018

- Evaluated and provided feedback, mentor, and motivated employees to provide excellent customer service, while improving call quality and performance metrics.
- Trained and coach employees to ensure professional, performance and quality standards are met.
- Conducted meetings to ensure accurate and timely communication of client and campaigns issues to and from the team.
- Monitored call volumes.

CAE – Sales Representative for the Spanish Language Center of Excellence

October 2012- October 2016

- Responsible for promoting and selling Comcast products and services both current and emerging. Approaching sales as a way of helping our customers receive the best value for their money. Customer service-oriented, communicating effectively and displaying a professional and positive demeanor. Relating well to the customer, thinking and exercising sound judgment, and acting responsibly in the customer's and the company's interest.

CAE – Customer Service Representative/General Customer Support Representative (Bilingual)

February 2012- October 2012

- Interacted with customers over the telephone to handle billing, service, and sales aspects of the business. Demonstrated active listening skills to assure mutual understanding of customer's comments/concerns and represent Comcast in a positive, professional, ethical manner working to exceed customer's expectations while minimizing need for further escalation. Provided support to assigned supervisor's team when needed.

BrandsMart U.S.A – Miami, FL – Appliance and electronics store.

Retail Sales Supervisor – Telecommunications Department

November 2010- February 2012

- Trained and developed department team members.
- Reviewed and audited sales contracts. Pulled products from inventory. Maintained knowledge of competitive offers and provided critical market feedback to the Department Manager regarding local competition and product/service needs.
- Met and exceeded department's sales objectives for wireless phones service and accessories.
- Assisted the department manager in all the administrative and sales aspects.
- Recognized for deliver an outstanding customer experience.

Professional Affiliations

American Marketing Association, Inter American University Alumni Association, Florida International University Alumni Association, Florida Real Estate License, Member of the National Association of REALTORS®, Florida Notary – Member of the Florida Notary Association

stephane cote

Fort Pierce, FL 34951

stephanecoteigj8f_pb8@indeedemail.com

+1 772 925 9930

Work Experience

President and CEO founder

Canix Colo Inc-Montréal, QC

October 2003 to Present

President and CEO

Oversee the entire operations and sales, budget, and forecast sales.

Education

University in computer science

McGill University - Montréal, QC

January 1985 to January 1989

Computer science degree

Skills

- Computer Science

RICHARD MUGNOLO

(925) 719-7290 | rmugnolo@gmail.com | 8698 SW Flutto Way, Port St Lucie, FL 34987

EXECUTIVE SUMMARY

Automotive Business Leader with over 20 years of experience driving profitability, managing assets, and leading high performance sales, service, and finance teams. A proven leader in executive level positions such as CEO, VP, Platform Manager, and General Manager. Successfully led franchise dealerships such as Toyota, Cadillac, Buick, Pontiac, GMC, Chevrolet, Ford, Subaru, Kia, Hyundai, and Nissan. Produced profitable businesses by focusing on operational efficiency, excellent customer service, and, employee satisfaction.

DEMONSTRATED ACHIEVEMENTS

- ◆ Founded Pacific Dealership Group with annual net profits over \$3,500,000 and #1 ranked customer service
- ◆ Established RMAC LCC with a mission to increase dealership profitability through operational efficiency
- ◆ Prolific track record of strengthening underperforming dealerships to become highly profitable businesses
- ◆ Six-time winner of Toyota Board of Excellence Award & winner of Toyota President's Club
- ◆ Seven-time winner of General Motors Standards of Excellence
- ◆ Five-time winner of Nissan President's Club
- ◆ Three-time winner of Honda President's Club

CORE COMPETENCIES

- | | | |
|----------------------|---------------------------|-------------------------|
| ◆ Profitability | ◆ Asset Management | ◆ Hiring & Recruiting |
| ◆ Strategic Planning | ◆ Parts Inventory Control | ◆ Leadership |
| ◆ Cash Flow Analysis | ◆ Policy & Procedures | ◆ Management Training |
| ◆ P & L Statements | ◆ Employee Development | ◆ Customer Satisfaction |

PROFESSIONAL EXPERIENCE

- | | |
|---|--------------------|
| Maserati Alfa Romeo of Fort Meyers
General Sales Manager | 2022-2023 |
| Alfa Romeo Maserati Stuart
New Car Sales Manager
Responsible for hiring, training, sales of both new and used cars, ordering new vehicle inventory, and Closing deals for sales people.
Increased CSI to 993. | 2021 – 2022 |
| RMAC LLC San Francisco Bay Area
Managing Partner
<i>Consulting independent used car dealer on strategic business opportunities</i> <ul style="list-style-type: none">• Mentoring two partners on how to run a new car franchise• Streamlining operations to prepare the business for expansion | 2019 - 2021 |

RICHARD MUGNOLO

(925) 719-7290 | rmugnolo@gmail.com | 8698 Flutto Way, Port St Lucie, FL 34987

NISSAN | Dublin, CA

2016 – 2019

General Manager

Recruited by the owner to strengthen franchise, which resulted in a successful sale of the dealership

- Enhanced business operations to generate \$100,000 per month in net profit
- Managed and led 54 employees across multiple departments
- Oversaw the used car operation and directed internet sales department.

RMAC LLC | San Francisco Bay Area

2009 - 2016

Managing Partner

Founded automotive consulting firm with a mission to increase franchise and independent dealership profitability

- Consulted dealerships on strategic planning, forecasting, P & L statements, profitability, inventory control, policies & procedures, staffing, management & employee training, advertising, and customer satisfaction
- Clients: Leaseyourcar.com, Serramonte Ford, Eureka Ford, Lloyd Wise Group, Sonora Subaru

TOYOTA | Dublin, CA

2006 - 2009

General Manager

Hired to optimize gross profit and asset management, resulting in net profit, and high CSI.

- Increased net profit year-over-year by \$1,000,000
- Produced annual net profit above \$4,000,000
- Successfully managed the business to win Toyota President Circle award

PACIFIC DEALERSHIP GROUP, INC. | Menlo Park, CA

2000 - 2005

President, CEO & General Manager - Cadillac, Buick, GMC, Pontiac

Founded a successful multi-line dealership and collision center with 140 employees before exiting the business to attend to family health concerns

- Improved operations, policies, and procedures to produce annual net profits over \$3,500,000
- Initialized Continuous Improvement Teams, which ranked #1 in customer satisfaction
- Won Silicon Valley Magazine award for top-rated Cadillac service center

EDUCATION & PROFESSIONAL TRAINING

Robert Morris University

Coraopolis, PA

Business Administration

MIAMI DADE COLLEGE & BURNSIDE OTT AVIATION

Miami, FL

- Airline Transport Pilot & Business Administration

SONIC AUTOMOTIVE

Pleasanton, CA

- Automotive General Manager Leadership Program

ATCON

San Francisco, CA

- Dealer Operator Parts and Service Manager School

GENERAL MOTORS

Detroit, MI

- Advanced Accounting, Catera School, XLR Training

TOYOTA MOTOR

San Ramon, CA

- Service Manager Training 1 & 2; Parts Manager Training 1 & 2

HONDA MOTOR

Burlingame, CA

- Service Manager Training 1 & 2; Parts Manager Training 1 & 2

RICHARD MUGNOLO

(925) 719-7290 | rmugnolo@gmail.com | 8698 Flutto Way, Port St Lucie, FL 34987

SOFTWARE SKILLS

- Reynolds and Reynolds, CDK, PBS, Dealertrack, ADP, Web Manager, 700Credit, Karpower, Blue Book, Excel

PROFESSIONAL AFFILIATIONS

Society of Professional Finance Managers- Associate of Professional Finance and Insurance Managers

Angela Polynice

Fort Pierce, FL 34982
angelapolynice3_mcm@indeedemail.com
+19546100431

Willing to relocate to: Fort Pierce, FL

Work Experience

Mental Health Technician

Wellpath-Indiantown, FL
November 2021 to August 2023

The mental health technician is an entry-level position that learns to provide direct care to a specific patient population under the direction and supervision of licensed nursing staff and their designees. Psychiatric technicians listen to patients concerns, observe their behavior, and record their condition.

Youth Care Worker II

Okeechobee Juvenile Offender Correctional Center-Okeechobee, FL
February 2019 to January 2020

Youth Care Worker provides safety and security to the facility through proper youth supervision, ensures that the facility behavior management system is enforced in a consistent and fair manner. A youth care worker supports juveniles physical, emotional, educational, and social development in a non-threatening atmosphere.

Sales Agent

Teleperformance-Port Saint Lucie, FL
August 2012 to January 2018

Sales Agent responds to customers inquiries regarding all aspects of client business, in a timely, accurate and professional manner, consistently meeting all guidelines. Educate beneficiaries on how the plan works, including benefits, cost sharing, and levels of coverage.

Cashier/Customer Service

Walmart-Union, NJ
October 2010 to December 2011

Smile, greet, and thank customers with a positive attitude. Stand for long periods of time, while checking out customers quickly and accurately. Keep your area clean and presentable. Answer customer questions and help them with their needs. Be available to assist associates across the store as needed.

Correctional Officer

Martin Correctional Institution-Indiantown, FL
June 2006 to May 2010

A Correctional Officer is responsible for enforcing the rules and maintaining routines at a jail, prison or another correctional facility. Their duties include inspecting jail cells according to security protocols and safety codes, supervising inmates during meals and recreational time and diffusing conflicts between inmates to help preserve peace and order.

Machine Operator

Tropicana-Fort Pierce, FL
September 2002 to April 2004

Set up machines. Control and adjust machine settings. Feed raw material and parts to semi-automated machines. Inspect parts with precision and measuring tools. Test operation of machines periodically. Fix issues that might occur during the shift.

Behavioral Health Technician

American Habilitation Services-Port Saint Lucie, FL

May 1999 to February 2002

Review instructions and supervisor updates for each client's program, interpreting previous data, collecting narrative data, and responding to correspondence. Manage program schedule, including group activities, tele-health appointments, and individual check-ins.

Education

Vocational school in Associates in Arts Degree

Indian River State College - Fort Pierce, FL

2014 to 2015

Vocational school in License in Nursing

Fortis Institute - Port Saint Lucie, FL

2013 to 2014

Vocational school in Certificate in Corrections

Indian River State Police Academy - Fort Pierce, FL

2007 to 2008

Vocational school in GED

Indian River State College - Fort Pierce, FL

2004 to 2005

Skills

- Mental Health Counseling
- Security
- Behavior Management
- Law Enforcement
- Case Management
- Medication Administration
- Call center
- Care plans
- Typing
- Windows
- Driving
- Leadership
- Customer service
- Communication skills
- Microsoft Office

- Grocery store
- Data analysis skills
- Warehouse experience
- Computer skills
- Organizational skills
- Cooking
- Kitchen experience
- Food service
- Surveillance
- Microsoft Outlook
- Phone etiquette
- QuickBooks

Certifications and Licenses

Driver's License

Gladys Llevat Christopher

453 Jacqueline Way SW, Vero Beach, FL 32968
856-397-3375 | gladyschristopher2@gmail.com

Over 25 years of experience in Senior Living industry with a focus on hospitality and compassion. A highly experienced professional and effectual leader who has demonstrated the ability to lead diverse teams of professionals to new levels of success. Talented leader directing teams through stimulating change, building coalitions, and motivating people to act and support achievement of overall federal, state, and corporate guidelines. Licensed in Pennsylvania, Delaware, and Florida in Nursing Home Administration.

CORE COMPETENCIES

- Leadership
- Business Acumen
- Flexibility
- Cross Functional Team Building
- Communication
- Collaborative Problem Solving
- Result Driven
- Integrity
- Motivation
- Bilingual in Spanish/Fluent

PROFESSIONAL EXPERIENCE

Seabranh Health and Rehabilitation | Stuart, FL

2023 – Present

Administrator

Direct, oversee and manage the day-to-day operations of a 120 bed subacute care and skilled nursing facility. Supervise and lead approximately 200 employees, in accordance with the current federal, state, and local government regulations that govern long-term care facilities. Drive improvement of employee morale and fostering an environment of collaboration and teamwork. Directly responsible for ensuring outstanding customer service and compassion to our residents, families, and employees.

- Successful annual survey with minor deficiencies
- Successful complain visits resulting in zero deficiencies
- 100% elimination of agency within two months of tenure
- 5% reduction in overtime
- Elimination of open shift bonuses due to recruitment efforts
- 23% increase in census
- Preparing for Joint Commission Accreditation & submitted for AHCA Bronze Award

Aidan Post-Acute and Rehabilitation | Fort Pierce, FL

2022 – 2023

Administrator

Direct, oversee and manage the day-to-day operations of a 79 bed subacute care and skilled nursing facility. Supervise and lead approximately 150 employees, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Responsible for ensuring outstanding customer service to our residents, families, and employees.
- Received our Joint Commission Accreditation under my tenure.
- Responsible for good survey results; one complaint visit in six months.
- Successfully increase Medicare census
- Improvement of employee morale and fostering an environment of collaboration and teamwork.

453 Jacqueline SW, Vero Beach, FL 32968
856-397-3375 | gladyschristopher2@gmail.com

Gladys Llevat Christopher

INSPIRE FT. PIERCE | Fort Pierce, FL

2021 - 2022

Administrator

Direct, oversee and manage the day-to-day operations of a 171 bed subacute care and skilled nursing facility. Supervise and lead approximately 200 employees, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Responsible for ensuring the highest degree of quality care for the resident / patient while achieving or exceeding the facility's business objectives and maintained an agency free environment
- Established and implemented federal, state and business guidelines and procedures with respect to COVID-19
- Improvement of employee morale and fostering an environment of collaboration and teamwork
- Responsible for growing census 10% within one month of onboarding; as well as improving the site star rating

CONSULATE HEALTHCARE OF VERO BEACH | Vero Beach, FL

2020 - 2021

Administrator

Direct, oversee and manage the day-to-day operations of a 159 bed subacute care and skilled nursing facility. Supervise and lead approximately 200 employees, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Responsible for ensuring the highest degree of quality care for the resident / patient while achieving the facility's business objectives
- Established and implemented federal, state and business guidelines and procedures with respect to COVID-19
- Improvement of employee morale and fostering an environment of collaboration and teamwork
- Responsible for growing census 15% within one month of onboarding; as well as improving the site star rating

REGENCY HEALTHCARE AND REHABILITATION CENTER | Wilmington, DE

2019 - 2020

Administrator

Direct, oversee and manage the day-to-day operations of a 100 bed subacute care and skilled nursing facility. Supervise and lead approximately 200 employees, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Responsible for ensuring the highest degree of quality care for the resident / patient while achieving the facility's business objectives
- Established and implemented federal, state and business guidelines and procedures with respect to COVID-19 and maintained a COVID free facility
- Improvement of employee morale and fostering an environment of collaboration and teamwork
- Responsible for ensuring census was achieved and maintained >95%
- Responsible for maintaining a five (5) star rating

STERLING HEALTHCARE AND REHABILITATION CENTER | Media, PA

2012 - 2019

Administrator

Direct, oversee and manage the day-to-day operations of a 164 bed subacute care and skilled nursing facility. Supervise and lead approximately 300 employees in a union environment, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Responsible for ensuring the highest degree of quality care for the resident / patient while achieving the facility's business objectives
- Improvement of employee morale and fostering an environment of collaboration and teamwork
- Established a Customer Service training manual
- Responsible for ensuring census was achieved and maintained

SILVER LAKE CENTER | Bristol, PA

2011 - 2012

Administrator

Direct, oversee and manage the day-to-day operations of a 174 bed subacute care and skilled nursing facility. Supervise and lead approximately 300 employees in a union environment, in accordance with the current federal, state, and local government regulations that govern long-term care facilities.

- Successfully achieve the facility's business objectives with respect to net operating income (NOI), decreasing expenses, improving employee morale, and decreasing employee turn-over

Gladys Llevat Christopher

- Exceeded ADC and Medicare census.

INNOVA HEALTH AND REHABILITATION | Mt. Laurel, NJ

2010- 2011

Administrator

Direct, oversee and manage the day-to-day operations of a 240 bed skilled nursing facility. Supervise and lead approximately 300 employees in a union environment, in accordance with the current federal, state, and local government regulations that govern long term-care facilities.

- Successful elimination of agency usage.
- Increased resident satisfaction.

BELLA TERRA INDEPENDENT, ASSISTED AND MEMORY CARE COMMUNITY | Jackson, NJ

2007 - 2010

Executive Director

Direct, oversee and manage the day-to-day operations of a 215 Apartment Independent and Assisted Living Community.

- Successfully improved NOI by 86% year over year
- Received expense management award.
- Created a strong team environment through trust and accountability among all employees through engagement and support initiatives.
- Improved census year over year and maintained an agency free environment.

THE FOUNTAINS AT CEDAR PARK | Atco, NJ

2006 - 2007

Administrator

Successfully directed a 60 bed skilled nursing unit and remained agency free and favorable in ancillary and medical supplies, while lowering overtime by 2% and maintaining a successful census of 60 with a wait list

BRENDENWOOD | Voorhees, NJ

2003 – 2006

Executive Director

Responsible for the overall operations of the largest Assisted Living community in South Jersey, which consisted of 200 Assisted Living and Independent Living apartments and maintained a successful census. Directed and planned all the facilities programs and operation to include revenue improve programs, such as increasing the level of care rates by 7% and creating a medication program.

GENESIS ELDERCARE | Pennsauken, NJ

1999 – 2003

Administrator

Effectively lead a nursing home operation and ensured full adherence to company policies while complying with all state and federal regulations. Improved customer satisfaction by providing the highest quality of service in a caring and compassionate atmosphere, which recognized the residents needs and rights.

MEDFORD CARE CENTER | Medford, NJ

1997 – 1999

Director of Social Work

Successfully directed the Social Work department of a 180 bed Long Term Care facility and was directly responsible for the 60 bed subacute unit. Implemented cost saving initiatives by beginning discharge plan upon admission. Solely responsible for department budget to ensure year over year savings.

EDUCATION

Master of Social Work
Temple University, Philadelphia, PA

CERTIFICATIONS

Nursing Home Administrator
State of Delaware, 2019
State of Florida, 2008
State of Pennsylvania, 2000

Maria D. Carmen Valdez

Stuart, FL 34994

mariadcarmenvaldez6_sfg@indeedemail.com

+1 772 475 5540

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Store Manager

AT&T-West Palm Beach, FL

May 2022 to Present

Retail Sales Consultant

AT&T-Palm Beach Gardens, FL

August 2019 to Present

- Built relationships with customers
- Processed customer Phone, tablet, wearable upgrades
- Received and processed payments from sales
- Up-sold customer memberships and AT&T's rewards programs

Paralegal

Mentor Law Firm P.A.-Hobe Sound, FL

September 2017 to March 2019

I worked for a firm that practiced Immigration and Family Law. My duties consisted of scheduling hearing dates/ appointments, filing documents through the Florida e- Filing Portal, drafting up documents, filling out immigration forms, informing clients of supporting documents needed for their cases and getting everything put together and ready to be mailed out, receiving payments from clients and issuing receipts as well as keeping a receipt log book updated with every payment made to the firm. I consider myself a quick learner eager to gain more knowledge. I work well under pressure and make sure to meet deadlines.

Waitress

American Cafe-Stuart, FL

May 2013 to January 2016

I learned to be very detail orientated and work well under pressure as well as working in an environment with people from different racial backgrounds.

Education

MBA in Marketing

Florida Atlantic University - Boca Raton, FL

August 2019 to August 2021

BA in Political Science

Florida Atlantic University - Boca Raton, FL

August 2015 to May 2017

AA in Criminal Justice

Indian River State College - Fort Pierce, FL
August 2013 to May 2015

High school or equivalent

Martin County High School - Stuart, FL
August 2010 to June 2014

Skills

- Legal Research
- Legal Drafting
- Legal research
- Paralegal experience
- Research
- Sales

Languages

- Spanish - Expert

Certifications and Licenses

Notary Public

Paralegal Certificate

I graduated from Florida Atlantic University's Legal Studies Program July of 2018 with my Paralegal certificate and am currently working toward becoming certified through N.A.L.A.

Assessments

Office manager — Proficient

December 2019

Scheduling and budgeting

Full results: Proficient

Work motivation — Proficient

January 2021

Level of motivation and discipline applied toward work

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Jisel Leon

Port Saint Lucie, FL 34983
jjselleon5_pzd@indeedemail.com
+1 772 256 0664

Willing to relocate: Anywhere

Work Experience

Insurance Loss Mitigation Account Manager

USI Insurance Services-Port Saint Lucie, FL
October 2022 to Present

- Provided full-scope risk management services for clients including counseling, identifying risk associated with account activity, working on transferring risk, performing routine one-on-one check-ins, and following up with clients to determine if lifestyle or asset changes have evolved constituting new risk assessment and additional coverage.

Chief Executive Officer

Leon Tax Services-Port St. Lucie, FL
January 2017 to Present

- Manage all financial decisions including marketing and business software expense
- Prospecting potential new client while focusing on retention and relationship building with current clients

Sales Team Training Manager

Marsh & McLennan Companies-Palm Beach Gardens, FL
June 2019 to August 2022

- Risk analysis and identification of potential coverage gaps
- Training colleagues on carrier underwriting guidelines and risk mitigation techniques.
- Creating slide show presentations and presenting to all agency staff for training purposes
- Insurance transacting on all levels focused on loss mitigation and risk management.

Insurance Risk Management Specialist

Arden Insurance Associates Inc.-Lantana, FL
January 2016 to June 2019

- Vetted accounts and provided a full analysis of client-specific risks involved with each account based on income, hobbies, assets, and living situation.
- Insured homes that were built specifically for Habitat For Humanity for free and gifted to needy families
- Worked directly with project coordinators of Habitat for Humanity to set a contract in place to keep prices low and affordable to needy families

Project Manager

National Maintenance Services-Lake Worth, FL
October 2014 to November 2015

- Sorted, hired, and dispatched sub-contractors to service client locations as part of a corporate maintenance contract
- Tracked the progress and quality of work being performed by technicians' jobs nationwide

- Used project scheduling and control tools to monitor projects plans and executions along with vendor payments

Volunteer Work

Chamber of Commerce-San Dimas, CA
November 2012 to January 2013

- Answered multi-lined telephone system and aided in a professional office setting.

Volunteer Work

Legal Action Firm-Chino, California
January 2011 to November 2012

- Coordinated and prepared for meetings and special events by assisting with registrations and confirmation

Skills: Typing over 60 WPM, Experience with EPIC and TAM software, Salesforce, Emotional Intelligence and self-aware, levelheaded and calm, Proficient with office software including QuickBooks and Excel.

Education

Bachelor's Degree in Business Management

Wester Governors University
February 2019 to Present

Skills

- Bilingual: English & Spanish
- Salesforce
- Process Improvement
- Intelligence Experience
- Analysis Skills
- Presentation Skills
- Business Development
- Microsoft Outlook
- Team Management
- Business Analysis
- Management
- Tax Experience
- Project Management
- Risk Analysis
- Agile
- Epic
- Quality Assurance
- Research
- CRM Software
- Visio

- Underwriting
- Risk management
- Teaching
- B2B sales
- Swift
- Financial services

Languages

- Spanish - Expert

Certifications and Licenses

CPR Certification

Life & Health Insurance License

Insurance Producer License

Certified Information Systems Auditor

Krystal Masters

Port Saint Lucie, FL 34987

krystalmasters2_e83@indeedemail.com

(774) 200-8995

Professional Summary

Dedicated business professional offers experience in online marketing, social media and analytics. Skilled at goal reaching, learning in-depth computer functions and information about specialized platforms, instructional training and CRM applications. Excels at organization, creativity, management, and digital marketing techniques.

Work Experience

Business Development Manager

Masters Plumbing & Heating-Provincetown, MA

July 2023 to Present

Office duties including scheduling, billing, invoicing, and customer service.

Commercial Property Manager

Cutler Management-Del Carmen, PR

January 2022 to Present

- Manage 6 properties in Playa del Carmen, MX via VRBO and AirBnB.
- Created and maintain VRBO and AirBnB site content, images, pricing and guest correspondence.
- Accounting/bookkeeping
- Answer inquiries and provided assistance with suites and travel questions.
- Maintain accurate records of all financial transactions related to vacation properties.
- Advise landlord on marketing strategies to attract new tenants quickly.
- Provided support to guests regarding any issues or concerns they have about their rental units.
- Monitor market conditions in order to adjust rents accordingly when appropriate.
- Respond promptly to repair requests from guests in a professional manner.
- Maintain suite cleaning procedures, appliance maintenance, and overall suite appearance.
- Request guest exit reviews to increase our social presence.

Assistant Program Director

ArtWaves-Bar Harbor, ME

October 2023 to January 2024

- Created social media posts, videos, emails and classes.
- Generated marketing campaigns.
- Analyzed Mailchimp metrics, reviews and class feedback.
- Participated in weekly team meetings with Program Director to discuss progress on projects and initiatives.
- Reviewed grant applications and provided feedback to the Program Director regarding potential funding opportunities.

- Organized monthly events such as workshops, seminars, and conferences for program participants.
- Collaborated with Program Director to establish program curriculum and goals.

Business Development Manager

Access Fixtures Remote-Worcester, MA

July 2018 to October 2021

- Devised innovative sales techniques and marketing plans enabling dramatic growth rate of 24.67%.
- Pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Analyzed and collaborated with content manager to create new product categories on the WooCommerce platform.
- Responsible for qualifying leads, attending weekly staff meetings, proposing and initiating all RFQ and RFP and pricing commercial estimates and invoicing.
- Managed 2,000+ customer accounts.
- Determined business development opportunities and implemented effective strategy for client acquisition per HubSpot CRM.
- Communicated with other corporate departments to develop effective business strategies.
- Exceeded quotas consistently through new account penetration and territory expansion to Fort Lauderdale, Florida.

Owner

41 Closets Boutique-Manchester, CT

July 2014 to July 2018

- Devised, deployed, and monitored processes to boost long-term business success and increase profit levels.
- Improved productivity while reducing staffing and operational costs.
- Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.
- Trained, managed and motivated employees to promote professional skill development.
- Motivated employees to share ideas and feedback.
- Recruited and hired individuals demonstrating passion, dedication and added value to team.

Military - Contract Specialist

Hamilton Sundstrand Corporation-Windsor, CT

April 2012 to March 2014

- Maintained Army, Coast Guard, Marines, and Third Party contract fulfillment.
- Attended Global Compliance Training Knowledge of DFAR & Far.
- Negotiated and prepared contracts, bids and order forms.

Paralegal

Milton, Lawrence & Dixon Law Firm - Litigation-Worcester, MA

April 2011 to April 2012

- Performed variety of automated support tasks necessary to prepare, organize, index, develop and manage exhibits, evidence and data relevant to cases.
- Collected case materials such as evidence, exhibits, motions and subpoenas.
- Rendered technical and analytical assistance to support attorney litigation needs, including document review, research into case law, drafting of motions and proposed orders and electronic filing.

Owner/Operator

Nu-Du Hair Salons I, II, III-Webster, MA

January 1993 to January 2006

- Oversaw business budget planning and administration, accounting functions, procurement and weekly payroll.
- Managed and trained 23+ employees.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Performed as a Cosmetologist.
- Delegated work to staff, setting priorities and goals.
- Treated associates with fairness and respect, providing recognition of

Education

Bachelor of Arts in Legal Studies

Bay Path University - Longmeadow, MA
2011

Associate of Arts in Criminal Justice, Arts

Bay Path University - Longmeadow, MA
2009

A.B.A in Paralegal

Bay Path University - Longmeadow, MA
2009

Master of Science in Business

Bay Path University - Longmeadow, MA

Skills

- Videography
- Microsoft Office
- Market and competitive analysis
- Expert in WildApricot CRM
- Proficient in WooCommerce
- Business Development
- Social media marketing and advertising
- Sales and market development
- Expert in eCommerce
- Expert in PDF Expert
- Analytics
- Expert in HubSpot CRM
- Microsoft Office
- Microsoft Excel
- Digital marketing
- Videography
- Social media management

- HubSpot
- MailChimp
- Marketing
- E-commerce
- Analytics
- Photography
- Business development
- Canva
- Customer service
- Photo editing

Juan De Mata Briceno

Sebastian, FL 32958

juanbriceno98_sn2@indeedemail.com

+1 305 951 1594

Professional Summary

Efficient Closing Techniques
Excellent Client Relationships
Conveying Market Analysis Statistics and Reporting

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

New Home Consultant

LGI Homes-Vero Beach, FL

February 2024 to Present

New Home Sales Counselor

KB Home-Palm Bay, FL

March 2023 to January 2024

New Home Consultant

Holiday Builders-Palm Bay, FL

August 2020 to December 2022

Outside Sales Representative

Momentum Solar-Miami, FL

July 2018 to August 2020

Real Estate Consultant

Urban Resource Real Estate & Property-Miami, FL

May 2016 to July 2019

Leasing Consultant

AIMCO Property Management-Miami, FL

December 2013 to May 2016

Timeshare Sales Consultant

Wyndham Vacation Resorts Inc-Orlando, FL

April 2009 to May 2011

Timeshare Sales Consultant

Westgate Resorts-Orlando, FL

July 2004 to March 2009

Education

Bachelor's degree in Communications

Valencia College - Orlando, FL
2003 to 2007

High School Diploma

Vero Beach High School - Vero Beach, FL
2002

Skills

- Bilingual (English & Spanish)
Increased Sales & Marketing
MS Office, MS Excel, Windows, OneSite RealPage
Products
- Property Management
- Market Analysis
- Market Research
- Computer literacy
- Sales
- Business Development
- Negotiation (10+ years)
- Sales Management
- Project Management
- Microsoft Outlook
- CRM Software
- Account Management
- Salesforce
- Presentation Skills
- Financial Report Writing
- Product Development
- Statistics

Certifications and Licenses

Real Estate License

Arek Stefaniak

Project Manager, R&D - LIVE LONG LED

Port Saint Lucie, FL 34986
arek92_f74@indeedemail.com
+1 772 240 6192

Professional Summary

I am a project manager with an extensive experience in renewable technology and innovative applications. As a system technology project manager, I have been implemented my skills for project specifications.

I am a very good planner, strategist. ISO and Six Sigma (Green Belt) certified.

Willing to relocate: Anywhere

Work Experience

Project Manager, R&D

LIVE LONG LED-Juno Beach, FL
2016 to Present

- Managed present projects by providing the ultimate solution to the renewable energy & LED Lighting applications.
- Interact with the perspective customers, review specifications, estimate accurate lighting project needs / job estimates.
- Build projects proposals utilizing architectural recommendations and matrix calculation, an auditing and estimating software
- Estimate energy consumption and proposed solutions for clients
- Prepared proper documentations and other materials / specifications to present it to potential product buyer.
- Delivered complete lighting set-up as per architectural project and supervised installation
- Promoting LED & LCD products among the builders, envelopers, electrician and other professionals
- Interacting with line of Federal, State and local governmental institutions such recent projects and interest of Mayor of Port St. Lucie in energy cost reduction with Live Long LED products.
- Educational mission to new product application in order to increase productivity and enhance the luminescence of the workplaces for a fraction of the energy consumption compared to the incandescent or fluorescent lighting.
- Seeking improved technologically advanced, new products for commercial and governmental projects as per trend in development of brighter light LED bulbs.

Project Engineer, R&D

SOLAR TECH UNIVERSAL-Riviera Beach, FL
2015 to 2016

- Managed the engineering and product development activities to increase product performance, manufacturability, quality at low coast.
- Assigned to the development task of the Smart Wire Technology, Bi-facial PV Monocrystalline Module to archive max. 325 Watt PWR output.
- Used Meyer Burger format to create a Master Plan for advanced automated production.
- Composed engineering procedures for QC inspection process

- Focused on business plan, PV regulatory issues, state requirements and engineering resources
- Recommended and implemented new materials through production process based on BOM.
- Selected instrumentation for R&D applications and material improvements
- Involved in a new frame design and components selection
- Designed and implemented the test fixture for measuring pulling strength of the TPO and embedded wires in plastic foil
- Set-up a proper documentation as per FAI incoming, in-process and final inspection
- Assessed, prepared and incorporated certification submission as per acceptance process of ANSI 1703, UL/IEC 61215 & TUV 61730 requirements.
- Analyzed and executed logistics / shipments with necessary doc's for transportation
- Created the state-of-art automated modules selection and distribution system in cooperation with Pasan & Motex partnership
- Collaborated with all technician team members on schedules, estimated time to finish and cost associated with development progress as per project needs
- Provided assistance with market evaluation and prepared materials to communicate with potential product buyers

Project Engineer, R&D

KEYSTONE SYRENGISTIC-Port Saint Lucie, FL
2012 to 2015

- Developed metal composites methodology for state joining of aluminum and titanium alloy structures for DOD, DOE, US Navy, Air Force, US Army
- Assigned to experimental to experimental titanium and other metals joining methods, using NASA invented Thermal Stir Process.
- Providing with effective development methodology and NDT to achieve best results of the life span prolongation on composites microstructure of the stirred metals
- Supervised, programmed and implemented Fanuc Robotic Automated Welding System Technology to specific governmental projects in a several applications from aeronautical, spacecraft parts, avionic components to naval and automotive industry needs
- Introduced diffraction inspection methods for measurements of residual stress level and the determination of grain orientation in gas turbines parts of turbine blades (Pratt - Whitney engines).
- Directly involved in verification process of residual stress in directionally solidified single crystal nickel super-alloy turbine blades, using NDT methods
- Using 3-D layout, reconstructed dimensional distorted structures and repaired parts layout methodology of metal deposition of different alloys structure
- Familiarized with landing gears, wings and fluid control systems for aircraft industry and testing process
- Provide adequate documentation of engineering and test results as per requirements

Project Manager, R&D

SOLAR OUTDOOR LIGHTING-Palm City, FL
1993 to 2012

- Oversized, reviewed and implemented per project management methodologies, using personal skills to applied technologies for R&D improvements
- Proven excellent organization skills with a commitment to meeting deadlines and expectations while ensuring overall product quality
- Outstanding commitment to the more efficient lighting development.
- Successfully achieved modification of the Cobra lights and new more efficient lights for NASA aerodrome path project application.
- Engineered modifications using Auto CAD, Analyzed material compositions based on best selection and laboratory testing
- Managed production flow using schedules to optimize efficiency
- Generated weekly and monthly production schedules

- Improved electro-mechanical process for R&D implementation
- Implemented ISO 9001, ISO 14000, Six Sigma to the company needs.
- Used Lean manufacturing principles and ME process.
- Provided leadership and motivation to the project team members throughout the project life cycle.

Project Manager, Mfg/Eng

NORTHROP-GRUMMAN

1990 to 1993

- Managed company operations, project documentation and other duties; arranged meetings with clients (including products presentations and sales) and finalized contract agreement.
- Generated master productions schedule and achieved monthly inventory targets, maintained optimum inventory level and maximize operating efficiency.
- Consulted and revised new projects implementations of Auto-Cad dwg. Modifications as per ECN requirements.
- Developed network solution and review of new functions implementations.
- Used analytical, interpersonal, communication and problem solving skills to coordinate shipments and expedite on time delivery with the project manager.
- Directed company achievements and implemented with new techniques.
- Integrated Autodesk, Photopia and Adobe.
- Utilized Visio, Microsoft Work, Excel, Access, Word for other applications.
- Familiarized with Solid Works Inventor.
- Participated in sales and customer satisfaction surveys.

Education

Master's in Quality Assurance

MOLLOY COLLEGE, Rockville Centre - New York, NY

Master Degree in Production and Analytical Methods in Production and Analytical Methods

NATIONAL INSTITUTE OF TECHNOLOGY - Warsaw, PL

Bachelor's Degree of Science in Electro-Mechanical Technology in Electro-Mechanical Technology

ORLOWSKI TECHNICAL COLLEGE - Warsaw, PL

Skills

- customer relations. (Less than 1 year)
- organizational skills (Less than 1 year)
- production process (1 year)
- self starter (Less than 1 year)
- Customer Service
- Outlook
- Word
- Estimating
- Microsoft Project

- Scheduling
- budget
- Auto CAD
- Sales
- Maintenance
- PCI
- Root cause analysis
- Retail management
- Adobe Photoshop
- Adobe Illustrator
- Public relations
- Facilities management
- Property management
- Mechanical knowledge
- Operations management
- Analysis skills
- Budgeting
- Project scheduling
- Project management
- Inventory control
- Microsoft Word
- MRP
- Inventory management

Certifications and Licenses

ISO 9001/Six Sigma

February 2017 to Present

Please add to y files

Driver's License

November 2019 to November 2027

Add to my doc's

Blueprint readings certification

November 2017 to Present

Please add to files

Groups

Project Manager

Present

Managers & Engineers

Additional Information

EXPERTISE &

ARCHIVEMENTS:

- Extensive experience in E/M Engineering, sales, service, customer relations.
- Expertise in R&D, scientific projects improving mfg. production process.
- Managed Multi-Projects, supervised team of a several employees.
- Strong organizational skills significantly increased productivity to schedule.
- Always focused on work task and high performance, ethically motivated
- Outstanding record of performance on jobs and tasks from start to finish.
- Proficient in engineering implementation for each project, I was involved.
- Personally consider: professional, creative, self starter, also team player

Samantha Michels

Port Saint Lucie, FL 34952
samanthamellen2_965@indeedemail.com
+1 772 834 7201

Work Experience

Operations Manager

Precision Door Service-West Palm Beach, FL
November 2021 to Present

- Same responsibilities below
- Attend reunions throughout the country
- Rebuild the hiring procedure
- Manage P&L Reports
- Fleet Management - GeoTab
- Sandler Sales and Management Courses
- Accounts Payable - Heartland, CardPointe, Clover
- Advertising Budgets and relationships
- COG renegotiations
- Inventory revamp - (Service Titan, TookStock, Trello)
- Motivate team to hit goals
- Employee Accountability
- Certified through the IDA
- Build relationships with our franchise partners
- Attend meetings via Zoom, Teams or in person
- Hold weekly staff meetings (Employee and Management)
- Create a employee retention program

Office Manager (Promotion)

Precision Garage Door Service-Palm Beach County, FL
August 2016 to Present

Responsibilities

- Create and Manage schedules
- Permitting
- Inspection Schedule
- Manage/coach employees
- Ensure customer service it met with the highest regard
- Address customer issues
- Market to neighboring companies for cross promotions
- Answer and return all calls
- Schedule appointments
- Edit time cards (OPAL & Paychex Flex)
- HR responsibilities (Recruit, interview, and hire Team Members to build and maintain a high performing team)

- Computer skills including Microsoft office (Word, Excel, Outlook, Google Sheets)
- Ability to work without direct supervision
- Ability to manage multiple challenges
- Ability to manage and cope with change
- Excellent verbal, written, and interpersonal communication skills
- Ability to quickly develop rapport with children and adults
- Ensure proper control of expense items (e.g., operating supplies, utilities, telephone, and postage)
- Warehouse Management
- Inventory Control
- Revamping the way of hiring

Manager

Lifetouch Inc.-Jensen Beach, FL

July 2008 to July 2015

Responsibilities

- Create and Manage schedules
- Manage/coach employees
- Ensure customer service
- Regularly check reports (Key Metrics, P&L Reports, Labor Margin, etc.)
- Address customer issues
- Market to neighboring companies for cross promotions
- Answer and return all calls
- Schedule appointments
- Edit time cards (KRONOS & Workforce Management)
- HR responsibilities (Recruit, interview, and hire Team Members to build and maintain a high performing team)
- Basic computer skills including Microsoft office (Word, Excel, Outlook)
- Ability to work without direct supervision
- Ability to manage multiple challenges
- Ability to manage and cope with change
- Excellent verbal, written, and interpersonal communication skills
- Ability to quickly develop rapport with children and adults
- Ensure proper control of expense items (e.g., operating supplies, utilities, telephone, and postage)

Accomplishments

- District MVP - 3 years in a row
- 1st place district photography contest
- Customers love my methods and return frequently
- Ran 7 peak season (Christmas holiday)
- Turned the studio and made it jump 2 volumes (\$100,000 increase)

Skills Used

- Organization
- Excellent communication
- Positive attitude
- Accountability
- Team player
- Dedication

- Organization
- Quick response if something went wrong
- Photoshop

Manager

Regency Cinema-Stuart, FL
2006 to 2008

Responsibilities

- Employee schedules
- Placed orders for food and drink
- Worked on projection machines
- Spliced films together
- Customer service
- Theft protection
- Employee Relations
- Projection
- Payroll
- Administrative work

Skills Used

- Confidence
- Time management
- Adhered to minor laws provided by state
- Efficiency in my work
- Organization
- Excellent communication
- Positive attitude
- Accountability
- Team player
- Dedication
- Organization
- Quick response if something went wrong

Education

Bachelors in Communications

Ashford University - San Diego, CA
2010 to 2018

Skills

- Excel (9 years)
- Word (9 years)
- Powerpoint (5 years)
- Photoshop (9 years)
- Photography (9 years)

- Customer Service (10+ years)
- Hr Policies & Procedures (10+ years)
- Human Resources (10+ years)
- Management (10+ years)
- Administrative Skills (8 years)
- Workforce Management
- Kronos
- Profit & Loss
- Interviewing
- Multi-line Phone Systems
- Recruiting
- Accounts Receivable
- PeopleSoft
- Office Management
- Employee Orientation
- Performance Management
- Operations Management
- Forecasting
- Human Resources Management
- Budgeting
- Team Management
- Accounts Payable
- Change Management
- Workers' Compensation
- Payroll
- Computer Networking
- Event Planning
- Conflict Management
- Quality Assurance
- Negotiation
- Paychex
- Trello
- Relationship management
- Presentation skills
- Account management
- Team management
- Customer service
- Quality assurance
- Computer networking
- Data collection

- Human resources
- Continuous improvement
- Operating systems
- Windows
- Public relations
- Events management
- Workforce management
- Digital marketing
- Profit & loss
- Google Suite
- Microsoft Access
- Adobe Photoshop
- Warehouse management
- Computer hardware
- Hospitality
- Typing
- Construction
- Freight
- Sales
- Conflict management
- Analytics
- Project management
- Senior leadership
- Analysis skills
- Marketing
- CRM software
- Data analysis skills
- Accounts receivable
- Manufacturing
- Operations management
- Warehouse management system
- Office management
- Photography
- Restaurant experience
- Crew management
- Human resources
- Continuous improvement
- Mac OS
- Bookkeeping
- QuickBooks

- Supervising experience
- Records management
- MailChimp
- Computer skills
- Social media management

Certifications and Licenses

Driver's License

Certified Notary Public

TAURUS LIGON

772-766-9907 ▪ mbahonorsgrad2017@gmail.com ▪ Open to relocation & travel
Available to work immediately ▪ www.linkedin.com/in/taurusligon

Senior Leader: Real Estate & Healthcare Administration

10+ years of real estate experience complemented by background enabling the growth of medical and dental practices.
Active Sales Agent/Real Estate License, State of Florida — MBA — Doctoral Candidate (Real Estate Focus)

Strategic leader and P&L owner skilled in defining a vision and strategy to improve business performance. *Career Highlights:*

- **Launched Head and Neck Surgery program for Cleveland Clinic's Indian River Hospital with build out of new office, lab, exam, and procedure space.** Oversaw space planning, staffing, and procurement functions to complete project under budget.
- **Opened new offices for high-growth orthopedic practice.** Identified properties, recruited staff, and managed budget.
- **Gained extensive real estate transaction experience** and consistently achieved millions of dollars in annual sales volume.
- **Repeatedly increased efficiency and effectiveness of operations while decreasing expenses** by uncovering opportunities to drive growth, streamline processes, and introduce more robust business/administrative structure.

Real Estate Transaction Management | P&L Management | Strategic Leadership | Budget Development | Real Estate Sales Performance Standards | Financial Reporting | Program Management | Relationship Building | Forecasting | Process Improvement Status Reports | Performance Metrics Reporting | Human Resources Leadership | Performance Evaluations | Best Practices

PROFESSIONAL EXPERIENCE

PROGRAM MANAGER, Meadows & Ohly

Atlanta, GA ▪ 2023–2024

Managed execution of all aspects of healthcare real estate development projects, including defining project objectives, ensuring adherence to schedules and budgets, and overseeing quality control throughout the project lifecycle. Provided project cost control and prepared timely and accurate monthly budget reports and invoices.

- **Monitored performance of general contractors and construction managers** and provided leadership in project safety, quality, and risk mitigation.
- **Led the architecture and engineering qualification, selection, and contract negotiation process.** Reviewed and approved A/E and consultant additional work requests.
- **Obtained required project public approvals** and reviewed design development and construction documents to ensure adequate allowances, contingencies, and general conditions.
- **Assisted partners, planners, and associates in performing project feasibility analysis.**

CLEVELAND CLINIC, INDIAN RIVER HOSPITAL

Vero Beach, FL ▪ 2020–2023

Surgical Services & Cancer Center Service Line Administrator | Project Manager

Initially hired as Director/ Service Line Administrator, promoted to manage the design, bidding and construction administration phases of projects. Served as a member of the hospital's executive team strategic advisor on operational performance, budgets, and strategy execution for Ambulatory Service lines. Supervise and coordinate team of 3 direct reports. Provide feedback and career growth opportunities.

- **Directed real estate project to launch Head and Neck Surgery program**, working closely with Cleveland Clinic real estate team.
 - *Real Estate Budget Management:* Administered \$2 million project budget, successfully completing build-out of new 2,500 sq. ft. practice within 6 weeks and \$300,000 under budget.
 - *Project Planning & Leadership:* Brought together IT, facilities, materials management, planning, maintenance, finance, and other project stakeholders and contractors to define requirements, timelines, and risks.
 - *Space Planning:* Worked closely with architects and engineering team to create office space, lab, and exam/procedure rooms.
 - *Equipment & Supply Procurement:* Interviewed physician's staff in existing office to identify necessary tools and equipment and ordered all supplies from local vendors.
 - *Staffing:* Conducted compensation research, developed justification for staffing needs, and recruited new employees.
- **Manage operational and business activities of the service line**, focusing on identifying and driving opportunities to improve patient access, patient experience, quality, and employee engagement.
- **Develop and manage operating budgets and lead key cost reduction strategies to achieve goals.**

HEIR REALTY & BLVD REALTY

Vero Beach, FL & Jersey City, NJ ▪ 2016–Present

Realtor | Residential Project Manager

Assist clients in buying and selling properties, leveraging strong knowledge of legal, compliance, banking, and property management regulations. Mediate negotiations between buyers and sellers. Develop and revise processes for real estate transactions, client service, and strategic marketing/branding of property inventory. Set expectations with both buyers and sellers and deliver exceptional service. *On track to achieve \$6+ million in sales ('21).*

- **Work closely with local office of the nation's largest homebuilder to leverage sales that fall out of contract.**
- **Determine maximum property value through unique approach** involving extensive appraisal and analysis process that goes beyond traditional valuation method.
- **Serve as trusted real estate advisor to clients and achieve high level of referrals.** Communicate regularly with other stakeholders involved in real estate transactions to proactively address issues.

PURDUE UNIVERSITY GLOBAL

Remote ▪ 2020–2023

Adjunct Faculty

Deliver instruction to students of accredited online university that is part of the respected Purdue University system.

- **Teach Basic Fundamentals of Real Estate and Real Estate Law courses** to undergraduate students in virtual learning environment.

GRAND OAKS DENTAL Ocala, FL ▪ 2019–2020

Business Development Manager

Brought on board to replicate success in growing medical offices and explore opportunities to expand 4-dentist practice. Managed day-to-day operations and continuously analyzed business performance to identify areas for growth. Supervised staff of 13 employees.

- **Accelerated growth of dental practice to achieve 20% increase in average monthly revenue in the first 5 months.**
- **Expanded administrative team from 2 to 5 staff to keep pace with growing number of patients.** Created formal job descriptions, training program, and bonus/incentive system to recognize and reward top performance.
- **Decreased broken appointment rate from 21% to 11%** by instituting new appointment/scheduling process.

VITAL ORTHOPEDICS

New York, NY ▪ 2018

Operations Manager

Oversaw administrative and finance functions with team of 5 employees. Developed operations manual and formal job descriptions.

- **Identified and evaluated potential new office space** to support practice's growth strategy.

LARKING AGENCY | NEW YORK SMILE SPA

New York, NY ▪ 2017

Operations Manager

Directed day-to-day operations of busy multi-doctor dental practice. Managed P&L, developed forecasts, and created financial analysis presentations for practice owners. Supervised staff of 6 employees.

- **Initiated the practice's first policy and procedure review in 12 years and introduced formal SOPs.**

JERSEY CITY EMPLOYMENT TRAINING

Jersey City, NJ ▪ 2016–2017

Program Director

Managed state-funded program providing vocational training to residents reentering the workforce after incarceration. Supervised 14 case managers and worked collaboratively with an additional 10 supporting resources. Oversaw scheduling, payroll, assignments, and day-to-day operations of staff. Invited to serve as Guest Speaker for vocational graduating class.

- **Instrumental in defining and steering the organizational vision in collaboration with Board of Directors.**
- **Ensured program activities operated within \$3 million budget,** focusing on controlling costs while maintaining service quality.
- **Negotiated innovative partnership** that connected participants with hard-to-fill vacancies in Waste Management & Sanitation Dept.
- **Reengineered policies and procedures to eliminate duplication of services and efforts.**
- **Evaluated existing vendor performance and renegotiated contracts** based on value of services provided.

NEW YORK SPORTS AND JOINTS

New York, NY ▪ 2013–2015

Operations Manager

Supervised team of 9 employees responsible for all administrative operations, including billing, reception, records, and accounting.

- **Fueled rapid growth by opening 2 new offices (New York and New Jersey),** which involved developing budget, locating office space, and assisting in recruiting new staff (2 orthopedic surgeons, 1 podiatrist, and 2 physician assistants).
- **Restructured team, added a layer of management, and promoted high performers to prepare the practice for growth.**
- **Led implementation of practice management software** with new scalable capabilities that eliminated \$72,000 in annual costs.

MAJESTIC REALTORS & HOME SMART SERVICES LLC

Covington, GA ▪ 2006–2011

Broker & Realtor

Achieved multimillion-dollar Top Producer for 3 consecutive years at Home Smart Services. Launched Majestic Realtors and supervised up to 5 agents.

Military Service: Honorably discharged from U.S. Army after active-duty service.

EDUCATION & CREDENTIALS

DBA in Real Estate – Northcentral University, San Diego, CA

Anticipated 2025

MBA (GPA: 3.9) – Metropolitan College of New York, New York, NY

2017

Bachelor of Science (BS), Healthcare Business Administration – New York City College of Technology, New York, NY

2015

Samuel King

Sebastian, FL
samking29_v9o@indeedemail.com
+1 772 584 7115

Professional Summary

Innovative, highly motivated professional with direct managerial experience. Proven ability to lead teams of varying size and scope. Results oriented, socially intelligent self-starter with excellent team building and communication skills.

Willing to relocate to: Florida
Authorized to work in the US for any employer

Work Experience

GIS Analyst

GeoData Co-Remote
August 2022 to Present

- GIS analysis specializing in defense mapping contracts.
- TDS, MGCP, MUV, GeoNames.
- Providing support through analyzing and collecting large scale areas of interest and in depth attribution.
- Communicating, collaborating and executing as a team, to effectively and efficiently reach project goals.

Site Administrator

Trulieve-Tallahassee, FL
July 2021 to July 2022

- Site Manager for over 150k sqft of indoor cannabis production.
- Overseeing full cycle production, 8 managers and 125 employees on site.
- Producing +\$10m worth of product each month.

GIS Property Analyst

Indian River County Property Appraisers Office-Vero Beach, FL
March 2020 to July 2021

- Provided the GIS support to the property appraisal of Indian River County.
- Maintained Property Appraisers parcel geo database for Indian River County, utilizing ArcGIS/Parcel Fabric.

Chief Strategy Officer

Indoor Garden Solutions-Toronto, ON
May 2017 to February 2020

- Provided clients with insight and direction regarding management and production decisions in the cannabis industry.

Site Manager

Canopy Growth Corporation-Niagara-on-the-Lake, ON
July 2016 to April 2017

- Provided managerial support during Tweed Farm's first full capacity (8 acres) seasons.
- Oversaw all operations and employees on site, to ensure production was met on time within safety and quality standards and government compliance requirements.
- Coached and mentored production managers and lead hands to ensure skillset.
- Tracked expenses vs. budget and engaged corrective actions to meet budget accordingly.
- Established best practices, standard work methods and lean production methods.

Senior Geospatial Analyst

AGERpoint Inc-New Smyrna Beach, FL
November 2015 to July 2016

- Overseeing development and Project Management of LiDAR and various Geo-Spatial processing tools and the development of best practices for the collection and processing of LiDAR data for various agricultural companies.
- Supported the geospatial department, through detailed analysis of remote sensing data.
- Responsible for processing of field collected data including trajectory, LiDAR point cloud, raster and spectral data.
- Worked closely with software development team to help trouble shoot and provide input on improvement of in house software production.
- Performed numerous data collects independently and successfully in various agricultural environments.

GIS Specialist

ACRT Inc-Daytona Beach, FL
August 2014 to November 2015

- Supported the Vegetation Management department of Florida Power and Lighting through detailed utility GIS data maintenance, production and visualization.
- Managed and updated statewide utility data through ArcServer, utilizing ArcSDE.
- Provided data management for FP&L Transmission operation's LiDAR and Clarion mobile solutions.
- Created innovate new ways to cut costs in the field using GIS/GPS for best route practices and a clear line inventory.
- Delivered support and expertise to successfully launch, maintain and analyze FP&L's Satellite Utilization Prescription program.

Cultivation Consultant

Indoor Garden Solutions
May 2012 to August 2014

- MMAR Licensed Grow Operations. Ontario, Canada
- Directed and managed staff of 25+ across 5 separate, large scale production facilities throughout Southern Ontario.
- Trained staff to perform various duties of the production process, including: propagation, pruning, transplanting, plant structure, feeding, disease detection, climate control, harvesting, drying as well as providing guidance and education to facility owners.
- Coordinated and conducted quality analysis checks and procedures for vegetative growth, flowering, pest/mold control, harvest/drying and packaging.
- Maintained cycle-driven inventory accordingly, providing weekly status reports.
- Acted as liaison between facility owners and electric, soil, nutrient supply companies, safety inspectors and license holders.

Geo-Spatial Analyst

Harris Corporation-Melbourne, FL

January 2009 to June 2012

- Production lead, responsible for the processing of high resolution imagery projects requiring image registration, tonal balancing, data management and seam line editing.
- Processed and manipulated multiple types of satellite imagery through MET/Linux.
- Managed numerous projects requiring strong quality assessment and correction of outsourced data.
- Oversaw analyst production to determine the effectiveness of both trusted and new techniques in the production of high resolution mosaics.
- Managed demographic and area data for representation in defense simulating devices.
- Handled data manipulation, vector processing tasks and TIN creation using ArcGIS/ArcView.
- Maintained and produced multiple types of defense data for accurate representation from a mariner's perspective.
- Worked closely with software engineers to solve any issues found during production.
- Collected multiple types of features through stereoscopic extraction techniques.
- Followed established GIS production processes and maintained working knowledge of all NGA product standards and requirements.

Education

Master of Science in Geographic Information Sciences in Spatial Analysis and Remote Sensing

Florida State University - Tallahassee, FL

2007 to 2009

Bachelor of Science in Political Science in Political Science

Florida State University - Tallahassee, FL

2002 to 2007

Skills

- Peoplesoft
- GIS
- Lean Manufacturing
- ArcGIS
- Software Troubleshooting
- Facilities management
- CAD
- Project management
- SharePoint
- Data collection
- Continuous Improvement
- Root cause analysis
- Microsoft Access
- GIS

- Manufacturing
- Technical writing
- ArcGIS
- AutoCAD
- Documentation review
- Drafting
- Customer service
- Scripting
- Microsoft Word
- Python
- Databases
- AWS
- SQL
- Java
- R
- Analysis skills
- Software troubleshooting
- Management
- Editing
- Citrix
- Microsoft SQL Server
- PL/SQL
- Natural resource management
- Writing skills
- MicroStation
- Data management
- Adobe Photoshop
- Intelligence analysis
- Research
- CAD
- Project leadership
- Windows
- GeoServer
- Adobe InDesign
- Computer networking
- IT
- Manufacturing management
- Plant management
- Organizational skills
- Communication skills

- Leadership
- Computer skills
- English
- Microsoft Outlook
- Microsoft Excel
- Agriculture
- Growing experience
- Farming
- Time management
- Database management
- VPN
- Restoration
- Energy audits
- Horticulture
- Agile
- Kanban
- Visio
- Workday

Certifications and Licenses

Driver's License

Pieter van Dalen

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+1 772 453 6347

Professional Summary

Hands on logistics supervisor, oversee and coordinate daily warehouse activities to ensure customer and company expectations.

Authorized to work in the US for any employer

Work Experience

Logistics Supervisor

OCULUS, inc.-Port Saint Lucie, FL
November 2021 to Present

Oversee and coordinate the daily warehouse activities and staff to ensure customer and company expectations. Activities include but not limited to.

- Shipping and receiving.
- Storage and inventory.
- Preparation of customer orders.
- Performance management.
- Scheduling.
- Guidance and communication of departmental processes.
- Prioritize and delegate work tasks to ensure proper functioning of the department.
- Communicate job expectations, train, lead, coach and motivate based on companies fundamentals.
- Ensure daily shipping/receiving tasks are processed and completed timely.
- Ensure quality testing of medical devices and customization of computers related to those devices.
- Respond to customers and vendors in a timely manner.
- Utilization of company ERP system.
- Supervise and evaluate warehouse related activities.
- Assist establishing warehouse standards, procedures and improvements.
- Assist with inventory control, purchasing and other tasks as assigned.
- safely operate companies forklifts.
- Comply with company safety policy and guidelines.
- Software installation.

Manager of Parts and Operations/ International Shipping Coordinator.

FlightSafety International/Skyborne Airline Academy
April 2010 to November 2021

Manage flow of parts and aviation supplies for a fleet in excess of 90 aircraft. Work closely with 15-20 maintenance staff to meet aggressive flight schedules. Arrange international shipping for flight materials. Verify and keep records on incoming and outgoing shipments and prepare items for shipment by performing the following duties to quality and productivity standards.

Price Negotiation # Filing & Organization # Warranty Tracking
Vendor Relations # Inventory Control # Balancing Budgets
Purchasing # Safety Management # AP and AR
Customer Service # Tool Calibration # Shelf Life Auditing
Shipping and Receiving # Monthly Inspections

Assistant Manager for Parts and Sales

Sun Aviation

September 2007 to April 2010

Price Negotiation # Customer Service # Outbound and Overseas
Vendor Relations # Shipping and Receiving Sales
Purchasing # Inventory Control

Assistant Manager for Parts and Sales.

FlightSafety International

December 1996 to September 2007

See above.

Production Line Supervisor

Macho Products

March 1994 to December 1996

Supervised the line production of various martial arts goods.

Enthusiastic Leadership # Analytical and Critical
Quality Control Assessment of product

Education

Associates Degree in Hotel and Restaurant Business Administration

Institute San Martin - Lima, PE

Skills

- Bilingual
- Spanish/English
- Calibration
- SAP/MMS/ACMP,ERP
- Strong Work Ethic
- Purchasing
- Communication
- Leadership
- Logistics
- Organization
- Problem Solving
- Shipping & Receiving

- Resilience
- Team Work
- Warehouse Management
- Reliability
- Procurement
- Freight Experience
- Warehouse Supervisor Experience
- Computer Networking
- Supply Chain
- Forecasting
- Self starter
- Outbound Sales
- Management
- Process Improvement
- Performance Management
- Auditing
- Budgeting
- Analysis skills
- Plumbing
- Conflict management
- Microsoft Excel
- Communication skills
- Organizational skills
- Plant management
- Manufacturing management
- Manufacturing
- Production planning
- Lean
- ISO 9001
- Warehouse management
- MRP
- Quality control
- Supply chain
- Warehouse management system
- Order fulfillment
- Leadership
- Industrial equipment
- ERP systems
- Purchasing
- Procurement management

- Project management
- SAP
- Budgeting
- Quality assurance
- Project management software
- Forecasting
- Procurement
- Operations management
- Pricing
- Freight
- Sales management
- Negotiation
- HR sourcing
- Restaurant experience
- E-commerce
- Mentoring
- Hospitality
- Workforce management
- Google Suite
- Account management
- Relationship management
- SAP Supply Chain Management
- SAP Materials Management
- Google Docs
- Oracle
- Hotel experience
- Presentation skills
- Dealership experience
- Product management
- POS
- Marketing
- Business analysis
- Customer service
- Business development
- Data analysis skills
- Accounting
- Sales
- Office management
- Market research
- Merchandising

- Operating systems
- Computer science
- Live chat
- Computer networking
- Analytics
- Driving
- Data management
- Supply chain management
- Microsoft Project
- Salesforce
- Supervising experience
- Team management
- Federal Acquisition Regulations
- Software deployment
- HVAC
- Research & development
- Research
- Product development
- B2B
- NetSuite
- Aviation
- Customer support
- Supplier management
- Asset management

Certifications and Licenses

Certified Forklift Operator

Driver's License

Additional Information

Cpr and First aid

PATRICIA GREENE, P.A

Licensed Realtor

Port Saint Lucie, FL 34984

patriciagreenehqpe_pk5@indeedemail.com

(772) 940-4962

Professional Summary

A professional licensed realtor combines market knowledge, negotiation skills, and ethical conduct to facilitate successful real estate transactions and provide exceptional service to their clients.

Authorized to work in the US for any employer

Work Experience

Licensed Realtor

Elite Realty Partners-Miramar, FL

August 2022 to Present

Expertise and Knowledge

1. **Market Knowledge:** Possessing deep understanding of the local real estate market, including trends, property values, and neighborhood specifics.
2. **Regulatory Compliance:** Staying updated with local, state, and federal real estate laws and regulations.

Client Services

1. **Client Representation:** Acting as a fiduciary for clients, ensuring their best interests are prioritized in all transactions.
2. **Consultation:** Providing expert advice on buying, selling, and investment opportunities in real estate.
3. **Negotiation:** Skillfully negotiating deals to achieve the best possible terms for clients.

Marketing and Sales

1. **Property Marketing:** Creating and implementing effective marketing strategies to attract potential buyers or renters.
2. **Open Houses and Showings:** Organizing and conducting open houses and property showings to interested parties.

Transaction Management

1. **Documentation:** Ensuring all necessary documents are accurately completed and submitted on time.
2. **Coordination:** Coordinating with other professionals such as inspectors, appraisers, and attorneys to facilitate smooth transactions.

Professional Development

1. **Continued Education:** Engaging in continuous learning to keep up with changes in the real estate industry and enhance skills.
2. **Networking:** Building and maintaining a network of contacts within the industry, including other realtors, contractors, and service providers.

Ethical Standards

1. **Adherence to Code of Ethics:** Following the National Association of Realtors (NAR) Code of Ethics and Standards of Practice.
2. **Conflict Resolution:** Managing and resolving conflicts or issues that may arise during real estate transactions professionally and ethically.

Community Involvement

1. Local Engagement: Participating in community events and activities to stay connected with the local area and its residents.
2. Volunteer Work: Engaging in volunteer work or local organizations to give back to the community.

CEO

Global Compliance Solutions-Port Saint Lucie, FL
October 2018 to Present

The CEO of Global Compliance Solutions is pivotal in steering the company towards success, ensuring compliance excellence, and fostering a culture of innovation and integrity.

Multi-Site Property Manager

Madison Vines Apartments/Madison Cay Apartments, Leland Enterprise Inc-Fort Pierce, FL
January 2014 to October 2018

Responsible for day-to-day operations of LIHTC Section 42 Community of 300+ Affordable Senior & Multi-Family Units. Maintained 100% occupancy as well as 100% rent collection, maintained a clean and sanitary community, daily activities for the residents according to the LURA, monitored compliance, recertifications, processed files for move-in/move-out, prepared monthly Program Reports and submitted to FHFC and monitoring agency, analyze budget variances and initiated appropriate guidelines to aggressively control expenditures and increase profitability, supervise a staff of 12.

Compliance Officer/Regional Manager

Improsynergies, LLC-Palm Beach Gardens, FL
October 2012 to January 2014

Oversee day-to-day operations of Compliance for 3200+ units in the Section 42 LIHTC Industry, Review Initial Certification before move-in and Renewal Files to ensure continued compliance ensure required set-asides are met, conduct site visits to include files audits and physical inspection of units and property to ensure continued compliance. Prepare Monthly/Quarterly/Annual Program Reports for submission to FHFC, review and prepare audit responses to monitoring agencies and syndicators, Ensure LURA is adhered to for all sites to include Resident Programs and requirements, Ensure Utility Allowance is verified, Ensure Occupancy is maintained above 90% occupancy.

Certified Senior Property Manager

BRIDGE PROPERTY MANAGEMENT-San Francisco, CA
June 1994 to February 2012

Steamboat Point Apartments-LIHTC
Richmond City Center Apartments-LIHTC (RHCP)
Carquinez Apartments-Section 236
Park Circle Homes
Fell Street Apartments-Lease-up LIHTC.

- Was responsible for the daily operations of multiple multi-family & senior affordable housing, Section 42, RHCP, Section 8 Program, and HUD sites.
- Duties included daily deposits, marketing, leasing, recertification, budget control, budget variance executive summary reports, collections, and maintaining delinquency below 1% and occupancy at 100%.
- Received an Award for the URBAN LAND INSTITUTE AWARD FOR EXCELLENCE
- Maintained 100% occupancy and 0% delinquency.
- Appeared on affordable housing in McNeil/Lehrer News Hour & People Magazine.
- Bridge Property Spokesperson related to RHCP, Section 42 Affordable Housing

Compliance Specialist

Seltzer Management Group, Inc-Panama City Beach, FL
November 2006 to November 2007

Oversee monitoring of Affordable Housing Programs administered through the Florida Housing Finance Corporation. Conduct reviews of Initial and Annual Tenant certifications and physical property/unit

inspections to ensure residents are living in a safe and healthy environment, and ensure all required tenant programs and all required services elected by the owner comply with the Land Use Restriction Agreement/Extended Use Agreement, review and monitor properties Program Reports every month, prepare overall report regarding any findings of files reviewed, units/properties inspected and submit to Owners, Management Agent, Finance Agencies, Trustees and Florida Housing Finance Corporation.

Director of Compliance

CREATIVE CHOICE HOMES-Palm Beach Gardens, FL

March 2003 to May 2006

- Responsible for auditing on-site files to ensure the accuracy of Section 42 and HUD compliance guidelines for 4,200+ units.
- Overseen acquisition rehab for a substantial tax credit portfolio.
- Overseen new development construction for tax credit portfolio to include 300+ units.
- Responsible for submission of first-year files to syndicates.
- Compliance Training to office staff regarding Section 42, HUD, and State Audits/Inspection regulations monthly.
- Monitor daily operations of housing credits and HUD rules and regulations.
- Provide ongoing training related to policy and procedures.
- Conduct on-site physical inspections six sites/month.
- Prepare the site for audits and inspections by agencies.
- Complete annual audit response related to audit reviews.
- Provide daily support to on-site staff.
- Develop and implement preventive maintenance plans and preventive measures related to compliance.
- Review, complete and electronically submit compliance recap reports to Florida Housing, First Housing, Seltzer Management, and syndicates.

Education

B.A. in Accounting

Baruch College - Manhattan, NY

August 1985 to December 1987

Skills

- Property Boss
Yardi Voyager 2000
Rent Roll 2000
One Site
MS Word
Excel
PowerPoint
- Residential & Commercial Real Estate
- Section 8
- Office Management
- Account Reconciliation
- Management
- LIHTC

- Property Leasing
- Accounting
- Auditing
- Microsoft Outlook
- General Ledger Reconciliation
- Marketing
- Budgeting
- Bookkeeping
- Research
- Pricing
- Market Analysis
- Tax Experience
- Fair Housing Regulations
- Financial Report Writing
- Property Management
- SAP
- QuickBooks
- Payroll
- Accounts Receivable
- Negotiation
- Bank Reconciliation
- Personal Assistant Experience
- Accounts Payable
- Sales

Certifications and Licenses

Certified Property Manager

Real Estate License

Dawn M. Atwood
772-971-2046
Dawnnoli67@yahoo.com
1366 Bayshore Drive
Fort Pierce, Florida 34949

Profile

I am a seasoned professional in the management business with over 15 years in the property management field and holding an active Community Association Manager's License and over 30 years in the property, office, retail and amusement park management fields. My long history and experience in these fields have provided me with a large assortment of diverse skills. These skills include contract management, capital budgeting, contract negotiation, contract terms, vendor and contractor procurement as well as supervising and hiring staffs, purchasing and inventory control.

I am a self-starter and great team leader and team mate. I am capable of successfully accomplishing all projects, tasks and deadlines because I am proficient in prioritizing and delegating when necessary. My strengths include attention to details, strong and effective communication, time management, project management and contract facilitation from start to finish, overseeing daily operations and budgets in excess of 5 million dollars.

Most recently, in my current position, I directed and facilitated a change in the association's insurance company and record of agent, which generated a savings of over \$500,000 dollars in insurance premiums. Due to this huge savings, we were able to amend the association's current budget and significantly reduce the quarterly maintenance dues.

In every community and business, I have managed, I have negotiated contracts and procured vendors and contractors to provide a cost savings and best service while building and maintaining great relationships.

WORK EXPERIENCE

First Service Residential Management Inc. LCAM Property Manager

September 2021 to **Current** – Harbour Isle East Condominium Association.

Sited Property Manager for 288 units, 35 storage garage units, clubhouse, fitness center, office, pool, spa, tennis court, bocce court, security building and mangrove mitigation area on 6 acres. Responsible for managing all daily operations and staff of the association, which includes an administrative staff and maintenance staff. Liaison and facilitation for the Board of Directors.

First Service Residential Management Inc. LCAM Property Manager

March 2016 to September 2021- Harbour Isle West Condominium Assoc.

Sited Property manager for 624 units, 112 storage garage units, clubhouse, fitness center, office, pool spa, tennis courts and bocce court, security building and mangrove mitigation area on 63 acres.

First Service Residential Management Inc. LCAM Property Manager

July 2009 to March 2016 – Water Song POA, Bay Tree HOA, Hutchinson House Condominium Assoc., Ocean Towers Condominium Assoc.

Portfolio Property Manager for 5 separate associations totaling 405 units with clubhouses, fitness centers, tennis courts and security gates on 45 acres.

AWARDS AND ACCOMPLISHMENTS

First Service Residential Management Inc. Awards: 2015 Financial Innovation Award, 2019 Building Great Relationships Award, 2019 Improve It Property Award, 2021 Outstanding Service Award and 2022 Aim High Award.

EDUCATION

University of Cincinnati, Cincinnati, Ohio
1987 to 1989

Liberal Arts

Southern Ohio University, Fairfield, Ohio
1990-1992

Associates Degree Fashion Design and Merchandising.

Miami University, Oxford, Ohio
1992-1993

Continuing Education Anthrophony

KEY SKILLS AND CHARACTERISTICS

Over 30 Years of Management Experience & Customer Service • Financial & Budget Management • Built strong relationships with the boards, staff members and contractors that service the community • Strong skills with meeting requirements for Reserve Studies, Insurance Appraisals, Tax filing, Budget Submissions, required inspections and DBPR Annual Filing. • Established great relationships and contacts with the South Florida Water Management District, Environmental Protection Agency and City of Fort Pierce Building Department. • Strong skills in event planning, presentations and meetings • Strong skills in contract negotiations, terms and request for proposals • Excellent listener & genuinely helpful • Friendly, courteous, and service oriented • Poised under pressure • Staff Training, Coaching and Evaluations • Recruiting and Hiring Talent • Quality Assurance • Solid written and verbal communicator • Computer skills: Excel, Word, Outlook, Connect, Administration Software, Website Management, Background Screening and Mass Communications

References

Annette Sanniota – 772-631-8711

Director of Sales and Leasing for Harbour Isle Property Maintenance Association

Judy Brauer – 772-646-1740

Assistant Manager for Harbour Isle West Condominium Association

Joylyn Sikora - 772-209-1763

Harbour Isle Real Estate

Hobbies

Walking and trails with my dogs

Traveling anywhere

Spending time with family and friends

Music

The beach and swimming

Great food

The water and boating

Hosting holiday festivities

DARREN M. SHEPHERD

2357 SW Norton Street
Port Saint Lucie, FL 34953
(407) 719-3044; dmshepherd@ymail.com

Objective: Obtain a residential, commercial or industrial property management position that utilizes my background and experience in all aspects of management including operations, client relations, capital expenditures, budgeting/forecasting, development, leasing and marketing.

Experience:

Commercial/Residential/Industrial Property Manager: Cohen Commercial Management, January 2023 - present

- Responsible for overall property management of 15 separate properties located in Central and South Florida consisting of retail centers, office complexes, residential complexes and industrial.
- Manage budgets which includes setting the budgets and forecasting, invoice approvals as required.
- Manage and interact with an office staff administering day to day operational and administrative activities. Also provide oversight to contract providers while administering their contracts.
- Role of property manager includes operations, administration of leases, tenant relations, and routine inspections of the portfolio of properties.
- Assist eleven different clients with capital expenditures and respond promptly to client concerns as requested.
- Perform client relations as a third party property manager, administering to their concerns and producing monthly reports to illustrate the performance of the property.
- Residential property management at Woodbine Commons including HOA experience.

Teacher: St. Lucie Public Schools, December 2020-December 2022

- Successfully executed long term teaching assignments at multiple schools in the St. Lucie County school system teaching English and Language Arts primarily to 6th and 7th grade classes.
- Taught general education, gifted level and individuals with learning challenges. Received Certification in Business Education for teaching.

General Manager: Simon Properties, Treasure Coast Square & Boynton Beach Mall, December 2010-September 2019

- Responsible for overall property management of a 1.1 million square foot enclosed mall facility with major anchor tenants, plus over a hundred restaurants and shops.
- Managed Boynton Beach Mall from Dec. 2010-Oct. 2014, a 1.1 million square foot facility with five major anchors, cinema and over 130 specialty shops and restaurants.
- Promoted to manage Treasure Coast Square in Oct. 2014, a 900,000 square foot facility with five major anchors, cinema and over 120 specialty shops and restaurants.
- Assume temporary management of other Simon area properties as needed. Temporary assignments include Indian River Mall in Vero Beach, FL, Sawgrass Mills in Weston, FL and Plaza Carolina in Puerto Rico.
- Manage budgets including monthly forecasting, capital investments and cost savings initiatives.
- Administer service contracts including request for proposal process, renewals and bid evaluations.
- Manage an office staff of personnel who administer day to day operational, marketing and leasing activities. Also provide oversight to contract providers for security and janitorial services.

- Perform a dual role as Operations Director as needed, providing direct oversight of tenant coordination, construction, repair issues and capital initiatives on property.
- Responsible for community relations with city government and local organizations. This includes serving as Vice President and Chairman of the Jensen Beach Chamber of Commerce.
- Administered separate budgets for client, interior and exterior mall operations, leasing, and marketing. Renegotiated service contracts, including ten service contracts resulting in \$900,000 in annual savings. Managed a staff of five personnel who administered operations, client relations, accounting, and marketing.
- Performed multiple roles as Operations Manager, Leasing Representative, Tenant Coordinator, and Marketing Manager for a diverse 130+ acre property that included two lakes, three outparcels and a canal. Oversaw client relations with mall ownership, assuring concerns were addressed promptly and professionally.

General Manager: General Growth Properties and Jones Lang LaSalle, Festival Bay Mall, February 2008-December 2010

- Responsible for overall property management of a 1.1 million square foot enclosed mall facility with five anchors, plus restaurants and shops.
- Administered separate budgets for client, interior and exterior mall operations, leasing, and marketing. Renegotiated service contracts, including ten service contracts resulting in \$1.25 million in annual savings. Managed a staff of five personnel who administered operations, client relations, accounting, and marketing.
- Performed multiple roles as Operations Manager, Leasing Representative, Tenant Coordinator, and Marketing Manager for a diverse 130+ acre property that included two lakes, three outparcels and a canal. Oversaw client relations with mall ownership, assuring concerns were addressed promptly and professionally.

General Manager: Westfield Concession Management, LLC

Orlando International Airport/Wash. Dulles International Airport August 2004-February 2008

- Responsible for overall management, direction and coordination of a 100+ store concession program that included food and beverage, specialty retail, retail, and newsstand operations.
- Managed a staff of five personnel who administered the day to day operational activities, client relations, accounting, and marketing.
- Monitored on-site tenant construction and development projects as part of a two-year redevelopment program that resulted in a major expansion of an airport concourse.
- Managed client relations and assured that concerns were addressed promptly and professionally. Contributed to Westfield Concession Management's efforts to acquire additional airport properties through writing of request for proposals.
- Proposed and conceptualized additional revenue opportunities, including the successful effort to add specialty leasing at Orlando International and resulted in the creation of the top performing RMU program in the Westfield airport portfolio.

Director of Marketing Development: Massey Services Inc., Maitland, FL. July 2003-August 2004

- Responsible for all marketing associated with residential categories of services. Submitted an annual plan of marketing programs and justification of resource allocation that included objectives and goals that was used to measure success. Worked with external and internal resources to develop marketing programs from concept to completion.
- Assisted in the writing, design and production of television and radio commercials, publications, advertising, point of purchase materials, direct mail pieces, interactive media, and trade show/event marketing.
- Responsible for maintaining a \$2 million dollar marketing budget.

Skills: FDOE Teaching certification in Business Education. Received leadership training at Simon, Westfield, and General Growth Properties. Proficient in desktop publishing, spreadsheet, word processing and project management software applications in both mac and PC format. Familiar with One World/JD Edwards, Yardi, Anaplan, Salesforce and other applications. CPR certification.

Education: University of South Carolina Degree: B.A. Journalism/Mass Communications minor in Business. Embry-Riddle Aeronautical University M.B.A. Program: post-graduate work.

MEREDITH BURKEY, FRP.

Mschil99@gmail.com
(561) 389-2630

SUMMARY OF QUALIFICATIONS

- Adapt easily to new concepts, adept at handling multiple responsibilities.
- Function well independently and in a team environment.
- Ability to handle a fast-paced environment.
- Strong attention to detail, experience preparing for quarterly legal audits and received high ratings for performance.

EMPLOYMENT EXPERIENCE

Relive Health Corporate (and affiliates)

07/2024-Present

In House Corporate Paralegal

- Assist and provide a range of legal support and administration to lawyers and other legal professionals.
- Provide support to the potential and/or current Franchisee's of the Health Clinics.
- Draft and revise Franchise Agreements and Distribution Contracts.
- Coordinate execution of documents including issuance of documents for e-signature and notarization.
- Maintain and organize contract files.

Office of the City Attorney for the City of Port St. Lucie-Port St. Lucie, FL 02/2022-07/2024

Paralegal III

- Reviews complex legal documents including, but not limited to, deeds, leases, contracts, ordinances and resolutions for accuracy and conformance with proper legal standards and City policies.
- Provides high-level litigation support, including drafting and responding to discovery requests, communicating, and interacting with judicial assistants and other court personnel, scheduling court reporters, coordinating hearings, mediations, depositions, and other litigation related appearances, communicating with witnesses, and other related litigation support work.
- Interact with officials from other cities and government entities, and state officials as necessary, as well as elected officials, management, and department directors of the City.
- Draft legal documents for attorney review and approval. This includes, but is not limited to, contracts, ordinances, resolutions, pleadings, motions, notices, subpoenas, lease and license agreements, unities of title, terminations of restrictive covenant, memoranda, city council agenda items and presentations, legal opinions, and correspondence.

Law Office of Craig Goldenfarb, P.A.-West Palm Beach, FL

02/2018-02/2022

Pre-suit Legal Assistant, Litigation Secretary and Senior Closing Assistant

- Coordinate and Schedule all meetings, hearings, and depositions of current team cases.
- Prepare motions and orders for the requested by the attorney.
- File initial lawsuits and complete the process of service within the state law.
- Communicate with all Client's during all aspects of their case.
- Request and obtain all records and bill from treating providers.
- Handled all incoming mail and client contracts.
- Prepare and finalize all client settlement disbursements.

Shapiro, Fishman & Gache, LLP-Boca Raton, FL

10/2013-04/2014 & 04/2015-02/2018

Legal Assistant

- Process and update clients of all foreclosure sales for each day.
- Prepare motions and orders for the lawyers to have them signed by the County judges.
- Prepare and file Notice of Foreclosure Sales and handle all stages of the foreclosure sale

- process.
- Perform clerical duties such as email, scanning, E-filing, and creating FedEx packages.

Webster Five Cent Savings Bank, Oxford, MA

07/2014- 02/2015

Personal Banker

- Provides exceptional service to all Bank customers –External and Internal.
- Develops and expands new and existing customer relationships by proactively assessing customer needs.
- Attains Individual Sales Goals.
- Account Opening - Opens personal and commercial accounts and services for new and existing customers.
- Performs all daily teller duties and tasks.
- Addresses customer inquiries, research and resolve problems in person or by phone or written communication.

Sports Authority, West Palm Beach, FL

08/2010- 10/2013

Operations/Sofflines (Apparel/Footwear) Manager

- Train employees in safety and loss prevention.
- In charge of preparing store for quarterly legal audit.
- Perform clerical duties such as faxing, scanning, and filing.
- Consistently supervise merchandising and track objectives within the departments, along with maintaining a great sales culture to offer highly satisfying customer service.

Customer Service Cashier Lead

06/2008- 10/2013

- Maintained the front of the store, which included sales, exchanges, and returns.

EDUCATION

Florida Atlantic University, Boca Raton, FL

2012

Bachelor of Arts, Major in Criminal Justice with a Minor in Sociology, and a Women's Studies Certification

AWARDS

- Florida Registered Paralegal effective 07/12/2021 FRP #1029606
- Business Observer Top 10 Paralegals of 2015
- Graduated from Florida Atlantic University with honors of Cum Laude
- Elected President in 2010-2012 and Vice President in 2009-2010 in American Criminal Justice Associate Beta Phi Chapter at FAU.
- Member of the National Society of Collegiate Scholars University Honors program

KAREN PROCTOR

1237 NW Fiorenza Ct. Port St. Lucie, FL 34986 (702) 886-5505
karenp773@gmail.com

Skilled

Skilled Plant Operations Manager

Professional Summary

Dedicated and results-driven Plant Operations Manager with a proven track record in achieving and exceeding financial targets. A strategic thinker with comprehensive market insights and responsible for the overall plant operations, including all production and ensuring all employees strive to meet the standards set forth by the company for Safety, Quality, Efficiency, Preventative Maintenance.

Areas of Expertise

- Market Growth Strategy
- Planning and Coordination
- Sales Reporting
- Team Management
- Customer Relations
- Operational Enhancements
- Continuous Improvement
- Advocacy and Communication
- Safety Compliance
- Cultural Insight
- Budgeting
- Quality & Cost Control

Education

BSc., Finance and Business Management, University of Ulster, Belfast, UK

My Core values are

Building Relationships through Trust and Honesty. Accountability by keeping my word. Safety and Care for my Team. Continuous improvement through entrepreneurial drive. Customer commitment, and sustainability of materials for our next generation.

Professional Experience

Plant Operations Manager | Hobart Industries | Las Vegas, NV | [9/2014 – Present

Responsible for the overall Planning and coordinating manufacturing operations, including production, processing, packaging, and machinery.

- Knowledge of construction products and electronics as well as programmable controllers.
- Implementing and maintaining quality control measures to ensure high-quality output. This includes monitoring equipment quality and inspections.
- Leading and training a team of production staff, including operators, technicians, and assistants. Assigning tasks, setting performance goals and providing guidance to ensure a productive and efficient workforce.
- Plan and direct the layout of equipment, workflow and workforce utilization as well as participating in the procurement of raw materials, supplies and other production needs.
- Analyzing production costs and implementing strategies to minimize expense while maintaining quality standards by optimizing equipment usage, negotiating with suppliers, and identifying cost saving opportunities.
- Strong working knowledge of OSHA and safety procedures proven by ensuring compliance with health and safety regulations within the production facility. Implementing safety protocols, conducting regular inspections, and providing training to employees to maintain a safe work environment.
- Generating regular P&L reports on production metrics, such as output volume, quality, efficiency, and profitability. Analyzing data to identify trends and areas for improvement.

- Cultivate strong relationships with customers, actively seeking creative solutions to address challenging situations.
- Provide direction to Parts and Service teams in resolving major customer concerns, distinguishing when to escalate through appropriate channels.
- Advocate for customer service and address issues between departments, by maintaining the overall appearance of the plant and creating a positive environment for team Provide insights to
- leadership and HR on the cultural status within the Plant Operations.
- Maintain a positive and professional working relationship with peers, management, and support resources, demonstrating a continuous commitment to teamwork and exemplary customer service.
- Efficiently manage time-off requests and staffing requirements for my location.
- Ensure timely communication with relevant parties, including Senior managers and VPs.
- Execute all other duties assigned by management in a professional and efficient manner.

Plant Manager | Hays construction | Belfast, UK | [9/08 - 05/14]

Lead and communicate with PM/s, Subcontractors and Vendors to assist them in working to the Project Schedule. Administer financial aspects of the Owner's contract, subcontracts, and purchase orders. Build effective working relationships with clients and the project team members. provide leadership and direction to the Project team, Assistant Project Managers, Project engineers, and administrative staff to deliver a quality project within he agreed schedule, maximizing the return to the company while earning repeat business from the client.

- Assist in overseeing all activities on the construction site.
- Manage and direct subcontractors and employees to ensure that all projects develop according to plans and specifications, on time, and within budget.
- In addition, inspect the quality of the work from start through completion and ensure that all workers comply with government standards including Hays Construction's safety policies.
- Assist Project Manager as required.
- Organize & plan job with all Project Managers.
- Organize, schedule & direct personnel & subcontractors.

- Review cost and progress weekly.
- Ensure testing coordination.
- Coordinate & maintain equipment.
- Field procurements.
- Create and maintain field notes & daily reports.
- Conducting comprehensive internal and external research to formulate robust business strategies.
- Execute and develop a competitive analysis through researching competitive solutions and documenting their relative strengths and weaknesses.

11.27.2024

Dear Hiring Manager,

I am excited to submit my application for the position of City Manager for the city of Fort Pierce. As a seasoned executive with over 20 years of experience of multi-unit operations across diverse industries, including hospitality, real estate, construction, asset and property management, I bring a proven track record of driving organizational excellence, fostering community engagement, and delivering sustained growth.

My previous role as Vice President, I oversee complex operations for portfolio of 108 companies. My responsibilities span strategic planning, budgeting, contract negotiations, and team leadership for over 200 employees, ensuring consistent alignment with organization goals and community priorities.

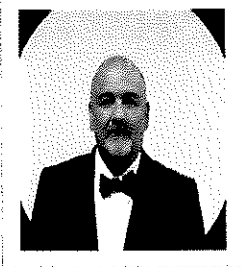
My tenure in Fort Pierce has given me a deep appreciation for the city's cultural heritage, natural beauty and economic potential. With my expertise in long- and short-term planning, team building, and public – private partnership, I am confident in my ability to deliver innovative solutions that enhance quality of life, promote economic development, and strength civic engagement.

I look forward to hearing from you. Have a wonderful Thanksgiving to you and your family.

Kind Regards,


Burak Sezgin

Tyler



BURAK (BROCK) SEZGIN

Email: brocksezgin@gmail.com Contact Number: 772-777-9003 Location: Jensen Beach, FL

 [linkedin.com/in/burak-sezgin-a1a574108](https://www.linkedin.com/in/burak-sezgin-a1a574108)

Accomplished multi-unit leader with extensive experience across a wide range of industries, including luxury resorts, hotels, country clubs, premium dining, retail, yachting, and property & asset management, overseeing operations that manage over \$400 million in annual sales. Proven track record of driving organizational growth through strategic market analysis, long-term planning, and high-end asset acquisitions. Expertise in leading complex quality assurance initiatives, large-scale renovations, and the development of innovative food and beverage concepts that elevate brand value.

Skilled in optimizing revenue through strategic yield management, sales and marketing initiatives, and effective brand positioning. Adept at financial forecasting, budget planning, and asset management to maximize profitability and shareholder value. Recognized for successfully negotiating high-value contracts, building high-performing cross-functional teams, and fostering a culture of excellence through leadership development. Known for transforming underperforming operations, executing successful turnaround strategies, and consistently delivering growth and enhanced customer experiences in complex, competitive environments.

- **Award-Winning Performance:**
 - 2022 Hilton Best Development Award
 - 2021 Hilton QA #1 in North America
 - 2019-2020 Best Financial Results in the Company
 - 2018 #1 Hotel in Company; 2017 #2 Hotel
 - 2015 Hilton SALT Score #1 in Company
- **Industry Accolades:**
 - 2014 Hospitality Management Award
 - 2013 Leadership Award, Chamber of Commerce
 - 2012 Top Audit Score & Hotel & Restaurant Association Recognition
 - 2010 Best Performer, White Lodging Services
 - 2009 International Hoteliers Association Award
- **Notable Recognitions:**
 - 2006 Recognition by Mr. Marriott, Marriott International
 - 2005 Diamond Award from CEO of Club Corp
 - 2004 Service Excellence Award from the President of the United States

HOTEL OPENINGS, RENOVATIONS & ASSET MANAGEMENT EXPERTISE

Extensive experience in overseeing successful hotel openings, large-scale renovations, and comprehensive asset & property management for high-profile properties, including:

- Hutchinson Island Marriott Marina, Golf & Resort – 240 Rooms
- CY & RI Austin Downtown Marriott – 485 Rooms
- Marriott Hilton Head Resort & Golf – 520 Rooms
- Westin Austin Domain – 280 Rooms
- Airport Marriott South – 300 Rooms
- Courtyard Austin Airport – 200 Rooms
- DT Hilton Largo Washington DC – 230 Rooms
- Orlando Airport Marriott Lakeside – 485 Rooms
- Greensboro Downtown Marriott – 300 Rooms
- Buccaneer Marina & Resort – 20 Rooms
- Airplus One Jets – 6 Private Jets
- Renar Residences – 200 Condos & Townhouses
- Barton Creek Country Club – 240 Single Homes
- Peninsula Senior Living – 800 Units & Residences

RESTAURANT & BISTRO MANAGEMENT EXPERIENCE

Proven track record in managing upscale dining establishments, ranging from casual to fine dining, including:

- Champion Sports Bar & Grill – 300 Seats
- Legends Sports Bar & Grill – 200 Seats
- Lime Stone Grill – 120 Seats
- Urban Grill – 180 Seats
- The Bistro on Lake – 250 Seats
- Driskill Steak & Sea Food Fine Dining – 200 Seats
- XC Bar & Bistro Fine Dining – 180 Seats
- Governor Restaurant – 220 Seats
- Ocean Blue Fine Dining – 210 Seats
- Baha Bahamas Grill & Bistro
- Alexander Great Steak House – 180 Seats
- Bosque Fine Dining – 300 Seats
- Circa69 – 220 Seats
- Buccaneer (Rooftop) – 240 Seats
- Ucho – 120 Seats

BANQUET, CATERING & EVENT MANAGEMENT

Extensive experience in managing large-scale events and banquets across more than 200,000 sq. ft. of meeting space, serving up to 7,500 guests. Led and supervised teams of over 600 staff members for a variety of high-profile events, including: Celebrity weddings, VIP events, 5-10K

marathons, farmers markets, car shows, Boat shows, music & food festivals, and other special events

WORK EXPERIENCE:

Vice President of Hospitality Operations

Sharfi Holdings – Jensen Beach, FL

August 2022 – Present

- Lead operations for Sharfi Holdings, a multi-billion dollar enterprise managing several companies across diverse industries, including technology, real estate, asset & equity management, airline charter, yacht and hospitality.
- Oversee projects encompassing construction, design, sales and marketing, property management, and business development, with a strong focus on quality assurance and control.
- Provide strategic leadership for multi-unit operations including luxury resorts, country clubs, marinas, restaurants, retail stores, convention center, airline and yacht facilities, organic self sustain farm, ranch and catering & food and beverage operations.
- Responsible for budgeting, financial forecasting, yield management, P&L oversight, sales optimization, talent acquisition, contract negotiations, business acquisitions, renovations, construction, and asset management.
- Directly manage a team of over 200 employees, driving operational excellence and sustained business growth.

General Manager

Hotel Melby, Tapestry Collection by Hilton – Melbourne, FL

August 2021 – July 2022

- Led operations for a 180-room luxury lifestyle hotel located in downtown Melbourne, featuring 5,500 sq. ft. of indoor and 9,000 sq. ft. of outdoor meeting space, and a 250-seat award-winning rooftop bar and restaurant.
- Achieved an outstanding **99.73** Hilton QA Audit score, reflecting operational excellence.
- Delivered **\$8 million** in room revenue and **\$3.8 million** in food and beverage revenue.
- Generated **\$1.2 million** in additional bottom-line revenue through strategic cost controls and revenue management initiatives

Regional TF General Manager / Director of Operations

Marriott Hotels – September 2016 to July 2021

Based at Hutchinson Island Marriott Resort, Golf & Marina, led multi-property operations across multiple Marriott locations under Columbia Sussex, overseeing a portfolio of high-profile resorts, airport hotels, and convention centers. Consistently met and exceeded key performance indicators (KPIs) related to guest satisfaction, operational efficiency, and financial performance across multiple leadership roles.

- **Hutchinson Island Marriott Beach Resort, Golf, and Marina** – Managed a 200-acre oceanfront property with 274 rooms, 5 F&B outlets, 40,000 sq. ft. of banquet space, 3 pools, a 500-member golf course, a 300-member tennis club, and a 79-slip marina. Annual sales: \$24 million.
- **Hilton Head Marriott Beach Resort & Golf** – 520-room oceanfront property with 6 F&B outlets, Olympic-size pool & SPA, PGA golf course, and 48,000 sq. ft. of meeting space. Annual sales: \$48 million.
- **Orlando Airport Marriott Lakeside** – Oversaw a 485-room property at the 4th busiest airport in the U.S., featuring 3 F&B outlets and 40,000 sq. ft. of banquet space. Annual sales: \$28 million.
- **Greensborough Marriott Downtown** – 300-room convention hotel with 3 F&B outlets and 28,500 sq. ft. of meeting space. Annual sales: \$13 million.
- **Columbia Downtown Marriott** – 300-room convention hotel with 3 F&B outlets and 17,800 sq. ft. of meeting space. Annual sales: \$15 million.

Executive Consultant – Food & Beverage Division

Renaissance Marriott Hotels, Region 3 – Europe April 2014 to September 2016

- Provided expert consultation for the Food & Beverage division across multiple properties in Region 3, Europe, enhancing operations and profitability.
- Delivered strategic guidance on menu development, service standards, and operational efficiencies, improving guest satisfaction and F&B revenue.
- Collaborated with property leadership teams to implement innovative dining concepts and optimize F&B operations.

Director -Banquets, F&B, Rooms Division, Operations, AGM, General Manager

Marriott | Hilton | IHG | Four Seasons Hotels | Country Clubs June 2001 – April 2014

- Held diverse leadership roles across premier hospitality brands, managing banquet operations, food & beverage services, and overall hotel operations.
- Directed large-scale F&B and banquet operations, ensuring high service standards, operational efficiency, and guest satisfaction.
- Provided hands-on leadership in property management, staff development, and guest experience enhancement, driving operational excellence and revenue growth.
- Demonstrated versatility by excelling in various roles including General Manager, with a focus on delivering top-tier hospitality experiences.

EDUCATION:

Bachelor Degree – Hotel & Restaurant Management 2002 Bilkent University

Bachelor Degree – Economics & Business Administration – 1998 Anatolian University

Daniel Cody Beard

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Education

Louisiana State University Shreveport, Louisiana
Master of Business Administration

Florida Atlantic University Boca Raton, Florida
B.S. Geography

Experience

2021-Present

Cemex East Region

Director of Maintenance

- Department head for the equipment repair and maintenance division at Cemex USA; align fleet operations with the company's financial goals and safely maintain all company assets (currently at 5 years with Zero LTI's)
- Owner of mobile fleet and fixed assets (3,000+ units)
- Implement and enforce all safety guidelines, lead monthly safety training, deliver monthly/quarterly safety reports, and champion all OSHA/MSHA compliance efforts
- Map and improve business processes within the maintenance division to improve material procurement activities (REQ/PO flow, invoice automation, payment tracking)
- Provide maximum availability (average 93% uptime since October 2021) for all assets including concrete plants, aggregate mining equip., concrete trucks, trailers, forklifts, loaders, medium duty trucks and line transport fleet
- Full P&L ownership, manage annual operating (\$94M) and capital (\$51M) budgets
- Full ownership of the region's P&L; provide monthly EBITDA/cash flow updates
- Lead all warranty efforts to maximize claim submittals and collections
- Develop analytics tools and data visualizations to report customer satisfaction and overall quality of service for repair and maintenance activities; track KPI's and deliver quarterly performance metrics to leadership
- Plan and execute production and project schedules to ensure stakeholder satisfaction
- Recruit, develop, and provide leadership to a diverse team of managers, technicians and administrative staff (12 direct/143 indirect reports) across 10 repair districts
- Champion continuous improvement and provide monthly feedback to managers on all six sigma and lean efforts
- Deliver presentations to executives and stakeholders (publicly owned) to review financial performance related to repair, maintenance, and special projects

2018-2021

Florida Crystals Corporation West Palm Beach, Florida

Senior Manager, Agriculture Shops (Promotion)

- Manage the repair and maintenance program for 2,000+ pieces of agriculture equipment and two (3) equipment repair facilities
- Implement and enforce all safety guidelines, deliver monthly/quarterly safety reports, and coordinate annual OSHA trainings
- Manage annual operating (\$16M) and capital (\$10M) budget, monitor costs, and present cost performance measures to executive management and stakeholders
- Monitor P&L and provide monthly updates to executive management
- Develop KPI's and leverage metrics to improve performance, fleet availability, create development plans for technical and management staff, and recruit/retain top tier talent in a competitive industry
- Develop analytics tools and data visualizations to report customer satisfaction and overall quality of service for repair and maintenance activities
- Implemented new software program designed to manage core business automation processes through an analytics dashboard
- Plan and review production and project schedules to ensure stakeholder satisfaction
- Generate reports for internal and external clients, partners, and government agencies
- Recruit, develop, and provide leadership to a diverse team of administrative and field personnel through coaching and participative management (7 direct/59 indirect reports)

2014-2018

Florida Crystals Corporation West Palm Beach, Florida
Agricultural Systems Manager

- Manage day-to-day business activity and provide leadership for ag operations, accounting, finance, and inventory specialists (9 direct reports)
- Warehouse management for all crop nutrition and pest/weed control inventories
- Manage the Precision Ag department; hire and train staff, train on installation and use of data collecting equipment, map network infrastructure, and acquire GPS instruments and guidance systems for a large fleet of specialized agricultural equipment
- Develop training programs for all operators and their supervisors, create/analyze performance metrics, conduct annual evaluations, and guide employee development
- Supervise the implementation and maintenance of information systems and hardware, train others on its use, and continue to research emerging technologies
- Generate reports for internal and external clients/agencies (USDA, FSA, SFWMD, etc.)
- Produce financial reports, manage the production estimate computer model

2013-2014

Louisiana State University Baton Rouge, Louisiana
Geospatial Scientist II

- Manage the creation of a critical infrastructure database in support of selected parish, Homeland Security, and emergency preparedness agencies
- Collect and analyze geospatial and remote sensing data to provide optimized evacuation logistics
- Perform advanced GIS functions to include script writing, querying, and spatial analysis
- Create shape files for use in the building and implementation of critical databases
- Gather, process and verify field data for utilization in existing mapping applications

2008-2013

Wojcieszak & Associates Stuart, Florida
Engineering Technician

- Design and draft construction documents for civil applications
- Learn and apply MEP building codes and design practices
- Coordinate engineering tasks with utility providers and project managers
- Aid senior engineer(s) in solving basic electrical engineering problems

Skills

Project Management
Personnel Management
Procurement Management
Preventative Maintenance
Fleet Management
Operations Management
Budget Planning /Management

LEAN Practices
Six Sigma
Strategic Planning
Information Systems
P&L
Data Analytics
OSHA

Human Resources
Geospatial Engineering (GIS)
Logistics/Supply Chain
AutoCAD
Microsoft Office
SAP

SCOTT WESTERVELT

833 SW Janette Avenue, Port Saint Lucie, FL • H: 607 592 8320 • Scott.Westervelt@gmail.com

PROFESSIONAL SUMMARY

Effective leader and problem-solver with advanced troubleshooting skills, and a hardworking mentality. Seeking to apply expertise and extensive experience, taking on a challenging new role with a growing team.

SKILLS

- Advanced troubleshooting, mechanical, electrical, automation
- Strong leadership and team building skills.
- Team leadership, continuous improvement and budget management.
- Drive to meet and exceed KPI targets.
- Effective communicator and deck plate leadership.

WORK HISTORY

Area Maintenance Manager – Riviera Beach, Florida

Jones Long Lasalle, Amazon Account

08/2024 – Current

- Promoted to Facility Manager of MCO13 a Kuiper satellite processing facility at NASA Kennedy Space Station, Florida.
- Compliance with all JLL, Amazon, NASA and ITAR policies.
- Manage a staff of 10 technicians that run 24/7 operations on building, operation and ground equipment.
- Stand up all new PM program, PdM program as well as incorporate all new SOP's, and safety programs.
- Establish complete turn key operations for a new account launch.
- Coordinate the construction and launch process of MCO13 and MCO14 both being built together.
- Strong emphasis on KPI's and vendor management and sourcing

08/2023 – 08/2024

- Fulfillment center Maintenance, Engineering and Reliability
- Responsible for all plant and H-Drive robotic floor metrics
- 24/7 On call support
- Successful new plant launch in October 2023.
- Drive KPI's and plant metrics to exceed expectations and target goals.
- Manage all MHE and Base Building plant activities across the entire property.
- Key player in all CM, Capex and Opex projects.
- Training, motivating and encouraging success amongst RME direct reports.

Maintenance and Engineering Manager – Portland, Oregon

Danone North America

08/2022 – 08/2023

- Manager the facility and maintenance department.
- Lean management, OEE driven result focus

- 6s focus, scrap reduction
- Rewrote entire PM system
- Implemented process improvements
- Staffing and Budget management
- Capex, Opex and program management
- 6m dollar budget and capex financial management.
- FDA and Food Safety compliance.

**Industrial Manufacturing Engineer. De Leon Springs, FL
Sparton Aerospace and Defense Company.**

03/2021 – 07/2022

- Assist maintenance department in advanced troubleshooting.
- Design consumable items and production tools to promote ergonomics as well as lean principles.
- Jira, Agile, A3 root cause analysis
- Lead team of 8 members working 24/5 schedule.
- Kaizen event focus to increase work flow, ergonomics and production.
- Advanced troubleshooting on mechanical, electrical, PLC , conveyor systems.

Maintenance Manager. West Henrietta, NY

Coopervision Medical.

09/2018 – 10/2020

- Performed all staffing related hiring, firing and scheduling. Used Kronos Software.
- Responsible for emphasis on lean management and 5S.
- Managed staff of 25 workers in all aspects of day to day operations.
- Lead department to record numbers in company's history 4 months in a row.
- DCO, ECO and agile technical documentation development. PM design and implementation on all new equipment.
- Scheduled, evaluated and implanted all training programs, vendors and documentation for staff.
- Process Improvement Coordinator as well as PM Coordinator and developer.
- Continuous Improvement leader, Kaizen Events, OEE Implementation and Scrap Reduction/Yeild improvement manager.
- Adheres to all FDA guidelines.
- Machine design and implementation before and after FAT, to ensure capacity demands are met

Group leader - Maintenance department - Rochester, NY

Bausch & Lomb Vision Care

03/2016 – 07-2018

- Worked directly with maintenance, quality, engineering and operations to achieve optimal production.
- Designed developed and tested new developments.
- Supervised and provided leadership for over 20 employees, from task assignments to scheduling time off.
- Handled direct reports from operations, production, quality and engineering.
- Performed advanced troubleshooting and repairs on all electro-mechanical PLC, automation, robotics issues in a clean room environment.
- Highly motivated, who worked with little to no supervision or support. outside our department.

Mechanical Consultant - Ithaca, NY

Borg Warner Automotive

09/2014 - 08/2015

Design and implementation of new engineering advancements to increase production, eliminate waste, promote safety SOP's

Provided leadership for 15 union mechanics and 12 union electricians as well as HVAC technicians as the company hired (nonunion) representative.

Troubleshooting electrical/mechanical issues on a variety of PLC and automated equipment

Senior R&D Lab Manager, Owego NY. (Contract)

Lockheed Martin

03/2013 - 04/2014

- Led a comprehensive aviation systems training for 40 staff members.
- Handled under staffing, disputes, terminating employees and administering disciplinary procedures.
- Provided leadership and guidance to engineering (software, hardware, system) so that they could test new developments on helicopter simulators as well as on actual helicopters.
- Maintained a secret clearance environment and handled sensitive material with no supervision.
- Developed operating procedures on system use for training purposes. □ Developed an inventory tracking system.

Lead Avionics Technician - Crew Chief. Owego, NY (Contract)

Sikorsky Aerospace

09/2011 - 03/2013

- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
- Verified data integrity and accuracy.
- Provided leadership and training to avionics department on repairs and troubleshooting.
- Complied with department of defense directives as well as in-house directives.
- Handled direct reports from all major divisions.
- Ordered all parts and supplies required to perform job functions for our department. □ Scheduled vacation and logged hours for all employees.

Petty Officer Second Class - Avionics Technician

United States Navy

02/2007 - 02/2011

3 overseas deployments in combat zones.

Complete systems qualified as a collateral duty inspector on weapon systems, countermeasures, avionics, electronics, air frames, and power plants.

Promoted to a leadership position and manage over 65 sailors.

Responsible for training, time off, and attendance.

Fleet recognition for outstanding program management. Laser, ESD, Tool Control, and Training Programs.

High level of flexibility and ability to cope with a changing environment and job stress.

EDUCATION

Master of Science: Organizational Strategy and Leadership

Michigan State University - East Lansing, MI	2015
Bachelor of Science: Aerospace Science and Management	
Embry-Riddle Aeronautical University - Daytona Beach - Daytona Beach, FL	2014
Associate of Applied Science: Business Management	
Tompkins-Cortland Community College - Dryden, NY	2003

ACCOMPLISHMENTS

Dean's list graduate

2001 High School Male Athlete of the Year

Naval Achievement Medal

Promoted to leadership positions at every job

Received the top marks for yearly evaluations four years in the US Navy as well as the past 3 years at B&L

CERTIFICATIONS

FCC License as a General Radio Operator as well as in RADAR

Valentin Usov

Executive Leader

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Proven track record in developing and leading high-performance teams across manufacturing, supply chain, and business operations within the Space, Defense, Aircraft, and commercial manufacturing sectors. Demonstrate strong business acumen with expertise in end-to-end product development and launch, product line management, and R&D budgeting.

- **Organizational Scaling:** Successfully scaled organizations to enhance productivity, drive ROI, and foster execution, ownership, and accountability.
- **Solution Ecosystems:** Proven ability to create effective solution ecosystems and forge strategic partnerships to exceed customer expectations.
- **Lean/Six Sigma Expertise:** Deep knowledge of Lean and Six Sigma methodologies, including Cause and Effect analysis, root cause analysis, Pareto analysis, control charts, and standard work.

Skilled in implementing process improvements that optimize operations and deliver measurable results.

- P&L Management
- Project Management
- Change Management
- New Product Introduction (NPI)
- SIOP / S&OP
- Lean Manufacturing
- Process Improvement
- Demand/Capacity Analysis
- Contract Manufacturing
- Value Stream Mapping
- Schedule Management
- High Volume Production
- Supplier Management
- Logistics and Distribution
- Business Planning

Professional Experience

The Boeing Company – Miami, FL
Senior Corporate Manager, Supply Chain Quality, US (Boeing Distribution Segment)
March 2024 to Present
Specialized manufacturer of commercial airplanes, military, defense, and space equipment.

- **Manage operations** across 11 business units with an annual revenue of \$2 billion.
- **Lean Initiatives:** Enhanced throughput by 20% across 4 business units through targeted lean initiatives.
- **Supplier Performance:** Established a Supplier Performance team, driving a 10% improvement in supplier quality and on-time delivery (OTD).
- **Quality Management Systems:** Initiated a Quality Management Systems (QMS) department to support AS9100/AS9120 certification goals.
- **Margin Improvement:** Boosted margins by 10% through KPI overhaul, lean practices, and improved internal communication.
- **Inventory Optimization:** Facilitated Sales, Inventory, and Operations Planning (SIOP) activities, preserving \$25 million in cash through optimized inventory management.
- **Facilities Management:** Overhauled the facilities department to enhance equipment preventive maintenance schedules and facility upkeep.
- **Safety Culture:** Reintroduced the “Go 4 Zero” safety initiative, achieving zero safety incidents over two quarters.

Two Way Radio Gear – Fort Pierce, FL
Senior Director of Operations
July 2022 to March 2024
Telecommunications systems distributor serving commercial, federal, and aerospace markets.

- **Promotion:** Advanced to Senior Director within 12 months.
- **Acquisition Leadership:** Led the acquisition and integration of a Texas business unit, implementing the TWRG operations model.
- **Revenue Growth:** Executed the Annual Operating Plan (AOP), achieving a 25% revenue increase in 2023 and exceeding targets by 20% year-to-date.
- **Order Lifecycle Overhaul:** Spearheaded an overhaul of the order lifecycle, resulting in 99.9% on-time delivery and a 32% improvement in velocity.
- **Supply Chain Management:** Managed end-to-end supply chain and e-commerce marketing and fulfillment.
- **Customer Service:** Developed a customer service department, reducing RMA turnaround time by 95%.

Amazon – Port St Lucie, FL
Regional Manager (South Florida)
July 2020 to July 2022
Focused on last-mile deliveries for Amazon.com.

- **Promotion:** Advanced to Regional Manager in 12 months.
- **On-Time Delivery Improvement:** Achieved a 20% improvement in on-time delivery, resulting in the lowest return rates and highest customer satisfaction.
- **S&OP Initiatives:** Drove upstream Sales and Operations Planning (S&OP) initiatives, improving material availability by 40%.
- **Lean Implementation:** Applied lean tools to enhance one-piece flow, improving first-pass yield (FPY) quality by 60%.
- **KPI Standardization:** Standardized KPI reporting and labor review processes to support scalability.

Wavestream Corporation – San Dimas, CA
Director of Operations
July 2019 to July 2020
Manufacturer of high-power solid-state RF amplifiers for aerospace, defense, and commercial markets.

Continued...

- **Shift Creation:** Implemented a third shift, increasing test equipment utilization to 99% and supporting a 20% growth ramp-up.
- **Cost Reduction:** Reduced operations costs by 15% through optimized shift schedules, overtime management, and temporary workforce reduction.
- **WIP Inventory Reduction:** Cut work-in-progress inventory by 35% through strategic manufacturing planning and kit management.
- **On-Time Delivery Improvement:** Increased on-time delivery by 20% by defining Takt time and throughput targets.
- **Delinquency Reduction:** Halved delinquencies by overhauling the order entry process and enhancing customer service.

American Drilling – Hawthorne, CA
 Director of Operations
 October 2018 to July 2019
 Precision manufacturer serving aerospace, defense, and medical markets.

- **Order Entry Process:** Developed a sales order entry process and backlog report, boosting on-time delivery by 15%.
- **Delinquency Reduction:** Reduced delinquencies by 80% within 6 months through master scheduling principles and CRM improvements.
- **Cost Savings:** Achieved a 20% reduction in overall spend via the implementation of vending machines for shop supplies and tooling under a VMI agreement.
- **Business Growth:** Drove a 20% increase in business growth and a 7% increase in EBITDA.

Esterline Technologies Corporation – Sylmar, CA
 Supply Chain Operations Manager
 October 2017 to October 2018
 Specialized in manufacturing for aerospace and defense markets.

- **Forecast Accuracy:** Enhanced monthly sales forecast accuracy from 80% to 95% through a Kaizen event in S&OP.
- **WIP Reduction:** Reduced stagnant work-in-progress inventory by 20% by enforcing accountability within the supply chain.
- **On-Time Delivery Improvement:** Increased on-time delivery from 75% to 85% within 3 months by creating an order entry review process.
- **Supplier Integration:** Mitigated purchased part shortages through improved supplier integration, forecasting, and capacity reviews.

Klune Industries – North Hollywood, CA
 Production Control Manager
 September 2015 to June 2017
 Manufacturer of aerospace and defense components and assemblies.

- **On-Time Start:** Increased on-time job starts to 99% by revamping demand planning processes.
- **Cost Reduction:** Reduced variable costs and employee safety hours by over 15%, while boosting productivity by 10% through improved work order queues.
- **Inventory Accuracy:** Led a Kaizen event for inventory management, achieving 100% cycle count accuracy and 90% accuracy during annual physical inventory.
- **Delinquency Reduction:** Cut delinquencies from \$2.7M to \$1.0M within the first 12 months using Lean/Six Sigma techniques.
- **Operating Cost Reduction:** Reduced department operating costs by 20% and improved on-time delivery to 95% by eliminating non-value-added steps.

SpaceX – Hawthorne, CA
 Production Control Specialist (Contract)
 January 2015 to September 2015
 Manufacturer and launcher of advanced rockets and spacecraft.

- **Downtime Reduction:** Reduced SMT machine downtime by 40% through improved scheduling and production management.
- **Efficiency Increase:** Enhanced efficiency by 28% in SMT and 40% in mechanical assembly lanes by implementing work order location scanning and auto-scheduling.
- **Software Integration:** Streamlined scheduling with the implementation of the Factory Schedule Module in a homegrown ERP system.

Prior Experience:
 Arecont Vision 2006-2014 | Operations Manager – Surveillance equipment manufacturer. (Start up to \$40m/yr)

Education

Master of Science, Supply Chain Operations Management, 2019
 Michigan State University • Lansing, MI

APICS CPIM Certification, 2016
ASQ Lean Six Sigma, 2016

JAMES CORY MAXWELL

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QUALITY AND MISSION ASSURANCE LEAD

Quality Assurance | Agile Project Management | Quality Systems Engineering

Driven professional with 17+ years of experience championing technical support teams and driving company vision to achieve operational efficiency and innovation. Methodological leader proficient in overseeing projects while being a change agent for cross-functional processes and corporate procedures. Highly motivated individual leveraging excellent communication, problem-solving, and collaborative team building skills to optimize productivity aligned with achieving goals. Equipped with absolute integrity, flexibility, dedication, a strong sense of professionalism and dependability, and excellence in managing a team to new levels of effectiveness that positively impacts the organization. Currently, holds an active secret clearance.

CORE EXPERTISE

Technical Project Management | AS9100 Lead Auditor | Root Cause Analysis | Production Quality | Quality Management System | Agile Scrum Lean Methodologies | Strategic Direction | Quality Engineering | Automation | Performance Management | Data Acquisition & Analysis | Continuous Process Improvement | Risk Management | Internal Auditing | Business Development | Interpersonal Skills | Conflict Resolution Skills | Cross-functional Team Leadership

PROFESSIONAL EXPERIENCE

QMA Lead | Senior Principal Quality Engineer | Northrop Grumman, Orlando, FL Feb 2023 – Present
Lead Quality and Mission Assurance (QMA) program for the WSTARS, WRMS, JTAGS and MLGC SATCOM programs in both in-person and virtual environments within the Global Battle Management and Readiness (GBMR) division to include, but not limited to, compliance audits, continuous improvement objectives, risk-based process evaluations, root cause corrective actions, test witnessing and certifications.

- » Develop, implement, and maintain quality programs, metrics, and control systems for programs & processes. Collaborate with engineering, manufacturing, management, customers, and suppliers as required to ensure quality standards are in place and programs maintain AS9100/ISO 9001 compliance.
- » Manage quality program through developing BOE's, schedules, and estimated manpower throughout all phases of programs including during program start-ups and program closeouts, interfacing daily with program management and site leadership.
- » Lead HQMS/Root Cause Corrective Action investigations and internal process audits to identify gaps, analyze and determine root causes, define corrective actions, and implement best engineering practices to mitigate the re-occurrence of non-conforming procedures, processes, or products.
- » Manage the Government-Industry Data Management Program (GIDEP), ensuring any active alerts are disseminated and any program impacts are quickly corrected to minimize or eliminate potential escapes.
- » Provide guidance and training to engineering and management on relevant company processes and procedures, making sure to keep programs in compliance while finding solutions to complex problems.

Key Achievements:

- » Led the Quality effort to bring WSTARS and JTAGS program into compliance and gain AS9100D certification.
- » Developed and implemented internal process documentation management system for Orlando Site.
- » Authored and implemented Calibration, Receiving, and Electrostatic Discharge (ESD) program(s) for Orlando site.

Principal Mission Assurance Engineer | Northrop Grumman, Melbourne, FL Sep 2020 – Feb 2023

Supervise a team of engineers in daily activities, including operations, continuous improvement, systems engineering, and inspections to certify configuration, perform test operations, and conduct quality audits, ensuring stringent compliance across multiple large-scale build projects in engineering and production/manufacturing environments within the Strike program.

- » Collaborate with the Strike Program and DCMA to promote clear communications in an aerospace production environment.
- » Lead Root Cause Corrective Action investigations to analyze and determine root causes, define corrective actions, and implement best engineering practices to mitigate the re-occurrence of non-conforming procedures, processes, or products, ensuring program maintains AS9100/ISO9001 compliance.

- » Perform data analysis by reviewing and interpreting test equipment reports, instrumentation, procedures, CDRLs/SDRLs and flight documentation, as well as ascertain software installation to flight and engineering development hardware.
- » Provide guidance, mentoring, and knowledge transfer to enhance the technical competence of junior staff in report preparation, designing system test plans, records retention, as well as maintaining machinery and testing equipment.

Key Achievements:

- » Completed all configuration audits, end-user acceptance testing, and official sell-off of a certification package and assisted in successfully delivering a multi-million-dollar simulator system to a government customer within the set deadline.
- » Developed a Basis of Estimates (BOEs) for all future program requirements to facilitate proper staffing and budgeting.
- » Amplified by 80% efficiency of the assurance quality certification processes by developing and implementing an organized quality management system to track variances in work orders, certification data, and production performance metrics.

Project Manager/ Realtor | Living Coastal Realty, Sebastian, FL

Apr 2016 -- Sep 2021

Leveraged technical knowledge in supervising large-scale home construction and remodeling projects, collaborating with subcontractors to complete projects ahead of the deadline and under budget, maximizing profitability by an average of 20%.

- » Evaluated vendors while reviewing and enforcing purchase contracts to manage budgets and terms aligned with goals.
- » Negotiated pricing, oversaw multiple projects, consulted on creative design, and implemented cost controls to drive profit.
- » Reinforced consistent compliance with company policies in supervising purchasing management initiatives and strategies.
- » Exhibited superior negotiation, problem-solving, interpersonal, and excellent communication skills to drive company sales.

Lead Manufacturing Technician | Intel Corporation, Chandler, AZ

Jan 2012 -- Sep 2015

Spearheaded quality assurance, testing, and control of semiconductor manufacturing processes to maintain product excellence.

- » Coordinated scheduling, maintenance forecasting, and business area metrics to internal stakeholders and management.
- » Supervised the machinery technician and engineering teams to produce 10,000 wafers daily, exceeding production targets while maintaining product quality within a high-volume, ISO 7 clean room manufacturing environment.
- » Facilitated systems integration for a new semiconductor technology to be deployed corporate-wide by reporting and creating standard test, safety, and maintenance procedures, streamlining the manufacturing processes by 20%.

➤ MILITARY CAREER

Work Center Supervisor / Quality Assurance | United States Marine Corps, Camp Pendleton, CA

Aug 2005 -- Sep 2010

Oversaw planning workload and scheduling of the avionics workcenter, ensuring smooth daily operations.

- » Performed airworthiness inspections and certifications of combat helicopter fleet regularly to ascertain 90-100% uptime.
- » Supervised the project management to re-outfit 15+ combat helicopters with the Blue Force Tracker System, resulting in reduced reaction time and increased efficiency of ground support in various combat situations and simulations.
- » Established documentation and reporting of daily flight and maintenance progress status to top-level Marine leadership.

➤ EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Aeronautics | *Occupational Health and Safety, Aviation Law*, Embry-Riddle Aeronautical Univ. | 2020

Dean's List: Spring 2018, Summer 2018, Fall 2019, Spring 2020 | GPA: 3.27

Vice President, Embry-Riddle University Student Veterans Organization

AS9100 Lead Auditor, DEKRA North America | 2023

➤ TECHNICAL SKILLS

WorkDay | Tableau | Adobe Suite | Microsoft Project | CAD | MES | JIRA | Microsoft Teams | Confluence | SharePoint | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Zoom | Duo | | Kaizen | Google Meet | SPC | ISO 9001/ AS9100 | FOD | FOE | ESD | PR | MRB | RCCA | ISO 7 | HQMS | EVMS | Systems Engineering | Lean

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QUALITY AND MISSION ASSURANCE LEAD

Quality Assurance | Agile Project Management | Quality Systems Engineering

Driven professional with 17+ years of experience championing technical support teams and driving company vision to achieve operational efficiency and innovation. Methodological leader proficient in overseeing projects while being a change agent for cross-functional processes and corporate procedures. Highly motivated individual leveraging excellent communication, problem-solving, and collaborative team building skills to optimize productivity aligned with achieving goals. Equipped with absolute integrity, flexibility, dedication, a strong sense of professionalism and dependability, and excellence in managing a team to new levels of effectiveness that positively impacts the organization. Currently, holds an active secret clearance.

CORE EXPERTISE

Technical Project Management | AS9100 Lead Auditor | Root Cause Analysis | Production Quality | Quality Management System | Agile Scrum Lean Methodologies | Strategic Direction | Quality Engineering | Automation | Performance Management | Data Acquisition & Analysis | Continuous Process Improvement | Risk Management | Internal Auditing | Business Development | Interpersonal Skills | Conflict Resolution Skills | Cross-functional Team Leadership

PROFESSIONAL EXPERIENCE

QMA Lead | Senior Principal Quality Engineer | Northrop Grumman, Orlando, FL Feb 2023 – Present
Lead Quality and Mission Assurance (QMA) program for the WSTARS, WRMS, JTAGS and MLGC SATCOM programs in both in-person and virtual environments within the Global Battle Management and Readiness (GBMR) division to include, but not limited to, compliance audits, continuous improvement objectives, risk-based process evaluations, root cause corrective actions, test witnessing and certifications.

- » Develop, implement, and maintain quality programs, metrics, and control systems for programs & processes. Collaborate with engineering, manufacturing, management, customers, and suppliers as required to ensure quality standards are in place and programs maintain AS9100/ISO 9001 compliance.
- » Manage quality program through developing BOE's, schedules, and estimated manpower throughout all phases of programs including during program start-ups and program closeouts, interfacing daily with program management and site leadership.
- » Lead HQMS/Root Cause Corrective Action investigations and internal process audits to identify gaps, analyze and determine root causes, define corrective actions, and implement best engineering practices to mitigate the re-occurrence of non-conforming procedures, processes, or products.
- » Manage the Government-Industry Data Management Program (GIDEP), ensuring any active alerts are disseminated and any program impacts are quickly corrected to minimize or eliminate potential escapes.
- » Provide guidance and training to engineering and management on relevant company processes and procedures, making sure to keep programs in compliance while finding solutions to complex problems.

Key Achievements:

- » Led the Quality effort to bring WSTARS and JTAGS program into compliance and gain AS9100D certification.
- » Developed and implemented internal process documentation management system for Orlando Site.
- » Authored and implemented Calibration, Receiving, and Electrostatic Discharge (ESD) program(s) for Orlando site.

Principal Mission Assurance Engineer | Northrop Grumman, Melbourne, FL Sep 2020 – Feb 2023

Supervise a team of engineers in daily activities, including operations, continuous improvement, systems engineering, and inspections to certify configuration, perform test operations, and conduct quality audits, ensuring stringent compliance across multiple large-scale build projects in engineering and production/manufacturing environments within the Strike program.

- » Collaborate with the Strike Program and DCMA to promote clear communications in an aerospace production environment.
- » Lead Root Cause Corrective Action investigations to analyze and determine root causes, define corrective actions, and implement best engineering practices to mitigate the re-occurrence of non-conforming procedures, processes, or products, ensuring program maintains AS9100/ISO9001 compliance.

- » Perform data analysis by reviewing and interpreting test equipment reports, instrumentation, procedures, CDRLs/SDRLs and flight documentation, as well as ascertain software installation to flight and engineering development hardware.
- » Provide guidance, mentoring, and knowledge transfer to enhance the technical competence of junior staff in report preparation, designing system test plans, records retention, as well as maintaining machinery and testing equipment.

Key Achievements:

- » Completed all configuration audits, end-user acceptance testing, and official sell-off of a certification package and assisted in successfully delivering a multi-million-dollar simulator system to a government customer within the set deadline.
- » Developed a Basis of Estimates (BOEs) for all future program requirements to facilitate proper staffing and budgeting.
- » Amplified by 80% efficiency of the assurance quality certification processes by developing and implementing an organized quality management system to track variances in work orders, certification data, and production performance metrics.

Project Manager/ Realtor | Living Coastal Realty, Sebastian, FL

Apr 2016 – Sep 2021

Leveraged technical knowledge in supervising large-scale home construction and remodeling projects, collaborating with subcontractors to complete projects ahead of the deadline and under budget, maximizing profitability by an average of 20%.

- » Evaluated vendors while reviewing and enforcing purchase contracts to manage budgets and terms aligned with goals.
- » Negotiated pricing, oversaw multiple projects, consulted on creative design, and implemented cost controls to drive profit.
- » Reinforced consistent compliance with company policies in supervising purchasing management initiatives and strategies.
- » Exhibited superior negotiation, problem-solving, interpersonal, and excellent communication skills to drive company sales.

Lead Manufacturing Technician | Intel Corporation, Chandler, AZ

Jan 2012 – Sep 2015

Spearheaded quality assurance, testing, and control of semiconductor manufacturing processes to maintain product excellence.

- » Coordinated scheduling, maintenance forecasting, and business area metrics to internal stakeholders and management.
- » Supervised the machinery technician and engineering teams to produce 10,000 wafers daily, exceeding production targets while maintaining product quality within a high-volume, ISO 7 clean room manufacturing environment.
- » Facilitated systems integration for a new semiconductor technology to be deployed corporate-wide by reporting and creating standard test, safety, and maintenance procedures, streamlining the manufacturing processes by 20%.

➤ MILITARY CAREER

Work Center Supervisor / Quality Assurance | United States Marine Corps, Camp Pendleton, CA

Aug 2005 – Sep 2010

Oversaw planning workload and scheduling of the avionics workcenter, ensuring smooth daily operations.

- » Performed airworthiness inspections and certifications of combat helicopter fleet regularly to ascertain 90-100% uptime.
- » Supervised the project management to re-outfit 15+ combat helicopters with the Blue Force Tracker System, resulting in reduced reaction time and increased efficiency of ground support in various combat situations and simulations.
- » Established documentation and reporting of daily flight and maintenance progress status to top-level Marine leadership.

➤ EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Aeronautics | *Occupational Health and Safety, Aviation Law*, Embry-Riddle Aeronautical Univ. | 2020

Dean's List: Spring 2018, Summer 2018, Fall 2019, Spring 2020 | GPA: 3.27

Vice President, Embry-Riddle University Student Veterans Organization

AS9100 Lead Auditor, DEKRA North America | 2023

➤ TECHNICAL SKILLS

WorkDay | Tableau | Adobe Suite | Microsoft Project | CAD | MES | JIRA | Microsoft Teams | Confluence | SharePoint | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Zoom | Duo | Kaizen | Google Meet | SPC | ISO 9001/ AS9100 | FOD | FOE | ESD | PR | MRB | RCCA | ISO 7 | HQMS | EVMS | Systems Engineering | Lean



1002 Jamaica Ave. Fort Pierce, FL 34982

Christopher Dzadoovsky

1002 Jamaica Ave
Fort Pierce, FL 34982
772 834 8539

Cdzadovsky@bellsouth.net

December 13, 2024

City Commission

City of Fort Pierce
100 N U.S. Hwy 1
Fort Pierce, FL34950

Mayor Hudson and City Commissioners:

I am writing to express my interest in the position of City Manager for the City of Fort Pierce. Having lived in Fort Pierce since 2003 and served as a County Commissioner for St. Lucie County for over 16 years, I have developed a deep-rooted commitment to this community and a proven record of leadership in both local governance and economic development. I am excited by the opportunity to bring my skills and vision to the role of City Manager, helping ensure Fort Pierce's continued growth, prosperity, and improved quality of life for all its residents.

Although I have not held the formal title of City Manager, my experience as an elected official has provided me with a comprehensive understanding of both city and county operations. It has also given me valuable insight into the roles and responsibilities of city commissioners and the boards and committees they serve on. My leadership has been shaped by my commitment to working closely with elected officials, and I am prepared to build upon the collective vision you, as the City Commission, have for Fort Pierce. More importantly, this experience has provided me with a unique perspective on what it takes to be an effective appointed CEO of a local government—one who truly serves both the community and its elected leaders. Together, I am confident we can develop and implement initiatives that advance our shared goals for the city.

During my time as a County Commissioner, I played a key role in securing the working waterfront for Fort Pierce, transforming it into a valuable asset that supports mega-yacht operations and creates jobs through Derecktor Fort Pierce. I also championed the development of the Treasure Coast International Airport into a fully operational Part 139 Commercial Airport, poised to generate new economic growth and job opportunities for Fort Pierce. These efforts, along with my ongoing commitment to environmental sustainability—such as stormwater management projects and the restoration of the Indian River Lagoon—have been driven by a clear understanding of the community's needs and aspirations.

CPD

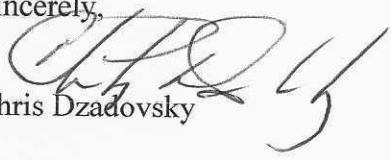
1002 Jamaica Ave. Fort Pierce, FL 34982

Additionally, I have worked to foster local manufacturing growth, exemplified by my support for companies like Maverick and Pursuit Boats, which provide livable-wage jobs for our residents. I have also facilitated land swaps to secure grant funding for important city projects, including the revitalization of Jetty Park and the expansion of Porpoise Park's parking lot, further enhancing the city's infrastructure and recreational offerings.

Throughout my career, I have focused on building strong, collaborative relationships with local, state, and federal agencies, as well as both city and county commissions. I believe that Fort Pierce's continued success depends on effective communication, transparent decision-making, and a unified vision. As City Manager, I would be dedicated to guiding our city's future while fostering partnerships with the City Commission and the broader community to ensure we continue to build a thriving and inclusive Fort Pierce for generations to come.

Thank you for considering my application. I would welcome the opportunity to further discuss how my background and leadership can align with the vision and goals of the City of Fort Pierce. I look forward to the possibility of contributing to the ongoing success of our great city.

Sincerely,


Chris Dzado

Full Application

changes recorded Sat Dec 14 2024 at 18:31:10 GMT-0500 (Eastern Standard Time)
by chris Dzadovsky (cdzadovsky@bellsouth.net)

APPLICANT INFORMATION

First Name	Middle Initial	Last Name	Address
CHRISTOPHER	P	DZADOVSKY	1002 Jamaica Ave
City	State	Zip Code	Phone Number
Fort Pierce	FLORIDA	34982	7728348539
Email Address			
cdzadovsky@bellsouth.net			

VOLUNTARY SELF-IDENTIFICATION SECTION

GENDER	RACE	HISPANIC OR LATINO	AMERICAN INDIAN OR ALASKA NATIVE
MALE	CAUCASIAN	No	No
ASIAN	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE
No	No	No	Yes
TWO OR MORE RACES			
No			

ELIGIBILITY, RELATIVES, & PREVIOUS CITY EMPLOYMENT

Are you at least 18 years of age?	Check this box if you are a citizen of the United States.	Check this box if you are lawfully authorized to work in the United States.	If yes, are you able to provide documentation as required by law to verify your eligibility to work in the United States?
Yes	Yes	Yes	n/a
Are you related to any employee(s) of the City of Fort Pierce?	If yes, please, list their name(s).	Check this box if you have ever been employed by the City of Fort Pierce.	If you are a former employee, please list your position.
No	n/a	No	n/a
Check this box if you are currently employed by the City of Fort Pierce.			
No			

DRIVERS LICENSE INFORMATION

DRIVER'S LICENSE STATE	DRIVER'S LICENSE TYPE	DRIVER'S LICENSE NUMBER	EXPIRATION DATE
FLORIDA	CLASS E PERSONAL VEHICLE	D231-115-61-363-0	10/3/2025
List any restrictions and/or endorsements that you have.			
Safe Driver Motorcycle Also			

MILITARY SERVICES RECORD

Have you ever served in the Military Service of the United States?	Date Inducted	Rank at Discharge	Type of Discharge
NOT A VETERAN	n/a	n/a	OTHER THAN HONORABLE DISCHARGE
Date of Discharge	Are you currently a member of any branch of the military or Naval Reserves?	If yes, please indicate the date your military obligations expire.	Years of Creditable Active Service
n/a	No	n/a	n/a

Are you claiming Veterans' Preference (in accordance with Chapter 55 A-7, Florida Administrative Code, and Chapter 295.07, Florida Statutes)? **No**

If eligible, which Veterans' Preference are you claiming? *n/a*

HIGHEST DEGREE ATTAINED ^

Please select the highest degree type that you have attained.

MASTERS DEGREE

COLLEGE INSTITUTION ^

COLLEGE INSTITUTION 1

College Name Indian River State College	College City Fort Pierce	College State Florida	Select your degree level. ASSOCIATES DEGREE
What did you major in? Political Science / Business Administration	Did you graduate? Yes	Please include any relevant details.	

COLLEGE INSTITUTION 2

College Name St. Lucie County Government	College City Fort Pierce	College State Florida	Select your degree level. MASTERS DEGREE
What did you major in? Government	Did you graduate? Yes	Please include any relevant details. 16 years Government Policy Education and Experience Equivalencies Master's Degree. See backup documentation attached with resume	

HIGH SCHOOL ^

High School Name Southmoreland	High School City Alverton PA	High School State Pennsylvania	Did you graduate? Yes
--	--	--	---------------------------------

EMPLOYMENT INFORMATION ^

EMPLOYMENT INFORMATION 1

Start Date 11/11/2008	End Date 11/19/2024	Status - Full Time or Part Time FULL TIME	Employer Name St. Lucie County
Employer City Fort Pierce	Employer State FLORIDA	Employer Phone Number 7724621400	Position Title Commissioner
Final Salary (Whole Numbers Only - No Decimals/Commas) \$104,000	Number of Employees Supervised 2	Position Duties Policy Direction and Management	Reason for Leaving Not Re-elected
Supervisor Name George Landry	Contact Email landryg@stlucieco.org	Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them. Yes	Please, explain any work gap(s) you may have. n/a

PROFESSIONAL REFERENCE ^

PROFESSIONAL REFERENCE 1

Reference Name	Occupation	Phone Number	Email Address
Howard Tipton	Town Manager Longboat Key	321-239-4612	hmtipton.hm@gmail.com

PROFESSIONAL REFERENCE 2

Reference Name	Occupation	Phone Number	Email Address
Ron Parrish	Retired Public Safety Dir	772-216-6146	firestream103@aol.com

PERSONAL REFERENCE

Reference Name	Occupation	Phone Number	Email Address
Robert Delgadillo	Retired	772 453 4826	rob78@gmail.com

BACKGROUND INFORMATION

Check this box if you have ever been convicted of any offense against the law, or pleaded nolo contendere (no contest), or had adjudication withheld in a criminal offense, felony, misdemeanor or otherwise, by court or a military tribunal.
No

If your answer is yes (you have checked the box), please, answer the 5 questions above.
n/a

COVER LETTER

No data provided

RESUME

No data provided

CERTIFICATE/LICENSE

CERTIFICATE/LICENSE 1

No data provided

RECOMMENDATION LETTER

RECOMMENDATION LETTER 1

No data provided

OTHER DOCUMENTATION

OTHER DOCUMENTATION 1

No data provided

JOB SPECIFIC QUESTIONS

Do you have experience as a City Do you currently reside in or are you Do you have a bachelor's degree of Do you have at least 10 years of

Manager, Deputy/Assistant City Manager, Department Director or other executive level administration experience in a municipal or other related governmental agency environment?

Yes

willing to move into City Limits?

higher?

Yes

progressively responsible experience in administration, management, and /or coordination of local government programs and personnel?

Yes

Yes

Chancellor Gloger

Tampa, FL 33605

chancelersage@yahoo.com

+1 813 381 9882

Dynamic individual with experience in sales, marketing and customer service. Proven ability to develop and implement effective sales and marketing strategies to drive revenue growth. Experienced in motivating, training and managing teams to exceed performance targets and customer expectations. Excellent communication and interpersonal skills and adept at building relationships with clients and colleagues.

Ambitious with strong organizational and multitasking skills, as well as an aptitude for technology. Ready to apply knowledge and skills to any challenge.

Work Experience

Territory Sales Manager

ClearVision Optical - Tampa, FL

November 2021 to Present

Responsible for making my own route and schedule to maintain and gain new

- accounts for the company

I also deal with any and all type of follow up or complaints and resolve to ensure

- customer is always satisfied with service

Regularly have a route/cycle to visit new and prospect accounts and report to

- my regional of successes and ways to improve.

Drafted and negotiated contract terms and requirements during business deals.

- Managed multiple accounts simultaneously while ensuring customer satisfaction goals were met or exceeded.

Ensured compliance with all company policies related to sales practices.

- Organized meetings and appointments between clients and company executives.

Utilized networks and leads to contact potential clients and recruit new

- employees.

Created monthly and quarterly reports detailing sales activities within the

- assigned territory.

Coordinated training sessions for existing staff on new products and services

- offered.

Organized trade shows, conferences, and special events as part of a

- comprehensive marketing plan.

Developed promotional materials and presentations to promote products and

- services to customers.

Implemented innovative solutions to address customer issues or concerns in a

- timely manner.

Assisted customers with product selection based on their individual needs.

-

Conducted regular visits with customers in order to build relationships and gain

- insights into their needs.

Utilized CRM software to track customer interactions, orders, leads, and sales

- performance.

Negotiated contracts with vendors and suppliers to secure competitive pricing

- for products and services.

Maintained accurate records of all sales transactions including quotes, invoices,

- orders.

Developed quotes and proposals for prospective and existing clients.

Optical Laboratory Manager

Capstone Vision - Tampa, FL

November 2018 to March 2022

This was a second job I worked overnight overseeing one additional staff

- member for the lab. This position sometimes would require me to go to stores to educate them on ordering processes to ensure we save money by doing our own lab work at the correct labs and Insurance orders going to the correct locations as well.

Provided exceptional customer service to patients while managing the optical

- laboratory.

Utilized problem solving skills to resolve technical issues with equipment or

- software programs.

Ensured compliance with HIPAA regulations regarding patient information

- privacy.

Performed regular maintenance on lab equipment such as edgers, tracers,

- polishers.

Implemented strategies for improving workflow in order to increase productivity.

- Managed daily operations of the optical laboratory ensuring production deadlines were met.

Created detailed reports outlining production data, sales figures, efficiency

- statistics.

Analyzed financial records related to labor costs, overhead expenses, material

- costs.

Demonstrated strong leadership by training new employees on optical lab

- procedures and safety regulations.

Negotiated contracts with vendors providing services or products used by the

- optical lab.

Developed and implemented efficient processes for ordering, receiving, tracking,

- and distributing frames and lenses.

Established quality assurance protocols to ensure accuracy of prescriptions and

- lens designs.

Monitored employee attendance records and time sheets in order to maintain

- accurate payroll records.

Initiated cost-saving measures that improved the overall profitability of the

- laboratory.

Customer Service Lead Supervisor

Essilor Luxottica - Tampa, FL

January 2020 to November 2021

Responsible for all management type call backs and overseeing a pod of 18

- employees to ensure customer satisfaction
- Regularly coaching and engaging with employees to ensure the utmost quality
- of customer service is given to each account
- Scheduling and maintains coverage for all peak hours and to maintain KPI's
- company has set in place.
- Trained customer service representatives on customer service standards,
- policies, and procedures.
- Strengthened and improved team KPIs with positive interaction and team-
- building exercises.
- Enforced compliance standards set by management when responding to
- customer inquiries.
- Reviewed employee attendance records regularly to ensure adherence to
- company policies.
- Continually assessed processes for improvement opportunities that could
- enhance overall efficiency.
- Trained new customer service staff on company policies, procedures, and
- software systems.
- Observed staff performance with ticket observations and call observations to
- identify training needs.
- Provided excellent customer service to clients, resolving their inquiries and
- complaints in a timely manner.
- Maintained accurate records of customer interactions for future reference.
- Utilized problem-solving skills to troubleshoot technical problems with
 - customers quickly and effectively.
- Administered training and development programs to increase overall job
- performance.
- Conducted regular one-on-one meetings with team members to review
- progress and provide constructive feedback.
- Maintained up-to-date knowledge of changes in products or services offered by
- the company.
- Collaborated closely with Human Resources department during recruitment
- process for open positions within the team.
- Communicated effectively between departments regarding product availability
- status updates for customers.
- Analyzed customer data from surveys and feedback forms to identify areas
- where improvements can be made.
- Provided accurate information to customers on merchandise return policies,
- refunds and warranty repairs.
- Developed new hires by coaching and evaluating employee performance.
- Coordinated customer service activities to ensure customer satisfaction and
 - loyalty.
- Reviewed historical and real-time reports within call management system to
- provide service level.

Optical Store Manager

Optics Soho - Tampa, FL

November 2017 to January 2020

Researched new products and suppliers to expand product offerings in order to

- meet consumer demand.

Provided feedback on staff performance so they could better understand their

- roles within the organization.

Collaborated with other departments within the company to ensure seamless

- integration between marketing, sales, finance, and operations teams.

Created innovative marketing campaigns to increase brand awareness and drive

- sales growth.

Conducted weekly meetings with staff members in order to discuss any issues

- or concerns related to their job duties.

Developed relationships with vendors in order to secure competitive prices on

- products needed for the store's inventory.

Developed employee training programs to ensure the highest standards of

- customer service were maintained throughout the store.

Participated actively in industry trade shows or conferences in order to stay

- informed about current trends in optical retailing.

Implemented strategies to reduce operating costs while maintaining quality

- standards.

Developed strong relationships with customers to ensure repeat business and

- referrals.

Implemented cost-saving measures to reduce overhead expenses while still

- providing quality products and services.

Monitored daily operations and implemented strategies to improve efficiency

- and accuracy within the store.

Recruited qualified personnel when necessary by conducting interviews and

- background checks.

Maintained detailed records of inventory levels, orders, and customer

- transactions for accurate accounting purposes.

Demonstrated excellent interpersonal skills while working with customers to

- identify their needs and provide appropriate solutions.

Processed payments from customers using cash registers or other payment

- processing systems.

Established systems for tracking customer complaints so that any necessary

- corrective actions could be taken promptly.

Lab Manager

Lenscrafters - Tampa, FL

November 2009 to November 2017

I am in charge of making a complex schedule with associates, providing

- extraordinary customer service to patients, and all processing of the eyeglasses at the location

Accomplishments

- A steady amount of patients that will only deal with me because of the personal connection I had with them

I also have reorganized the lab I work at to increase productivity, organization,

- and cleanliness.

Education

business

Hillsborough community college - Tampa, FL

January 2016

High School Diploma

Gaither High School

April 2009

Skills

- Vendor Management
- Territory Management
- Sales (10+ years)
- Process Improvement (9 years)
- Employee Relations (10+ years)
- Deal Structuring
- Quality Control (10+ years)
- Territory Volume
- Price Structuring
- Social Media Platforms
- Time Management
- Quality Assurance
- Staff Management
- Performance Management
- Salesforce Software
- Business Growth and Retention
- Laboratory Management
- Budgeting
- Recruiting (2 year)
- Payroll (5 years)
- Scheduling (5 years)
- Strategic Business Planning
- Operating Procedures and Policies
- Cold Calling
- Laboratory Experience
- Providing Feedback
- CRM Software
- Research
- Sales Expertise

- Hiring (4 years)
- Training & Development (5 years)
- Managerial (8 years)
- ABO
- Business Development
- Optician
- Product and Service Sales
- Word (10+ years)
- Operational Standards
- Team Recruiting and Onboarding
- Account and Territory Management
- Salesforce Marketing Cloud
- EHR systems
- B2B Sales
- Account Management
- Sales Management
- Management

Certifications and Licenses

ABO Certification

Full Application

*changes recorded Tue Dec 10 2024 at 05:39:02 GMT-0500 (Eastern Standard Time)
by Chance Gloger (chancelersage@gmail.com)*

APPLICANT INFORMATION



First Name

CHANCE

Middle Initial

n/a

Last Name

GLOGER

Address

223 e arbor ave

City

Port Saint Lucie

State

FLORIDA

Zip Code

34952

Phone Number

8133819882

Email Address

chancelersage@gmail.com

VOLUNTARY SELF- IDENTIFICATION SECTION



GENDER

n/a

RACE

n/a

HISPANIC OR LATINO

No

AMERICAN INDIAN OR ALASKA NATIVE

Yes

ASIAN

No

BLACK OR AFRICAN AMERICAN

No

NATIVE HAWAIIAN OR PACIFIC ISLANDER

No

WHITE

No

TWO OR MORE RACES

No

ELIGIBILITY, RELATIVES, & PREVIOUS CITY EMPLOYMENT



Are you at least 18 years of age?

Yes

Check this box if you are a citizen of the United States.

Yes

Check this box if you are lawfully authorized to work in the United States.

Yes

If yes, are you able to provide documentation as required by law to verify your eligibility to work in the United States?

Yes

Are you related to any employee(s) of the City of Fort Pierce?

No

If yes, please, list their name(s).

n/a

Check this box if you have ever been employed by the City of Fort Pierce.

No

If you are a former employee, please list your position.

n/a

Check this box if you are currently employed by the City of Fort Pierce.

No

DRIVERS LICENSE INFORMATION 

DRIVER'S LICENSE STATE

FLORIDA

DRIVER'S LICENSE TYPE

CLASS E PERSONAL VEHICLE

DRIVER'S LICENSE NUMBER

G426117911250

EXPIRATION DATE

4/5/2029

List any restrictions and/or endorsements that you have.

n/a

MILITARY SERVICES RECORD



Have you ever served in the Military Service of the United States?

n/a

Date Inducted

n/a

Rank at Discharge

n/a

Type of Discharge

n/a

Date of Discharge

n/a

Are you currently a member of any branch of the military or Naval Reserves?

No

If yes, please indicate the date your military obligations expire.

n/a

Years of Creditable Active Service

n/a

Are you claiming Veterans' Preference (in accordance with Chapter 55 A-7, Florida Administrative Code, and Chapter 295.07, Florida Statutes)?

No

If eligible, which Veterans' Preference are you claiming?

n/a

HIGHEST DEGREE ATTAINED



Please select the highest degree type that you have attained.

BACHELORS DEGREE

COLLEGE INSTITUTION



COLLEGE INSTITUTION 1

College Name

University of South Florida

College City

Tampa

College State

Florida

Select your degree level.

BACHELORS DEGREE

What did you major in?

What did you major in?

Business management

Did you graduate?

Yes

Please include any relevant details.

n/a

HIGH SCHOOL



High School Name

Gaither high school

High School City

Tampa

High School State

Florida

Did you graduate?

Yes

EMPLOYMENT INFORMATION



EMPLOYMENT INFORMATION 1

Start Date

4/30/2024

End Date

12/10/2024

Status - Full Time or Part Time

FULL TIME

Employer Name

Schmidt's optical

Employer City

Stuart

Employer State

FLORIDA

Employer Phone Number

8135704196

Position Title

Director of operations

Final Salary (Whole Numbers Only - No Decimals/Commas)

\$105,000

Number of Employees Supervised

9

Position Duties

Management of all lab productions and machinery. Training and development of staffing. Continuous improvements manager

Reason for Leaving

Travel

Supervisor Name

Lydia Schmidt

Contact Email

Chancelersage@yahoo.com

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.

Yes

Please, explain any work gap(s) you may have.

See resume for time frames

EMPLOYMENT INFORMATION 2

Start Date

1/1/2023

End Date

4/30/2024

Status - Full Time or Part Time

FULL TIME

Employer Name

Design eyewear group

Employer City

Remote

Employer State

FLORIDA

Employer Phone Number

8133819882

Position Title

Position Title
Regional sales manager

Final Salary (Whole Numbers Only - No Decimals/Commas)

\$90,000

Number of Employees Supervised

13

Position Duties

**Sales management Business development
Marketing**

Reason for Leaving

Pay

Supervisor Name

David chernoff

Contact Email

Sage11987@aol.com

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.

Yes

Please, explain any work gap(s) you may have.

n/a

PROFESSIONAL REFERENCE



PROFESSIONAL REFERENCE 1

Reference Name

Cheri Rocha

Occupation

Coworker

Phone Number

8135704196

Email Address

Rochacherri@gmail.com

PROFESSIONAL REFERENCE 2

Reference Name

Chris Perez

Occupation

Optician

Phone Number

8133819882

Email Address

Chancelersage@yahoo.com

PERSONAL REFERENCE



Reference Name

Rebekah Reineck

Occupation

Business owner

Phone Number

8133819882

Email Address

Chancelersage@gmail.com

BACKGROUND INFORMATION



Check this box if you have ever been convicted of any offense against the law, or pleaded nolo contendere (no contest), or had adjudication withheld in a criminal offense, felony, misdemeanor or otherwise, by court or a military tribunal.

No

If your answer is yes (you have checked the box), please, answer the 5 questions above.

n/a

COVER LETTER



No data provided

RESUME



FILE ATTACHMENT (PDF or JPEG)

Chancellor-Gloger resume indeed.pdf

CERTIFICATE/LICENSE



CERTIFICATE/LICENSE 1

No data provided

RECOMMENDATION LETTER



RECOMMENDATION LETTER 1

No data provided

OTHER DOCUMENTATION



OTHER DOCUMENTATION 1

No data provided

JOB SPECIFIC QUESTIONS



Do you have experience as a City Manager, Deputy/Assistant City Manager, Department Director or other executive level administration experience in a municipal or other related governmental agency environment?

Yes

Do you currently reside in or are you willing to move into City Limits?

Yes

Do you have a bachelor's degree of higher?

Yes

Do you have at least 10 years of progressively responsible experience in administration, management, and /or coordination of local government programs and personnel?

Yes

Lawrence E. Kopp
311 Dogwood Trail
Delaware Water Gap, PA 18327

December 12th, 2024

City of Fort Pierce
100 North U.S. Highway 1
Fort Pierce, FL 34950

Dear Sir or Madam,

I was very pleased to learn of the opening for City Manager with the City of Fort Pierce. Because of a background comprised of experience as a municipal manager, an executive director of nonprofit community organizations, a commissioned officer in the United States Army and as a former resident of Fort Pierce, I feel that I am singularly qualified to excel at this position.

When I undertook my current duties as Borough Manager with the Borough of Stroudsburg, I took charge of a position that has suffered considerable turnover during the past decade and inherited a municipality that had seen five years of multi-million-dollar budget deficits. To meet this challenge, I implemented financial policies that resulted in considerable surpluses across all twelve municipal funds for the entirety of my tenure, with projections for budgetary surpluses again in 2024. In conjunction with financial initiatives, working with the Mayor and Borough Council, I carried out numerous infrastructure projects to better serve and support the residents of the Borough. These initiatives, which addressed the municipality's unique needs and goals, have borne considerable fruit, positioning the Borough for continued future stability and growth.

Prior to my career as an appointed official, I worked in community nonprofit management as executive director with six organizations around the country, specializing in change management, analyzing internal operations and identifying areas of process improvement. I established multi-year strategic plans to overcome budgetary shortfalls, successfully increasing funding by up to 300% and streamlining costs while bolstering critical programs that supported the community. These initiatives generated financial stability and programmatic excellence, planting the seeds for remarkable progress. I am proud that every one of the organizations I led as executive director enjoyed their best years, most praiseworthy successes, and their greatest growth during my tenure.

I am most pleased, nonetheless, with the strategic, collaborative partnerships I forged in support of these plans. I initiated and established these partnerships between municipalities, economic development entities, nonprofits, school districts, and other organizations. The innovative programs that emerged from these collaborations became successful, productive spurs for economic and community growth. I am proud of the many successes these projects enjoyed and especially with the lasting relationships they cultivated, creating a stronger community for all residents.

The professional skills I use daily, I developed during my time serving as an officer in the U.S. Army. This experience was invaluable in honing leadership as well as communication, planning, organizational and

interpersonal skills. While in the Army, I led organizations with staffs of up to 200 personnel as well as developing and managing budgets of up to \$3.5M. I was entrusted with designing and implementing complex, large-scale projects in addition to conducting detailed planning on both a short and long-range basis. Of equal importance to leadership is the ability to work effectively as a team member. During my time in the Army, I built and maintained numerous lasting relationships with individuals of various backgrounds, temperaments and walks of life.

As a former resident, I was extremely excited to see the opening for the position of City Manager and would love to be afforded the opportunity to serve this wonderful community. By virtue of my extensive professional experience, understanding of the community, unique and varied skills, proven abilities and passion for service to the community, I feel I would excel as City Manager with the City of Fort Pierce. I look forward to discussing my candidacy during an interview. Thank you in advance for your time and consideration.

Sincerely yours,

Lawrence Kopp

Lawrence E. Kopp
311 Dogwood Trail
Delaware Water Gap, PA 18327
Cell Phone: (724) 301-5536
E-mail: L.Emerson.Kopp@gmail.com

Professional Profile

Dedicated, extremely hardworking municipal leader with a significant record of accomplishments. Exceptional communication skills, both verbal and written. Relationship builder, forging collaborative partnerships within organizations and across the community. Superior problem-solving skills, quickly assimilating complex information, identifying obstacles, developing and implementing plans to turn challenges into opportunities for growth. Outstanding team building and project management abilities.

Municipal Manager Responsibilities and Accomplishments (2019 – Present)

- Developed and implemented annual budgets comprised of up to 12 funds totaling as much as \$12.1 Million. Under my watch, all funds ended fiscal years balanced or with surpluses.
- Supervised staffs of up to 20 full-time and 2 part-time employees. Oversaw collective bargaining and guided union staff. Administered 11 Borough properties; three parks; three cemeteries; 22.6 miles of streets; and municipal equipment with a total worth of over \$32 million.
- Managed a municipal Electric Department, providing power to all 1,500 residents. Responsibilities included the Borough's electric grid with over 10 miles of power lines and over 100 transformers as well as billing and customer service, all with an annual budget of \$1.6M.
- Led management of wastewater collection systems and a wastewater treatment plant.
- Worked effectively and extensively with public safety officials in the support of municipal police and fire departments, developing and implementing budgets, recruiting employees and ensuring retention, purchasing equipment and supervising maintenance. Currently Secretary and member of the Stroud Area Regional Police Department Commission.
- Acted as Plan Administrator for Municipal Uniformed and Non-Uniformed Pension Plans.
- Developed and implemented a comprehensive plan to reduce inflow and infiltration within the wastewater collection system. Designed and executed a borough-wide plan for the reevaluation of equivalent dwelling units (EDUs) on all properties to ensure fair billing and maximizing revenue.
- Managed municipal Stormwater Management Plans. Developed and implemented MS4 Plans, assumed responsibility and carried out all reporting requirements.
- Acted as Flood Plain Manager, completing FEMA's basic and advanced Flood Plain Manager Courses.
- Worked with consultants and a focus group of community members to develop and implement a comprehensive Economic Development Plan for the municipality.
- Developed and implemented 10-year Capital Improvements Plans, including buildings, parking lots, parks, sewer & stormwater infrastructure, street paving, as well as public works equipment and facilities.
- Developed and executed an implementation plan for a Borough-wide Solid Waste Ordinance, providing waste disposal services to over 2,000 residences.

- Planned and executed the implementation of a Rental Property Inspection Ordinance for the municipality, requiring the regular inspection of over 1,500 rental units.
- Acted as project manager for numerous capital improvements, including the replacement of a key portion of the Borough's wastewater system with a budget close to 1M. Most projects were completed ahead of schedule and under budget.
- Spearheaded the implementation of online software that included all municipal licensing, permitting, code enforcement and zoning functions with a customer service portal.
- Built strong, productive relationships with elected officials and their staffs, including county commissioners and state legislators from the House of Representatives and Senate.

Executive Director Responsibilities and Accomplishments (2003 – 2018)

- Change management specialist with financially distressed organizations. Designed and implemented comprehensive short and long-range plans that streamlined costs and operations while increasing funding, restoring organizational stability and preventing bankruptcy.
- Extensive experience in successful grant writing. Grew annual funding from grants by as much as 300%, and increased the number of funders by as much as 400%.
- Considerable experience in public relations and communications, developing and implementing short and long-range communications plans. Extensive experience acting as an organizational spokesman and liaison with the press.

Career in the Military (1992 – 2003)

- Led organizations composed of staffs ranging from seven to over 200, comprised of Airborne, Air Assault and Special Operations personnel, the most elite in the military.
- Developed, implemented and managed annual budgets up to \$3.5M.
- Planned for organizations ranging in personnel size from under 100 to over 100K. Developed, implemented and managed their short-term, annual and multi-year plans.
- Extensive project management experience, particularly large-scale, high-visibility, long-term projects.
- Built, maintained and led high-performing teams that exceeded prevailing standards and achieved all goals. Coached and mentored subordinates in view of personal development and the realization of professional potential.
- Within the unanticipated scope of a two-week deadline, planned and executed the movement of a 670-person organization from Fort Campbell, Kentucky, to Panama City, Republic of Panama, and their subsequent return two months later. Responsibilities included the transportation of all personnel and equipment via sea and air as well as coordination of lodging and all logistical requirements.
- Planned, coordinated and implemented the \$2M renovation and occupation of a consolidated 60K sq. ft. facility, a former base hospital, to be converted into a consolidated soldier support center. Led and supervised the work completed by 14 separate organizations with combined staffs of over 500.
- Developed and implemented plans for the fielding of new identification cards and promotion policies at Fort Bragg, North Carolina, to a total supported population of over 60K. Both plans were subsequently adopted for use and implemented by the Department of the Army worldwide.

Work History

Current Position

Borough Manager Borough of Stroudsburg 2021 - Present

Previous Positions

Borough Manager	Catawissa Borough, Catawissa, PA
Executive Director	The Arts Center, Jamestown, ND
Executive Director	Ridgefield Symphony Orchestra, Ridgefield, CT
Executive Director	Yakima Symphony Orchestra, Yakima, WA
Executive Director	Valley Symphony Orchestra, McAllen, TX
Executive Director	Atlantic Classical Orchestra, Ft. Pierce, FL
Executive Director	Altoona Symphony Orchestra, Altoona, PA

Education

Completed Coursework for M.M. in Music History, Temple University, Philadelphia, Pennsylvania
B.M. Cum Laude, Music Performance, Temple University, Philadelphia, Pennsylvania

Full Application

changes recorded Thu Dec 12 2024 at 16:48:40 GMT-0500 (Eastern Standard Time)
by Lawrence Kopp (l.emerson.kopp@gmail.com)

APPLICANT INFORMATION

First Name	Middle Initial	Last Name	Address
LAWRENCE	E	KOPP	311 Dogwood Trail
City	State	Zip Code	Phone Number
Delaware Water Gap	PENNSYLVANIA	18327	7243015536
Email Address			
l.emerson.kopp@gmail.com			

VOLUNTARY SELF-IDENTIFICATION SECTION

GENDER	RACE	HISPANIC OR LATINO	AMERICAN INDIAN OR ALASKA NATIVE
MALE	n/a	No	No
ASIAN	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE
No	No	No	Yes
TWO OR MORE RACES			
No			

ELIGIBILITY, RELATIVES, & PREVIOUS CITY EMPLOYMENT

Are you at least 18 years of age?	Check this box if you are a citizen of the United States.	Check this box if you are lawfully authorized to work in the United States.	If yes, are you able to provide documentation as required by law to verify your eligibility to work in the United States?
Yes	Yes	Yes	Yes
Are you related to any employee(s) of the City of Fort Pierce?	If yes, please, list their name(s).	Check this box if you have ever been employed by the City of Fort Pierce.	If you are a former employee, please list your position.
No	n/a	No	n/a
Check this box if you are currently employed by the City of Fort Pierce.			
No			

DRIVERS LICENSE INFORMATION

DRIVER'S LICENSE STATE	DRIVER'S LICENSE TYPE	DRIVER'S LICENSE NUMBER	EXPIRATION DATE
PENNSYLVANIA	CLASS E PERSONAL VEHICLE	20978953	8/20/2028
List any restrictions and/or endorsements that you have.			
n/a			

MILITARY SERVICES RECORD

Have you ever served in the Military Service of the United States?	Date Inducted	Rank at Discharge	Type of Discharge
VETERAN	7/14/1992	Captain	HONORABLE DISCHARGE
Date of Discharge	Are you currently a member of any branch of the military or Naval Reserves?	If yes, please indicate the date your military obligations expire.	Years of Creditable Active Service
9/30/2003	No	n/a	n/a

Are you claiming Veterans' Preference (in accordance with Chapter 55 A-7, Florida Administrative Code, and Chapter 295.07, Florida Statutes)?

No

If eligible, which Veterans' Preference are you claiming?

n/a

HIGHEST DEGREE ATTAINED

Please select the highest degree type that you have attained.

BACHELORS DEGREE

COLLEGE INSTITUTION

COLLEGE INSTITUTION 1

College Name
Temple University

College City
Philadelphia

College State
Pennsylvania

Select your degree level.
BACHELORS DEGREE

What did you major in?
Music

Did you graduate?
Yes

Please include any relevant details.
n/a

COLLEGE INSTITUTION 2

College Name
Temple University

College City
Philadelphia

College State
Pennsylvania

Select your degree level.
MASTERS DEGREE

What did you major in?
Music History

Did you graduate?
No

Please include any relevant details.
n/a

HIGH SCHOOL

High School Name
Southern Columbia Area High School

High School City
Catawissa

High School State
Pennsylvania

Did you graduate?
Yes

EMPLOYMENT INFORMATION

EMPLOYMENT INFORMATION 1

Start Date
4/1/2021

End Date
12/4/2024

Status - Full Time or Part Time
FULL TIME

Employer Name
Borough of Stroudsburg

Employer City
Stroudsburg

Employer State
PENNSYLVANIA

Employer Phone Number
570-421-5444

Position Title
Borough Manager

Final Salary (Whole Numbers Only - No Decimals/Commas)
\$125,000

Number of Employees Supervised
22

Position Duties
Senior Appointed Official and Chief Operating Officer for a municipality of 5,900 residents in Northeast Pennsylvania.

Reason for Leaving
Still employed in this position.

Supervisor Name
Matt Abell

Contact Email
mattabellmattabell@gmail.com

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.
No

Please, explain any work gap(s) you may have.
n/a

PROFESSIONAL REFERENCE

PROFESSIONAL REFERENCE 1

Reference Name Tarah Probst	Occupation PA House of Representativ	Phone Number 570-417-2552	Email Address tprobst@pahouse.net
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PROFESSIONAL REFERENCE 2

Reference Name Jim Evanisko	Occupation Former Council Member	Phone Number 570-517-5019	Email Address jimevanisko@gmail.com
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PERSONAL REFERENCE

Reference Name German Ciuba	Occupation Priest	Phone Number 330-406-8631	Email Address gciuba@gmail.com
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BACKGROUND INFORMATION

Check this box if you have ever been convicted of any offense against the law, or pleaded nolo contendere (no contest), or had adjudication withheld in a criminal offense, felony, misdemeanor or otherwise, by court or a military tribunal.
No

If your answer is yes (you have checked the box), please, answer the 5 questions above.
n/a

COVER LETTER

FILE ATTACHMENT (PDF or JPEG)
Kopp Cover Letter.docx

RESUME

FILE ATTACHMENT (PDF or JPEG)
Kopp Resume.docx

CERTIFICATE/LICENSE

CERTIFICATE/LICENSE 1

No data provided

RECOMMENDATION LETTER

RECOMMENDATION LETTER 1

No data provided

OTHER DOCUMENTATION

OTHER DOCUMENTATION 1

No data provided

JOB SPECIFIC QUESTIONS

Do you have experience as a City Manager, Deputy/Assistant City Manager,	Do you currently reside in or are you willing to move into City Limits?	Do you have a bachelor's degree of higher?	Do you have at least 10 years of progressively responsible experience in
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Department Director or other executive level administration experience in a municipal or other related governmental agency environment?

Yes

Yes

administration, management, and /or coordination of local government programs and personnel?

Yes

Yes

Michael Reilly
Staten Island, NY
718-490-3165
MikeWReilly@gmail.com

Search Committee
City of Fort Pierce, FL

Dear Members of the Search Committee,

I am writing to express my strong interest in the City Manager position with the City of Fort Pierce. With over 30 years of executive leadership experience in public service, legislative advocacy, and strategic planning, I am excited about the opportunity to bring my proven ability to lead municipal operations, foster community engagement, and drive sustainable growth to a vibrant and culturally rich city like Fort Pierce.

Throughout my career, I have led large-scale initiatives that transformed public services, improved safety, and enhanced quality of life for residents. As a member of the New York State Assembly, I secured \$10M for statewide law enforcement training and \$110M for school infrastructure projects. These efforts required balancing complex budgets, building consensus among stakeholders, and addressing the immediate and long-term needs of diverse communities—skills I am eager to bring to Fort Pierce.

As President of Reilly Strategies and a former Lieutenant in the NYPD, I have developed and implemented strategies to improve operational efficiency and drive results. My experience overseeing multidisciplinary teams has honed my ability to build cohesive units, manage resources effectively, and achieve organizational goals. These qualities align with Fort Pierce's priorities of redevelopment, park enhancements, and environmental sustainability.

I am particularly inspired by Fort Pierce's commitment to fostering a strong sense of community while embracing growth. My background in advocating for underserved communities and leading community-driven projects, such as traffic safety improvements and public facility upgrades, positions me to collaborate with residents, businesses, and government leaders to achieve the city's vision for the future.

Fort Pierce's unique combination of small-town charm and strategic opportunities for growth presents an exciting opportunity to apply my leadership, financial management, and operational expertise. I am fully prepared to relocate and am committed to becoming an active member of the Fort Pierce community.

Thank you for considering my application. I welcome the opportunity to discuss how my experience and vision align with the goals of the City of Fort Pierce.

Yours in service,

Michael Reilly

MICHAEL REILLY

Staten Island, N.Y. | 718-490-3165 | MikeWReilly@gmail.com | [Michael Reilly](#) | [LinkedIn](#)

Accomplished executive with over 30 years of dedicated experience in legislative advocacy, community engagement, and effective leadership across public and private sectors. Proficient in securing substantial funding for large-scale initiatives, adept at assembling and guiding high-performing teams, and skilled in developing innovative solutions for complex challenges. A visionary strategist driven by a profound commitment to community growth and transformative change.

Professional Experience

New York State Assembly

Member, 62nd Assembly District

January 2019 – Present

- Legislative Committees: Higher Education, Education, Governmental Employees, Codes, Cities, and Rules
- Secured \$10M in state budget to expand the Law Enforcement Drug Recognition Expert Training program, resulting in a 5% increase in qualified officers addressing Driving While Impaired across NYS
- Co-chaired Task Force on School Safety and Security, facilitating regional forums and synthesizing stakeholder input to craft a comprehensive report with legislative solutions and best practices for enhancing school safety
- Led advocacy campaign for implementation of advanced security measures at 1,400 NYC public school buildings, securing \$45M in funding, navigating logistical challenges, and ensuring timely project delivery from NYC Department of Education
- Appointed by Governor to serve on Metropolitan Transportation Authority Inspector General Advisory Board, leveraging expertise to support I.G. in identifying opportunities to enhance operational efficiency

Siena College

Adjunct Lecturer – Criminal Justice

September 2024 – Present

- Develop and implement engaging curriculum that fosters critical thinking and prepares students for careers in criminal justice and public policy

Southern New Hampshire University

Adjunct Faculty – Business/Leadership

January 2024 – Present

- Initiate and grade assignments and assessments, ensuring alignment with curriculum standards
- Mentor and advise students on academic and career goals, providing guidance and support to enhance their educational experience
- Collaborate with faculty to refine and improve course offerings based on feedback and evolving industry trends

Reilly Strategies

President - Digital Citizenship Speaker – Leadership Coach

April 2006 – Present

- Partnered with school administrators and community-based organizations to present Digital Citizenship/Cyberbullying workshops, reaching more than 75,000 students, families, and staff to raise awareness of responsible technology use and online safety
- Coached not-for-profit Board members, improving efficiency and team committee dynamics, increasing membership participation by 20% through targeted training and streamlined communication strategies

New York City Community Education Council

President

July 2009 – December 2018

- Secured \$110M in Capital Project allocations for schools, including bathroom remodels, security camera installations, public address/fire alarm system overhauls, and sports field/playground projects

- Attained a \$900,000 state grant for district school community initiative “Building Empathy, Equity and Excellence,” contributing to a 5% increase in student attendance over two years
- Developed NYC Department of Transportation “Slow Zones” to upgrade traffic safety in three Staten Island communities, resulting in a 15% reduction in collisions
- Invited in 2018 to testify before the U.S. Congress, Committee on Homeland Security, to offer recommendations to improve school safety based on expertise in the field

New York City Police Department

Lieutenant, Platoon Commander Video Patrol Operations

September 1993 – April 2006

- Commanded video patrol operations, leveraged resources, serving 40,000 residents across 23 NYC Housing Authority development buildings, decreasing major crime by 16%
- Strategically led a team of 8 Sergeants, 50 Police Officers, and 4 civilian employees, resulting in a 15% reduction in major crime in the 90th Precinct
- Supervised non-uniform patrol and investigations of robberies, burglaries, and illegal possession of firearms, analyzed data in high-risk areas for deployment, resulting in a 12% decrease in major crimes in the 67th Precinct

Education

- **Master of Science, Management and Leadership**
Western Governors University, Utah
- **Lindsay Fellow in Government Leadership and Practice**
Institute for State and Local Governance (ISLG)
The Graduate Center, City University of New York
- **Bachelor of Science, Legal Studies**
John Jay College of Criminal Justice, City University of New York
- **Leadership Institute – NYC Department of Education**
 - Inaugural 2015 cohort for Critical Leadership Building, Coaching, and Mentoring.
 - Advanced Cohort 2016, focused on establishing effective mentoring methodologies.
 - Led the Mentorship Development Team 2017, developed the conception, implementation, testing, evaluation, assessment, and feedback of the mentorship program.

Community Involvement

- **YMCA, Board Member**
Collaborated with colleagues to plan, promote, and implement a strategy to add 50 pre-school student seats for Staten Island families
- **Canvass Institute, Board Member**
Amplify the positive impact of community-driven artists to promote equity and diversity in the community
- **Staten Island Community Transformation Advisory Board Member**
Empower leaders to create impactful and lasting change in their community, hosting thought-provoking table discussions focused on values

Military Service

United States Army Reserves

Specialist

June 1992 – June 1998

- Provided administrative support for the Commanding General, 77th Army Reserve Command

Full Application

changes recorded Mon Dec 09 2024 at 17:08:30 GMT-0500 (Eastern Standard Time)
by Michael Reilly (mikewreilly@gmail.com)

APPLICANT INFORMATION

First Name	Middle Initial	Last Name	Address
MICHAEL	W	REILLY	410 Lyndale Ave
City	State	Zip Code	Phone Number
Staten Island	NEW YORK	10312	7189673027
Email Address			
mikewreilly@gmail.com			

VOLUNTARY SELF-IDENTIFICATION SECTION

GENDER	RACE	HISPANIC OR LATINO	AMERICAN INDIAN OR ALASKA NATIVE
MALE	CAUCASIAN	No	No
ASIAN	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE
No	No	No	Yes
TWO OR MORE RACES			
No			

ELIGIBILITY, RELATIVES, & PREVIOUS CITY EMPLOYMENT

Are you at least 18 years of age?	Check this box if you are a citizen of the United States.	Check this box if you are lawfully authorized to work in the United States.	If yes, are you able to provide documentation as required by law to verify your eligibility to work in the United States?
Yes	No	No	<i>n/a</i>
Are you related to any employee(s) of the City of Fort Pierce?	If yes, please, list their name(s).	Check this box if you have ever been employed by the City of Fort Pierce.	If you are a former employee, please list your position.
No	<i>n/a</i>	No	<i>n/a</i>
Check this box if you are currently employed by the City of Fort Pierce.			
No			

DRIVERS LICENSE INFORMATION

DRIVER'S LICENSE STATE	DRIVER'S LICENSE TYPE	DRIVER'S LICENSE NUMBER	EXPIRATION DATE
NEW YORK	CLASS E PERSONAL VEHICLE	781945591	1/30/2027
List any restrictions and/or endorsements that you have.			
<i>n/a</i>			

MILITARY SERVICES RECORD

Have you ever served in the Military Service of the United States?	Date Inducted	Rank at Discharge	Type of Discharge
VETERAN	6/1/1992	Specialist	HONORABLE DISCHARGE
Date of Discharge	Are you currently a member of any branch of the military or Naval Reserves?	If yes, please indicate the date your military obligations expire.	Years of Creditable Active Service
6/1/2000	No	<i>n/a</i>	<i>n/a</i>

Are you claiming Veterans' Preference (in accordance with Chapter 55 A-7, Florida Administrative Code, and Chapter 295.07, Florida Statutes)? **No**

If eligible, which Veterans' Preference are you claiming? *n/a*

HIGHEST DEGREE ATTAINED ^

Please select the highest degree type that you have attained.

MASTERS DEGREE

COLLEGE INSTITUTION ^

COLLEGE INSTITUTION 1

College Name Western Governors University	College City Salt Lake City	College State UT	Select your degree level. MASTERS DEGREE
What did you major in? Management and Leadership	Did you graduate? Yes	Please include any relevant details. <i>n/a</i>	

COLLEGE INSTITUTION 2

College Name John Jay College	College City New York	College State New York	Select your degree level. BACHELORS DEGREE
What did you major in? Legal Studies	Did you graduate? Yes	Please include any relevant details. <i>n/a</i>	

HIGH SCHOOL ^

High School Name High School of Telecommunications and Technology	High School City Brooklyn	High School State NY	Did you graduate? Yes
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EMPLOYMENT INFORMATION ^

Start Date 1/1/2019	End Date 12/9/2024	Status - Full Time or Part Time FULL TIME	Employer Name New York State Assembly
Employer City New York	Employer State NEW YORK	Employer Phone Number 718 4903165	Position Title Member of Assembly
Final Salary (Whole Numbers Only - No Decimals/Commas) \$142,000	Number of Employees Supervised 10	Position Duties New York State Assembly Member, 62nd Assembly District January 2019 – Present • Legislative Committees: Higher Education, Education, Governmental Employees, Codes, Cities, and Rules • Secured \$10M in state budget to expand the Law Enforcement Drug Recognition Expert Training program, resulting in a 5% increase in qualified officers addressing Driving While Impaired across NYS • Co-chaired Task Force on School Safety and Security, facilitating regional forums	Reason for Leaving Still employed

and synthesizing stakeholder input to craft a comprehensive report with legislative solutions and best practices for enhancing school safety • Led advocacy campaign for implementation of advanced security measures at 1,400 NYC public school buildings, securing \$45M in funding, navigating logistical challenges, and ensuring timely project delivery from NYC Department of Education • Appointed by Governor to serve on Metropolitan Transportation Authority Inspector General Advisory Board, leveraging expertise to support I.G. in identifying opportunities to enhance operational efficiency Siena College Adjunct Lecturer – Criminal Justice September 2024 – Present • Develop and implement engaging curriculum that fosters critical thinking and prepares students for careers in criminal justice and public policy Southern New Hampshire University Adjunct Faculty – Business/Leadership January 2024 – Present • Initiate and grade assignments and assessments, ensuring alignment with curriculum standards • Mentor and advise students on academic and career goals, providing guidance and support to enhance their educational experience • Collaborate with faculty to refine and improve course offerings based on feedback and evolving industry trends Reilly Strategies President - Digital Citizenship Speaker – Leadership Coach April 2006 – Present • Partnered with school administrators and community-based organizations to present Digital Citizenship/Cyberbullying workshops, reaching more than 75,000 students, families, and staff to raise awareness of responsible technology use and online safety • Coached not-for-profit Board members, improving efficiency and team committee dynamics, increasing membership participation by 20% through targeted training and streamlined communication strategies New York City Community Education Council President 2006

President July 2009 – December 2018 • Secured \$110M in Capital Project allocations for schools, including bathroom remodels, security camera installations, public address/fire alarm system overhauls, and sports field/playground projects • Attained a \$900,000 state grant for district school community initiative “Building Empathy, Equity and Excellence,” contributing to a 5% increase in student attendance over two years • Developed NYC Department of Transportation “Slow Zones” to upgrade traffic safety in three Staten Island communities, resulting in a 15% reduction in collisions • Invited in 2018 to testify before the U.S. Congress, Committee on Homeland Security, to offer recommendations to improve school safety based on expertise in the field New York City Police Department Lieutenant, Platoon Commander Video Patrol Operations September 1993 – April 2006 • Commanded video patrol operations, leveraged resources, serving 40,000 residents across 23 NYC Housing Authority development buildings, decreasing major crime by 16% • Strategically led a team of 8 Sergeants, 50 Police Officers, and 4 civilian employees, resulting in a 15% reduction in major crime in the 90th Precinct • Supervised non-uniform patrol and investigations of robberies, burglaries, and illegal possession of firearms, analyzed data in high-risk areas for deployment, resulting in a 12% decrease in major crimes in the 67th Precinct

Supervisor Name
Self

Contact Email
mikewreilly@gmail.com

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.
 No

Please, explain any work gap(s) you may have.
n/a

PROFESSIONAL REFERENCE



PROFESSIONAL REFERENCE 1

Reference Name
Michael Tannousis

Occupation
NYS Assembly Member

Phone Number
6463442779

Email Address
Tannousis@gmail.com

PROFESSIONAL REFERENCE 2

PROFESSIONAL REFERENCE 2
Reference Name
Fred Ccerullo

Occupation
CEO Grand Central BID

Phone Number
9178853035

Email Address
acerullo@gcpbid.org

PERSONAL REFERENCE



Reference Name
Brian Sharkey

Occupation
Principal

Phone Number
9083036959

Email Address
bsharke@schools.nyc.gov

BACKGROUND INFORMATION



Check this box if you have ever been convicted of any offense against the law, or pleaded nolo contendere (no contest), or had adjudication withheld in a criminal offense, felony, misdemeanor or otherwise, by court or a military tribunal.

No

If your answer is yes (you have checked the box), please, answer the 5 questions above.

n/a

COVER LETTER



FILE ATTACHMENT (PDF or JPEG)
MReilly Cover Letter Ft. Pierce CM.pdf

RESUME



FILE ATTACHMENT (PDF or JPEG)
Resume MWR.pdf

CERTIFICATE/LICENSE



CERTIFICATE/LICENSE 1

No data provided

RECOMMENDATION LETTER



RECOMMENDATION LETTER 1

No data provided

OTHER DOCUMENTATION



OTHER DOCUMENTATION 1

No data provided

JOB SPECIFIC QUESTIONS



Do you have experience as a City Manager, Deputy/Assistant City Manager, Department Director or other executive level administration experience in a municipal or other related governmental agency environment?

Do you currently reside in or are you willing to move into City Limits?
Yes

Do you have a bachelor's degree of higher?
Yes

Do you have at least 10 years of progressively responsible experience in administration, management, and /or coordination of local government programs and personnel?
Yes

Chelsea Reive

CITY OF FORT PIERCE

GRANT WRITER

1766 SW Success Street
Port Saint Lucie, FL 34953
Chels.lopez90@gmail.com
615-556-8118



Dear Hiring Manager,

I am writing to express my interest in the City Manager position at City of Fort Pierce. With extensive executive-level experience in municipal operations and a strong background in business administration, I am confident in my ability to lead and enhance the administrative functions of your city.

In my recent role as a Business Operations Analyst at YesCare, I have honed my skills in data analysis, project management, and strategic planning over the past 10+ years. These experiences have equipped me with the knowledge and expertise necessary to efficiently oversee city operations, including law enforcement, public maintenance, and financial operations.

My technical skills are comprehensive and include advanced proficiency in Power BI, SQL, Alteryx, Tableau, and Microsoft Office. These are complemented by my strengths in leadership, critical thinking, communication, and problem-solving, all of which are crucial for the City Manager role. My ability to work collaboratively while driving results has been demonstrated through continuous improvements in process efficiencies and stakeholder satisfaction in my previous positions.

I hold a Bachelor's degree in Business Administration from Middle Tennessee University, which has provided me with a solid foundation in administrative and financial management principles relevant to the responsibilities of a City Manager.

I am enthusiastic about the opportunity to bring my leadership, experience, and vision to the City of Fort Pierce. I am committed to fostering an inclusive, efficient, and progressive community environment. I look forward to the possibility of discussing how I can contribute to the future successes of your city.

Thank you for considering my application. I am looking forward to your response.

Chelsea Reive

CHELSEA JUDY REIVE

1766 SW Success St. | Port Saint Lucie, FL 34953 | (615) 556-8118 | Chels.lopez90@gmail.com

SKILLS SUMMARY

Business/Data Analyst with a broad industry background that includes a track record of accomplishments in Analytics and Dashboard Building. A business professional with proven leadership, project management, and problem-solving capabilities. Results driven with a strong commitment to excellence. Skills include the proven ability to:

- Collaborate with multiple external and internal stakeholders across the organization to ensure data quality, data accuracy, data availability, and data accessibility.
- Use developed business acumen insight and think outside the box while utilizing critical thinking skills to solve issues within the company and business development process as they arise.
- Link day-to-day work to bigger objectives of the organization, proficient with spend analytics tools to help meet customer requirements and resolve issues as they arise.
- Data validation and prototype creation for analytical solutions that support business or customer use cases.
- Ensure data stewardship and consistent analytical methods are applied throughout the organization.
- Analyze data to identify data quality issues and recommend solutions to ensure data integrity.
- Manage multiple projects and achieve goals in a fast-paced, results-oriented, innovative, and changing environment.
- Learn new complex concepts quickly, and effectively communicate technical concepts to other stakeholders in the organization.
- Work effectively with a culturally diverse team or achieve results working independently with little or no supervision.
- Use data analytic tools including Power BI, SQL, Alteryx, and Tableau. Additional proficiency with Microsoft Project, Word, Excel, PowerPoint, SAP, Access, and multiple databases including SharePoint, Kronos and Salesforce.

WORK EXPERIENCE

Business Operations Analyst
YesCare; Brentwood, TN

July 2019 to August 2024

- Develop, validate, and maintain automated data transmissions from internal and external sources.
- Stage, organize, and analyze large amounts of data in Alteryx for reporting in Power BI
- Discuss, design, and implement automated reports in Power BI/Alteryx for senior leadership/executives.
- Identifies and resolves any data quality issues by conducting both routine and ad-hoc data cleaning and testing.
- Support Business Operations in the areas of reviewing operations related data, financial reporting, and other project management tasks.
- Analyze data to assist in the creation of different performance and sales metrics needed for yearly and quarterly goals.
- Mine different types of data needed and build reports in SAP Business Objects.

Assistant Practice Manager
Sonobello; Brentwood, TN

July 2018 to July 2019

- Manage day-to-day operations and work collaboratively across practice functions to improve patient care and enhance physician productivity.
- Maintain social media platforms, including Facebook and Instagram, updating regularly to strengthen practice brand.
- Communicate clearly and effectively with customers on social channels, over the phone, and in person.
- Onboard cross-train, and supervise employees, prepare employee performance reviews and provide feedback one on one.
- Manage budgets, track daily deposits, review expense reports, assist with payroll, auditing and prepare accounts receivables and other financial reports
- Translate documents into Spanish and serve as an interpreter for Spanish speaking patients.
- Provide excellent customer care, including making financial arrangements for patients and addressing problems promptly.
- Coach employees on opportunities to make day-to-day social interactions with patients smooth, seamless, and efficient.
- Prepare and conduct weekly staff meetings, create and execute monthly team building events.
- Manage provider and employee schedules.
- Seek out opportunities to streamline and improve processes to decrease wait times, improve workflow and increase patient satisfaction.
- Analyze patient evaluations, prepare Excel spreadsheets to track levels of satisfaction monthly and quarterly, identify trends and areas for improvement and make recommendations for changes to management.

Office Manager
Donelson Eye Care; Donelson, TN

August 2017 to July 2018

- Maintained social media platforms and provided excellent customer care.
- Managed day-to-day business operations and managed financial functions.
- Supervised and trained employees conducted performance reviews and disciplinary actions.

Employee Relations Manager
Nissan North America; Smyrna, TN

April 2016 to August 2017

- Built excel reports that tracked payroll, employee absences, disciplinary actions, and complaints.
- Managed administration of benefits FMLA, Short-Term Disability, Long-Term Disability, and Education Reimbursements.
- Made presentations at Manager Staff Meetings and provided coaching for supervisors on employment issues.
- Evaluated Employee Satisfaction Surveys, documented results in Excel spreadsheet, identified trends, and reported findings to leadership.
- Frequently translated for Spanish speaking employees.

Medical Assistant**November 2013 to April 2016*****Franklin Dermatology Group; Franklin, TN***

- Worked with patients to obtain medical information and perform minor medical procedures; documented patient visit in EMR system; and managed schedules.

Medical Assistant**February 2011 to November 2013*****Skin Solutions Dermatology; Franklin, TN***

- Worked with patients to obtain medical information and perform minor medical procedures; Assist in MOHs surgery; documented patient visit in EMR system; and managed schedules.

Medical Assistant**July 2009 to February 2011*****Neuhaus Foot & Ankle; Smyrna, TN***

- Verified insurance coverage, scheduled patient appointments, provided excellent customer care including translation services for Hispanic patients.

ACCOMPLISHMENTS

Honor Society Board; Middle Tennessee State University; Murfreesboro, TN

- Presented monthly and quarterly financial reports.
- Organized implementation of Power BI companywide, including Dashboard Creation, for all aspects of the company.
- Developed and implemented advertising promotion program that increased the number of advertisers by 22% and generated the largest amount of advertising dollars at Sonobello.

EDUCATION

- Bachelor of Science/Business Administration; Middle Tennessee University; Murfreesboro, TN
- Completed additional coursework in Personal Management, Business Management, Business Ethics, Business Law, Macroeconomics, Statistics, Marketing and Sales, Minor in Spanish

Full Application

changes recorded Wed Dec 11 2024 at 14:41:43 GMT-0500 (Eastern Standard Time)
by Chelsea Lopez (chels.lopez90@gmail.com)

APPLICANT INFORMATION

First Name	Middle Initial	Last Name	Address
CHELSEA	J	REIVE	1766 SW SUCCESS ST
City	State	Zip Code	Phone Number
PORT SAINT LUCIE	TENNESSEE	34953	6155568118
Email Address			
chels.lopez90@gmail.com			

VOLUNTARY SELF-IDENTIFICATION SECTION

GENDER	RACE	HISPANIC OR LATINO	AMERICAN INDIAN OR ALASKA NATIVE
FEMALE	CAUCASIAN	Yes	No
ASIAN	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE
No	No	No	Yes
TWO OR MORE RACES			
No			

ELIGIBILITY, RELATIVES, & PREVIOUS CITY EMPLOYMENT

Are you at least 18 years of age?	Check this box if you are a citizen of the United States.	Check this box if you are lawfully authorized to work in the United States.	If yes, are you able to provide documentation as required by law to verify your eligibility to work in the United States?
Yes	Yes	Yes	Yes
Are you related to any employee(s) of the City of Fort Pierce?	If yes, please, list their name(s).	Check this box if you have ever been employed by the City of Fort Pierce.	If you are a former employee, please list your position.
No	n/a	No	n/a
Check this box if you are currently employed by the City of Fort Pierce.			
No			

DRIVERS LICENSE INFORMATION

DRIVER'S LICENSE STATE	DRIVER'S LICENSE TYPE	DRIVER'S LICENSE NUMBER	EXPIRATION DATE
FLORIDA	CLASS E PERSONAL VEHICLE	R100110908840	10/24/2030
List any restrictions and/or endorsements that you have.			
n/a			

MILITARY SERVICES RECORD

Have you ever served in the Military Service of the United States?	Date Inducted	Rank at Discharge	Type of Discharge
NOT A VETERAN	n/a	n/a	n/a
Date of Discharge	Are you currently a member of any branch of the military or Naval Reserves?	If yes, please indicate the date your military obligations expire.	Years of Creditable Active Service
n/a	No	n/a	n/a

Are you claiming Veterans' Preference (in accordance with Chapter 55 A-7, Florida Administrative Code, and Chapter 295.07, Florida Statutes)? **No**

If eligible, which Veterans' Preference are you claiming? *n/a*

HIGHEST DEGREE ATTAINED ^

Please select the highest degree type that you have attained.

BACHELORS DEGREE

COLLEGE INSTITUTION ^

COLLEGE INSTITUTION 1

College Name MIDDLE TENNESSEE STATE UNIVERSITY	College City MURFREESBORO	College State TN	Select your degree level. BACHELORS DEGREE
What did you major in? HEALTHCARE/BUSINESS ADMINISTRATION	Did you graduate? Yes	Please include any relevant details. <i>n/a</i>	

HIGH SCHOOL ^

High School Name LA VERGNE HIGH SCHOOL	High School City LA VERGNE	High School State TN	Did you graduate? Yes
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EMPLOYMENT INFORMATION ^

EMPLOYMENT INFORMATION 1

Start Date 7/30/2019	End Date 8/20/2024	Status - Full Time or Part Time FULL TIME	Employer Name YESCARE
Employer City BRENTWOOD	Employer State TENNESSEE	Employer Phone Number 800) 729-0069	Position Title OPERATIONS ANALYST
Final Salary (Whole Numbers Only - No Decimals/Commas) \$80,000	Number of Employees Supervised 0	Position Duties • Develop, validate, and maintain automated data transmissions from internal and external sources. • Stage, organize, and analyze large amounts of data in Alteryx for reporting in Power BI • Discuss, design, and implement automated reports in Power BI/Alteryx for senior leadership/executives. • Identifies and resolves any data quality issues by conducting both routine and ad-hoc data cleaning and testing. • Support Business Operations in the areas of reviewing operations related data, financial reporting, and other project management tasks. • Analyze data to assist in the creation of different performance and sales metrics	Reason for Leaving COMPANY WIDE LAYOFFS

Supervisor Name
SHERRY WELLS

Contact Email
JCSKWELLS@GMAIL.COM

needed for yearly and quarterly goals. • Mine different types of data needed and build reports in SAP Business Objects.

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.
Yes

Please, explain any work gap(s) you may have.
n/a

EMPLOYMENT INFORMATION 2

Start Date
7/2/2018

End Date
7/28/2019

Status - Full Time or Part Time
FULL TIME

Employer Name
SONOBELLO

Employer City
BRENTWOOD

Employer State
TENNESSEE

Employer Phone Number
615) 866-4427

Position Title
**ASSISTANT PRACTICE
MANAGER**

Final Salary (Whole Numbers Only - No
Decimals/Commas)
\$70,000

Number of Employees Supervised
25

Position Duties
• Manage day-to-day operations and work collaboratively across practice functions to improve patient care and enhance physician productivity. • Maintain social media platforms, including Facebook and Instagram, updating regularly to strengthen practice brand. • Communicate clearly and effectively with customers on social channels, over the phone, and in person. • Onboard cross-train, and supervise employees, prepare employee performance reviews and provide feedback one on one. • Manage budgets, track daily deposits, review expense reports, assist with payroll, auditing and prepare accounts receivables and other financial reports • Translate documents into Spanish and serve as an interpreter for Spanish speaking patients. • Provide excellent customer care, including making financial arrangements for patients and addressing problems promptly. • Coach employees on opportunities to make day-to-day social interactions with patients smooth, seamless, and efficient. • Prepare and conduct weekly staff meetings, create and execute monthly team building events. • Manage provider and employee schedules. • Seek out opportunities to streamline and improve processes to decrease wait times, improve workflow and increase patient satisfaction. • Analyze patient evaluations, prepare Excel spreadsheets to track levels of

Reason for Leaving
**BETTER CAREER
OPPORTUNITY**

satisfaction monthly and quarterly, identify trends and areas for improvement and make recommendations for changes to management.

Supervisor Name
LAUREN GRIMES

Contact Email
LGRIMES@SONOBELLO.COM

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.

Please, explain any work gap(s) you may have.

n/a

Yes

EMPLOYMENT INFORMATION 3

Start Date
8/7/2017

End Date
7/1/2018

Status - Full Time or Part Time
FULL TIME

Employer Name
DONELSON EYECARE

Employer City
NASHVILLE

Employer State
TENNESSEE

Employer Phone Number
(615) 889-0147

Position Title
PRACTICE MANAGER

Final Salary (Whole Numbers Only - No Decimals/Commas)
\$50,000

Number of Employees Supervised
15

Position Duties
• Maintained social media platforms and provided excellent customer care. • Managed day-to-day business operations and managed financial functions. • Supervised and trained employees conducted performance reviews and disciplinary actions.

Reason for Leaving
BETTER BENEFITS/CAREER OPPORTUNITY

Supervisor Name
KATIE JOHNSON

Contact Email
KATIE@COOLSPRINGSEYECARE.COM

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.

Please, explain any work gap(s) you may have.

n/a

No

EMPLOYMENT INFORMATION 4

Start Date
11/1/2013

End Date
4/1/2016

Status - Full Time or Part Time
PART TIME

Employer Name
FRANKLIN DERMATOLOGY

Employer City
FRANKLIN

Employer State
TENNESSEE

Employer Phone Number
(615) 771-1881

Position Title
MEDICAL ASSISTANT

Final Salary (Whole Numbers Only - No Decimals/Commas)
\$41,600

Number of Employees Supervised
0

Position Duties
• Worked with patients to obtain medical information and perform minor medical procedures; documented patient visit in EMR system; and managed schedules. Translated for Spanish speaking patients.

Reason for Leaving
BETTER CAREER OPPORTUNITY

Supervisor Name
LYN HIXSON

Contact Email
LYNHIXON@FRANKLINDERM.NET

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.

Please, explain any work gap(s) you may have.

n/a

Yes

EMPLOYMENT INFORMATION 5

Start Date
4/4/2016

End Date
8/4/2017

Status - Full Time or Part Time
FULL TIME

Employer Name
NISSAN NORTH AMERICA

Employer City
SMYRNA

Employer State
TENNESSEE

Employer Phone Number
549575

Position Title
EMPLOYEE RELATIONS

REPRESENTATIVE

Final Salary (Whole Numbers Only - No Decimals/Commas)
\$50,000

Number of Employees Supervised
1,000

Position Duties
 • Built excel reports that tracked payroll, employee absences, disciplinary actions, and complaints. • Managed administration of benefits FMLA, Short-Term Disability, Long-Term Disability, and Education Reimbursements. • Made presentations at Manager Staff Meetings and provided coaching for supervisors on employment issues. • Evaluated Employee Satisfaction Surveys, documented results in Excel spreadsheet, identified trends, and reported findings to leadership. • Frequently translated for Spanish speaking employees.

Reason for Leaving
ROTATING SHIFT

Supervisor Name
GALE ROBINSON

Contact Email
GALE.ROBINSON@NISSAN-USA.COM

Check this box to indicate that the City of Fort Pierce may contact this employer. Leave unchecked if we may not contact them.
Yes

Please, explain any work gap(s) you may have.
n/a

PROFESSIONAL REFERENCE**PROFESSIONAL REFERENCE 1**

Reference Name CINDY HAGENHOFF	Occupation DIRECTOR	Phone Number 314-402-2356	Email Address jchagenhoff@gmail.com
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PROFESSIONAL REFERENCE 2

Reference Name LAUREN GRIMES	Occupation AREA VICE PRESIDENT	Phone Number 812-598-7322	Email Address lgrimes@sonobello.com
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PROFESSIONAL REFERENCE 3

Reference Name SHANNON COURSEY	Occupation ACCOUNTING ASSISTANT	Phone Number 625-337-4371	Email Address shannoncoursey@gmail.com
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PROFESSIONAL REFERENCE 4

Reference Name SHERRY WELLS	Occupation MANAGER	Phone Number 630-333-5092	Email Address jckswells@gmail.com
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PERSONAL REFERENCE

Reference Name CINDY HAGENHOFF	Occupation DIRECTOR	Phone Number 314-402-2356	Email Address jchagenhoff@gmail.com
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BACKGROUND INFORMATION

Check this box if you have ever been convicted of any offense against the law, or pleaded nolo contendere (no contest), or had adjudication withheld in a criminal

If your answer is yes (you have checked the box), please, answer the 5 questions above.
n/a

offense, felony, misdemeanor or otherwise, by court or a military tribunal.

No

COVER LETTER



FILE ATTACHMENT (PDF or JPEG)

Chelsea Reive City Manager
Cover Letter.docx, Chelsea
Reive Executive Asisstant
Cover Letter.docx, Chelsea
Reive City Manager Cover
Letter.docx, Chelsea Reive
Grant Writer Cover Letter.docx,
Chelsea Reive Grant Writer
Cover Letter.docx

RESUME



FILE ATTACHMENT (PDF or JPEG)

Chelsea Reive.docx, Chelsea
Reive.docx, Chelsea
Reive.docx

CERTIFICATE/LICENSE



CERTIFICATE/LICENSE 1

No data provided

RECOMMENDATION LETTER



RECOMMENDATION LETTER 1

No data provided

OTHER DOCUMENTATION



OTHER DOCUMENTATION 1

No data provided