

Theophilus C. Adderly, Jr.

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EXPERIENCE

- City of Miramar: 2300 Civic Center Place Miramar, FL. 33025** **2019 – 2021**
Manager C.A.R.E. (Full Time)
Comprehensive Assessment of Revenues and Expenses
A program that empowers employees, residents, and businesses to participate in the progress of the City
- Florida Memorial University: 15800 NW 42 Av. Miami Gardens, FL. 33054** **2009 - 2021**
Adjunct Professor (Part-Time)
Business School: Business Management curriculum
- City of Lauderdale Lakes: 4300 NW 36 St. Lauderdale Lakes, FL. 33319** **2015 -2016**
Assistant City Manager
Operated as the “COO” (Chief Operations Officer) for all City activities.
- City of Opa-locka: 780 Fisherman St. Opa-locka, FL. 33054** **2013 - 2015**
Human Resources Director
Responsible for all Human Resources activities: Organizational Development and Training, Benefits, Counseling, EAP, Records, EEO, and Interns, serving 256 employees, with a staff of four.
- City of Miami Beach: 1700 Convention Center Drive Miami Beach, FL 33139** **1992- 2004 (retired)**
Human Resources Director
Responsible for all Human Resources activities: Recruiting, Testing, Staff Planning, Merits, Appraisals, Organizational Development and Training, Benefits, Employee Events, Counseling, EAP, Records, EEO, Affirmative Action, and ADA; serving 1,800 employees, with a staff of 22 and a budget of \$1.7 million.
- Florida Power & Light Company (FPL): P.O. 025576 Miami, FL. 33102** **1969 - 1991**
Human Resources Division Manager **1983 - 1991**
Responsible for all Human Resources activities for the largest division (Miami-Dade County); serving 2,400 employees with a staff of 18, and a budget of \$15 million. **Training:** Extensive instructor training in seven courses including Decision-Making, Problem Solving, and Planning. I have been a trained instructor since 1972. Completed more than 30 company courses. I instruct Seminars and workshops in the community.
- Manager of (Employee) Minority Relations (FPL)** **1980 to 1983**
Responsible for the design, development, and implementation of Employee Relations programs at the corporate level. Maintained a favorable corporate image within the company as well as in the community.
- Customer Service and Sales Supervisor (FPL)** **1978 - 1980**
Responsible for the Collections, Meter Reading, and Bill Delivery Departments for the largest District Office (500 employees). Supervised 142 employees; 112 regular and 30 temporary employees. Decreased the write-off from \$1.2 million to \$693,000 within two years.
- Assistant Customer Service Supervisor (FPL)** **1975 - 1978**
Responsible for the Collections Department for a medium size District Office (110 employees). Supervised 17 (7 inside, 10 field) employees plus 11 temporary employees. Decreased the Office’s write-off from \$80,000 to \$12,000 monthly. Also supervised three additional sections; Meter Reading, Telephones, and Accounting. During this period, was a loaned executive assigned to Corporate Computers Department to help design a statewide customer service system.
- Customer Service (FPL)** **1969 - 1975**
Held various operations jobs during this period: Meter Reader, Collector, Telephone Representative, Head Meter Reader, Head Collector, Field Service Representative, Management Service Representative, and Lead Telephone Representative.

EDUCATION

University of Miami, Miami, FL. 33124 1991 *Master of Business Administration*

University of Florida, Gainesville, FL. 32611 1983 Florida Management Program

The Brookings Institution, Washington, DC 20036 1982 Advanced Study Program
Conference for Business Executives on Federal Government Operations. This program aids executives to analyze government operations. The conference allows participating in serious, educational discussions with key decision-makers in the federal arena.

Miami Dade College, Miami, FL. 1980 *Associate in General Studies; Major: Management Science*

ACCOMPLISHMENTS

Assistant City Manager (Lauderdale Lakes)

Managed all departments to support the City's Mission. During this period personally trained 202 participants city-wide in 5 different Leadership and Customer Service courses, receiving 93% Excellent or Very Good ratings. 98% would recommend the courses to others. With great staff support; organized live televised City Town Hall meetings, Business Meet and Greets, and Pastors' Pray Breakfasts. Increased citizen attendance and participation by 100%. Received 285 employee suggestions during the first year of the program. Created a University Intern program with four Universities, and 112 hours of participation. Reestablished the Employee of the Month program.

Human Resources Director (City of Opa-locka)

During these two years: We added eight Personal development training courses, conducted 30 sessions, and trained 288 participants. Created an internship program utilizing 62 students working 4,812 hours. Conducted 45 safety courses and trained 535 participants. Designed, developed, and implemented Summer Youth Employment for 117 applicants hiring 45 students.

Human Resources Director (City of Miami Beach)

Increase the hiring rate by 300% during the first 8 months on the job. This was done by re-organizing the department. This project included re-writing policies and procedures; creating hiring pools; improving training, benefits, diversity hiring, compensation, and the employment process. Introduced quality indicators, monitoring, and action plan processes. Continued this improvement for 11 years. Instructed 20 workshops on leadership and business topics.

Human Resources Division Manager (FPL)

Designed and implemented a system on my home computer to track EEO (Equal Employment Opportunity) reports. The system was converted to an online company-wide system serving 12,000 employees.

Trained a division of 2,000 employees in the Total Quality Process. Managed and trained the Human Resources Department in Total Quality Process. Our Human Resources Department was selected for audit during the company's quest for the Deming Quality Award, and we passed with high marks.

Manager (Employee) Minority Relations (FPL)

One of the major responsibilities of the job was working with community-based organizations, keeping them informed, and responding to their questions. I designed a plan to 1) Ensure everyone was treated with respect. 2) Ensure factual information was given. 3) Increase the flow of information and solicit additional programs and ideas. These actions improved the company's image and perception in the community. My communication skills with employees, supervisors, managers, community, and the Board of Directors were recognized during this assignment.

Created a 5-year scholarship program for Electrical, Mechanical, and Chemical Engineers. Created development programs that allowed employee access to training that prepared them for promotions.

Customer Service Supervisor (FPL)

- **Collections Department:** Decreased the district's write-off from \$1.2 million to \$693,000 within two years. During one year, decreased the UAR (Uncollectible Account Receivables) by 16% resulting in a \$250,000 monthly increase in cash flow. Reduced unknown electric use by 20.5%. Improved field collections production by 14%. Improved field effectiveness by 23%. Reduced customer self-reconnects by 22%.
- **Meter Reading Department:** Reduced the number of meters not read by 21%. Reduced the number of meters read incorrectly by 15%. Reduced the number of process errors by 31%.
- **Bill Delivery Department:** Produced annual savings of \$30,000. Created and maintained a \$.10 per bill cost.

PROFESSIONAL ASSOCIATIONS

Society for Human Resources Management

Member 1983 - 2005

Greater Miami Society for Human Resource Management

Member 1983 - 2005

Vice President of Membership 1993 - 1994

The Family Christian Association of America, Inc. (FCAA)

Board of Directors 1983 - 2023

Chair of the Board 2006 - 2009

National MBA Association, Inc. (Master of Business Administration)

Life Member 1991 - Present

Vice President of Operations 1992 - 1994, 2008 - 2009

President 1994 - 1997, & 2000 - 2003

Immediate-Past President 1998 - 1999, & 2004 - 2007

SER, Jobs for Progress

SER Board of Directors 2007 - 2012

Amigos de SER 1983 - 2005