

## Liz Mathis

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**From:** Alan <emtaaws@verizon.net>  
**Sent:** Friday, November 6, 2020 12:08 AM  
**To:** HR  
**Subject:** City Manager  
**Attachments:** City Manager.docx

To whom it May Concern:

As a highly skilled and enthusiastic professional with more than 10 years of experience managing all facets of operations from a patient-centric medical offices to a Pharmacy along with Retail Management. Having a unique opportunity to serve as a City Councilman and now as Mayor for the last 10 and ½ years has provided an exceptional experience working with Quick-Books, and million plus budgets. I am certain to add immense value as your next City Manager. With this in mind, I invite you to consider the enclosed resume outlining my credentials and demonstrating my ability to exceed in this position.

Through success in overseeing budgeting, HR, supply management, along with strong communication as well as managing, developing and leading productive and efficient office staff will provide for a prosperous city.

Highlights of my experience include the following:

- Managing a full range of operational responsibilities, including training, OSHA, HR, mentoring, and process review, facilities review.
- Administered and planned \$300,000 to \$2.5M annual budget, working closely with Pharmacist, Physicians and Senior Managers to achieve optimal productivity and growth.
- Recruiting, hiring, evaluating, and directing high-performance staff while providing continuing education and professional development opportunities to stimulate increases in skill sets and morale.
- Successful history of recommending office initiatives and improving procedures to maximize productivity.
- Bachelor of Arts in Emergency and Disaster Management from American Public University.
- Current certifications as Certified Public Manger, CPR Instructor, Nationally Registered Certified Medical Assistant, Registered Pharmacy Technician, Emergency Medical Technician, State EMS Course Coordinator.

With my detail-oriented nature and ability to effectively collaborate with and lead other team members offer additional skills essential to this position. I believe I would be a strong valuable asset to your office, and I look forward to hearing from you to discuss how I may contribute to your goals.

Thank you for your time and consideration.

Sincerely,



*emtaws@verizon.net*

Responsible, committed professional with ten years' experience in city government and management. Proven ability to assemble, onboard, train, and lead cross-functional staffs committed to meeting needs of patient base. Knowledgeable in financial administration to include billing, account management, and budget control. Adept in cultivating workplace culture valuing integrity, efficiency, and compliance with internal and external standards. Hold bachelor's degree and various healthcare-related certifications. *Areas of Expertise include:*

- Daily Office Operations
- Budget Administration
- Public Management
- City Grant Administration
- Human Resources & Staffing
- Employee Retention
- Emergency Management
- Inventory & Supply Control
- Health & Safety Standards

## Professional Experience

CITY OF WEST TAWAKONI • West Tawakoni, TX • 2011 to Present

### MAYOR/INTERIM CITY ADMINISTER CITY OF WEST TAWAKONI, 2018-Present

Elected to administer city operations, to include directing multiple departments and staffs. Steer annual and interim planning functions; collect and analyze data to inform decision-making processes. Execute contracts as well as ordinances and other official documentation. Represent city while attending public forums, meetings, and events. Draft agendas and other communication materials. Coordinate response to citizen complaints. Control \$1M budget. Under limited supervision and utilizing broad goals and objectives, this position is responsible for planning, directing and supervising the activities of all City employees; is responsible for the proper administration of the policies and affairs of the City; is responsible for policy development and implementation, manages and controls the functions of all City departments and performs duties and functions relative to a wide range of City programs and functions; and reports to the Mayor and City Council. This position will also assist Council formulate its selection process for a permanent City Manager

#### Key Accomplishments:

- Effectively identified and recruited qualified talent for wide-ranging city positions, including Chief of Police and other high-profile roles; streamlined job duties to improve workplace efficacy and time management.

### CITY COUNCILMAN PLACE 3, 2011-2017

Collaborated with fellow council members and City Administrator to advance city agenda for growth, development, and community building. Developed and revised annual budget allocating resources for program services. Conducted monthly operations reviews; evaluated metrics in areas of compliance, profitability, and other key initiatives.

#### Key Accomplishments:

- Laid groundwork for long-range city growth by hiring and managing team of four directors.
- Introduced purposeful budgetary changes to improve potential for sustainable profitability.

ORTHOPEDIC ASSOCIATES OF DALLAS • Dallas, TX • 2013 to 2015

### OSHA OFFICER / BILLING REPRESENTATIVE

Oversaw operations of four clinics, ensuring compliance with all OSHA rules and regulations and maintaining systems to promote strong safety record. Educated staff and providers on best practices. Planned and execute regular reviews of account data. Maintained documentation and records, including licensure files and personnel files. Additionally managed billing function, administering revenue cycles to include processing account claims, preparing statements, and entering payments.

#### Key Accomplishments:

- Successfully reduced internal risk by performing rigorous assessment of safety compliance.
- Honored with employee bonus for contributions to securing OSHA compliance status.

## COMPLETE PHARMACY CARE • Rowlett, TX • 2012 to 2013

### ENROLLMENT DIRECTOR

Working closely with Chief Operating Officer, coordinated wide-ranging administrative activities to ensure seamless pharmacy operations. Handled staffing, scheduling, task allocation, employee relations, and compensation matters. Advised patients on policy benefits. Facilitated patient enrollment, meeting targets for onboarding and retention. Mentored and motivated junior enrollment staff and supervised 12-person pharmacy technician team.

#### Key Accomplishments:

- Adeptly managed understaffing issues as well as disputes and disciplinary issues while maintaining a positive, productive workplace culture.
- Selected to lead safety training sessions for staff, improving knowledge of and compliance with established health and safety protocols.
- Demonstrated commitment to accuracy, efficiency, and service quality within demanding environment.

## CINEMARK HOLLYWOOD USA MOVIES 15 • Garland, TX • 2011 to 2012

### SENIOR ASSISTANT MANAGER

Directed contributions of 40-person team while managing daily theater operations and \$250K budget. Directed workflows; supervised staff and trainees; and handled hiring, promotion, and firing decisions. Ensured fulfillment of company service standards and health and safety requirements. Controlled inventories, submitted vendor orders, and managed equipment repairs and theater maintenance.

#### Key Accomplishments:

- Selected to plan and implement various large-scale projects and initiatives spanning rollout of new tools and systems as well as adoption of new standard processes and policies.

*~ Additional experience as **Office Manager** with Garland Cardiology and Ear Nose & Throat Clinic Garland. ~ and Medical Assistant experience with Broadway Medical Clinic and Liver Consultants of Texas*

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## Education & Training

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### Certified Public Manager Program

ARIZONA STATE UNIVERSITY | Tempe, AZ | 2020

### Bachelor of Arts, Emergency & Disaster Management

AMERICAN PUBLIC UNIVERSITY | Charles Town, WV | 2014

### Alternative Teaching Certification

TEXAS A&M UNIVERSITY | Commerce, TX | 2017

#### *Certifications*

Certified Public Manager | Certified Pharmacy Technician  
Certified American Heart Association CPR Instructor | Certified Emergency Medical Technician