

Melbourne-Tillman Water Control District



Amended Special Meeting Agenda

Melbourne-Tillman Water Control District

SPECIAL MEETING OF THE BOARD OF DIRECTORS

WEDNESDAY, JANUARY 11, 2023

9:00 AM



Call to Order Phil Weinberg, President

Pledge of Allegiance Phil Weinberg, President

Roll Call Lisa Blackett

Board Members:

Joseph Hale (Palm Bay September 30, 2025)
Brant Hoffman (Brevard County September 30, 2025)
Keith Jerdon, (West Melbourne September 30, 2024)
Don Jordan, (Palm Bay September 30, 2023)
Drew Powshok (Brevard County September 30, 2025)
Philip Weinberg, (Palm Bay September 30, 2024)
Jay Woltering (Brevard County September 30, 2025)

Staff & Support: Debbie Leclair, District Manager
Lisa Blackett, Adm. Asst., Secretary/Treasurer
Jim Beadle, Attorney

Recognition of Guests and Support Staff

John Gergen, Assistant Manager/ Operations

Announcements

Public Comments

New Business

- Review of resumes received for the District Manager position.
Resumes received in-house (Attachment 1)
Resumes received from Indeed (Attachment 2)

Staff Reports

- District Manager's Report, Debbie Leclair
- Assistant Manager, Operations Report, John Gergen
- Attorney's Report, Jim Beadle
- Secretary/Treasurer's Report, Lisa Blackett

Melbourne-Tillman Water Control District

SPECIAL MEETING OF THE BOARD OF DIRECTORS

WEDNESDAY, JANUARY 11, 2023

9:00 AM

Closing

- Meeting Schedule – The next Board Meeting is scheduled for Tuesday, February 28, 2023 at 9:00 am in the City of West Melbourne Council Chambers.

- Board Member Reports
 - Joe Hale
 - Brant Hoffman
 - Keith Jerdon
 - Don Jordan
 - Drew Powshok
 - Phillip Weinberg
 - Jay Woltering

- Adjourn

If a Board Member has a request for any agenda item you may raise it at any time or you may let staff know and it will be formally included in the agenda package distributed to the Board prior to each meeting. As usual, staff is available in person, by telephone, or by e-mail to discuss the agenda prior to each and every Board Meeting.

Attachment

1

November 8, 2022

Melbourne-Tillman Water Control District
5990 Minton Road
Palm Bay, FL 32907
ATTN: Board of Directors of Melbourne-Tillman Water Control District

Dear Directors,

I respectfully submit my resume for consideration for the position of District Manager.

The experience I possess meets or exceeds the qualifications identified in the job description. These qualifications include a Bachelor of Science degree in Civil Engineering, Professional Engineer License in the State of Florida, and lifetime of work experience in Stormwater Management in supervisory and managerial positions. The experience includes respected contact with other governmental agencies including regulatory and policy decision personnel.

I pride myself on the ability to accomplish many tasks including problem solving and project estimating, as well as technological understanding in multiple software programs.

I appreciate your review of the information provided and am available for additional questions.

Sincerely,



Michael E. McCabe, P.E.
Email pe58693@aol.com
Phone 321-720-5030

MICHAEL E. M^cCabe, P.E., C.P.M.

742 Hyacinth Circle, Micco, FL- (321) 720-5030 -pe58693@aol.com

OBJECTIVE

Highly motivated and self-learning individual seeking to utilize the experience and knowledge obtained in engineering and management

PROFESSIONAL EXPERIENCE

Melbourne-Tillman Water Control District (2014-Present)

Deputy District Engineer/District Engineer (2014-Present)

- Manage permitting through review, recommend issuance, and inspection and documentation of infrastructure.
- Coordinate with various agencies for future development.
- Administer agreements with FDEP, SJRWMD, etc.
- Maintain and update the hydraulic and hydrologic models and geographical information
- Grant writing and submission

City of Palm Bay 1985-2014

Public Works Division Manager (2010-2014)

- Manage the Stormwater Utility, Engineering, and Permitting Divisions.
- Plan, budget, schedule, design and manage Capital Improvement, LAP, and Community Development Block Grant projects.
- Oversee the permitting of commercial development and subdivisions, to include final acceptance for maintenance.
- Work includes budget preparation, managing fee structure, billing and credits for Stormwater Utility.
- Prepare and administrate grants (IRLNEP Cost-Share, State Appropriation, HMGP, NRCS).

Engineer III (2006 – 2010)

- Supervise the planning, scheduling, design and inspection of Capital Improvement Projects.
- Manage the design and construction of projects to include bridge replacement, roadway widening, watershed improvements, and environmental remediation.
- Administer the NPDES MS4 permit requirements, and provide technical support for development of Total Maximum Daily Loads and Basin Management Action Plan for the Indian River Lagoon Estuary and Turkey Creek watershed.

Engineer II (1998 – 2006)

- Plan, direct, and coordinate the preparation of plans, specifications, and contract documents for the construction of streets, water distribution, watershed improvements, and sidewalks/bike paths.
- Supervise the review and acceptance of commercial site plans and subdivisions to assure compliance with City codes and the required right-of-way improvements.
- Assist in the acquiring of grants for various capital projects, (EPA, SJRWMD, FEMA, FDEP).
- Acquire environmental, utility and other various permits, (FDEP, SJRWMD, FDOT, ACOE).
- Make public presentations to various groups, (Homeowners Associations, and other organizations).

Engineering Assistant (1991- 1998)

- Supervise and coordinate driveway culvert permits including surveying, specifications, and inspection.
- Review, evaluate, and design of plans for extensive road reconstruction and utility improvement projects.
- Develop and implement digital geographical data using AutoCAD for subdivision stormwater infrastructure.

Survey Party Chief (1985- 1991)

- Supervise and coordinate activities for data collection, construction layout and boundary surveys.

PROFESSIONAL REGISTRATION

- State of Florida Professional Engineer #58693

EDUCATION

- B.S. Civil Engineering, University of Central Florida, Orlando, Florida, 1998

CERTIFICATIONS

- American Public Works Association Certified Stormwater Manager
- Florida Certified Public Manager, Florida State University
- FEMA NIMS/ICS certifications
- FDEP Certified Stormwater Erosion and Sediment Control Inspector and Trainer
- Various certifications in Engineering and Construction Management

AFFILIATIONS

American Public Works Association (President-Elect, Director, Education Chair, Past-Chairman, Accredited Department)

CIVIC ACTIVITIES

Town of Indialantic Planning and Zoning Board--Nov. 1999 to Nov. 2001, Nov. 2006 to 2014

Town of Indialantic Board of Adjustment—June 2002 to Nov. 2002

Town of Indialantic Councilmember—Nov. 2002 to Nov. 2006 (Deputy Mayor 2004-05)

Member of Management Board for the Indian River Lagoon National Estuary Program (2016-Present)

Jacob O'Connor

1985 City Acres Rd., West Melbourne, Florida
(321) 419-3086
Jake32014@gmail.com

Summary

Skilled professional offering 20+ years of work experience with a proven record of success in management and ownership. I have been able to motivate coworkers to achieve optimal performance while maintaining safety practices and standards. Highly motivated to identify and resolve inefficient operational processes. Detail-oriented, confident final decision making and excellent in unpredictable and hectic environments. Superior problem-solving skills as well.

Professional Skills

- Management skills that include administrative work, problem solving, budgeting and coordinating multiple projects for optimal proficiency.
- Safely maintains canals utilizing appropriate methods and techniques.
- Proficient in equipment maintenance and repair of all equipment used within the department.
- Communicates effectively in both written and verbal formats.
- Excellent time management skills that ensure deadlines being met and issues addressed promptly.
- Collaborates well and thrives within a team environment.
- Computer skills, including email, Microsoft Word, Excel and PowerPoint.
- Skilled in billing, account receivables, budgeting and organization.

Experience

Team Lead

**Melbourne Tillman Water
West Melbourne, Florida**

01/2020 - current

Responsibilities include managing and assisting multiple employees with maintenance and repairs on "right of ways" and waterways. Conduct routine maintenance and small repairs on heavy equipment, dump trucks, semis and trailers. Coordinate crew, trucks, and plans to appropriate locations. Work with live heavy traffic on main roadways to include dropping off heavy machinery, recovery of equipment from other departments and maintenance of main canal safely. Attend board meetings to facilitate improved communication between management divisions. Train multiple staff to obtain Class A CDL licenses successfully. Train all new hires on proper operation of all heavy equipment and safety standards.

Owner Operator/Independent Contractor

**C & J Family Lawncare
West Melbourne, Florida**

03/2014 - 07/2020

Successful owner and operator of a lawn and landscaping business with multiple employees. Administrative responsibilities to include account receivables, billing, budget for repairs and equipment maintenance and cost of operation. Customer service and complaint resolution in a professional manner. Assess cost and provide estimates for each customer. Maintained, serviced and repaired equipment. Maintained weekly routes for routine maintenance of grass, brush and trees. Provided services for fence repair, irrigation install/repair, construction of backyard landscaping to include ponds and exotic plants and fish.

Lead

CDM Trucking - Daryl Williams **02/2019 - 01/2020**
Palm Bay, FL

Land clearing, storm water maintenance and repair, maintenance and repairs of "right of ways", canals, and road repairs. Managed a team of 6 workers to install lift stations, pipe for water, sewer and storm, road grading, paving and pouring/finishing concrete (Commercial and Residential). Ordered materials and supplies. Created and implemented logistical plans for said jobs.

Completed maintenance and repairs for the Town of Grant/Valkaria canal and ditch system, mowing of right of ways, slope mowing, and monthly dirt re-grade for roads in town. Successfully completed crossings for failed storm drain pipes.

Employed also 2008-2012

Heavy Equipment Operator and Driver

Team Waterbury -Ken Waterbury **02/2015 - 04/2019**
Valkaria, FL

Land clearing, hauling of land material, and heavy equipment operator. Utilized a push out trailer, log trailer and grinder to grind trees. Built and graded concrete pads for new construction for homes and businesses.

Lead/Foreman

Youtzy Sitework - Kory Youtzy **05/2012 - 01/2015**
Palm Bay, FL

Foreman. Responsibilities included land clearing, water, sewer and storm install and repair. Initial and final grading. Maintained communication and logistics for dump truck and semi drivers. Recorded and provided weekly progress reports for site development, material, load counts, drop off points and pickup points. Provided weekly report for equipment and employee progress.

Owner Operator/Independent Contractor

Accel Tucking - Kyle Kern **02/2006 - 06/2008**
Liberty Center, OH

Owner/Operator of a successful freight transport company. Multiple state travel to include maintaining logs of freight carried. Provided meticulous logs of drive time. Submitted claims for insurance on tires and other parts of the truck. Maintained communication with brokers and negotiated terms and final cost of the job. kept escrow accounts to help maintain costs for future business transactions. Had to service, maintain and repair semi-truck. Responsible for administrative work including accounting, budgeting and organization.

Equipment Operator
Wheelbarrow Land Clearing (CDM Trucking)
Danny & Daryl Williams **01/2004 - 05/2006**
Palm Bay, FL

Obtained CDL endorsement for heavy hauling. Maintained and repaired heavy equipment and semi as well as trailers. Cleared land and hauled material out.

Education and Licenses

- Graduated Liberty High School in 2001
- Class A CDL Driver's License

Letters of Reference

**Please see attached letters*

Doug Platt
Calvary Chapel- Glen
Bo Rainbolt

Letters of Reference

Daryl Williams (321) 508-2100
Kory Youtzy (321) 508-2100

To: The Board of Melbourne Tillman Water Control District

Platt Ranch would like to indorse Jacob Christian O'Connor for the position of District Manager.

We feel he would do an exemplary job in this position. His knowledge of the district and inner workings are above reproach. He also in our experience working with him has shown a true willingness to evaluate the job at hand and use the correct resources available to get done in a timely manner while also paying attention to not only detail but workmanship and mindful of budget.

Once again we would hope you would consider him for this position because we feel he is the candidate for the job.

Thank You,

Douglas Platt
President Platt Ranch

Handwritten signature of Douglas Platt, consisting of a stylized 'D' followed by a horizontal line and the name 'Platt' written in cursive.



October 27, 2022

Melbourne-Tillman Water Control District
5990 Minton Rd
Palm Bay, FL 32907

Re: Recommendation for Jacob O'Connor

To whom it may concern,

I would like to recommend Jacob O'Connor for promotion to a higher-level position within your organization. Mr. O'Connor managed the work performed at Calvary Chapel Melbourne in August of this year.

We submitted a request for service to clear vegetation from around the canal that divides our campus. On one side is the church and school and on the other side is the athletic fields. This was a major safety concern of ours to be able to see across the canal and watch after our students.

Mr. O'Connor listened to our concerns, formulated a plan of action, then implemented it far exceeding our expectations. He checked in with us throughout the process and modified his approach as the needs of the school and traffic flow changed.

Mr. O'Connor treated us and his crew with the utmost respect and curtesy, maintaining safety as a high priority. His knowledge of his crew, equipment, and the infrastructure was most impressive. I look forward to the opportunity to work with Mr. O'Connor in the future and ask that you seriously consider him for a higher-level position as his managerial and people skills would be utilized to their fullest.

Thank you for taking the time to read and consider this recommendation. Have a blessed Day!

Sincerely,

Glen A. Vinke
Security Officer

Elaine Robbins

From: Jacob O'Connor <jake32014@gmail.com>
Sent: Monday, November 7, 2022 6:52 AM
To: Elaine Robbins
Subject: Fwd: Reference

----- Forwarded message -----

From: Bo Rainbolt <boltss87@hotmail.com>
Date: Sat, Nov 5, 2022, 8:15 PM
Subject: Reference
To: jake32014@gmail.com <jake32014@gmail.com>

To whom it may concern,

This letter is to inform you of the qualities I've observed in Jacob O'Connor over the three years I have known him. We are both employed by the District. He is the Heavy Equipment Group Leader and I am the Facilities Group Leader. I also do all the survey work for the district for the past nine plus years. Being the district survey tech I have worked closely with the heavy equipment department on all major projects. I have now worked closely with 3 different department leaders. By far the quality of Jacobs projects is unmatched by his predecessors. I have witnessed projects fail in the past. Jacob has reworked several with exceptional and long lasting results far exceeding the previous work done. He coordinates all aspects of the project. He understands the scope of work from beginning to end including materials and equipment needed. He handles all aspects of logistics and instructs his crew without hesitation. I observe he does all this well because of the confidence he possesses from his understanding and experience in earthwork. He takes pride in his work and rightly so. He instructs his crew and provides the training necessary so they possess the knowledge he has to further help get the project done and done correctly. He has the respect of his crew and instills confidence in them as well.

If you are looking for someone that has great knowledge of equipment, earthwork, and projects both grand and small. Someone who has leadership and communication skills. Someone that takes pride in his work and can professionally interact with coworkers, the public, and municipalities, then you will be hard pressed to find someone better than Jacob. This is just a brief note to give you a little insight into the person I know. If you have any questions or need further information please feel free to contact me.

Regards, Bo

Bo Rainbolt
boltss87@hotmail.com
Work 321-723-7233
Personal 321-698-1616

Sent from my iPhone

Attachment

2

Dana Pierce

Cocoa Beach, FL 32932

mrdanapierce4_p43@indeedemail.com

+1 941 587 9616

Authorized to work in the US for any employer

Work Experience

Owner 1099 Project Manager Trademark Restoration

PierceArrow LLC, Handy Man

February 2021 to Present

- Various projects for residential clients and commercial clients
- Tile work, Painting, Drywall,
- Punch lists for new construction homes
- Manage all aspects of projects
- Crews, financials, contracts
- Gutters, stucco repair
- Pavers both driveway and pool
- Operate all power tool as well as manuel tools

Director of Operations

Divine Catering DBA / Noe Pond Club/Madison Pool/ The Taquero

March 2018 to March 2020

Closed Due to Covid

- Responsible for Multi-unit P&L's
- Private Jet Inflight Catering, companies include Honeywell, Allergan, Novartis, 7-11, Jet Aviation
- Responsible for all day to day operations
- Managed inventory and purchasing
- Responsible for scheduling, training hiring
- Sales increase from 286,000 to 1,346,000 with a margin of 28.2 %
- Responsible for all contract negotiations and monitoring
- Responsible for Business and community development & coordination
- Includes, Pop-up restaurant events, Community fund raising events
- Coordination of meals & assistance for displaced families with Red Cross,

Director of Facilites and Maintenance | Dean and Deluca

Salvation Army and Meals on Wheels

October 2015 to February 2018

- Responsible for Facility Management and Maintenance for 6 locations in New York
- Responsible for all vendor contracts and negotiations
- Responsible for ordering all equipment., and oversees installation
- Reduced maintenance cost within the first 60 days 25%, thru enhanced contract negotiation and monitoring

- Developed rigorous PM program
- In charge of R&M budget for all locations

General Manager

Press 626 Café & Wine Bar

April 2013 to October 2015

- Responsible for all day to day operations
- Managed all HR functions, hiring, scheduling, training and discipline
- Manage inventory, purchasing, food and liquor cost and pricing
- Daily audits of food costs, labor costs, and building and equipment maintenance to maximize profitability
- Dropped food cost from 34.8% to 26.4% with increased FTT program
- Dropped bar cost from 31.2% to 21.7%
- Moved from not on “places that you must eat before you die in Norfolk” list to number 1

Catering Sales and Event Manager

Adventures on the Gorge

September 2011 to December 2012

- Responsible for all F & B event sales and execution including managing, scheduling and training 28 associates
- Negotiated, priced and closed 26 weddings and 37 social events for the calendar year 2012 and booked an additional 17 weddings for calendar year 2013. Achieved a 43% increase in social bookings.
- Managed the property’s marquis restaurant Smokey’s on the Gorge
- Managed F & B outlets pool, ice cream parlor and satellite bars
- Responsible for ordering, wine menu creation, labor cost management, and inventory controls

Clubhouse Manager

Glade Springs Resort

January 2011 to August 2011

- Managed both clubhouse restaurants. Bunkers Sports Bar and Glades Grill Fine dining
- Managed halfway houses and beverage carts on 3 golf courses, Woodhaven, Stonehaven and Cobb
- Managed all events in 200square feet of meeting space and coordinated all special golf events and tournaments as it related to F & B
- Responsible for budget as related to room nights, inventory control, ordering and labor
- Created a custom cigar retail program
- Increased sales 317% through new programs and proper inventory and portion controls

Professional Caddie

LPGA-PGA-USGA

May 2005 to November 2010

- Caddied for Professional and amateur golfers in various tournaments
- Worked HSBC match play, The Ginn Open, The Barclays, LPGA U.S. Open
- Worked at Hamilton Farms in Gladstone, NJ, Trump National in Bedminster, NJ, Jupiter Ritz in Jupiter, Florida, and Liberty National in Jersey City, NJ

Grocery Operations Manager/Corporate Chef

Hannaford Brothers

February 1999 to April 2005

- Managed grocery operations in 3 stores
- Managed ordering, shipping, receiving and shrinkage of 9 million dollars in product
- Hired and trained all grocery associates
- As MOD supervised all POS operations and equipment, reconciliation of cash drawers, deposits and sales
- As Corporate Chef responsible for company magazine recipes
- Responsible for starting in store wine program and tastings

Restaurant Operations Manager

Cravens Restaurants LLC

July 1994 to December 1998

- Managed the opening and operation of 3 seafood bistro style restaurants
- Coordinated menu items with local vendors to ensure the highest quality and consistency while providing unique local products
- Responsible for hiring all FOH and BOH management
- Developed local soft open program involving senior living facilities and community organizations

Inflight Loadmaster/Ramp Operations Manager

United Airlines

June 1984 to August 1993

- As inflight loadmaster managed all ground operations for 100 & 200 series 747 aircraft
- Controlled all aspects of loading, cargo, passengers and fuel to create the proper weight and balance configuration
- Responsible for clearing all freight, crew and passenger manifest through customs and agriculture world wide
- As Ramp operations Manager supervised 130 associates turning 65 aircraft in a 12 hr. shift
- Managed all aspects of ground operations. Loading and unloading of cargo, passengers and food

Education

BA in Art History

Oregon State University

June 1984

Skills

- November 2019 house damaged due to incorrect window installation.
- Main floor was a complete demo including kitchen
- Covid-19 caused my company to go out of business
- Remolded house myself, photos available
- Sold house in New Jersey relocated to Fort Myers Management
- 7 ½ years as ramp Manager for United Airlines supervising 130 associates turning 65 aircraft in a 12 hour shift

- 1-½ years as inflight loadmaster for the charter division of United Airlines with the responsibility for all aircraft operations while on the ground. Weight and balance, loading, customs clearance for cargo and passengers worldwide.
- 8 years restaurant development responsible for hiring, training, both FOH and BOH as well as community outreach and concept development.
- 1 year corporate chef with Hannaford Brothers grocery chain, responsible for recipe development for fresh magazine and wine transition from state to store ownership with emphasis on wine selection for corporate wide sales.
- 5 years Grocery Operations Manager responsible for 3 stores and 29 associates. Maintained inventory controls and labor costs on 9 million dollars of store inventory.
- 1 year Clubhouse Manager at a high end Golf Resort. Supervised 38 associates, operating 2 restaurants, 3 halfway houses, 3 course beverage carts, pool bar and 2000 square ft. of meeting space.
- 1 year Catering Sales Manager and restaurant manager at an Adventure Resort, focusing on social events and weddings.
- 2-½ years Restaurant GM at Press 626 Café and Wine Bar Sales
- As Clubhouse Manager at the Resort at Glade Springs increased sales 317% through new programs both F & B and retail.
- As Catering Manager booked and planned 26 weddings and 37 other social events. Also booked 17 weddings for the next calendar year.
- Responsible for all on site Banquet and Event Sales at Press 626 Café and Wine Bar. Anchorage Alaska station
- Analysis skills
- Time management
- Microsoft Office
- Supervising experience
- Tile Laying
- Events Management
- Facilities Management
- Drywall
- Contract Negotiation
- Profit & Loss
- Handyman
- Stucco

Certifications and Licenses

Food Handler Certification

Eddie Morman Jr.

Dedicated Construction Manager

Charlotte, NC 28212

eddiemormanjr4_825@indeedemail.com

+1 631 552 1761

Energetic, detail-oriented, reliable, and hard-working Construction Manager with years of successful experience in positions of increasing responsibility and supervision. Consummate professional in search of a Construction Manager position where my skills of leadership, project management, and end-to-end construction knowledge will be utilized. Proven top performer who thrives in challenging workplace environments through exceeding performance goals and delivering solutions to intricate problems.

Willing to relocate to: Brevard County, FL - -

Work Experience

Field Supervisor/ Superintendent

I-77 Mobility Partners - Huntersville, NC

March 2021 to Present

- Identify, monitor, schedule, and coordinate routine work plans including condition assessments of highway infrastructure, assets, and construction projects
- Collaborates with Project Manager to determine optimal approach for bringing assets into contract compliance, plan, and coordinate all work items
- Interprets contracts, schedules, and engages with subcontractor and crews
- Identify opportunities for changes and improvement in work methods, processes, efficiency, and cost reduction including implementing policies and procedures for construction/health and safety which did not exist previous
- Supervise all technicians, laborers, specialists, and subcontractors to ensure all preventative maintenance is performed on schedule and service calls are responded to
- Conducts safety audits and assist safety manager with project compliance to comply with federal, state, and local legal requirements resulting implementation of a safety plan
- Coordinate and respond to incident emergencies of on-site responders and NCDOT

Completed projects managed include INSTALLATION OF FACILITY HVAC SYSTEM; ACQUIRING FLEET AND MAINTENANCE; INSTALLATION AND INSPECTION OF DRAIN INLETS/OUTLETS/CULVERTS; INSTALLATION OF RETENTION PONDS AND HAZARD SPILL BASINS

Current projects in progress include INSTALLING FIRE SUPPRESSION SYSTEM AND CONSTRUCTION OF STORAGE FACILITY

Highway Maintenance Lead Technician

I-77 Mobility Partners - Huntersville, NC

March 2020 to March 2021

- Provided leadership with direct and indirect supervision of maintenance crews while performing daily activities of maintaining, servicing, and repairs of roads of contracted roads and other infrastructure assets

- Operated construction machinery, maintained roadways, medians, signs, guardrails, fences, bridges, tunnels, vegetation, etc.
- Implemented the safety program across the Project

Highway Maintenance Technician

I-77 Mobility Partners - Huntersville, NC

March 2019 to March 2020

- Maintained, serviced, and repaired roads and other infrastructure assets such as roadways, medians, signs, guardrails, fences, bridges, tunnels, vegetation, etc.

Heavy Equipment Operator

Dawn Development - Monroe, NC

June 2018 to April 2019

- Installation of public utilities (power, water, gas, etc.) using heavy equipment

Heavy Equipment Operator

Medallion Athletics - Mooresville, NC

April 2017 to June 2018

- Installation of athletic fields and turf using heavy equipment in commercial properties across the Southeast region of the United States.

Education

Certificate of Completion in Crane Operation

Heavy Equipment College of America - Dothan, AL

Certificate of Completion in Heavy Equipment Operation

Cleveland Community College

Certificate of Completion in Erosion and Sediment Control Level 2

North Carolina State University

Certificate of completion in Aerial Lift Bucket Truck

Cleveland Community College - North Carolina

Skills

- Heavy equipment operation
- Aerial Lift Bucket Truck
- OSHA 10
- OSHA 30
- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Outlook Calendar
- FEMA 100, 200, 700

- National TIMS certification
- UltiPro
- Fleet management
- GIS
- CPR
- Construction
- Backhoe Operation
- Blueprint Reading
- Construction Management
- Mowing
- Loader Operation
- Lawn Care
- Snow Plowing
- Human Resources
- Forklift
- First aid

Certifications and Licenses

OSHA 10

OSHA 30

CDL A

CPR Certification

NATIONAL TIMS/NIMS certification

Present

James Torok

Melbourne, FL 32935

jatorok515_u83@indeedemail.com

+1 321 795 9135

As COO I optimized Desai Holdings LLC operating capabilities, employed strategies to maximize customer satisfaction and manage marketing initiatives. As COO I compiled the financial records to established budgets for each of our Commercial Property's as well as our Hotel and employed strategies to safeguard assets and stock. I compiled financial reports and controlled financial policies and procedures.

Torok Restaurant Consulting Group consisted of a team of restaurant consultants and skilled industry professionals specializing in restaurant consulting services and hotel consulting with a proven track record of running remarkable restaurants including Riverside Casino and Hotel, Binion's Horseshoe Casino and Paisano's Italian Restaurant. I Handled all functions related to Food Training and Certification: Launched well-received program of professional development courses for all staff. Mentored and coached employees resulting in a 12% increase in productivity.

Selected Career Achievements

Multimillion-dollar P&L Management, Multi-unit Operation Management. Profit and Loss, Profit Generation, Account Management, Administrative Skills, Analytical Skills. Event Management and Promotion, Expense Control, Facility Management, Negotiation Skills, New Business Development, Operations Start-Up, Organizational Restructure and Change. Vendor Negotiations, Vendor Partnerships, Vendor Sourcing. Revenue and Market Expansion, Risk Management, Sales and Marketing

Core Accomplishments

- Working together with key participants to compile the budget for Desai Holdings LLC.
- Spearheading strategies to Desai Holdings LLC company's future in a positive direction.
- Driving Desai Holdings LLC operating capabilities to surpass customer satisfaction and retention company goals.
- Controlling costs and increased bottom line profits by 25 % also introduced tactical initiatives to address theft and other losses.
- Monitoring invoices, money handling procedures, accounting and bank processes.
- Preparing timely and accurate financial performance reports.
- Overseeing marketing initiatives and implementing better business practices.
- Delegating responsibilities to ensure staff members grow as capable participants.
- Employing various initiatives to coach employees to optimize their capabilities.
- Completing performance reviews in a prudent manner.
- Assessing and implementing improved processes and new technologies and collaborating with management regarding the implementation of these improvements

Authorized to work in the US for any employer

Work Experience

Chief Operation Officer

Desai Holdings LLC - New Orleans, LA
October 2016 to November 2022

I am goal oriented with proven, successful experience in Conventional property lease-up, stabilization and rehab; continuing program compliance; drafting and implementing property repositioning programs; resident relations and retention; staff recruitment, training, motivation and retention (award winning teams); property performance and budgeting; design and successful execution of dynamic marketing programs. Results driven; achievement determined. Proficient in numerous property management software

Director of Operations/Owner

Paisano's - Navarre, FL
October 2004 to May 2016

Provided planning, human resources management, and marketing support for the opening of this popular local restaurant; managed all aspects of daily operation. Supervised up to 25 employees, directing the kitchen, host, and wait staff. Performed all interviewing, hiring, and training for new and existing staff members; known as a talented trainer, exceptional motivator, and articulate communicator. Managed the creation and implementation of innovative and effective marketing programs; heavily involved in the development of all print and radio advertisements. Negotiated a three-year contract with the local coliseum, launching a marketing program that included signage for the restaurant at all coliseum events, ticket giveaways, joint contests, and other promotions. Was a key player in the opening of the restaurant, directing equipment purchasing and setup for the kitchen, developing marketing and promotions for the opening, and interviewing, hiring, and training the initial staff. We were able to expand to 20 Restaurants across northern Florida, Georgia, Alabama and New Orleans.until I SOLD the company in2016

Operations Manager

Binion's Horseshoe Casino - Las Vegas, NV
March 1994 to September 2004

As a member of the Executive Management team, my position was creating an developing our short-term and long-term goals of the business. And executing Tour over all F&B philosophy. My position was responsible for creating an atmosphere that would inspire guests to return. The goals were accomplished by the proper implementation, promotion, and success of our operations through continual evaluation of the products/services provided while ensuring effective training of the service teams. I instilled a strong atmosphere of service excellence in order to promote self-motivation and redirected performance as soon as discrepancies were observed/experienced. I developed guidelines and goals within the structure of the budget, achieved positive results through prudent management techniques and cost controlling measures. I coordinated and oversaw all aspects and functions of the restaurants, banquets, and bar/lounges.

Director Sale and Marketing

Riverside Casino and Hotel - Laughlin, NV
January 1992 to March 1994

As a member of the Executive Management, my position was instrumental in developing and fulfilling the short-term as well as long-term goals of the business and executing the F&B philosophy. My position was responsible for creating an atmosphere that would inspire guests to return. The Operations Management:

Riverside Casino and Hotel, Binions Horseshoe Casino and Paisano's Italian Restaurant. I Handled all functions related to Food Training and Certification: Launched well-received program of professional development courses for all staff. Mentored and coached employees resulting in a 12% increase in productivity.

goals were accomplished by the proper implementation, promotion, and success of our operations through continual evaluation of the products/services provided while ensuring effective training of the service teams. I instilled a strong atmosphere of service excellence in order to promote self-motivation and redirected performance as soon as discrepancies were observed/experienced. I developed guidelines and goals within the structure of the budget, achieved positive results through prudent management techniques and cost controlling measures. I coordinated and oversaw all aspects and functions of the restaurants, banquets, and bar/lounges.

Education

B S Business

University of Georgia - Athens, GA

ASSOCIATE in Culinary Arts

San Diego State - San Diego, CA

Bachelor's degree

Skills

- Sales
- Time Management
- Communications
- Human resources management (10+ years)
- Profit & Loss
- Financial Management
- Business to Business Sales / Business Development (10+ years)
- P&L Management
- Senior leadership
- Project management
- Leadership
- Operations management
- Strategic planning
- Process improvement
- Microsoft Excel
- Marketing

Assessments

Supervisory Skills: Directing Others — Highly Proficient

April 2019

Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions.

Full results: [Highly Proficient](#)

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

JEFFREY J. BECHTA

OBJECTIVE

To obtain a position in which my knowledge, experience and expertise may be utilized to successfully meet and exceed established milestones. My past work experience has taught me that I can do anything that is put in front of me. I am seeking a career that will allow me to grow in my own abilities and express my willingness to do whatever it takes to become the best I can.

RELATED WORK EXPERIENCE

My management background has given me a clearer business perspective regarding budgeting, determining priorities, and developing relationships perspective between employees, management, vendors, and customers.

WORK EXPERIENCE

Global Logistics Manager / Facilities Manager / Global Security Manager

TTEC

Globally

January 2014 – December 2022

- Overseeing the daily operations of 7 depots located in 5 countries
- Lead FedEx Shipping/Billing Administrator
- Working directly with the landlord regarding contracts and other responsibilities
- Managing the security team to create a safe and secure work environment
- Maintaining the security systems which include badge access and surveillance systems
- Collaborating with vendors that come into the site for various reasons

General Manager

Segunda Vida Thrift Store

Melbourne, FL

October 2012 – December 2013

- Working directly with customers, employees, volunteers, and donors in the operation of a local thrift store.

Assistant Director

Daily Bread, Inc.

Melbourne, FL

November 2011 – October 2012

- Oversee day to day operations of a non-profit soup kitchen that provides a hot meal and other necessary needs to the homeless and needy of the Melbourne Florida area.

Executive Director

Sow What Ministries

Melbourne, FL

October 2009 - Present

- Oversee all operations of a non-profit community based organization that serve as a junction where churches, ministries, businesses, and other community organizations provide assistance to Brevard County residents.

JEFFREY J. BECHTA

OTHER WORK EXPERIENCE

Member Development Specialist – Christian Care Ministry – Melbourne, FL – July 2008 – April 2011

- Educating potential customers on how Medi-Share works and is different than traditional insurance along with encouraging them to become members.

Mortgage Advisor – Cendant/PHH Mortgage – Mt. Laurel, NJ & Brevard County, FL - July 2003 – July 2008

- Working directly with customers looking to acquire mortgages to buy or refinance a home, as well as working with the real estate agents to offer a competitive mortgage option.

Technical Data Coordinator – Electric Mobility Corporation – Sewell, NJ, December 2000 – July 2003

- Coordinating the sales reports and other duties for Sales Representatives as well as Area Managers.

Owner Pizzas & Cream – Mantua, NJ, March 1998 – March 2000

- Owner of Pizzeria and Ice Cream Parlor, managing all aspects of running own business.

Co-Owner – Contemporary Concessions – Sewell, NJ, June 1988 – January 1998

- Owner of Mobile Food Concession business managing all aspect of running own business.

COMPUTER SKILLS

- Proficient with Microsoft Word, Excel, and PowerPoint, Outlook, Publisher, and the Internet
- Proficient with maintaining and updating all Microsoft applications
- Proficient with Zoom, SharePoint, SmartSheet, and C-Cure

EDUCATION

July 2022 Florida Auction Academy

Port St. Lucie, FL

Certification

- Auctioneer Certification

June 2007 Davis Security Institute

Cape Canaveral, FL

Certification

- Class “D” security License

May 1986 – August 1987 – Computer Learning Center

Philadelphia, PA

Certification

- Pascal, COBOL, FORTRAN, DBASE, DOS and “punch cards”

December 1983 – May 1985 Lincoln Technical Institute

Pennsauken, NJ

Certification

- Computer repair and design, circuit boards, electronic testing equipment

September 1979 – June 1983 Gloucester Catholic High School

Gloucester City, NJ

High School Diploma

- I graduated in the top 1/3 of my class, majoring in business administration.

REFERENCES

Available by request

JENNIFER WILSON

609.816.1304 | Jmb1513@gmail.com | Palm Bay, FL

Sr. Operations Management Professional

- Highly experienced in companywide operational tempo and Business Development W/ Additional Ancillary Revenue Sales budget of \$1.5M+
- Experienced Operations Manager, trusted leader in the field ensuring all team members execute duties to the highest of standards and meeting while maintain a safety mindset
- Highly skilled in negotiation techniques and tactics
- Experienced in P&L management, Budgeting, acquisitioning
- Served as trusted resource for senior leaders, providing accurate and actionable information impacting operational strategies in the development of Operation managers and staff.
- Strong Interpersonal and problem-solving skills utilized in multifaceted professional environments.
- Strong record of collaboration with partners and shareholders to successfully drive mission objectives and coordinate resources.
- Thrives in high-tempo, high-pressure environments; views challenges as opportunities to excel.

- Areas of Expertise -

Administrative Operations | Field Operations | Program Management | Risk Assessment
| Negotiation Skills | Operations Analysis & Planning |
Leadership | Team Development | Training | Project Management | Budget Management | Communications

PROFESSIONAL OVERVIEW

Operations Manager, United Site Services

May, 2015 - November, 2022

- Manage full-scope of company operations, including but not limited to: manage 50+ crew members/field operators, oversee multiple fulltime staff, which includes field account managers with individual business portfolios, as well as manage the branch overall P&L.
- Successfully oversee branch Ancillary Sales revenue stream to facilitate additional revenue.
- Oversee contract agreements and executions; contributing to branch yearly commitments.
- Exhibit strong communication skills and successful translate clientele needs to staff to ensure feedback is received and acted upon appropriately.
- Manage the hiring, onboarding and termination of all operation based positions.
- Established and lead new branch leadership team to expand into new markets and grow contract revenue.

Sr. Coordinator / Manager, Penske Automotive

2012 - 2015

- Managed full-scope of operations pertaining to direction of 12 separate dealership portfolios.
- Entrusted as a mentor and trainer to Production managers and multiple teams throughout the company.
- Experienced with service lines and change-orders pertaining to a multitude of projects ranging from small scale to large scale.
- Able to speak with clientele and translate needs of clients to field operations teams efficiently and effectively
- Highly Experienced in Team Development and building/mentoring the future leaders of a company.

Operating Engineer, I.U.O.E. Local 825

2013 - 2018

- Built qualifications as an highly experienced heavy equipment operator
- Managed all-aspects of business and projects, coordinating resources to meet budget and timeline constraints.

Dispatcher, Ushler's Towing

2004 - 2015

- Managed personnel and equipment, providing timely and accurate dispatch throughout the area.
- Coordinated multifaceted movements and calls received from clients and field personnel
- Served as trusted mediator between company, insurance agencies and local law enforcement efforts

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- **General Education Diploma** – Woodstown High School, Woodstown, NJ
- **Multiple Certifications** – United Site Services, National Level

REFERENCES:

Kenny Robinson (Supervisor) United Site Services: 732.948.5778

Jennifer Mancuso (Supervisor) Ancora Psychiatric: 609.784.5415

Steve Bisbee (Former Manager) Area Operations Manager, United Site Services: 908.377.1097

Adam Chicalace, IT Director United Site Services: 908.285.9085

JOHNNY WOODBERRY

Call Center Manager

Palm Bay, FL 32908

johnnywoodberry2_2qj@indeedemail.com

+1 321 503 5120

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Ford Sales Zone Manager

Percepta - Melbourne, FL

November 2021 to October 2022

- New vehicle wholesale and parts sales
- The eyes, ears and voices of Ford, meeting customer demand by delivering the right products to the right dealers at the right time
- New vehicle wholesale and parts sales
- Sales metrics and forecasting skills
- Customer service programs
- Merchandising & advertising support
- Process analysis, implementation and improvement support

Operations Manager

TTEC - Remote

December 2019 to November 2021

- Manage day-to-day operations and deliverables
- Actively manage the staff, support, motivate and retain an outstanding team
- Manage the communication. Maintain a positive, respectful and caring attitude
- Escalate system level issues to the appropriate systems/IT support/vendor team

- Actively implement strategies and initiatives to enable the business to achieve its objectives
- Communicate the core strategy and goals to the team
- Establish metrics for success, set clear daily priorities, and drive the team to meet goals
- Understand the key business objectives, timeframes, and requirements associated with each goal and client requirements

Call Center Manager

Lux2 Transfer - Merritt Island, FL

July 2019 to September 2019

- Directs team by demonstrating successful continuous improvement performance techniques
- Supports the operation by effectively communicating, demonstrating, inspecting, and enforcing job expectations (i.e. daily huddles, monitoring requirements, employee coaching techniques, policy and procedure enforcement)

- Conducts needs assessments with regard to contact center performance, market and customer trends, capacity planning, technical system and audit reviews, data and cost/benefit analysis, budget recommendations and assist with organizational strategic plans
- Oversee and manage the budget and staffing needs of the team
- Prepares call center performance reports and/or presentations by collecting, analyzing, and summarizing data and trends, and uses that information to develop and communicate improvement/maintenance plans
- Keeps consistent documentation of performance discussions with CEO, COO and Director of Operations via 1-on-1 meetings daily, weekly, monthly, and normal review cycles
- Maintains a thorough working knowledge and applies the guidelines relating to customer issues
- Encourages open door policy through positive and constructive flow of communication at all levels
- Stays professionally relevant by tracking emerging trends in call center operations management
- Responds promptly to member and staff correspondence
- Establishes, updates, and maintains the applicable standard operating procedures for the department

Personal Banker IV

SunTrust Bank - Titusville, FL

September 2017 to June 2018

- Managing assigned customers and proactively meeting with them in person and over the phone build lasting relationships
- Discover financial needs and tailor product and service recommendations
- Making lives of customers easier by sharing and setting up self-service options to access their accounts 24 hours a day/7 days a week
- Partnering with Specialists (Financial Advisors, Mortgage Bankers and Business Relationship Managers) to connect customers to experts who can help them with specialized financial needs
- Adhering to policies, procedures and regulatory banking requirements

Sales Manager

Staples - Clemmons, NC

September 2016 to April 2017

- Engaging and inspiring store teams to achieve maximum performance by modeling behavior that fosters a sense of energy, ownership, teamwork, and personal commitment
- Pursuing, attracting, hiring, coaching, and retaining talented associates for key roles and setting clear performance expectations
- Sharing responsibility as the "Manager on duty" and total store operations
- Creating a culture of consultative selling with an emphasis on developing ongoing professional relationships with top customers
- Maintaining accountability for results within the Easy Tech & Mobile area
- Partnering with other store managers to champion a customer-centric environment
- Overseeing the timely completion of required training for all store associates

Account Executive

Blue Rhino / Ferrellgas - Winston-Salem, NC

September 2014 to March 2016

- Handled all system data account maintenance requests from the Sales, Accounting, and Operations departments
- Acted as a helpful resource for customers via phone and email

- Responded to customer inquiries in a timely and accurate manner
- Resolved complex customer account issues
- Completed all data entry and filing; and handles additional administrative duties as needed
- Entered all new and modified account/location data into customer database from field sales managers
- Executed status changes within user interface for the customer database including accounts/locations per requests from Sales, Accounting, and Operations personnel
- Produced and sends various reports to appropriate departments and personnel
- Documents, researches, and follows up on products
- Updated pricing structures within customer database account pages
- Documented, maintained, and followed up on database requests within internal IT audit tools
- Executed Global Sourcing Sales requests to include order processing, RGAs, tracking, and follow-up
- Responded to all email boxes in Customer Care
- Provided daily reporting on pending orders, and reorders
- Provided backup to Tank Exchange and Product queues
- Served as a Customer Care advocate and records customer feedback in Rhino-Net and the Consumer Application

MEM Associate Manager

PepsiCo Food Service - Winston-Salem, NC

January 1999 to March 2014

- Managed 23 direct reports
- Responsible for managing all National Accounts Foodservice Customer's Equipment and the inventory of that equipment
- Minimize financial exposure related to fountain equipment
- Conduct monthly one-with-one sessions with equipment team
- Build bottler and internal customer relationships
- Hiring, On boarding and training of new hires
- Works with Regional Operations Managers to resolve service issues with service providers including third party service providers
- Track Time and Attendance
- Monitors service provider compliance to Service Level Agreements including confirming and closing orders in the system
- Ensure job aids are updated with new information

Territory Sales Manager

- Responsible for coaching and leading a team of 20-30 Pepsi Direct Sales Representatives
- Coach P.E.P.S.I., PepsiCo's Selling Foundation to enhance skills and drive results delivering Volume and Marginal Contribution while managing costs
- Builds partnerships with internal Field Operations Team, the Selling Capability Team, and Human Resources
- Sponsors, trains and transitions change management
- Plays an integral part in Hiring and Selection
- Involved in key project work as well as belonging to AOP teams
- Completes route rides, one on ones, call evaluations, modeling expected behavior, time and attendance, Mid-Year and Focal Point evaluations

Education

BS in Business Administration and Management

Strayer University - Greensboro, NC

2012 to 2014

Skills

- Team Building
- Management
- Leadership
- Supervising experience
- Sales
- Call center management

Military Service

Branch: United States Marine Corps Reserves

Service Country: United States

Rank: Lance Corporal

April 1994 to September 2002

- Provides advice, guidance, and assistance to the equipment commodity manager
- Advises maintenance personnel who perform maintenance and maintenance management duties
- Supervise all maintenance management personnel in this role and would monitor maintenance management programs, policies, and procedures
- Analyze maintenance and maintenance management functional areas to ensure the effective use of equipment, maintenance, and material

Additional Information

Skills

Microsoft Office, SAP, Siebel (10+ years)

KEITH SWEENEY

Vero Beach, FL 32967

(772) 584-2246 - keithsweeney3@gmail.com

PROFESSIONAL SUMMARY

Ambitious Production Manager with 13 years of experience in high volume manufacturing environments. Motivates employees to align performance with company objectives in fast-paced production environments. Superior competency in resource allocation, production scheduling and workflow management.

ACCOMPLISHMENTS

- Increased overall productivity and quality by over 55% by implementing training programs designed to increase performance levels, revamping processes and workflow procedures.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Supervised team of 25 staff members.

SKILLS

- Production Problem Resolution
- Raw Product Testing
- New Product Development
- Product Standards Establishment
- Inventory Control Programs
- Production Oversight
- Production Schedule Review
- Cost Control Programs
- Production Reports Maintenance

WORK HISTORY

06/2020 to 08/2022 **Production Manager**

Ionemoto Inc. – Sebastian, FL

- Resolved issues quickly to maintain productivity goals.
- Managed continuous improvement initiatives to drive gains in quality, flow and output.
- Implemented program changes to identify and quickly resolve root cause issues bottlenecking production levels.
- Implemented quality improvement changes to minimize product defect rates.
- Created streamlined production schedules and collaborated with production employees to communicate objectives and goals.
- Implemented quality improvement changes to minimize product defect rates, reducing returns by 80%.

01/2009 to 05/2020 **Team Leader**

Pursuit Boats – Fort Pierce, Florida

- Mentored and guided employees to foster proper completion of assigned duties.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Built strong relationships with customers through positive attitude and attentive response.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Communicated with production team members about quality issues.
- Standardized production procedures, job roles and quality assurance guidelines, while increasing production by 40%.

EDUCATION

05/2003

High School Diploma

Sebastian River High School - Sebastian, FL

Michael Street

Melbourne, FL 32940

michaelstreet68_muk@indeedemail.com

+1 336 782 5107

Result-Focused management professional offering 30 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

Work Experience

Sam's Club Manager

EXPEREIENCE - Lady Lake, FL

September 2021 to Present

Sam's Club Manager

Cookeville, TN

September 2019 to September 2021

Fresh Market Operations Manager

Wal-Mart - Orlando, FL

April 2016 to 2018

Sam's Club Manager

Apopka, FL

May 2015 to April 2016

Sam's Club Manager

Cocoa, FL

May 2014 to May 2015

Sam's Club Manager

Knoxville, TN

August 2012 to May 2014

Sam's Club Fresh Market Manager

Coral Springs, FL

March 2010 to August 2012

Sam's Club Manager

Winston-Salem, NC

February 2004 to March 2010

DUTIES

CLUB MANAGER

- Directs management team in all Facility operations; ensures asset protection and inventory control

- Ensures Member and Associate safety
 - Ensures that all areas of the Facility are in compliance with Company policies and procedures; and communicates with members of management and Associates about Facility operations, merchandising, and Company direction.
 - Drives membership and sales growth in a Facility
 - Drives the financial performance of the Facility
 - Increases quality of Member experience
 - Initiates, directs, and participates in community outreach programs, and encourages and supports Associates in serving as good members of the community; establishes and maintains relationships with key individuals or groups in the community acting as the representative for the Company. Presents the Company's perspective to various external organizations following the Company's media guidelines; and Champions Company-sponsored programs, events, and sustainability efforts to Associates, Members, and the local community to emphasize the Facility as part of the community.
 - Oversees and enforces the execution of food safety standards, cold chain compliance, and food merchandise quality
 - Provides direction and guidance to members of management and hourly associates on proper member service approaches and techniques to ensure member needs, complaints, and issues are successfully resolved within company guidelines and standards; and assists with member service as needed
 - Upholds the Company's Open Door Policy
- Fresh Market Manager/Fresh Operations Manager
- Drives Sam's Club Fresh area sales, financial, and operational performance for the market
 - Acts as the subject matter expert for the Fresh area
 - Drives the execution of multiple business plans and projects
 - Ensures products are evaluated for quality, proper packaging, availability, and presentation
 - Identifies sustainability and/or product waste opportunities and community outreach opportunities and implements solutions and programs
 - Partners with the Technical Team to use training to grow market share in the market
 - Promotes and supports company policies, procedures, mission, values, and standards of ethics and integrity
 - Provides supervision and development opportunities for associates

Education

High school diploma or GED

Skills

- Operations Management
- Staff Development/ Supervision and Training including new Technology
- Talent Recruitment for Business Demands

- Inventory Control
- Multi
- Unit Operation Management
- Market Analysis
- P&L Management
- Financial management
- Accounts receivable
- Salesforce
- Succession planning
- Warehouse management
- Analysis skills
- Warehouse management system
- OSHA
- Hazmat
- Human resources

Paul Rodebaugh

4711 Gatesbury Drive, St. Louis, MO 63128
paulrodebaugh@gmail.com 314-488-0122

SKILLS

- 14 years Management Experience
- 8 years Operations Management Experience
- 15 years Customer Service & Service Recovery
- 12 years Recruit, Hire, Teach, Train & Coach
- 9 years Servant Leadership Management
- 6 years Inventory Control Experience
- Excellent Soft Skills/Building Relationships
- Top-notch Attitude and Follow Through
- Communication & Organization
- Ability to Recognize Trends/Patterns
- Effectively Develop & Implement Plan/Policy
- Ability to Execute Strategic Decisions/Standards
- Creative, Passion, Integrity, Discipline & Trust
- Learn & Adapt Quickly – Results Oriented
- MS Office – Word, Excel, Outlook, PowerPoint
- iPhone, Android, Skype, Google Hangouts

EDUCATION & CERTIFICATIONS

St. Louis Community College, St. Louis, MO.....1988 – 2001
Hospitality Management - Business management, sanitation, quantity food preparation

PROFESSIONAL EXPERIENCE

Region Manager, Premium Retail Services

St. Louis, MO.....8/2013
– 2/2020

- Motivated and inspired team using daily voice memo “morning messages,” emails and texts to the team, one on one phone calls, emails, text messages individually and surprise field visit work withs to improve performance metrics, relationship building with Walmart Department Managers and upper level management and special project completion
- Manage and analyze data for stakeholder needs while in the field – was a go-to source in the Division for real time distribution checks, profit margin, product origin and competitive activity whether for company account managers (real time presentations, vendor partner requests) or vendor partners (purchasing, last minute data gathering prior to meeting with Walmart Corporate buyers) etc.
- Executed functions to recruit, hire, teach, train, coach & retain and consistently followed through on effective engagement strategy both in terms of team members and Walmart management hierarchy in all 26 territories touching 7 states – work from home and in the field with up to 75% overnight travel

- Managed all retail sales and merchandising metrics for multiple companies simultaneously and exclusively in Walmart stores – sales, stock, build displays, check dates, rotate, place coupons, install POP, expose phantom inventory and communicate with management
- Effectively monitored weekly/monthly store call coverage and special project completion for entire region of 26 Territory Managers working over 200 Walmart stores – Walmart, Walmart Supercenter, Sam’s Club, Neighborhood Market and Walmart gas stations – touching seven states throughout the Midwest

Store Manager, Blockbuster Video

St. Louis, MO.....9/2012 – 03/2013

- Managed all aspects of video rental/retail store, including the liquidation process
- Motivated all employees to stay to the end through liquidation – when BBV announced all of the stores would be closing, all of the employees wanted to quit immediately and look for new jobs. I held a store meeting. I explained that the work they would do during the next weeks was a golden opportunity to gain experience they otherwise could not gain. I explained that the talking points of that experience very well could be the deciding factor between getting hired or not in their next or future job interview. I also told them that I needed them and couldn’t do it without them. They all stayed.
- Finished second in retail and fixture sales within a 25 store closing district, including St. Louis and Chicago, during company-wide liquidation process
- Consistently coached all employees to promote Blockbuster’s membership and rewards programs and monitored performance metrics
- Assisted District Manager with store audits – inspecting bank deposits, OSHA signage, planogram execution, all company standards, cleanliness, etc.
- Recruit, hire, teach, train, retain & coach

District Manager, Premier Wireless

St. Louis, MO.....10/2011 – 7/2012

- Managed 10 Cricket Wireless retail stores – 5 in St. Louis, MO & 5 in Chicago, IL
- Initiated weekly store manager conference calls to manage and assess sales and marketing strategy – review sales, daily/weekly/monthly KPI tracking, promotions, staffing/scheduling obstacles, sharing strategy/success with cold calling hotels and gaming stores and businesses for permission to set up cell phone purchase and activation booths, cross-marketing, etc.
- Consistently coached all employees to promote handset protection plans and sell accessories through bundling – monitored performance metrics
- Performed store audits – bank deposits, OSHA signage, cell phone demo stations set to planogram, observation of Store Managers and sales associates and follow through with appropriate coaching and praise, company standards, cleanliness, etc.
- Recruit, hire, teach, train, retain & coach

Phillip Parker

BUSINESS MANAGER

Sebastian, FL

philliparker42_utg@indeedemail.com

+1 564 208 3535

Highly-motivated, detail-focused Business, Sales and Accounting professional. Solution-oriented, expert researcher and innovative problem solver, able to utilize proprietary industry technologies to quickly track down and resolve discrepancies. Self-directed, perform efficiently in busy environment handling many tasks simultaneously. Collaborative team leader, with strong client facing talents, guiding and mentoring the delivery of excellent customer service and sales

CORE QUALIFICATIONS

- Strong decision making ability and independent judgment to establish operational plans, within operational guidelines and in support of the business plan.
- Excellent management skills. Must be able to provide direction and support to a large number staff
- Very strong communication skills, including the ability to clearly articulate company vision as well as communicate accurate day-to-day operations information to a wide variety of audiences, including staff, operations management, independent contractors and vendors.
- Very strong organization and administration skills to ensure day to day smooth operations with detailed, accurate records.
- Strong time-management and multi-tasking skills with the capability to determine priorities in a fast paced, changing environment.
- Strong customer service skills. Ability to provide good customer service directly to customers, and prioritize operations based on customer needs.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

General Manager

DID Electrical - Galway, County Galway

September 2020 to September 2022

Role;

- Day to day management of all operational and administrative issues within the branch. This includes but not limited to opening and closing the store as well as the security of the store and your team.
- Manage and be responsible for achieving and exceeding assigned business targets, sales budgets, KPIs and discount, demonstrating ambition and profit focus.
- Drive sales, service, productivity and standards throughout the Branch.
- Responsible for managing merchandising and stock levels within the store. As well as being accountable for stock loss and stock takes.
- Analyse and interpret trends by keeping an eye on the market, to include visiting local competitors' stores and keeping an eye on media channels. Looking out always for opportunities to improve your own overall store's performance.

- Ensure you are aware of all details around our Company offers as well as having them highlighted within your store.
 - Ensure high levels of customer service from the team as a whole. Fully understand your customer needs and requirements.
 - Ensure your store is always presented to the best of its ability for your customers and your team alike. Walk the floor regularly with your team and customers in order to hear their opinions of your store.
 - Responsible for health and safety within the store.
 - Build a network with your fellow Branch Managers; help each other out when you can (eg. Helping out with cover)
 - Ensure you are able to have difficult conversations; this can be with customers (eg complaints) and team members.
 - You are a People Manager as well as a Branch Manager. Remember you are responsible for the wellbeing of your team.
 - You are responsible and accountable for your own labour rosters and associated costs (SPM). This includes managing cover for your store when needed.
 - Have regular team meetings, to keep your team up to date with any developments they may need to do their jobs to the best of their abilities.
 - Responsible for developing your team to include but not limited to, identifying their training needs & to act upon it, regular performance reviews, having that open and honest conversation if needed, also to manage any areas of underperformance.
- For any HR concerns, remember you are first point of contact for your team. Ensure you start any conversation with the correct procedures and policies in mind. • Counsel, advise and instruct/ train your team in all policies and procedures; this includes but not limited to HR, H & S etc.

General Manager

Advance Auto Parts - Gresham, OR
November 2018 to September 2020

Primary Responsibilities

- Achieve or exceed district total sales and profitability goals
- Ensure commercial customer retention & relationship growth in the market
- Selection, hiring, development, goal setting, performance mgmt., coaching, engagement and retention of General Managers and Core 4 team members
- Ensure proper staffing levels throughout the district
- Ensure execution of all inventory & operational standards within the district
- Conduct regular store visits providing action plans to achieve full market potential.
- Teach business acumen by review of profit and loss statement with GM's
- Communicate effectively and appropriately to stores and support staff
- Embrace diversity and foster a respectful environment for both customers and team members

Secondary Responsibilities

- Assist region/area in other functions upon request

Success Factors

- Knowledge of store operations and processes
- ASE P2 certified or ASE ready equivalent
- Ability to recruit, select, hire and develop quality General Managers and ensure same for Core 4 positions

- Accountability, coaching & feedback skills
- Ability to execute and train all store operational processes, procedures and team member/customer standards
- Ability to use and train, testing and diagnostic equipment for DIY services
- Effectively use Excel, Word, Outlook and PowerPoint computer programs

General Manager

NAPA Auto Parts - Portland, OR

June 2017 to November 2018

- Identify new customers and revenue opportunities for the store
- Develop and maintain wholesale accounts
- Recruit, onboard, and train new employees
- Build-up, guide and continue to develop an engaged retail team to deliver exceptional levels of customer care and higher sales results
- Analyze existing processes and procedures in order to maximize efficiency
- Control overall store profits and losses and protect and maintain the security of all store assets
- Improved strategies resulting in a store recognized for safety and appearance

District Service Manager

Johnson RV - Puyallup, WA

April 2016 to June 2017

- Provide leadership and supervision in the Service Center for RV service employees
- Conduct service meetings for Safety, Technical Updates, and Administration Communication
- Conduct weekly product update meeting with management team
- Participate in employee recruitment team with key role in employee performance review process
- Oversee the scheduling of technicians and their assigned work
- Oversee the management of work orders, including customer contact during the diagnostic
- Recruit, interview, onboard, train, and coach all transport drivers
- Schedule and direct the work activities that utilize the best cost options to maximize profitability and the customer experience
- Promote safe work activities by conducting safety audits, leading station safety meetings on a regular basis and meeting with individual staff members
- Conduct employee training sessions on subjects such as driver safety and quality improvement
- Manage payroll costs with weekly submission to HR
- Responsible for daily maintenance review of fleet vehicles; daily vehicle inspections, schedule maintenance, and communicate concerns to Fleet Manager when necessary

District Manager

Payless Car Rental - Portland, OR

August 2014 to April 2016

- Responsible for the management and training of a diverse, non-unionized workforce
- Review competitive situations and stay ahead of local trends
- Responsible for the rental fleet, always aware of daily and hourly reservation counts, car and model availability, preventive maintenance schedules, etc.
- Implementation of sales techniques and training to hit our location goals
- Deliver quality customer service, handling any customer issues and requests
- Working knowledge of P&L

- Strong decision making ability and independent judgment to establish operational plans, within operational guidelines and in support of the business plan.
- Strong analytical and math skills. Must be able to review numerous reports and other sources of data in an effort to determine best course of action.
- Excellent management skills. Must be able to provide direction and support to a large number staff
- Very strong communication skills, including the ability to clearly articulate company vision as well as communicate accurate day-to-day operations information to a wide variety of audiences, including staff, operations management, independent contractors and vendors.
- Very strong organization and administration skills to ensure day to day smooth operations with detailed, accurate records.
- Strong time-management and multi-tasking skills with the capability to determine priorities in a fast paced, changing environment.
- Strong customer service skills. Must be able to provide good customer service directly to customers, and prioritize operations based on customer rental needs.
- Strong problem-solving skills and results-driven orientation. Ability to demonstrate the drive to achieve results and continuous improvement. Ability to manage performance of staff to drive district results.
- Working knowledge of MS Office, BART & O2
- Occasional Travel

General Manager

Hertz Car Rental - Portland, OR

May 2011 to August 2014

- Responsible for the management and training of a large, diverse, unionized workforce
- Sales training and coaching staff to achieve monthly sales goals
- Scheduled all adequate staff coverage for varying shifts
- Reviewed competitive situations and stayed ahead of local trends
- Delivery of quality customer service and problem-solving above and beyond expectations
- Responsible for the rental fleet; aware of daily and hourly reservation counts, car and model availability, preventive maintenance schedules, etc.

Education

Bachelor Degree in Business Management & Administration in Business Management

MAYO INSTITUTE OF TECHNOLOGY - GALWAY, MAYO, IE

2004

Skills

- Sales management
- Recruitment
- Cost analysis
- Operations
- Operations management
- Sales

- Team Building
- Scheduling
- Retail Management
- Customer Service
- Payroll
- Cash Handling
- Merchandising
- Management
- Retail Assessments Management & Leadership Skills: Impact & Influence -- Expert June 2019 Adapting leadership style to accomplish goals using rational or emotional appeal. Full results: Expert Cognitive Ability -- Familiar July 2019 Measures a candidate's ability to combine pieces of information to form general rules or conclusions. Full results: Familiar Human Resources Skills: Recruiting -- Proficient July 2019 Managing the candidate sourcing and selection process Full results: Proficient Management & Leadership Skills: Impact & Influence -- Proficient April 2019 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: Proficient Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.
- Profit & loss
- Financial analysis
- Employee relations (9 years)
- Interviewing
- Forecasting

Assessments

Sales skills — Proficient

September 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

Customer Service Skills — Proficient

October 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Proficient

October 2022

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Work style: Reliability — Familiar

October 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Familiar](#)

Sales skills — Proficient

September 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

General manager (hospitality) — Familiar

October 2022

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

Full results: [Familiar](#)

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

- **Operations Executive**
- **Transformational Leader**
- **Relationship Facilitator**

Proactive and results-driven senior leader with 42 years of experience in the water and wastewater industry. I can deliver change and results across different lines of business and bring about growth while engaging with and motivating teams across an organization.

- ✓ Led the growth of the Operations department from 60 FTE employees to 300 FTE employees (400% growth over 15 years).
- ✓ Scope of responsibilities grew from 11 treatment plants and 200 lift stations to 26 treatment plants, 600 lift stations, and the management of the Field Operations division.
- ✓ Led the systems maintenance team in the creation of the in-house lift station construction crew that results in an \$_____ savings for the utility on an annual basis.
- ✓ Toho facilities have been recognized for a several industry awards during my tenure.
- ✓ Led the development and deployment of the skill-based pay programs for several teams that have resulted in a well-trained workforce that is well compensated and with low turnover.
- ✓ Managed the development and implementation of the ISO 14001 certification program for the treatment plants and lift stations.
- ✓ Managed the successful integration of the Poinciana and St. Cloud services areas into the Operations department.
- ✓ Recognized the importance of asset management and developed an internal position to improve the department's efforts in improving asset management.

PROFESSIONAL EXPERIENCE

Toho Water Authority | 2007 – Present

Senior Director of Operations | 2020- Present

As part of the senior leadership team, I work closely with our executive director and two other senior directors to guide the organization through this next phase of its growth plan. This involves responding to current challenges and opportunities, planning for future needs, and motivating and guiding staff. In addition to managing the Operations department, I am also heavily involved in:

- Strategic Planning
- Risk Mitigation and Planning
- Building relationships with regional partners
- Performance Management and establishment of Key Performance Indicators
- Emergency Response (EOC) Operations On Site Lead

Director of Operations | 2007 - 2020

Responsibilities include all aspects in the management of treatment operations, maintenance, budgeting, environmental compliance with a staff of 300 for:

- 16 water treatment plants
- 10 wastewater treatment plants
- 600 lift stations
- Supervisory Control and Data Acquisition (SCADA)
- Contract Administration and liaison for Poinciana Utility area until Toho acquired the maintenance and operations contract in 2010.
- Leading and coordinating multiple projects with Toho staff, consultants, vendors, regulatory agencies, and board of supervisors.
- Expanding the role of asset management within the Operations department
- Leadership for the biosolids management initiatives
- Leadership for the reuse management initiatives
- Management of the NEELAC certified laboratory

	<p>City of Palm Bay 1989 - 2007</p> <p>Assistant Utility Director 2005 – 2007</p> <p>Interim Utility Director 2004 – 2005</p> <p>Operations Manager 1992 – 2004</p> <p>Wastewater Superintendent 1989 – 1992</p> <p>Responsibilities through my career with the City of Palm Bay included all aspects maintenance, operations and field services, accounting, budgeting, and directing a staff of 95 employees. Some examples of duties and accomplishments are:</p> <ul style="list-style-type: none"> ● Representative of the City with consultants to evaluate and purchase the General Development Utility and all legal matters pertaining for the Utilities. ● Provided presentations describing the Utility and business plan to financial institutions for the 2007 series Bond issue for the Water Treatment Plant, Wastewater Treatment Plant, Administration Building, and Infrastructure improvements. ● Managed the construction of the 10 MGD Reverse Osmosis water treatment plant, deep injection well, and administrative building funded by the 2007 bond issue. ● Presentations to City Counsel, Homeowner associations for the utility assessment program, and other public forums. ● 10 MGD Lime Softening water treatment plant. <p>Orange County Utilities 1981-1989</p> <p>Wastewater Treatment Plant lead operator</p> <ul style="list-style-type: none"> ● Participated in construction inspections and startup of three (3) award-winning wastewater treatment plant processes. ● Supervised shift operations and participated in budget process.
EDUCATION	BA, Organizational Management, Minor Public Administration, Warner College
AFFILIATIONS	<p>Former Board Member – Melbourne Tillman Water Control District</p> <p>Former chairman, Florida Water Environment Association FWEA</p> <p>Water Environment Federation (WEF) – Utility Management Committee</p> <p>American Water Works Association (AWWA)</p>

Robert Gamin

Satellite Beach, FL 32937

robertmgaminykrxu_hio@indeedemail.com

+1 321 750 5661

Experienced leader, manager and supervisor.

Authorized to work in the US for any employer

Work Experience

Driver - DOT Medical (part-time)

Highland Express - Melbourne, FL

July 2020 to Present

Driver w/ DOT Medical certificate. Transporting America's future freedom fighters to Military Entrance Point Stations in Tampa, Miami and Jacksonville. Ensure vehicle safety and maintenance is up to date. Driver Safety Award (August 2021).

Lieutenant (Retired)

Brevard County Sheriff's Office - Titusville, FL

April 1994 to July 2020

Served as a Patrol and Administrative Lieutenant at three (3) different patrol precincts. Supervised patrol squads, off-duty details, management of the field training program and performed all administrative duties including payroll, staffing, administrative investigations, discipline, and complaint resolution for eighty (80) of more patrol deputies and civilian support personnel. Promoted in 2007. Prior to my promotion, I served as a patrol or criminal investigative Sergeant for seven (7) years. Extensive experience in interviews and criminal investigations (6 years) conducting over 300 criminal investigations. Former Academy Instructor and teacher. I was the Team Leader of the Crisis Negotiations Team (S.W.A.T.). Experience in contract negotiations, administrative investigations, interviews and labor law.

Business Operations Manager

Family Medical Care/Dr. N.F. Fain - Melbourne, FL

December 1992 to March 1994

Business operations manager and team lead for medical insurance billing specialists. Managed facilities, supervised staff and oversaw operations for a corporation comprising four (4) medical walk-in clinics and an independent doctor's office. Trained personnel and administered upgrades to a centralized systems for purchasing, processing of all medical insurance claims and medical billings. Performed audits on insurance claims, billing and income. Revised budget plan and operations for the entire business leading to profitability.

Education

Master's in Management

Webster University - Merritt Island, FL

December 1996

Bachelor's in Criminology

Fla. State University - Tallahassee, FL

August 1992

Skills

- Leadership Experience
- Law Enforcement
- Supervising Experience
- Security
- Facilities Management
- Driving
- Commercial driving
- Medical Office Experience
- Medical Coding
- Interviewing
- Medical Billing
- Management
- Human Resources
- CPT Coding
- Van driver
- Employee relations
- Training & development
- Shuttle driving
- English

Certifications and Licenses

First Aid Certification

CPR Certification

Driver's License

Additional Information

Teaching Experience:

Florida Metropolitan University/ Orlando College Melbourne Campus
Adjunct Faculty Criminal Justice Program (10/1998 to 10/1999)

Instructor Certification Florida Department Of
Law Enforcement Instructor - Brevard Community College (04/2001 to 07/2020)

Criminal Justice Academy - Basic Recruit And Crossover Academies (2001 to 2003)

Robert Levesque

Construction Equipment Superintendent

Torrington, CT 06790

rleve19626_3ju@indeedemail.com

+1 860 459 2792

I have been in the heavy construction field for 40 years. have many credentials such as osha 500 and 510. Hazwopper train the trainer and many more. The first twelve years I worked as a concrete laborer which evolved into concrete Forman. Since that time I started as an equipment operator and mechanic/fabricator/welder. For the past 25 years I have been in a leadership role as project manager, foreman, and now equipment superintendent.

Willing to relocate to: Palm Bay, FL - -

Authorized to work in the US for any employer

Work Experience

Equipment superintendent

Blakeslee Arpaia Chapman Inc - Branford, CT

April 2016 to Present

Heavy equipment, small equipment, truck and vehicle manager in charge of fleet maintenance, purchase and sales, as well as registration and DOT compliance. Also building and grounds repairs and maintenance.

Project manager/ equipment operator

Fay and wright inc - Goshen, CT

September 1996 to February 2016

Education

High school or equivalent

Poughkeepsie High School - Poughkeepsie, NY

1976 to 1980

Skills

- Bridge
- Renovation
- Commercial Construction
- Multifamily
- Paving
- Heavy Equipment Operation
- Construction Management

- Blueprint Reading
- Backhoe Operation
- Management
- Drywall
- Plumbing
- Carpentry
- Electrical Experience
- Budgeting
- Forecasting
- Customer service
- Maintenance management
- Maintenance
- Fleet management
- Facilities management
- Excavator
- Mechanical knowledge
- Welding
- Fabrication
- Supervising experience
- Equipment Repair
- Facilities Maintenance
- Commercial driving
- OSHA
- Problem-solving
- Flexibility
- Team Work
- Reliability
- Automotive Repair
- Handyman
- Manufacturing
- Boiler
- Caterpillar
- OEM
- Dealership experience
- Auto service management
- Administrative experience
- Microsoft Office
- Inventory control
- Quality Assurance
- Tractor-Trailer

Certifications and Licenses

OSHA certified instructor

Present

Provide training for osha 10 and 30 as well as hazwopper

Ct hoisting

Present

CDL Class A

Certified Safety Professional

Hoisting License

William Milton

30 Years of Warehouse Distribution and Wholesale Experience

Palm Bay, FL 32908

willmilton321694_dov@indeedemail.com

Work Experience

Wal-Mart Associate

Walmart - Melbourne, FL

November 1991 to November 2021

1. Operated Heavy Equipment
2. Marketed Sam's Club Memberships to Local Businesses
3. Managed Retail Associates
4. Managed and Coordinated Stocking
5. Managed and Worked in Food Service

Education

High school diploma

Dinwiddie Senior High School - Dinwiddie, VA

September 1988 to June 1991

Skills

- Loader Operation (10+ years)
- Food Service (10+ years)
- Heavy Equipment Operation (10+ years)
- Warehouse experience (10+ years)
- Warehouse distribution (10+ years)
- Supply Chain and Logistics (10+ years)