

CITY OF POMPANO BEACH, FLORIDA ADVISORY BOARD/COMMITTEE APPLICATION

City Clerk's Office Post Office Drawer 1300 Pompano Beach, Florida 33061	www.ci.pompano-beach.fl.us Phone No. (954) 786-4611 Facsimile No. (954) 786-4095
	MISSION IN MAKING MUNICIPAL BOARD AND PLLOWING INFORMATION IS REQUESTED:
NAME OF BOARD/COMMITTEE:R	2 ASWAC
NAME OF APPLICANT:	LE L. GREIFFIN
RESIDENCY ADDRESS: 310 5	E 6 Terrace, Pompano Beh.
	HOME PHONE NO.: 954-946-8404 20
MAILING ADDRESS: Same	454-545-7212
CITY/STATE/ZIP CODE:	
ARE YOU A CITY RESIDENT?	YES: NO:
IF YES, PLEASE INDICATE DISTRICT Y	OU RESIDE IN: 1_ 2_ 3_ 4_ 5_ W/V
DO YOU OWN REAL PROPERTY IN PON	MPANO BEACH? YES: X NO:
ARE YOU A REGISTERED VOTER?	YES: NO:
WITHOUT YOUR CIVIL RIGHTS HAVING BUSINESS OR OCCUPATION: ATT	LONY IN FLORIDA, OR ANY OTHER STATE, G BEEN RESTORED? YES: NO: D LNEY
BUSINESS ADDRESS: 1801 N. I	nilitary Trail Soute 200
CITY/STATE: Bora Raton	F.
ZIP CODE: 33431 1	BUSINESS PHONE NO: \$61-862-4175?
	ry other city board or committee? NO

IF YES, PLEASE LIST NAME:
WOULD YOU CONSIDER SERVING ON ANY OTHER CITY BOARD OR COMMITTEE?
IF YES, PLEASE LIST NAME(S):
HAVE YOU EVER SERVED ON A CITY OF POMPANO BEACH BOARD/COMMITTEE? _NO
IF YES, PLEASE STATE NAME OF BOARD OR COMMITTEE:
PLEASE LIST THE FOLLOWING BACKGROUND INFORMATION, WHICH WOULD QUALIFY YOU TO SERVE ON THIS BOARD OR COMMITTEE:
EDUCATION: B.A Nova University J.D. Duke University School of Low; LLM International Comparative Use, Duke University Law EXPERIENCE: 9 years practicely about
EXPERIENCE: 9 years practicely about.
current position: attorney
PAST POSITIONS: Duralleyal, suretury.
MAKING ANY FAI.SE STATEMENTS HEREIN MAY BE CAUSE FOR REMOVAL BY THE CITY COMMISSION.
SIGNATURE OF APPLICANT DATE OF APPLICATION
NITIALS OF CLERK OR DEPUTY DATE RECEIVED OR CONFIRMED
OTE: IF YOU DO NOT WISH TO SERVE ON THIS BOARD OR COMMITTEE, PLEASE EITHER CHECK HERE AND RETURN TO CITY CLERK, OR NOTIFY THE CITY CLERK'S OFFICE IN WRITING OF YOUR DESIRE NOT TO SERVE.
HIS SECTION MUST BE COMPLETED BY THE ADVISORY BOARD SECRETARY ONLY
NUMBER OF MEETINGS HELD: NUMBER OF MEETINGS ATTENDED:



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<u>e</u>	sidence Information:	.0	42 M.W. M		
	City/State/Zip: Yompo	ng	Beach, Flori	2	101 33060
	Home Phone:		Cell Pho	ne:	754-245-5517
	Email: Flower SE	me	BYONCO COM Fax:		
u	siness information: Employer/Business Name:	•		3101	
					Email:
		1444			•
0	you own real property in Po e you a registered voter? Y	ompa 'es	no Beach? Yes - No		de in District: 1 2 3 4 <u>_V</u>
o re a u	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government.	ompa 'es of a	no Beach? Yes - No	:	
o re a u	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government.	ompa 'es of a	no Beach? Yes - No No No Felony? Yes No No L	ould	d like to serve on: Parks and Recreation
o re a u	you own real property in Po e you a registered voter? Y we you ever been convicted irrent or prior service on gov ease make a check next to th	ompa 'es_' of a ernm	no Beach? Yes - No	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning
o re a u	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government as make a check next to the Affordable Housing	ompa 'es_' of a ernm	no Beach? Yes No No felony? Yes No nental boards and/or committees visory Boards/Committees you w Cultural Arts	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System
o re a u	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government or prior service on government achieves the Affordable Housing	ompa of a of a remm	no Beach? Yes No	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council
o re	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government or prior service on government or prior service on government achieved the Affordable Housing Air Park Architectural Appearance Budget Review Charter Amendment	ompa of a of a remm	no Beach? Yes No	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council Public Art Committee
o re	you own real property in Post you a registered voter? You ever been convicted arrent or prior service on government of the Affordable Housing Air Park Architectural Appearance Budget Review	ompa of a of a remm	no Beach? Yes No No No felony? Yes No nental boards and/or committees visory Boards/Committees you w Cultural Arts Education Emergency Medical Services *Employee's Board of Appeals Employee's Health Insurance *General Employee's Retirement	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council Public Art Committee *Recycling & Solid Waste
la la	you own real property in Post you a registered voter? You see you ever been convicted arrent or prior service on government or prior service or prior	ompa of a of a remm	no Beach? Yes No No No felony? Yes No nental boards and/or committees visory Boards/Committees you w Cultural Arts Education Emergency Medical Services *Employee's Board of Appeals Employee's Health Insurance *General Employee's Retirement System	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council Public Art Committee *Recycling & Solid Waste Sand & Spurs Riding Stables
o re la lu	you own real property in Post you a registered voter? You we you ever been convicted arrent or prior service on government or prior service or prior ser	ompa of a of a remm	no Beach? Yes No No No felony? Yes No nental boards and/or committees visory Boards/Committees you w Cultural Arts Education Emergency Medical Services *Employee's Board of Appeals Employee's Health Insurance *General Employee's Retirement	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council Public Art Committee *Recycling & Solid Waste Sand & Spurs Riding Stables Marine
la	you own real property in Post you a registered voter? You see you ever been convicted arrent or prior service on government or prior service or prior	ompa of a of a remm	no Beach? Yes No No No felony? Yes No nental boards and/or committees visory Boards/Committees you w Cultural Arts Education Emergency Medical Services *Employee's Board of Appeals Employee's Health Insurance *General Employee's Retirement System	ould	d like to serve on: Parks and Recreation *Planning & Zoning/Local Planning Agency *Police & Firefighter's Retirement System Pompano Beach Economic Development Council Public Art Committee *Recycling & Solid Waste Sand & Spurs Riding Stables

In addition a Resume may be attached				
Education: Pampano Breach High-Clerical Data Entry				
BCC East-Public Relations, Debate Challenge				
Pampara Beach Senior High Gradwate				
Experience: Doutes Entry, Community Support				
Past Positions: Supervisor of Election facility Supervisor				
Head Security with Broward County schools				
Community learn leader				
Hobbies: Busket Ball, Boseball, Foot Ball,				
Speed Walking + Fishing Politics				
Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee.				
Signature: Delma Thurs Date:				
Initials of Clerk or Deputy: Date received or confirmed: 4/14/19				
Please check one: V New Application Currently Serving on Board Updated Information				
Note: Application is effective for one year from date of completion. If you have any questions on the above, please call the City Clerk's Office at: 954-786-4611, or send via fax to: 954-786-4095.				

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CRA West

Cultural Arts

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	r Mrs. <u>X</u> Ms Noptional)	Miss Name: Mary Lou Rud	dern	<u>nan</u>	
Re	esidence Information:	NE 45th Chroat			
	Home Address: 2583 I	<u>NE 15" Street</u>			
	City/State/Zip:Pompan	<u>io Beach, FL 33062</u>			
	Home Phone:N/A		C	ell Phone: (954) 295-0031	
	Email: <u>mdr@southflo</u>	ridacpa.com	Fa	ıx: <u>(954) 301-2230</u>	
<u>Βι</u>	usiness Information: Employer/Business Na	ame: <u>Ruderman and Company, l</u>	<u> </u>		
	Current Position / Occ	upation: <u>CPA</u>			
	Business Address: 260	05 E. Atlantic Blvd., Suite 200			
	City/State/Zip: Pompar	no Beach, FL 33062			
	•) 773-8291 Fax: <u>(95</u> 4) 301-22	30	Email: mdr@southfloridacpa	a.com
Ar	e you a U.S. Citizen?				
	•			5 5 4 6	
Ar	e you a resident of Por	npano Beach? Yes <u>X</u> No	_	Reside in District: 1_X_2	3 4 5_
Do	you own real property	in Pompano Beach? Yes X	N	o	
Ar	e you a registered voter	? Yes <u>X</u> No			
На	ave you ever been convi	cted of a felony? Yes N	lo _	X	
<u>Di</u>	versity Committee; Brow	vard County Public Schools Aud	it Co		ic Schools
PI	Affordable Housing	next to the Advisory Boards/Com Education	mit	Parks and Recreation	
	Air Park	Education		*Planning & Zoning/Local Planning	
	/ · · · · · ·			Agency	
	Architectural Appearance	Emergency Medical Services		*Police & Firefighter's Retirement System	
	Charter Amendment	*Employee's Board of Appeals		Pompano Beach Economic Development Council	
	Community Appearance	Employee's Health Insurance		Public Art Committee	
	*Community Development	*General Employee's Retirement System	Х	Recycling & Solid Waste	
	-	•		Sand & Spurs Riding Stables	
1	CRA East	Golf Advisory Board		Marine	

*Unsafe Structures

*Zoning Board of Appeals

Local Complete Count (Census)

Historic Preservation

Beach

*Housing Authority of Pompano

Nuisance Abatement Board

*Financial Disclosure Form is required, if appointed to serve, upon appointment and upon resignation/retirement.

In addition a Resume may be attached

Education: BBA Finance, University of Miami; BS Accounting and Information Systems, Florida Atlantic University; Masters of Accountancy, Florida Atlantic University; Certified Florida Master Naturalist, University of Florida

Experience: CPA and co-owner of Ruderman and Company, a CPA firm in Pompano Beach

Past Positions: CFO, Online Vacation Center

Hobbies: Community volunteer

Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee.

Signature: Many Lon Ruclur	Date: 12/18/2020
nitials of Clerk or Deputy:	Date received or confirmed:
Please check one: New Application	Currently Serving on Board Updated Information

Note: Application is effective for one year from date of completion. If you have any questions on the above, please call the City Clerk's Office at: 954-786-4611, or send via fax to: 954-786-4095.



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Mr. X Mrs. Ms. Miss Name: S	pencer Flory
Residence Information: Home Address; 381 SE 16th Ave	
City/State/Zip: Pompano Beach FL	
Home Phone: 904.304.8413	Cell Phone: 904.304.8413
Email: SpencerFlory@gmail.com	Fax:
Business Information: Employer/Business Name: LoKation Re	al Estate / Self Employed
Current Position / Occupation: Realtor / I	Property Manager
Business Address: 1500 E Atlantic Blv	d, Suite B
City/State/Zip: Pompano Beach FL, 3	
Business Phone: 904.304.8413	Fax:Email; SpencerFlory@gmail.com
Are you a U.S. Citizen? Yes No No	
Are you a resident of Pompano Beach? Yes	No Reside in District: 102030405
Do you own real property in Pompano Beach?	
Are you a registered voter? Yes No.	
Have you ever been convicted of a felony? Yes	
	The state of the s
Current or prior service on governmental board	
Please check the first box next to the Advisory E	Boards/Committees you would like to serve on: ✓ Parks and Recreation
Afrordable Housing Education Air Park	*Planning & Zoning/Local Planning Agency
Architectural Emergency Medical S	System
Charter Amendment *Employee's Board o	Development Council
Community Employee's Health In Annearance	
*Community *General Employee's Retirement System	
CDA Foot	Sand & Spurs Riding Stables
CRA East Golf Advisory Board	Marine
CRA West Hillsboro Inlet District	Nuisance Abatement Board
Cultural Arts Historic Preservation	*Unsafe Structures
*Housing Authority of Beach	Pompano *Zoning Board of Appeals

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*Financial Disclosure Form is required, if appointed to serve, upon appointment and upon resignation/retirement In addition a Resume may be attached Education: Resume Attached Experience: Past Positions: Hobbies:____ Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee. Date: 12/19/22 Initials of Clerk or Deputy: _ Date received or confirmed: ___ Please check one: ___ New Application ___ Currently Serving on Board ___ Updated Information Application is effective for one year from date of completion. If you have any questions on the above, please call the City Clerk's Office at: 954-786-4611, or send via fax to: 954-786-4095. G/CC/Adv Brd App Page 2 of 2 11/28/2022

Spencer Flory

SpencerFlory@gmail.com

381 SE 16th Ave

Pompano Beach, FL 33060

EDUCATION

Ferris State University, Big Rapids, MI

Bachelor of Science, Automotive Management, GPA 3.53

May 2011

Nova Southeastern University, Davie, FL

Master of Business Administration, GPA 3.91

May 2018

QUALIFICATIONS

- Live here, work here, own two >\$1 million homes in D3, passionate about Pompano and the betterment of our city
- Incredible 10-year professional corporate experience with JM Family, a Fortune "100 best companies to work for" company for the past 24 consecutive years
- Strong presentation experience and execution
- Successful experience in dealing with diverse groups of people
- Highly skilled in working both independently and as a team member
- Proven effective in leadership positions
- Solid organizational skills including coordinating events

EXPERIENCE

HomeRnR, LLC July 2021 - Present

Property Manager

- Business founded and developed by my fiancée and I
- Professionally manage six vacation rental properties
- Collaborate with four different clients handling marketing, booking, guest screening, rehabbing and readying homes, interior design, guest communication, guest enforcement, monthly payouts, performance and tracking

LoKation Real Estate Dec 2021 - Present

Realtor

- Licensed Florida Realtor
- Utilize license to supplement property management company, most recent transaction was 150 SE 16th Ave, Pompano Beach for client that uses our company for property management

JM Family / Southeast Toyota Distributors, LLC

Apr 2020 - Jul 2021

Field Operations Manager

• Managed 20+ dealer accounts utilize their online sales strategy

- Presented to and trained dealer personnel
- Mystery shopped and conducted consultations

JM Family / Southeast Toyota Distributors, LLC

Sep 2017 – Apr 2020

Accessory Sales Manager

- Sold over \$15 million in vehicle accessories as reoccurring revenue
- Managed all 176 Toyota dealerships in the region, advised dealer principals / general managers
- Held effective training presentations with sales associates

JM Family / Southeast Toyota Distributors, LLC

Sep 2016 – Sep 2017

Parts and Service Consultation Manager

- Executed regular dealership consultations monitoring performance, effectiveness, pay plans, financial statements, processes, personnel, work-flows, of Parts, Service and Collision departments
- Created presentations and deliberated findings with top dealership personnel

JM Family / Southeast Toyota Distributors, LLC

Mar 2015 - Sep 2016

Customer Loyalty Manager

- Successfully defended Toyota in Lemon Law and arbitration cases, >100 cases won from meticulously strategized plans of attack before arbitration and executed strategy during hearings
- Worked one-on-one with the toughest customers on mutually beneficial solutions before hearings

JM Family / Southeast Toyota Distributors, LLC

Mar 2012 – Mar 2015

Parts and Service Sales Administration Manager

- Supported and acted as an in-office contact for the parts and service district managers
- Regularly utilized excel for in-depth reporting and tracking

JM Family / Southeast Toyota Distributors, LLC

May 2011 – Mar 2012

Service Training Specialist

 Held extensive three-day classes for certified Toyota dealership technicians covering all aspects of vehicle repair, performance, theory, function, disassembly, reassembly and diagnostics

ACTIVITIES

Volunteer Activity

May 2011 - Jul 2021

Over 250 Hours logged while at JM Family serving Broward and Palm Beach participating by serving
at homeless shelters, beach cleanups, building playgrounds with KAPOW, building homes with
Habitat for Humanity, reading with first graders, gift wrapping, backpack giveaways, cleaning up
boys and girls club of Deerfield, etc

College FSU

•	Automotive Management Student Organization (AMSO) President	2010 - 2011
	Held executive board meetings, general member meetings utilizing Robert's Rules	
•	Mixed Martial Arts, Ferris State University	2010 - 2011
•	Men's Rugby Club, Ferris State University	2008 - 2010



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MrMrs Ms Miss Name:NosePh	Cerquezzi				
Residence Information: Home Address: 330 S.E. 7th Street	<i>t</i>				
City/State/Zip: Ponfano Bch. Fl. 33060					
Home Phone:	Cell Phone: 954 - 882 - 1195				
Email: Joe CROUDZZi DICLOUD, COM	Fax:				
Business Information: Employer/Business Name: MCKee Foods					
Current Position / Occupation: District Sale	s Reb				
Business Address: 10260 makes Rol					
City/State/Zip: Collegedale TN. 37	315				
Business Phone: 1-800-251-6346 Fax:	Email:				
Are you a U.S. Citizen? Yes No					
Are you a resident of Pompano Beach? Yes No	Reside in District: 1 2 3 / 4 5				
Do you own real property in Pompano Beach? Yes					
Are you a registered voter? Yes No					
Have you ever been convicted of a felony? Yes N	lo <u>~</u>				
Current or prior service on governmental boards and/or co	•				
Please check the first box next to the Advisory Boards/Com					
Affordable Housing Education	Parks and Recreation				
Air Park	*Planning & Zoning/Local Planning				
Architectural Emergency Medical Services	Agency *Police & Firefighter's Retirement				
Appearance	System				
Charter Amendment *Employee's Board of Appeals	Pompano Beach Economic Development Council PER EMAIL				
Community Employee's Health Insurance Appearance	Public Art Committee				
*Community *General Employee's	. Recycling & Solid Waste				
Development Retirement System	Sand & Spurs Riding Stables				
CRA East Golf Advisory Board	Marine				
CRA West Hillsboro Inlet District	Nuisance Abatement Board				
Cultural Arts Historic Preservation	*Unsafe Structures				
*Housing Authority of Pompano Beach	*Zoning Board of Appeals				
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OF ECONOMIC DEVELOPMENT

*Financial Disclosure Form is required, upon resignation/retirement.	if appointed to serve, upon appointme	ent and
Education: Wigh School	ddition a Resume may be attacl	hed
Experience:		
333 manager ment for OF Columbus Hobbies:	on Festival For 28) V the Board. Buildy in Dakleine	rears And eight A Park For the Knights ts Also Love to Wood Projects.
Making any false statements he any a	ppointment to a Board/Comm	nittee.
Initials of Clerk or Deputy:	Date	received or confirmed:
Please check one: New App	olication Currently Serving on Boar	d Updated Information
Note: Application is effective for one year from 954-786-4611, or send via fax to: 954-786-786-786-786-786-786-786-786-786-786	date of completion. If you have any questions 86-4095.	on the above, please call the City Clerk's Office at:
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Mr Mrs Ms N (Optional)	/liss Name:	
Residence Information: Home Address:		
		Cell Phone:
		Fax:
Business Information:		
Employer/Business N	ame:	
Current Position / Occ	cupation:	
City/State/Zip:		
		Email:
Are you a U.S. Citizen?		
•		Reside in District: 1 2 3 4 5
	in Pompano Beach? Yes	
Are you a registered vote		<u> </u>
	icted of a felony? Yes N	lo.
•	,	
Current or prior service or	n governmental boards and/or co	mmittees:
		mittees you would like to serve on:
Affordable Housing	Education	Parks and Recreation
Air Park		*Planning & Zoning/Local Planning Agency
Architectural	Emergency Medical Services	*Police & Firefighter's Retirement
Appearance	3	System
Charter Amendment	*Employee's Board of Appeals	Pompano Beach Economic
Community	Employee's Health Insurance	Development Council Public Art Committee
Appearance	Employee 3 Health madranee	T ubile Alt Gommittee
*Community	*General Employee's	Recycling & Solid Waste
Development	Retirement System	Sand & Spurs Riding Stables
CRA East	Golf Advisory Board	Marine
CRA West	Hillsboro Inlet District	Nuisance Abatement Board
Cultural Arts	Historic Preservation	*Unsafe Structures
	*Housing Authority of Pompano Beach	*Zoning Board of Appeals

*Financial Disclosure Form is required, if appointed to serve, upon appointment and upon resignation/retirement.

In addition a Resume may be attached Education:_____ Experience: Past Positions: Hobbies: Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee. Date received or confirmed: Initials of Clerk or Deputy: Please check one: New Application Currently Serving on Board Updated Information

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Note:

954-786-4611, or send via fax to: 954-786-4095.

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Mr MrsX_Ms Miss	s Name:Tanya Manfre	redi_RN MSN	
(Optional)			
Residence Information:			
Home Address: 9	13 NE 26 th Avenue		
City/State/Zip: Po	mpano Beach		
Home Pho	one: 904.540.8242	42 Co	ell
Phone: 904	540.8242		
Fax:None	a.manfredi@yahoo.com or Tan	nya.manfredi@leidos.com	
Business Information:			
Employer/Business Na Current Position / Occu	pation:DHMSM Technica	cal Project Manager	
Business Address:			
	Reston , VA, 20190-5617		
Business Phone: (571) Are you a U.S. Citizen?		Email:	
Are you a resident of Por	mpano Beach? YesX No_	o Reside in District: 1 2 3 4	<u>t</u> _
3			
Do you own real property	in Pompano Beach? Yes_X_	No	
Are you a registered vote	r? Yes_X_ No		
Have you ever been con	victed of a felony? Yes N	No_X_	
Current or prior service of	on governmental boards and/or c	r committees:	
Please check the first bo	x next to the Advisory Boards/Co	Committees you would like to serve on:	
x Affordable Housing	Education	x Parks and Recreation Planning & Zoning/Local Planning	
Air Park		Agency	
Architectural Appearance	Emergency Medical Services	*Police & Firefighter's Retirement System	
Charter Amendment	x *Employee's Board of Appeals		
x Community Appearance	Employee's Health Insurance	Public Art Committee	
× *Community Development	*General Employee's Retiremen System	ent x Recycling & Solid Waste	
		Sand & Spurs Riding Stables	
CRA East	Golf Advisory Board	Marine	

CRA West	Historic Preservation	*Unsafe Structures
Cultural Arts	x*Housing Authority of Pompano Beach	*Zoning Board of Appeals
	x Nuisance Abatement Board Form is required, if appointed to serve, u	Local Complete Count (Census)

In addition a Resume may be attached

Education: Bachelors in Science and Nursing, Master's in Science and Nursing Administration
Experience: Large scale support and implementation of the Electronic Health Record, experienced RN and Nursing Leadership, Experience Project Manager and Healthcare IT manager
Past Positions: I have been on the board of the Great One Hundred Nurses and Putnam County Healthcare.
Hobbies: Tennis, gardening, running.
Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee.
Signature: 3/10/21
Initials of Clerk or Deputy: Date received or confirmed:

Please check one: ___ New Application ___ Currently Serving on Board ___ Updated Information

TANYA MANFREDI RN, MSN

913 NE 26th Avenue Pompano Beach Florida 33062 904.540.8242 <u>Tanya.manfredi@leidos.com</u> Tanya.manfredi@yahoo.com

A highly skilled leader with a combined 23 years of experience in nursing and information technology leadership. Winner of the Great 100 Nurses Award for innovation in nursing leadership and given a commendation from the American College of Surgeons for leadership. Experienced with large-scale enterprise system integration, deployment and support. I have extensive expertise in many facets of acute care Nursing Leadership and Electronic Medical Record (EMR) application's leadership. My Information Technologies (IT) experience includes system analysis and systems implementation in the support of operational, financial and clinical goals, standardization of processes and content, design, build, implementation, optimization, future state workflows, process redesign, application of best practices, state and regulatory compliance and maintenance of service level agreements for customer support. My most recent experience is as a Technical Project Manager for the Department of Defense's (DOD) MHS GENESIS EMR.

SKILLS & ABILITIES

- Experienced leader in health care information systems and clinical facing IT applications.
- Experienced with large-scale enterprise system of systems integration and deployment and support for commercial hospitals and DOD military treatment facilities.
- Successfully plans and directs applications teams and activities related to the design, development, implementation and maintenance of advanced clinical and Revenue Cycle applications for Cerner, MEDITECH and Siemens EMRs within an IT shared services model.
- Executes IT initiatives and leads teams to ensure optimal outcomes and adoption of new processes.
- Works with C Suite, ICS leadership, CMIOs and clinical analysts to determine build plans, vendor system capabilities, project risks, build needs, resources, and processes to support physician workflow and applications within the acute EMR.
- Acute patient safety issue identification, communication, coordination, resolution.
- Experienced in incident commander and communications for large scale EMR system disruptions.
- Experience in leading implementation and support of EMR teams on multiple platforms.
- Knowledgeable of regulatory implications to the EMR and provider workflows.
- Effectively lead, mentor and coach a large highly skilled, engaged and successful team of diverse analysts.
- Manages the applications groups while ensuring all business standards and service level agreements are achieved.

PROFESSIONAL EXPERIENCE

LEIDOS/LEIDOS PARTNERSHIP FOR DEFENSE HEALTH 4/2020 TO PRESENT Defense Healthcare Management System Modernization (DHMSM) Program DHMSM Technical Project Manager

Project Management in support of the DHMSM Program which is the Department of Defenses' (DOD)'s leading program to deploy a modern electronic health record (EHR) system across the United States and around the globe. Daily interaction with LPDH core partners in support of the DHMSM Program Executive Office (PEO) and the Defense Health Agency in the global deployment of the MHS GENESIS EMR. Responsible for planning, organizing, securing and managing of resources to bring about the successful completion of specific program goals and objectives. Duties include ensuring that all programs run within scope, time, and budget.

Primary Responsibilities

- Provide project management and some oversight to the management of MHS GENESIS operating environments, including production, pre-production, build, and training environments.
- Conduct presentations to senior program leadership to inform impact assessment and analysis of alternatives.
- Track configuration management baseline of each environment in accordance with DOD policies and procedures.
- Maintain existing processes and procedures for executing environment strategy; evaluate processes based on feedback during execution from internal and external stakeholders.
- Provide oversight and management of project resources for systems engineering lifecycle activities.
- Project manage the following:
 - EHR system interface configuration/implementation and operation
 - Requirements interpretation and decomposition
 - o Software development methodologies, including testing
 - Cybersecurity implications
 - Commercial and DOD release management methodologies.

LEIDOS/TRINITY HEALTH PROGRAM

5/2019 TO 4/2020

Manager Cerner Clinical and Revenue Cycle Applications

Leads a team of 31 highly skilled analysts in Cerner Nursing, Physician Services, FirstNet/Emergency, Enterprise Scheduling, Workflow Document Imaging, Person Management, Healthcare Information Management, Ambulatory, Enterprise Master Patient Index and Training. Oversees the application optimization, maintenance and support of the related Cerner healthcare information system applications. Other responsibilities include managing departmental operations, planning, and coordinating resources and project planning, while managing staff for optimum performance. Promotes a culture aligned with Leidos Inc.'s core values of integrity, innovation, agility, collaboration and commitment to Leidos Inc.'s customers and teams.

- Directs day-to-day operations of associates assigned to support specific technology, or system solutions.
- Leads a team of highly engaged, autonomous analysts with an excellent reputation for service excellence and customer support.
- Works closely with team members on learning and development plans, in order to provide clients with "application experts" for consulting, programming, implementation and ongoing support services.

- Responsible for resource planning and management, utilizing ITS planning tools to effectively manage team resources required for support and project needs. Manages full product lifecycle, from inception/charter to sunset and oversees the support and growth of applications while adhering to service quality guidelines and metrics.
- Advises staff on standards, policies, and procedures, technical problems, priorities and methods.
- Responsible for Executive and Manager on Call duties which include leading, facilitating and communicating during large scale EMR disruptions.
- Responsible for evaluating the quality of staff throughout the project life cycle to ensure completion of client commitments within predicted time, scope and cost according to Information Technology Services (ITS) standards.
- Responsible for supporting and cascading the Leidos strategic vision, ensuring team members understand their role/relationship in adhering to, supporting and meeting the established objectives.
- Leads and documents Root Cause Analysis for system level downtime or disruption for processes supported by the Physician Services team.
- Acts as a resource for questions or issues, and serves as an escalation point for resolving complex issues or situations
- Leads applications teams while ensuring all business standards and service level agreements are achieved.
- Prioritizes and schedules work, allocates resources, monitors progress, and supports change management.
- Manages workflow and reporting relationships to obtain optimum effectiveness.
- Builds and maintains an effective team to align business strategy with Leidos Inc.'s business objectives.
- Performs hiring, performance evaluations, recognition, and disciplinary actions.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Directs applications strategy by studying organization goals, strategies, practices, and projects.
- Monitors production SLAs, anticipates needs and demands, mitigates risks, adjusts accordingly.
- Accomplishes financial objectives by anticipating requirements; monitoring budget; initiating corrective action.
- Responsible for Service Quality Service Level Agreements, monitoring documentation,
- Responsible for coaching and mentoring team members with day to day support activities along with team growth and goals.
- Responsible for analyst engagement, to include team and individual personal and professional growth.

TRINITY HEALTH INFORMATION SYSTEMS Manager Cerner Clinical IT Applications

10/2019 TO MAY 2019

Provide support and leadership for 14 analysts with diverse skill sets from clinical to security, person management and training. Lead and support TIS analyst work efforts related to all functions of the EMR and other vendor applications utilizing the SAFe Agile methodology.

 Responsible for FTE forecasting, budget forecasting and budget monitoring and maintenance.

- Managing budget/actuals, provides explanation and recommendations to address variances.
- Responsible for STORM report metrics and report out weekly on any deviations or report needs.
- Responsible for coaching and mentoring team members with day to day support activities along with team growth and goals.
- Responsible for analyst engagement, to include team and individual personal and professional growth.
- Responsible for Executive and Manager on Call duties which include leading, facilitating and communicating during large scale EMR disruptions.
- Lead a team of highly engaged, autonomous analysts with an excellent reputation for service excellence and customer support.
- Responsible for developing and managing a team structure that is aligned with the ITS model organization and SAFe Agile processes.
- Worked closely with team members on learning and development plans, in order to provide clients with "application experts" for consulting, programming, implementation and ongoing support services.
- Responsible for resource planning and management, utilizing ITS planning tools to effectively manage team resources required for support and project needs. Manages full product lifecycle, from inception/charter to sunset and oversees the support and growth of applications while adhering to service quality guidelines and metrics.
- Advised staff on standards, policies, and procedures, technical problems, priorities and methods.
- Responsible for evaluating the quality of staff throughout the project life cycle to ensure completion of client commitments within predicted time, scope and cost according to Information Technology Services (ITS) standards.
- Responsible for supporting and cascading the ITS strategic vision, ensuring team members understand their role/relationship in adhering to, supporting and meeting the established objectives.
- Team Safety Captain: coordinates and leads TIS/ICS efforts to determine acute care patient safety issue scope, resolution, communication.
- Lead and document Root Cause Analysis for system level downtime or disruption for processes supported by the Physician Services team.

TRINITY HEALTH INFORMATION SYSTEMS Manager Clinical IT Applications Physician Services, Cerner.

8/2013 TO 10/2018

Provides support and leadership for 17 TIS clinical analysts that support Cerner Physician. Lead and support TIS analyst work efforts and support related to physicians and/or applications that directly impact physicians. Lead a team that effectively builds and optimizes physician content to include electronic prescriptions, CPOE, order sets, protocols, problem lists, clinical decision support, provider documentation, reporting, medication reconciliation and meeting meaningful use and other regulatory requirements.

- Responsible for coaching and mentoring physician services team members with day to day support activities along with team growth and goals.
- Responsible for analyst engagement, to include team and individual personal and professional growth.
- Leads a team of highly engaged, autonomous analysts with an excellent reputation for service excellence and customer support.
- Responsible for developing and managing a team structure that is aligned with the ITS model organization and SAFe Agile processes.
- Works closely with team members on learning and development plans, in order to provide clients with "application experts" for consulting,

- programming, implementation and ongoing support services.
- Responsible for resource planning and management, utilizing ITS planning tools to effectively manage team resources required for support and project needs. Manages full product lifecycle, from inception/charter to sunset and oversees the support and growth of applications while adhering to service quality guidelines and metrics.
- Advises staff on standards, policies, and procedures, technical problems, priorities and methods. Responsible for evaluating the quality of staff throughout the project life cycle to ensure completion of client commitments within predicted time, scope and cost according to Information Technology Services (ITS) standards.
- Managing budget/actuals, provides explanation and recommendations to address variances.
- Responsible for supporting and cascading the ITS strategic vision, ensuring team members understand their role/relationship in adhering to, supporting and meeting the established objectives.
- Team Safety Captain: coordinates and leads TIS/ICS efforts to determine acute care patient safety issue scope, resolution, communication.
- Lead and document Root Cause Analysis for system level downtime or disruption for processes supported by the Physician Services team.

TRINITY HEALTH INFORMATION SYSTEMS 8/2013 TO 7/2017 Manager CPOE and Physician Support MEDITECH and Siemens

Physician Applications Manager for 9 TIS colleagues that supported 15 RHMs with the MEDITECH 5.67 Client Server and Siemen's Soarian Physician Services Modules. Provided management and oversight in the planning, development and implementation of MEDITECH, Siemen' Soarian and related third party clinical modules as related to physicians and/or applications that directly impact physicians. Lead a highly regarded team that build and optimize physician content to include electronic prescriptions, CPOE, order sets, protocols, problem lists, clinical decision support, provider documentation, reporting, medication reconciliation and meeting meaningful use and other regulatory requirements. Serve in an advisory capacity for new content development, physician adoption and strategic maintenance and optimization related to physician clinical content design and build.

- Lead, mentor and coached a team of highly skilled analysts and SMEs. This team was highly regarded by the CMIOs and analysts at our RHMs.
- Coach individual members to achieve personal and professional goals.
- Responsible for implementation and support of functionality to meet MU, CMS and other regulatory requirements for physician applications for 13 Regional Healthcare Centers.
- Plan, direct and evaluate the work of physician applications clinical analyst team in the design, build and optimization of physician related modules and content
- Manages full product lifecycle, from inception/charter to sunset and oversees the support and growth of applications while adhering to service quality guidelines and metrics.
- Manages major and complex implementation and development projects with accountability for resources, budgets, and outcomes.
- Collaborate with organizational leadership, committees and regional healthcare center executive management and clinicians for clinical system capabilities and requirements from a physician and clinician perspective.

- Advises staff on standards, policies, and procedures, technical problems, priorities and methods.
- Responsible for assisting the Director with supporting and cascading the TIS strategic vision, budget/actuals.

STANLEY HEALTHCARE SOLUTIONS

8/2008 - 8/2013

Healthcare Informatics Associates (HIA) Senior Information Technologies Healthcare Consultant

Consultant analyst for Trinity Health/Catholic Health East 5/2010 – 8/2013 MEDITECH Clinical Analyst MEDITECH 5.66 Client Server. Working in the Corporate Management Software (CMS) environment. Provider Order Management (POM). Utilize and build in Zynx AuthorSpace. PCS intervention and orderable procedure build.

- Worked with physicians and clinician team to determine order set build philosophy, content and build processes to support CPOE, provider workflow and meaningful use.
- Assisted organization with determining how MEDITECH can be leveraged to attain Meaningful use.
- Assisted organization with optimizing MEDITECH Clinical Decision Support functionality in workflow.
- Worked with providers and clinicians to develop content that is standardized within the corporate management system (CMS) for use across the enterprise of regional healthcare centers.
- Evaluated functionality to support best practices for ordering and communication among providers and clinicians.
- Worked with team leads to develop project plans to determine resources and work effort to support project implementation.
- Worked with MEDITECH team to determine project scope, build plan, vendor system capabilities, and to determine build needs and create dictionary content to support CPOE.
- Worked with order set team and regional health care facilities to solve build and workflow issues and meet individual project timelines.
- Tested integration and mapping between Zynx and MEDITECH.
- Tested and evaluate workflow to support POM ordering.
- Imported from Zvnx, edit and manual build of order sets.
- Determined needed PCS interventions and CDS build to support POM ordering and order sets.
- Provided provider and end user system training. Developed training materials.

Project Manager MEDITECH 6.0

Lead large scale Regional Medical Center's clinical and revenue cycle implementation of MEDITECH 6.0. We completely transitioned from paper to EMR for all acute inpatient environments and their skilled nursing facility.

Advanced Clinical Systems Readiness Assessments Lead

Tailored assessments to the organizational need. Determined organization's risks that may have impacted their degree of success with EMR implementations.

PARADISE VALLEY HOSPITAL, PHOENIX, AZ Director of Modical / Surgical and Orthopodic Nursing

1/2008 - 9/2008

Director of Medical/ Surgical and Orthopedic Nursing

Responsible for a 44 inpatient beds. 34 bed medical/surgical, bariatric and a 10-bed orthopedic inpatient nursing unit. Patient population consisted of post-operative

orthopedics, general surgery, bariatrics, medical management of opiate and alcohol withdrawal, post-operative plastic surgery and medical care patients.

FLAGLER HOSPITAL INC, ST. AUGUSTINE FLORIDA Computerized Physician Order Entry Coordinator

1997 - 1/2008 2007- 1/2008

Lead a team of IT analysts and inpatient clinicians to implement MEDITECH 5.6, Magic. This implementation consisted of nursing documentation, bedside medication verification, electronic medical record, CPOE, order sets, provider flowsheets and electronic discharge process and instructions. This included the use of Zynx to coordinate and create evidence based order sets. - NUR, POM, PCM, PWM, PCI, MIS, BMV, OE; Iatrics PDI, Visual Flowsheet; Zynx.

FLAGLER HOSPITAL ACUTE CARE NURSING DIRECTOR (1/2004 – 3/2007) Surgical Nursing, Neurosurgical, Orthopedics, Oncology, Renal and Outpatient Intravenous Therapy

Responsible for 87 inpatient beds. 44 bed renal and oncology unit, 12 bed neurosurgical unit, 31 bed orthopedic, bariatric unit, and an outpatient intravenous therapy unit. This includes twenty-four hour responsibility for patient care delivery, outcomes, operational budget, staff development, staff and patient satisfaction. Directly supervise 100 FTEs, 1 nurse manager, shift charge nurses and 3 Clinical Nurse Leaders.

Special Project/ Magnet Coordination Project Manager while Director (2005 - 2006)

Prepared, completed, and submitted our (American Nurses Credentialing Center's) Magnet Accreditation document for appraisal, including formulation of text, gathering of evidence, structuring of document, collection of stories, editing of text, finalization of document for mailing.

FLAGLER HOSPITAL DIRECTOR CARDIAC UNIT (3/2004 – 1/2005)

Responsible for 4th floor Cardiac step down unit nursing personnel and 43 patient beds. 24 hour responsibility for patient care delivery, outcomes, staff development, and patient satisfaction. Directly supervised 59 FTEs with shift resource nurses. Unit consisted of cardiac, pulmonary, medical, surgical and telemetry patient population.

Special Project/MEDITECH Core Team/Build Project Member/ PCS Lead (2004 – 2005) while director.

Project lead for transition from paper to EMR for nursing documentation, bedside medication verification and electronic medication administration record. NUR, BMV, eMAR

Flagler Hospital Acute Manager

Surgical/Neurosurgical, Orthopedics, Renal and Oncology Floors (2000 - 2004)

Responsible for 150 FTEs, surgical personnel and 3 medical/surgical units totaling 75 beds. These units consisted of neurosurgical, orthopedic, vascular, oncology, renal, plastics, GU, GI, and telemetry patients.

Neurosurgical/Orthopedic Nurse Preceptor/Charge Nurse (1998 - 2000)

Medical/Surgical Nurse (1997 - 2000)

PUBLICATIONS

JNN: JOURNAL OF NEUROSCIENCE NURSING AUGUST 2007 VOLUME 39, NUMBER 4

Stroke versus Primary CNS Lymphoma in the immune-compromised patient

JONA: JOURNAL OF NURSING ADMINISTRATION JANUARY 2006 VOLUME 36 NUMBER 1

Application of the Clinical Nurse Leader Role in an Acute Care Delivery Model

AWARDS/PRESENTATIONS

GREAT 100 NURSES AWARD (NURSING ADMINISTRATION)

May 14, 2005, Nursing excellence and contributions to the profession of nursing in North East Florida

AMERICAN COLLEGE OF SURGEONS COMMENDATION

2006, Nursing Leadership and nursing oncology unit.

"AVOIDING THE RISK OF FAILURE WITH CPOE IMPLEMENTATIONS: READINESS ASSESSMENTS."

- MUSE 2008 Eastern Conference
- MUSE 2008 Central Conference
- MUSE 2008 Western Conference

"A COMPARISON OF SIDE EFFECTS RELATED TO METHOD OF MORPHINE ADMINISTRATION IN POST- OPERATIVE ORTHOPAEDIC AND SPINE SURGERY PATIENTS."

- Magnet National Research Conference; October 2007. Atlanta Georgia.
- Florida Organization of Nurse Executives Annual Best in Class 2006. Saint Augustine Florida.
- 4th Annual Florida Magnet Research Conference; Research at the Point of Care. February 2007. Saint Petersburg Florida.

"NURSE-PHYSICIAN ATTITUDES TOWARDS COLLABORATION IN AN ACUTE CARE SETTING"

- 2002 Southern Nurses Research Societies' Regional conference in Orlando Florida,
- NeFONE at Putnam County Medical Center, Palatka Florida
- Grand Rounds, Flagler Hospital Saint Augustine Florida.

EDUCATION

MSN - MASTERS OF SCIENCE, NURSING ADMINISTRATION JACKSONVILLE UNIVERSITY 2003

Jacksonville, Florida

BSN - BACHELORS OF SCIENCE, NURSING JACKSONVILLE UNIVERSITY 1997

Jacksonville, Florida

CLASSES FOR A DOCTORATE IN NURSING PRACTICE 2 YEARS UNIVERSITY NORTH FLORIDA

Jacksonville, Florida

CERTIFIED NEUROSCIENCE REGISTERED NURSE - CNRN

SAFE AGILIST 2017

REFERENCES

AVAILABLE UPON REQUEST



G/CC/Adv Brd App

CITY OF POMPANO BEACH ADVISORY BOARD / COMMITTEE APPLICATION

City Clerk's Office Phone: 954-786-4611 Fax: 954-786-4095 P. O. Drawer 1300, Pompano Beach, FL 33061 www.pompanobeachfl.gov

Mr Mrs. Ms. M (Optional)	iss Name:DURWAR	D WOMACK
Residence Information: Home Address:	3507 DAKS WA	Y APT 1002
City/State/Zip:	POMPANO BEACH	FL 33069
Home Phone: 954	732 1481	Cell Phone:
Email: durmardd	a la grani la com	Fax:
Business Information:		
Current Position / Occu	upation:	
Business Address:		
City/State/Zip:		
Business Phone:	Fax:	Email:
Are you a U.S. Citizen? Y	es No	
Are you a resident of Pom	oano Beach? Yes No	
Do you own real property i	n Pompano Beach? Yes	No
Are you a registered voter		
	cted of a felony? Yes N	lo
	governmental boards and/or co	
Affordable Housing#2		mittees you would like to serve on: Parks and Recreation
Air Park	Education	*Planning & Zoning/Local Planning
	Farmer Madical Consists	Agency
Architectural Appearance	Emergency Medical Services	*Police & Firefighter's Retirement System
Charter Amendment	*Employee's Board of Appeals	Pompano Beach Economic
Community	Employee's Health Insurance	Development Council
Community # 3	Employee's Health Insurance	Public Art Committee
*Community	*General Employee's	Recycling & Solid Waste # 1
Development	Retirement System	Sand & Spurs Riding Stables
CRA East	Golf Advisory Board	Marine
CRA West	Hillsboro Inlet District	Nuisance Abatement Board
Cultural Arts	Historic Preservation	*Unsafe Structures
	*Housing Authority of Pompano Beach	*Zoning Board of Appeals

Page 1 of 2

5/7/2023

*Financial Disclosure Form is required, if appointed to serve, upon appointment and upon resignation/retirement.

In addition a Resume may be attached

Education: PLEASE SEE ATTACHED RESUME				
Experience: 1)				
Past Positions:				
Hobbies: SEWING FOODIE				
Hobbies: SEWING, FOODIE, CONSIDERING BOARDS NOAYBE FULL I PROVIDED A PROVIDED A PROVIDED AND COMMUNITY APPEARANCE (3). RECYCLING IS NUMBER (1), AFFORDABLE HOUSING (2), AND COMMUNITY APPEARANCE (3).				
Making any false statements herein may be cause for revocation by the City Commission of any appointment to a Board/Committee.				
Signature:				
Initials of Clerk or Deputy: Date received or confirmed: Please check one: New Application Currently Serving on Board Updated Information				
Note: Application is effective for one year from date of completion. If you have any questions on the above, please call the City Clerk's Office at:				

5/7/2023

System Administrator / Network Administrator / System Compliance

An experienced, engaging and enthusiastic Information Technologist able to pick up any task and achieve excellence. Strengths are in the areas of System and Network Administration and Customer Service in a Windows environment, Project Coordination/Planning, and NIST Security Framework Implementation and System Compliance.

- ITILv3 Foundation and Service Catalog
- VMWare Training VCP5 Certified
- Microsoft Certified Systems Engineer 2K Certified
- CompTIA A+ Certified Technician
- Customer Service

- Helpdesk
- LAN/WAN and peripheral configuration
- PII Data Privacy
- Continuity of Operations
- Project Coordinator

Technical Qualifications

Virtualization: Hyper-V, VM Manager, VMWare ESXi, vSphere, and VMotion.

Operating Systems: Windows Server 2016, 2012, 2010, 2008, 2003, 2000; DHCP, Active Directory, DNS, WINS,

LDAP, and IIS. Terminal Server, Exchange Server 2010, 2003, 2000; Windows Desktop 10,

7, XP, 2000Pro, and MAC OS.

Hardware: Servers- HP SANS, HP and DELL; Printers - Canon, Xerox, Dell, Epson, and HP; Desktops

and Laptops - Compaq/HP, Dell, Toshiba, and Lenovo.

Software: System Center Configuration Manager, Office 2016, Office 365 Business Suite, MS Project,

Terminal Services, Bomgar Remote Support, Citrix Client, SharePoint Administration, Service Now Helpdesk software, SQL Query tools, Big Fix Patch Management, and Backup

Exec.

Networking: Sonic Wall and Net Gear Security Appliance. HP ProCurve, Netgear and Linksys switches,

and routers; Cat5/6 Cabling, Patch Panel, Wireless Connectivity, TCP/IP, Ethernet, 802.xx,

VPN PPTP, IPsec, and FTP/SFTP.

Professional Experience

Technology Integrator Deerfield Beach, FL

4/2019-7/2021

Direct support to the Enterprise Network team, assisting in server and network administration, equipment setup, memory installations, and network monitoring as directed. Use extensive knowledge and experience to support and integrate information system policies and procedures.

- Primary functions include hardware and software deployment, mobile device management (VMware Air Watch), help desk, training, and applications support.
- Setup, configure and administer System Center Configuration Manager (SCCM), Windows Server Update Services (WSUS) and Windows Deployment Services (WDS).
- Use Excel and Word to conduct data analysis and report on inventory and system status across three application platforms.
- Monitor Cybereason ensuring system endpoint files are regularly updated.
- Use Archive Manager to provide detailed responses as directed to Freedom of Information Act (FOIA) request.

- Provide weekly status reports to senior management as required.
- Participate in team meetings and project planning using Microsoft Project to establish timelines and monitor resource usage.

IT Consultant

Ark Solvers - Miami, FL

10/2018-09/2019

IT Consultant providing superior customer service to clients in performing onsite services and remote monitoring support. Responsible as the primary point of contact for maintenance service clients, building relationships and assisting with IT project planning.

- Diagnose and repair hardware computer related issues, including Desktop, Laptops, MAC, Network and Network Peripherals.
- Software related issues including Microsoft Applications, Windows Operating Systems (Desktop and Server), Backup, and Proprietary Business Applications.
- Support a variety of client configurations based on business needs including Office 365, Local Domain, and Work Groups. Use Datto Autotask tools for client maintenance, monitoring, ticket tracking, system backup, file sharing and remote access.

Program Analyst, Information Technology Specialist Housing and Urban Development - Washington, DC 20410

07/2012-09//2018

System Security and Compliance Monitor, responsible for the upkeep and maintenance of system documentation, user access security and system compliance with FISMA, NIST, and other pertinent government security and privacy instruction.

- Completed an IT Risk review where I analyzed data and structure of over 200 major and minor systems highlighting redundant functions and purposes to inform management cost savings decisions throughout the department.
- Coordinate efforts with the CIO Technical Staff to provide administrative support for operational maintenance contracts for two housing systems. Maintained system technical documentation and user manuals.
- Managed the rewrite, and execution of the computer matching agreement for the Credit Alert Verification and Reporting System (CAIVRS); ensuring compliance with the Privacy Act 1974, E-Government Act 2002, and the Computer Matching and Privacy Protection Act of 1988.
- Proficient in the use of SharePoint as a collaboration tool, I perform user maintenance task, setup site
 pages, setup workflows, and provide second level support for team administrators.
- Utilize MS Access and Sybase Interactive SQL to execute queries and provide statistical reports to management.

National Institute on Aging (NIA) - Bethesda, MD 20892

Assistant Computer Systems Branch Chief, Information Technology Division at the National Institute on Aging.

Senior team member responsible for technical support, reporting, infrastructure monitoring, configuration management, and establishing policies and procedures for NIA Staff.

- Provided service desk support for NIA staff, and third level support for service desk staff working with GPOs, Object Properties in active directory, Desktop/Application Hardening,
- Utilized BigFix for patch management along with Windows Update Services for updates and Bomgar Remote Support for remote client assist.

- Provided assistance to the network team in support of the VMWare ESXi Host environment. Working
 primarily with vSphere and vMotion for virtual server monitoring and management.
- Managed the mobile device program monitoring individual usage, providing cost benefit analysis, contract preparation, approving payments, distributing devices, and monitoring service level agreement compliance.
- Represented NIA for a major systems overhaul transitioning from Remedy to Service Now Service Desk software.
- Configured and managed Symantec Backup Exec using 600TB of virtual backup storage space, including restore testing and data retention policies.
- Collaborated with security staff to develop a repository for technical system information accessible to all branch staff, using SharePoint.

System Administrator Pact, Inc. - Washington, D.C. 20036

06/2010-07/2012

Responsible for the maintenance, upkeep, and support of the organization's network infrastructure consisting of 29 virtual Hyper-V, and 7 physical servers.

- Managed the transition of the company's email system from MS BPOS to Office 365 for 876 users worldwide.
- Developed and implemented the deployment of a three-tier server based system, on a laptop, consisting of a host, terminal server, and a read only domain controller slaved to the headquarters domain.
- Liaison with vendors and non-profit programs, such as Tech Soup, to ensure best pricing was available to meet the needs of the company worldwide.
- Utilized remote Terminal Services and TeamViewer for remote support local and around the world.

Education

Grantham University

Bachelor of Science in Business Management

Training/Certifications

Appropriations Law	9/2016
Project Planning	9/2015
Lean Six Sigma (Green Belt Candidate)	5/2014
VMWare Training VCP5 Certification	8/2012
Information Technology Infrastructure Library v3 Service Catalog	1/2012
Microsoft Power Shell Scripting	5/2011
Information Technology Infrastructure Library v3 Foundation Certification	3/2011
Microsoft Certified Systems Engineer 2K Certification	4/2003
Implementing and Managing Microsoft Windows Server 2008 Hyper-V	11/2010
CompTIA A+ Technician Certification	12/1999

Military Service Honorable Discharged Chief Petty Officer (E-7) United States Navy.