

Professional Profile

Objective:

To seek reappointment to the Key West Bight Management Board. My goal in seeking this re-appointment is to utilize my professional skills and my community relations background in service to the City Commissioners and out community. I would be seeking re-appointment to represent the required slot for a professional on behalf of the banking industry.

Personal and Professional Profile:

In 1980, I began service on the Board for the Southernmost Federal Credit Union which is located in Key West and serves Credit Union membership throughout the Florida Keys. From 1980 through 1983, I served on the Loan Committee as an appointee. Since 1984, I have been elected by the membership to serve on the Board of Directors for the Southernmost Federal Credit Union in oversight of the management, policies, investments, financial reports, auditing requirements and general activities.

In January 2010, I retired from the Florida Keys Aqueduct Authority following a highly distinguished career as Director of the Executive Department with evaluations of outstanding achievements and proven results. My responsibilities included coordination of the activities for the FCAA Board of Directors, departmental Budget preparation and oversight, management of the Human Resource/Risk Management Division, responsible for all public information programs and responsible for maintaining FCAA Policies and Procedures both Customer Service and Personnel Policies.

In February 2013, I began working for the Florida Keys Aqueduct Authority as the Manager of the Customer Service Department. My responsibilities include management and coordination of all services for the customers in the office, by electronic communication, by telephone communication and also inclusive of Field Services for the customer. Additionally, I prepare and oversee the Budget for 7 Divisions within the Customer Service Department and make recommendations regarding Customer Service Policies.

- Excellent Organization skills
- Analytical skills
- Fiscal Accountability
- Integrity and Accountability
- Teambuilding skills
- Conflict resolution
- Trained in professional Mediation
- Highly effective communication skills

Professional Accomplishments

Budget Preparation/Management

- Develop Projections on anticipated expenses
 - Capital Expenditure requirements
 - Operational Management to work within Budget
 - Review and Recommend Budget Amendments as needed
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Policy Development

- Review needs of the organization and assist in developing written policy
- Develop and Recommend Policies to assure fairness and consistency in administration of same.
- Monitor and Evaluate Effectiveness of Policies
- Develop and conduct training for managers, supervisors and employees on policies

Customer and Employee Relations

- Manage 7 Divisions and 39 Employees at Florida Keys Aqueduct Authority
- Institute Employee Recognition Programs
- Participate, give presentations, in community meetings and at community activities
- Identify Outreach Programs

AMA Management Training

- Customer Relations Certificate Program
- Management Certificate Program
- Governmental Budget Preparation and Management Certificate Program
- Public Speaking

Specialized Training

- Drug Free Workplace
- Diversity and Sensitivity Training
- Court Mediation Training Certification Program followed by required training/mentoring with local court mediator (Carey Goodman, Licensed Mediator)
- Public Official Training in Government in the Sunshine & Florida Administrative Code
- FEMA – Emergency Response Certification Series 100, 200, and 800

Community Service (all are non compensated)

Board Member /Treasurer	Southernmost Federal Credit Union, 1000 Kennedy Drive, Key West, Fl.	1980 – Present
Governor Appointee	Lower Keys Hospital District Board serving Key West to Big Pine Key	2002 – Present
Appointee	CHS/Lower Keys Hospital Board of Directors	2010 – Present
Appointee	City of Key West Bight Management Board	2008 – Present
Volunteer	The Basilica of St Mary Star of the Sea, Key West	2010 – Present

References

References are available upon request.
