

SUMMARY OF QUALIFICATIONS

Strategic Leadership | Organizational Management | Performance Management

A dedicated, creative, innovative-oriented public sector leader with over fifteen years of progressively responsible experience in local government complemented by executive experience in the private sector. Demonstrated proficiency in managing complex organizations with limited resources. Highly skilled in coordinating programs and interfacing with all levels of internal and external stakeholders. Strong ability to manage and motivate diverse groups. Expert in creating high-performing teams.

PROFESSIONAL EXPERIENCE

Utility Director – City of Palm Coast, FL

June 2024- November 2024

City Population: 110,000 | City Annual Budget: \$ 350 million | City Workforce: 535 FTE

Primary Responsibilities

- Serve as executive leader for the Palm Coast Utility building consisting of multiple sections: Water Production, Water Distribution and Collection, Lift Stations, and Inventory Control.
- Administers Utility operations to ensure compliance with all applicable City, State, and Federal code and regulatory requirements regarding water and wastewater for residential and commercial customers throughout the city.
- Ensuring all phases of departmental activities and operational functions are planned, designed, and built according to all acceptable City, State, and Federal engineering codes, standards, and regulatory requirements applicable to the work
- Communicate with the Mayor's office, City Council and staff, department executive members, various City departments, and the engineering and development community.
- Oversee the hiring process for over a 135 staff member team, development of the management team for the Palm Coast Utility, which includes evaluating management performance and establishing goals while promoting professional development.
- Collaborate with executive teams to identify solutions to organizational problems.
- Assess organizational needs and develop action plans to address challenges.
- Develop long-term business strategies and plans to optimize efficiency and maximize profits.
- Monitors changes in the industry and identifies potential risks and opportunities.

Division Manager – City of Houston, TX

2021 - 2024

City Population: 2.3 million | City Annual Budget: \$ 5.1 billion | City Workforce: 22,000 FTE

Primary Responsibilities

- Works with Department Directors to manage the day-to-day operations and develop/implement strategic plans, annual budget, and process improvements.
- Overall responsibility for the workforce comprised of 20 staff members.
- Strategic Planning for Infrastructure and Development Services comprised 60 staff members.
- Identify and leverage partnerships with local, regional, and state agencies, intergovernmental organizations, the private sector, and non-profit groups.

Accomplishment Highlights

- A representative for the Process Foundation Team for Public Works
- Implementation of Online Resources for Water and Sewer Services
- Leads Process Improvements between service lines for Public Works
- Section Leader for HOU – Permits Project
- Project Manager for the conversion of business processes into software systems

Administrative Manager – City of Houston, TX

2018-2021

City Population: 2.3 million | City Annual Budget: \$5.1 billion | City Workforce: 22,000 FTE

Primary Responsibilities

- Responsible for all facets of Taps & Meters operations within Houston Water.
- Leads the team responsible for construction plan review and all utility permits. Total plan review totals and permits processed in a year exceeded 20,000.
- Oversight of \$14 M budget for Houston Water

Planning Accomplishment Highlights

- Decreased Cycle time of Construction Plan Review for Utilities by 35 %
- Led Successful Process Improvements that created measurable efficiencies.
- Created Standard Operating Procedures and Training Modules for Staff
- Built a high-performing team and fostered a positive work environment.

Director Of Operations - COO– PLM Industries Inc, Caseyville IL 2008-2017

St. Louis Metro Area: **2.8 million | Annual Budget: \$ 2.0 million | Workforce: 50 FTE**

Primary Responsibilities

- Responsible for the corporation's annual budget of \$ 2 million and 40 full-time/ 10 part-time employees
- Acting Chief Operating Officer at PLM Industries, overseeing seven departments: Accounting, Construction Projects, Human Resources, Estimating/Sales, Maintenance, and Fleet Management
- Profit & Loss Responsibility

Accomplishment Highlights

- Created a new section that delivered infrared asphalt technology projects.
- Increased sales by 15%
- Managed high-profile projects and worked with Commercial Developers to hand off deliverables on time and within budget.
- Winning Contractor for Snow Removal at Scott Air Force Base

ADDITIONAL RELEVANT EXPERIENCE

- Accepted as a candidate for PMP Certification – Testing in 2025

EDUCATION/CERTIFICATIONS

UNIVERSITY OF HOUSTON CLEAR LAKE, College of Business

Bachelor of Business Administration in Management, BBA