

## Application Form

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### Profile

Brittany

First Name

Esselstrom

Last Name

1906 SE WALTON LAKES DR

Home Address

Port Saint Lucie

City

FL

State

34952

Postal Code

britt.esselstrom@gmail.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 4

### Retired?

Yes  No

Teleperformance

Employer

Supervisor

Job Title

Property and Casualty  
Insurance

Occupation

Which Boards would you like to apply for?

None Selected

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

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### Interests & Experiences

Why are you interested in serving on a board or committee?

To serve the community in which I live in.

Why do you think you are qualified to serve on this board or committee?

As a single mother working in corporate America I am able to advocate in interest of those needing affordable housing the most.

## Brief description of Education & Experience

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I worked for the department of defense as an NDT quality assurance inspector. Due to some unforeseen circumstances I found myself in the healthcare field. Due to my own health concerns I had to stop working in the healthcare field. However, before I left I spent a lot of time with the elderly and mentally disabled. I learned about their fears and their lack of housing support. How the nursing homes in this area take people who don't necessarily need the support of a nursing home. After contracting COVID-19 And recovering I started working in the insurance industry. I speak to people every day who are unable to afford their current bills. People who have to choose between making a mortgage payment or buying food. I am interested in this position in order learn more and be more proactive about this issue. As well as to better assist those in my community that are in need of affordable housing.

[Brittany-Esselstrom.pdf](#)

Upload a Resume

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## Demographics

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

Yes  No

**Are you a registered voter?**

Yes  No

**How long have you been a City resident?**

2 years

**Have you attended the City University classes?**

Yes  No

**Are you a United States Citizen?**

Yes  No

**Are you presently employed by the City of Port St. Lucie?**

Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

Yes  No

Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?

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Yes  No

# Brittany Esselstrom

Port Saint Lucie, FL

[britt.esselstrom@outlook.com](mailto:britt.esselstrom@outlook.com)

2086206564

Over a decade of customer service and sales experience. Two years of quality assurance experience. I also have two years of management experience. I am dependable, honest, hardworking and positive. I enjoy being part of a team, building others up, communicating effectively and getting the job done.

Authorized to work in the US for any employer

## Work Experience

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### **Property and Casualty Insurance Supervisor**

Teleperformance - Port Saint Lucie, FL

December 2020 to Present

- Managed 17 to 21 employees at once.
- Kept track of employee's key performance and efficiency data.
- Created reports based off of said data for employees to review.
- Initiated and participated in coaching meetings to boost employees confidence in areas that were in need of improvement.
- Interacted with different levels of management and multiple departments.
- Effective communication skills.
- Able to understand another persons perspective and ask clarifying questions in a professional manner.
- Managed multiple tasks at once.
- Stayed in contact with agents throughout my day to ensure they felt supported.
- Reviewed calls for quality assurance misses and drivers.
- Coaches monitored phone calls.
- Excellent conflict resolution skills.
- Keep track of agents licenses.
- Ensure all required training is completed on time.

### **Property Manager**

Tahiti Properties, LLC - Stuart, FL

June 2019 to Present

Collect rent, screen tenants, leases, administrative management, marketing and ensuring arrangements are made when repairs/improvements are needed to the properties.

### **Member Services Representative**

Teleperformance - Port Saint Lucie, FL

August 2020 to December 2020

Helping members with inquiries and fixing any problems they are experiencing. Ensuring they are satisfied with the products we are providing them. Communicating effectively with the member so their needs are met. Furthermore, communicating the members needs to those that can better assist them when necessary.

## **Caregiver**

Tim's Home Care Agency - Jamestown, NC  
January 2019 to June 2019

Visit the elderly in their homes and help them with chores, personal grooming, groceries or prescription medications they may need filled or picked up.

## **CNA - Certified Nursing Assistant**

Family First LLC - Gig Harbor, WA  
June 2016 to December 2018

I took care of six residents within a private home setting. I cooked, cleaned and provided personal care for the residents. I have experience care for people in hospice, palliative, long term and rehabilitation care. I kept in contact with the residents doctors when necessary, contacted family when necessary, ordered and gave medications.

## **NDT Inspector**

Puget Sound Naval Shipyard & Intermediate Maintenance Facility - Bremerton, WA  
July 2015 to December 2017

Used NDT test methods to inspect welds. Properly document findings on correct forms. Work with other trades to ensure defects do not return once they are fixed. Administrative assistance in accordance with appropriate shops and codes. Test methods I am familiar with are VT, MT, PT, UT thickness and wet MT.

## **Assistant Manager**

Panera Bread - Gig Harbor, WA  
December 2014 to May 2015

Hiring and training sales associates, monitoring inventory and ordering merchandise based on demand. Ultimately, I made sure the stores were operating effectively and that customers were happy.

## **Server/Waiter**

CATFISH CABIN - Athens, AL  
May 2012 to October 2014

Provided a high level of guest service ensuring that each guest that dined had a positive and memorable experience. Handled guest complaints in a professional manner and notified management of any guest complaint. Performed additional responsibilities as requested by management.

## **Personal Care Aide (PCA)**

MissionCare - Athens, AL  
December 2011 to September 2014

Taking care of elderly and disabled adults in their own homes. Helping with activities of daily living, personal care and housekeeping.

## **Assistant Manager**

Mapco Express - Elkmont, AL  
October 2011 to May 2012

Hiring and training sales associates, monitoring inventory and ordering merchandise based on demand. Counting large amount of cash in the safe. Depositing cash at the bank. Ultimately, I made sure the stores were operating effectively and that customers were happy.

### **Nursing Assistant Certified**

Orchard Park Health and Rehabilitation Center - Tacoma, WA  
October 2010 to October 2011

Caring for the elderly and assisting them with daily living.

### **Student/Homemaker**

June 2007 to October 2011

Went to school part-time.

### **Assistant Manager**

Skippers Seafood and Chowder - Silverdale, WA  
March 2004 to June 2007

Hiring and training sales associates, monitoring inventory and ordering merchandise based on demand. Making sure the cash count was correct at the end of my shift. Ultimately, I made sure the stores were operating effectively and that customers were happy.

## Education

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### **NAC Program**

Olympic College - Bremerton, WA  
March 2018 to June 2018

### **Certification in NAC Program**

Tacoma Community College - Tacoma, WA  
August 2010 to October 2010

### **High School Diploma**

South Kitsap Christian School - Port Orchard, WA  
September 2002 to June 2006

## Skills

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- Inspection
- NDT
- Quality Inspector
- CPR
- AIDs Training
- CNA Certified
- CNA
- Home Health
- Basic First Aid
- Quality Control
- Documentation
- Certified Nursing Assistant

- Customer Service (10+ years)
- Customer Relationship Management (2 years)
- Food Service
- Crew Member
- Receptionist
- Scheduling
- Billing
- Filing
- Data Entry
- Microsoft Office
- Outlook
- Organizational Skills
- Home Care
- Caregiving
- Guest Services
- Hospice Care
- Quality Assurance

## Certifications and Licenses

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### **Adult and Child CPR/First Aid**

### **Certified Nursing Assistant (CNA)**

October 2010 to January 2020

## Application Form

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### Profile

Charmaine

First Name

N

Middle Initial

Dixon

Last Name

950 SW Worcester Lane

Home Address

Port St Lucie

City

FL

State

34953

Postal Code

dcsfico@gmail.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 2

Mobile: (772) 882-1205

Primary Phone

Alternate Phone

Retired?

Yes  No

Good Neighbors Realty Group  
LLC

Employer

Broker/Owner

Job Title

Real Estate Broker

Occupation

Which Boards would you like to apply for?

Affordable Housing Advisory Committee: For Review

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

Please Agree with the Following Statement

I have read and guarantee that I meet all the requirements for board service.

I Agree

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### Interests & Experiences



## Why are you interested in serving on a board or committee?

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Hello, my name is Charmaine Dixon, people call me Char or Ms. Dixon. By serving on the Affordable Housing Advisory Committee my goal is to empower others to realize the American dream of homeownership just like I did right here in Port St Lucie. I am a resident of this community for over 20 years. As a single parent, I know firsthand how challenging it can be to become a homeowner on one income. Port St Lucie has been a great place for me as an entrepreneur. There is no other place I would raise my 13-year-old son, Amare. He's played on the City's basketball program since he was 7. He's a kid from Port St Lucie where I know he is safe. I would like to be of service to help other families achieve the dream of homeownership and raise their kids in our beautiful Port St Lucie.

## Why do you think you are qualified to serve on this board or committee?

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I began my real estate career in Port St Lucie in 2003, I was able to purchase my own home and negotiate contracts for many new families coming to the area. I've watched their children grow. Everything I ever learned about real estate, from purchasing and leasing to zoning and permitting, I learned here in Port St Lucie. This knowledge allowed me to become a successful and resourceful advisor to my clients. In 2004, I also had the opportunity to do research for a New York hedge fund interested in Port St Lucie's growth. Because of my research, including looking at land plats at City Hall, I could effectively state that Port St Lucie's future development would be in Tradition. My real estate and business acumen qualify me to serve on this committee effectively.

## Brief description of Education & Experience

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Bachelors Degree Wesleyan University, current candidate for MBA at Barry University. Experience in Broadcasting, Education (Certified Teacher), Paralegal, Broker/Owner, Good Neighbors Realty Group LLC.

[Cndcvocre.docx](#)

Upload a Resume

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## Demographics

### Ethnicity

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African American

### Gender

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Female

10/17/1966

Date of Birth

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

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Yes  No

### Are you a registered voter?

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Yes  No

Charmaine N Dixon

**How long have you been a City resident?**

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20

**Have you attended the City University classes?**

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Yes  No

**Are you a United States Citizen?**

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Yes  No

**Are you presently employed by the City of Port St. Lucie?**

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Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

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Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

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Yes  No

**Please Agree with the Following Statement**

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**I agree that all of my answers are truthful and accurate to the best of my ability. I understand that if I have falsified any information my application will be withdrawn and I will not be considered for appointment.**

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I Agree

# Charmaine N Dixon

• 950 SW Worcester Lane, Port Saint Lucie, FL 34953 • 772-882-1205 • dcsfico@gmail.com

## Professional Summary

Real Estate professional with extensive experience in sales, teaching and media. Excellent verbal, written, presentation and sales expertise. Proficient in Yardi, Microsoft Office Suite, Quick Books, Lexis/Nexis, West Law, Salesforce, CRM. Proficient in: Spanish.

## Sales & Marketing

- Broker/Office Manager for Real Estate and Financial Services firm. Prepare weekly accounts payable, property management, payroll. Hire and train support staff and real estate agents.
- Leasing specialist for Havenbrook Homes, Martin and St Lucie Counties.
- Conduct first time home buyer/credit seminars. Create advertising and marketing campaigns. Solicit and negotiate real estate contracts. \$10 million dollars in sales annually.
- Paralegal for employment attorney: Prepare legal documents, correspondence, prepare clients for pro se depositions.
- Licensed FL Broker

## Education

- Recruit and retain prospective students for college entrance via intensive phone/community outreach; successfully guide through enrollment. 75-80% conversion rate,
- Represent college at school fairs, business expos, and career fairs. Participate in and invite community partners to special/fundraising outreach events.
- Certified Teacher: Prepare lesson plans, provide classroom instruction, behavior management, and assessment of student competencies. Content: US History.

International Education Corp Teacher	Senior Admissions Lucie School District	W.Palm Beach, FL Port St Lucie, FL	2019-Preent 2017-2019
Admissions Recruiter	Fortis Institute	Port St Lucie, FL	2013-2017
Marketing Coordinator	Diversified Investments	Los Angeles, CA	2007-2013
Broker Associate	Exit Realty Associates	Port St Lucie, FL	2003-2007

## Education:

BA Wesleyan University  
Major: Psychology

## Application Form

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### Profile

Diane M Romer  
First Name Middle Initial Last Name

3674 SW Rosardo St  
Home Address

Port St Lucie FL 34953  
City State Postal Code

diane.romer.realtor@gmail.com  
Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 3

Home: (772) 708-2267   
Primary Phone Alternate Phone

### Retired?

Yes  No

Self Realtor affiliated with McAlister Real Estate Broker Associate  
Employer Job Title Occupation

### Which Boards would you like to apply for?

Affordable Housing Advisory Committee: For Review

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

### Please Agree with the Following Statement

I have read and guarantee that I meet all the requirements for board service.

I Agree

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### Interests & Experiences

#### Why are you interested in serving on a board or committee?

I love that Port St Lucie is a city for all ages and ethnicities; that the city is growing by leaps and bounds, and I want to help to make sure that we grow without leaving anyone behind.

Diane M Romer

## Why do you think you are qualified to serve on this board or committee?

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As a Realtor, I am well aware of the challenges so many people face when trying to find adequate housing for their families. Decreased availability and increasing prices on both rentals and homes for sale taken together with relatively low wages in our community are making it extremely difficult for them to find housing. Children thrive and communities benefit when there is a high rate of homeownership across all groups of people. While we can attract buyers from more affluent areas because of our relative "affordability" we are pricing many of our own out of the market.

## Brief description of Education & Experience

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Prior to becoming a REALTOR, I have worked in corporate settings and owned my own small business. My work history allowed me to develop skills in problem-solving and negotiation. In the process, I moved 17 times which gave me an understanding of the real estate market in many different locations. After high school, I studied Business Administration and continue to maintain my real estate education.

[Diane M. - Romer Resume.pdf](#)

Upload a Resume

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## Demographics

### Ethnicity

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Caucasian/Non-Hispanic

### Gender

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Female

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

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Yes  No

### Are you a registered voter?

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Yes  No

### How long have you been a City resident?

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11+ years

### Have you attended the City University classes?

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Yes  No

### Are you a United States Citizen?

---

Yes  No

**Are you presently employed by the City of Port St. Lucie?**

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Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

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Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

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Yes  No

**Please Agree with the Following Statement**

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**I agree that all of my answers are truthful and accurate to the best of my ability. I understand that if I have falsified any information my application will be withdrawn and I will not be considered for appointment.**

---

I Agree

# Diane M. Romer

3674 SW Rosardo St  
Port St Lucie, FL 34953  
(772) 708-2267  
diane.romer.realtor@gmail.com

## Summary

I have been a Residential Realtor for St Lucie and Martin Counties since moving back to Florida in 2009. As a new resident of the area, I built my business from scratch principally through networking and providing exemplary service to my customers.

Some of my achievements as a Realtor include:

- Successful management of Short Sales - earning my Certified Distressed Property Expert and SFR Certification in the process;
- Earning several Designations and Certifications, including the CRS, PMN, ABR, SRES and GRI;
- Served 6 years in the Women's Council Chapter Leadership as VP of Membership, President Elect, President, Immediate Past President;
- Served on the Professional Development Committee for the Realtor Association of Martin County for 3 years, helped to lay the groundwork to include CRS designation courses;
- Served 2 years on the Board of Directors for Treasure Coast Regional Board of the Realtor Association of Broward, Palm Beaches and St Lucie;
- Currently serving on the Grievance Committee of Realtor Association of Broward, Palm Beaches and St Lucie;
- Served as Local Networking Chair for the Florida State Chapter of CRS (Certified Residential Specialists) for 2016 again helping to lay the groundwork for bringing CRS Classes to RAPB;
- Currently, with McAlister Properties, I help other agents use technology in the course of their business and, help customers buy and sell property in both Martin and St Lucie counties.;
- In 2016, I earned my Broker's license.

Formerly, I had a career in Information Technology which gave me the opportunity to travel and live internationally where I taught Project Management and Systems Analysis skills to clients.

Additionally, in New Jersey, I was the Owner of a Print Shop for ten years that integrated technology and regular offset printing.

Both of these endeavors provided me a thorough grounding in problem solving and management as well as the experience of moving 17 times, buying and selling properties in the process.

## Skills

Effective Problem Solver, Technologically Savvy, Good Communicator, Bilingual English and Spanish

## Application Form

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### Profile

Marvin

First Name

Williamson

Last Name

2198

Home Address

Port Saint lucie

City

FL

State

34952

Postal Code

mwilliamson024@gmail.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 4

Retired?

Yes  No

Indian River State College

Employer

Professor

Job Title

Higher Education

Occupation

Which Boards would you like to apply for?

None Selected

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

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### Interests & Experiences

Why are you interested in serving on a board or committee?

This is a chance to help those in need. This is a way to make a real difference for the people in the community.

Why do you think you are qualified to serve on this board or committee?

My credentials as an independent Home Inspector, licensed by Florida Department of Business Services has forwarded me the opportunity to work in the community and foster relationships with Realtor's, Brokers and other important agents in the housing industry.



## Brief description of Education & Experience

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I am the Owner operator of Marvelous Home Inspections LLC, I currently teach 7th Grade Civic's in the Saint Lucie School district and I'm a College Professor at Indian River State College instructing accelerated online business classes. I possess a International Masters of Business Administration with a certification in Organizational Leadership.

[Resume Williamson Marvin 2020 Resume .pdf](#)

Upload a Resume

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## Demographics

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

---

Yes  No

**Are you a registered voter?**

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Yes  No

**How long have you been a City resident?**

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Port Saint lucie

**Have you attended the City University classes?**

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Yes  No

**Are you a United States Citizen?**

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Yes  No

**Are you presently employed by the City of Port St. Lucie?**

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Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

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Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

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Yes  No



# **Marvin Emmanuel Joel Williamson**

2198 SE FERN PARK DRIVE  
PORT SAINT LUCIE, FL 34952  
Phone: 954-729-1244  
Email: [Mwilliamson024@gmail.com](mailto:Mwilliamson024@gmail.com)

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**Objective:** Seeking a stimulating position, which offers opportunity for continued professional growth and where my areas of expertise can help others in pursuit to their purpose.

## **EDUCATION**

### **International Master of Business Administration – Organizational Leadership**

**GPA 3.795/4.0**

Southern New Hampshire University  
2500 North River Road, Manchester, NH 03106

### **Bachelor of Science - Accounting**

**GPA: 3.04/4.0**

Florida Memorial University  
15800 NW 42<sup>ND</sup> AVE Miami Gardens, FL 33054

## **WORK EXPERIENCE**

### **Marvelous Home Inspections LLC – Owner**

*06/01/2020 – Present*

I am the owner operator of my company. I'm a nationally certified professional who performs home inspections and writes home inspection reports. Daily field work via inspections is a non-invasive, visual examination of the readily accessible areas of a residential property, performed for a fee, which is designed to identify defects within specific systems and components that are both observed and deemed material by the inspector. The scope of work may be modified by the Client and Inspector prior to the inspection process. I inspect homes for Federal programs such as HUD and FHA and private insurance firms and real estate brokers, such as but not limited to State Farm, Progressive, Citizens, Keller Williams and Re-Max to name a few. My official Managerial/Entrepreneurial duties include but are not limited to.

### **MANAGEMENT**

- Hold P&L responsibility
- Manage vendors and contractors
- Negotiate competitive contracts with suppliers, contractors, and service providers
- Oversee quality control/quality assurance on all work performed
- Perform business valuations and reviews monthly financial reports
- Consult with professionals and specialists for legal, financial planning, and tax planning purposes

### **BUSINESS DEVELOPMENT**

- Set sales quotas and goals for the month
- Attend regular networking functions
- Conduct consultative sales presentations and meetings with potential B2C and B2B clients
- Prepare and send quotes for services
- Build strategic alliances with related businesses
- Gain referrals/ recommendations from past clients
- Evaluate sales monthly to identify trends, maximize marketing, and increase close rates

### **MARKETING**

- Create strategic and actionable marketing plans
- Develop, place, and manage advertising campaigns
- Manage social media campaigns
- Create marketing materials (flyers, presentations)
- Secure and perform local/regional/national speaking engagements

**Social Security Administration**

09/09/2014 – 09/30/2020

*Claims Specialist - Organizational Change Leader*

6 years 0 months

I support the mission, vision and values of the Social Security Administration. I am at the forefront of decision making in the local field office, while building strategic and collaborative relationships with others in a way that solidifies confidence and trust. I provide outstanding customer service by taking actions to accomplish objectives, maintaining high levels of work and productivity. I generate innovative solutions to work situations, provide technical expertise to identify, investigate, analyze, evaluate, and resolve problems within large-scale and complex operations, often within heavily regulated environments. I utilize my extensive experience in organizational development, operations management and resource management for resolving issues that significantly affect social insurance program administration. I maintain exceptional demeanor and effective communication skills. I use proficient planning skills and I investigate the details of each project. I have successfully acquired thorough knowledge of pertinent laws, regulations, policies and provisions involving social insurance programs. I operated under pressure in the fast-paced environments and managed multiple tasks skillfully and frequently. I relish being the first point of contact for claimants and their representatives, in the process of adjudicating claims; internationally and domestically. I reverberate regulations and implement strategies to effectively champion vital matters. I adapt to continuous change and regularly spearhead coalitions based on organizational needs. I routinely resolve escalated employee grievances by way of counseling, coaching and conducting investigations with external/internal organizations and union representatives alike. This position is technical in nature. I champion federal regulations and policies while making final determinations of entitlement or appeals. I regularly explain and process claims for Retirement, Survivors and Disability benefits filed under titles II, XVI and XVIII of the Social Security Act. I conduct redeterminations and investigations daily to reduce fraud, waste and abuse of Title IV federal benefits. This position required exceptional customer service skills, strong written and verbal communication, tact, regulatory interpretation, computer skills and analytical ability.

- Responsible for conducting development reviews and investigations at interview windows and over the phone.
- Evaluated and collected impact fees for overpayments and remittances through the United States treasury internal software.
- Prepared written documents for federal investigations including but not limited to fraud, waste and abuse of federal benefits.
- Conducted and reviewed all possibilities of entitlements of federal aid to the public.
- Interpreted laws and regulations regarding human rights.
- Utilized tact, courtesy, poise, alertness, and good judgment while providing technical information to the public
- Performed administrative and clerical processes using a computer software to reconcile discrepancies.
- Designed curriculum and trained new hires, supported the onboarding process for 100 new hires.
- Initiated actions necessary to investigate and correct deficiencies or violations of regulations
- Interviewed prospective agent/representatives for claimants unfit to manage benefit entitlements
- Supported the Department of Children's and Families (DCF) West Palm Beach, FL in a joint effort to help displaced minors.
- Followed processes to uniformly complete assigned task as assigned, independently and with a team.
- Concisely followed technical internal formats and guidelines for written depositions and processes.
- Assists with investigations and other reviews involving fraud, waste, abuse, ethical misconduct and mismanagement
- Supervised clerical support personnel.

**Florida Career College- Anthem**

08/09/2016 – 03/01/2017

*Adjunct Business instructor*

2 years 3 months

It is truly a pleasurable experience to teach and remain fully active the classroom at the collegiate level of academia and serve adult learners who desire to champion the opposition of complacency. The courses I instructed required the use of 21<sup>st</sup> century learning tools and approaches, which greatly improved the rate of comprehension of the subject matter at hand. E.g. the utilization of Blackboard, blogs, wiki's and internal emails allowed adult learners; whom at which had little to no experience to ascertain real world, hands on training. I worked independently with struggling students and continued to provide feedback in regards to work completed. I enjoyed lecturing the courses of Marketing, Office Administration and Organizational Leadership. This role reinforced my understanding of theory which sponsored my success in the role of Organizational change leader for the Social Security Administration.

- Developed and managed syllabus materials
- Coordinated coursework and curriculum with academic objectives
- Facilitated class instruction and evaluated student performance
- Managed grade determination, served on faculty panel in an administrative role
- Designed assignments and tests
- Participated in community outreach
- Established positive classroom relationships and incorporated higher level learning
- Student coaching and advisement

**Keiser University**

06/01/2012- 09/01/2014 2 years 3 months

Admissions/ Retention Officer

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The day to day responsibilities as an admissions and retention advisor for adult learners has given me a superior hindsight to understanding the challenges that adult learners face on a regular basis. Communication championed by active listening and using fact-based reasoning to assist students in life impacting decisions proved to be successful. This strategy showed to be effective by way of key performance indicators such as grades and morale, which illustrated growth via internal databases thus supported retention substantially.

- Counseling and admitting prospective students by provision of a one-on-one admissions counseling session.
- Speaking to diverse populations about the benefits of furthering and fostering education.
- Assisted in the development and implementation of recruitment strategies, attended recruitment fairs, evaluated files, and skillfully completed heavy data entry.
- Reviewed and scored entrance examinations, application essays and other materials submitted by applicants for the purposes admission on behalf of potential students.
- Recruitment, counseling, outreach and application review. Ensured all test administration was executed in accordance with policies, regulations, guidelines, and standards.
- Researched and recommended policies and procedures to insure compliance with integrity for a successful enrollment.
- Assured confidentiality of tests and records, scoring procedures, and data collection and reporting.
- Campus tours and other duties as assigned.
- Performed assignments independently that are varied and somewhat difficult in evaluation and inventiveness.

**Toronto Dominion Bank- "TD Bank"****Margate, FL**

07/18/2012 – 06/20/2013 11 Months

Personal Banker- Supervisor

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As a personal banker I'm responsible for performing banking duties and overseeing the financial activities for personal and business accounts. I assist management with the preparation of audits. I reviewed and interpreted better banking practices as a team lead and ensured that records were properly stored to avoid Personal Identifiable Information (PII) loss for compliance. I implemented better processes and practices to improve internal controls, operating efficiency, and the adequacy of bank records for optimum audits results by way of my studies, as I was a full-time student in college. My duties also included but were not limited to marketing, opening/closing of the branch and being the principal point of contact in meetings with clients in social or business settings alike when representing the banking institution. I remained abreast of government regulations, provided excellent customer service and completed the basic operation functions of a professional place of business. This included but was not limited to faxing, scanning, emailing, generating purchase orders, time keeping and reconciling bank accounts.

- Spearheaded fraud and money laundering investigations activities for the branch.
- Audited and Identified areas of weakness or noncompliance for bank the in preparation of audits from cooperate
- Money Wiring, Currency Exchange, Prepared trust for clients, Financial advising for business and private clients.
- Established Money Market Accounts, Certificate of Deposits and IRA's
- Developed, analyzed, and distributed reports for the district regarding compliance and opportune ways to be more effective with the internal systems and process allotted.
- Aided in recommending new policies and programs with supporting regulations and procedures of the institution.
- Supervision of bank employees- Interviews, dissolution of customer service disputes and I preserved and developed a wide range of diverse contacts, sources that aided the organizational footprint in South Florida.
- General office activities such as Faxing, scanning, emailing, calling, typing, advising and coaching staff and customers in the pursuit of optimum decision making for both financial and personal growth
- Supervision of bank employees- Interviews, dissolution of customer service disputes and I preserved and developed a wide range of diverse contacts, sources that aided the organizational footprint in South Florida. and impromptu phone and face-to-face contacts with the general public.
- Completed assignments that were out of my comfort zone and somewhat difficult in nature with limited supervision. Maintained and developed a wide range of diverse contacts, sources, and impromptu phone and face-to-face contacts with the general public.

07/18/06 – 01/01/13 6years 3months

*Retail Operations - Loss Prevention*

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- Prepared daily, weekly and monthly audits on merchandise entering and leaving company thresholds
- Maintain the stores overall gains and losses by performing shrink related task
- Worked with diverse populations and varying education levels and manage the store operation shrink budget.
- Revise and set schedules for employees in the departments
- Partnered with the stores operations managers to ensure that sales plans and forecast are by implementing exceptional customer service
- Assisted in developing, preparing, analyzing, evaluating and distributing reports and information regarding compliance and effectiveness of the equal opportunity areas.
- Sales associate – Hardware, Paint, Millwork, Building Materials, Electrical and Garden. I was the go-to guy when it came to knowledge of products and services that The Home Depot had to offer.

## **Honors & Awards**

Social Security Administration Commissioners Award – Providing Exemplary Customer Service	Spring 2019
Social Security Administration - GEARFY 2019 – Leadership Development Recipient	Fall 2018-2019
Social Security Administration – Recognition of Outstanding Service	Fall 2015,2016,2017 and 2018
National Society of Leadership- Honors	Fall 2016
Dean’s List	Fall 2011
National Honor Society	Fall 2009
Class President Coconut Creek Sr. High School	January 2004-2006

## **Affiliations**

• Veterans and Military Affairs Advisory Council (VMAAC)	January 2015 - Present
• The Black Affairs Advisory Council	January 2015 - Present
• Hispanic Affairs Advisory Council	January 2015 - Present
• City of Oakland Park – Education Advisory Board	June 2011 – Feb 2012
• National Association of Black Accountants - President	August 2012 - May 2013
• Florida Memorial University - Student Ambassador	August 2011- May 2013
• Florida Memorial University - Resident Advisor	August 2011 - May 2012
• National Association of Black Accountants – Secretary	August 2011- May 2013
• NAACP – Member	August 2011- May 2013
• City of North Lauderdale youth summer camp - Manager	August 2010 - August 2012
• Broward County Sheriff’s Office - Police Explorer	January 2007 - December 2009
• Coconut Creek High School - Class President	January 2006 - December 2007
• Coconut Creek High School - Orientation Team Lead	August 2006
• Coconut Creek High School - High School Football	March 2004 - February 2006

## **Special Skills**

Complex Problem Solving – Leadership - Judgment and Decision Making - Social Perceptiveness – Active Listening – Writing Systems Analysis – Negotiation – Instructing - Systems Evaluation - Management of Personnel Resources - Reading Comprehension - Service Orientation – Coordination - Written Comprehension - Speech Recognition - Information Ordering – Fluency of Ideas - Deductive Reasoning - Inductive Reasoning – Digital Marketing – Windows 10 Software – Discipline – Photography - Speaking – Critical Thinking - Time Management - Category Flexibility – Application of Learning Strategies- Adobe Premier Photoshop- Kronos

# References

## Professional

Darlene Bisono  
Darlene.Bisono@ssa.gov  
Phone 561-666-2515  
Social Security Administration – Assistant Deputy Manger  
8501 W Sunrise Blvd, Suite 200  
Plantation, FL 33322

Omar Frink  
omar.frink@ssa.gov  
Phone: 954-439-3205  
Social Security Administration – Operations Supervisor  
8501 W Sunrise Blvd, Suite 200  
Plantation, FL 33322

Emerson Bookal- Supervisor Keiser University  
Keiser University - Associate Director  
Email: emerson1906@gmail.com  
(954) 816-2154

Prof. Ursula Clark  
Dean of Education – IEC Florida Career College  
Email: uhamilton@msn.com  
Sunrise, Florida 33323  
(786) 262-2608

Dr. Rene Forbes CPA  
University Professor “Accounting Chair”  
Florida Memorial University  
(386) 852-1000

Dr. William Lucky  
University Professor “Marketing Chair”  
Florida Memorial University  
305-626-3600

## Personal

Dallas Crew  
6657 River Mill Club  
Lake Worth, FL 33463  
Broward County Sheriff’s Office – Police Officer  
(561) 567-4744  
Known: 16 years

Shawna Odem Meyer  
Coconut Creek, FL 33073  
Broward County School’s - Teacher  
(954) 360-0323

Known: 17 Years



**Application Form**

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**Profile**

Natalie

First Name

Desmangles

Last Name

11198 SW Kingslake Cir

Home Address

Port St. Lucie

City

FL

State

34987

Postal Code

natdesmangles@gmail.com

Email Address

**What district do you live in? <http://www.cityofpsl.com/districts> \*** District 2**Retired?** Yes  No

CenterState Bank

Employer

Senior Relationship Banker

Job Title

Banker

Occupation

**Which Boards would you like to apply for?**

None Selected

**Were you nominated or recommended to apply by the Mayor or a Councilmember?** Yes  No

---

**Interests & Experiences****Why are you interested in serving on a board or committee?**

I once depended on programs like these and now I am in a position to help build up and encourage those that are in need. By volunteering on a board or committee, I can help make decisions that benefit those in need of services in my community as well as making sure that our properties sustain and grow in value! I know the gravity of making such decisions. It's a discussion that we went over many times in my leadership classes; weighing the pros and the cons Affordable housing. I've heard and discussed the concerns on both sides. It's not an easy task ensuring affordable housing all the while maintaining and growing property values but the fact is that it must be done.

## Why do you think you are qualified to serve on this board or committee?

---

Besides being a citizen of the district that I would like to serve; I have had experience serving on other boards and committees such as United Way of MC, SafeSpace Inc, and ACS Relay for Life.

## Brief description of Education & Experience

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I have worked at CenterState Bank for over 16 years. Where I have been fortunate enough to serve the community not only as a Relationship Banker but also as a Community Partner. I have spent countless hours volunteering and helping those in need. I also attended a local Church where my family serves every weekend. I have many diplomas and certificate from the American bankers Association and also in my final year at MDC.

[Natalie\\_Desmangles\\_Resume\\_2020.doc](#)

Upload a Resume

---

## Demographics

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

---

Yes  No

**Are you a registered voter?**

---

Yes  No

**How long have you been a City resident?**

---

16 years

**Have you attended the City University classes?**

---

Yes  No

**Are you a United States Citizen?**

---

Yes  No

**Are you presently employed by the City of Port St. Lucie?**

---

Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

---

Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

---

Yes  No

# Natalie N. Desmangles

11198 SW Kingslake Circle, Port St. Lucie, FL 34987

natdesmangles@gmail.com

Tel: 718-986-9689

## PROFILE SUMMARY

---

Experienced Lead Relationship Banker who effectively identifies and resolves complex financial issues. Thrives in fast-paced and ever-changing business environments. 18 plus years of knowledgeable sales and marketing professional whose success is based on integrity, exceptional client service, efficiency, and ambition. Skilled in coaching and mentoring branch team members on a variety of products and services. Dependable and successful in building a loyal customer base.

## PROFESSIONAL EXPERIENCE

---

### CenterState Bank

2005 - Present

*Senior Business Relationship Banker 2013-present*

- Manage portfolios of business clients within an assigned market, focusing on increasing product penetration, profitability, and customer satisfaction.
- Establish and maintain key relationships and business contacts within the community and targeted industry segments to create opportunities for growth.
- Proactively solicit new business customers through referrals and sales calls. Identified customers with additional profit potential and develop action plans to address those relationships.
- Extensively participated in marketing business development programs to cross-sell financial products including commercial and personal loans, CDs, savings and checking accounts, home equity loans, insurance products, retirement and securities to present and potential customers.
- Maintains an understanding of all current financial products, policies, procedures, and regulations.
- Certified Ambassador and Mentor, training and developing new and acquired employees throughout the company

*Finance Accounting Specialist 2005-2013*

- Successfully executed the Accounts Payable and reimbursement function for all cost centers.
- Daily balancing of all Tellers, Correspondent Banking, Cashier's Check, Wire GL Postings, Loan and Deposit Systems.
- Worked with Operations to resolve Customer Issues, Returns, Charge Backs, Adjustments, Foreign Items, and Non-Post.
- Served as Branch Support for Tellers and Relationship Bankers.
- Weekly Preparation of Various Regulatory Reports for Senior Management.
- Completed knowledge of CDARS and ICS products, reports, and website.

### Tran State Airline-Delta

1999 - 2003

*Flight Attendant*

- Committed at all times to the highest level of safety for myself and passengers.
- Maintained a complete understanding of applicable Federal Air Regulations, as well as, any other pertinent information.
- Carried out all preflight, in route, arrival, post-flight and emergency procedures when applicable.

### Republic National Bank of New York

1997 - 1999

*Business Banking Teller*

- Deposited and cashed checks by verifying the date, bank name and identity of the person receiving the payment; see that the document is legal tender, that written and numerical amounts agree; and that the account is in good standing.
- Handled check reorders, check copies and stop payments, provided cashier's check and traveler's checks as needed.

*Customer Service Representative*

- Functioned as Customer Service Representative by explaining to customers the various types of account and financial services offered by Republic Bank and effectively handled incoming customer inquiries by telephone in call center setting.

## EDUCATION

---

**Miami Dade College, 2016** – Currently in Pursuit of a degree in Financial Services

### American Bankers Association:

Commercial Lending Diploma

Bank Operation Diploma

Banking and Finance Diploma

Business Banking Diploma

Supervisor Certificate

General Banking Diploma

## NOTARY PUBLIC LICENSE

## COMMUNITY & LEADERSHIP INVOLVEMENT

---

SafeSpace, Inc.- Board of Director

Martin County Chamber of Commerce - LeaderShip Class 30

Walk A Mile in Her Shoe - Chair for Martin and St. Lucie County

Teach quarterly financial literacy seminars for underserved communities  
United Way- Leaders United;

## Application Form

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### Profile

Nickquasha

First Name

Fellowes

Last Name

479 Sw Molloy st.

Home Address

Port St lucie

City

FL

State

34984

Postal Code

nicky\_fellowes@yahoo.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 2

Retired?

Yes  No

Enterprise

Employer

Driver

Job Title

Transportation

Occupation

Which Boards would you like to apply for?

None Selected

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

---

### Interests & Experiences

Why are you interested in serving on a board or committee?

I would like to serve on this board because there is no affordable housing in Port St Lucie.

Why do you think you are qualified to serve on this board or committee?

I qualify for this position because I've lived in Port St Lucie for over 28 years and I know what this city needs

Brief description of Education & Experience

## Demographics

Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)

Yes  No

Are you a registered voter?

Yes  No

How long have you been a City resident?

28

Have you attended the City University classes?

Yes  No

Are you a United States Citizen?

Yes  No

Are you presently employed by the City of Port St. Lucie?

Yes  No

Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?

Yes  No

Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?

Yes  No

# Nickquasha Fellowes

## Service Agent

I am 31 years old and very ambitious and ready to work, very organized and goal oriented.

## Experience

### Service Agent (auto detailer)

Enterprise

December 2016 - Current

Cleaning vehicle interiors and exteriors in compliance with all company standards and client requests.

Operating buffers, steamers, hoses, vacuums, and other equipment to meet service expectations.

Using cleaning, protective, and restorative agents to maintain and enhance the appearance of vehicles.

Performing inspections and keeping complete, accurate records of the vehicle's condition.

Moving and parking vehicles, delivering vehicles to correct locations or picking owners or drivers up if needed.

Managing inventory and reordering supplies.

Responding to client inquiries and fulfilling their requests



7723614252



3112 Ave S apt A  
Fort Pierce  
34947



nicky\_fellowes@yahoo.com





7723614252



3112 Ave S apt A  
Fort Pierce  
34947



nicky\_fellowes@yahoo.com

## Teachers aide

Lil Bears preschool playhouse

April 2012 - October 2015

- Prepare materials for lessons, demonstrations, and bulletin boards
- Operate equipment including computers, printers, photocopiers, and laminators
- Ensure that students have all materials necessary for class activities
- Work with students individually or in small groups for extension or remediation
- Provide extra help as needed to students with physical, mental, or linguistic limitations
- Maintain detailed records of students' progress on instructional or behavioral goals
- Supervise bus loading and unloading or car rider drop-off and pick-up
- Grade assignments and record results in school computer system
- Take daily class attendance and maintain accurate attendance records
- Collect and turn in money from students for activities and fees
- Support students with assistive devices and supportive technologies
- Coordinate with classroom teachers to determine daily tasks
- Under the supervision of specialists, execute therapeutic regimens
- Adhere to accommodations in students' IEPs and 504 plans
- Lead activities designed to foster students' mental, physical, and social development
- Supervise students in various settings including classrooms, playgrounds, and field trips
- Enforce school rules and policies
- Participate in parent-teacher conferences as requested by teachers
- Attend staff meetings, professional development, and training sessions

## Education

### Business Administration

Indian River State College

2013 - 2014

The course of study for the Business Administration degree prepared me to demonstrate knowledge, skills, integrity, a sense of social responsibility, and individual qualities that influence successful outcomes in the business world. Successful completion of the curriculum prepares students to perform a wide range of tasks and demonstrate leadership abilities, technological awareness, and intellectual capacity. The Business program further encourages the building of a sense of purpose and an attitude of service in a leadership capacity.



## High school diploma

St.James Academy

2001 - 2005

High school diploma



7723614252



3112 Ave S apt A  
Fort Pierce  
34947



nicky\_fellowes@yahoo.com



## Application Form

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### Profile

Steven

First Name

Farrell

Last Name

2320 SE Holland St

Home Address

Port St Lucie

City

FL

State

34952

Postal Code

farrell40@gmail.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 4

### Retired?

Yes  No

Farrell and Associates

Employer

Managing Member and owner

Job Title

Financial and Management  
Consulting

Occupation

Which Boards would you like to apply for?

None Selected

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

---

### Interests & Experiences

Why are you interested in serving on a board or committee?

I am interested in volunteering my expertise and service for my city and its residents.

Why do you think you are qualified to serve on this board or committee?

Through volunteer work with the Rotary Club and as a volunteer member of the Board of Directors of the Boy Scouts of America - Northern NJ Council, I have assisted many individuals with applications and tax returns for public housing and other city & state services

## Brief description of Education & Experience

---

Kean University of NJ - BS Degree in Accounting (Minor in Management Science) 1982 Rand Graduate School Finance - Lincoln University - MBA in Finance 1998 Thomas Edison University of NJ - MA in Homeland Security and Counterterrorism - in progress I have 40+ years experience managing the finances and operations of both public and privately held corporations.

[Steven Farrell Resume 2021.pdf](#)

Upload a Resume

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## Demographics

Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)

---

Yes  No

Are you a registered voter?

---

Yes  No

How long have you been a City resident?

---

5 years

Have you attended the City University classes?

---

Yes  No

Are you a United States Citizen?

---

Yes  No

Are you presently employed by the City of Port St. Lucie?

---

Yes  No

Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?

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Yes  No

Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?

---

Yes  No



**Steven Farrell**

2320 SE Holland Street  
Port St. Lucie, FL 34952  
(201) 306-7894 (Cell)  
farrell40@gmail.com

**EXECUTIVE SUMMARY**

Senior financial executive with 40+ years of quantifiable achievement. Strategic and tactical expertise with strong qualifications in all areas of accounting and finance. Track record of reducing operating expenses, increasing productivity, and building sound financial and accounting foundations. Developed strategic plans and created a cohesive infrastructure for companies with multiple operations. Streamlined processes and instituted controls to enhance efficiency and achieve the long-term growth objectives of several organizations. Worked closely with senior executives to seamlessly integrate finance and accounting into all operating departments. Instrumental in achieving significant cost reductions, revenue and profit improvements through reengineering, team building, and leadership expertise. Skilled negotiator and analyst. Mergers and Acquisitions experience. Consistently employ an energized, participative management style, encouraging motivation, teamwork, approachability, empathy, empowerment, and accountability with my team with never compromising

**SKILLS**

- Budgeting – Monthly – Quarterly and Yearly
- Business Management and Planning, Cost Accounting, EVA, ERP and MRP
- Cash Management and Treasury Functions.
- Computer Hardware, Software and Network Architecture. Responsible for IT Department.
- Manufacturing Cost Accounting and Construction Cost Management Proficiency
- Collections and Credit Risk Assessment and Analysis
- Disaster Recovery and Business Continuity Planning and Implementation
- Due Diligence Performance Expertise, Assessing Operation Improvement Opportunities of Mergers and Acquisitions
- Financial Management and Financial Analysis for Internal and External Needs
- Financial Reporting and Financial Statements Preparation in accordance with GAAP
- Compliance with Federal, State and Local Reporting Requirements
- Inventory Management and Loss Prevention Proficiency
- Payroll Processing and Payroll Tax Filing
- Possessed a Secret Security Clearance – Vetted by the U.S. Defense Department Security Agency
- Professionally Trained in Facility Security, Document Sensitivity and Anti-Terrorism by the FBI, Department of Defense and Department of Homeland Security.
- Purchasing and Pricing Negotiation Expertise
- I am an expert in report writing and specialized management reports.
- Relationships maintained with banking, insurance, and non-organizational accounting personnel to facilitate financial activities
- Experienced with Sarbanes–Oxley Act Compliance, Corporate Governance, and Internal Control Assessments
- Strategic Planning for Nonprofit and For-Profit Organizations. Year End Closing with Tax Planning to Align Organizational Financial Goals with Tax Efficiency

**ACHIEVEMENTS**

Successfully managed the hyper-growth and financial integrity of a privately held test engineering company that went from \$4 million to \$140 million in sales in 18 months while maintaining a solid 30% margin. All of this accomplished without the need to borrow working capital or utilize any outside financing.

Added 200 employees and 6 offices in 5 states and one in Italy, again without outside financing. State and foreign registrations for Nexus were completed within three months. Managed to a successful conclusion the sale of the company for \$200 million to a publicly held \$13 billion contract manufacturer.

Performed the due diligence and regulatory compliance, including the Hart-Scott-Rodino filing, leading to the approval and successful sale of Instrumentation Engineering Inc. (Purchased by Flextronics International in October 2001). Also worked out the Exit Strategy for the Owners and Senior Management Executives.

Selected hardware and software and directed installation of PC technology. Installed new accounting and reporting system for general accounting, financial reporting, financial analysis, cost accounting and purchasing that resulted in substantial cost savings with real-time reporting capabilities.

Designed and implemented loss prevention controls and procedures reducing unexplained warehouse losses and inventory shrinkage by 90% at company locations in 38 states.

Managed the construction accounting of a recording studio that took 18 months to build. Building costs kept under control, with the project coming in at \$5.5 million dollars, 10% less than projected cost.

## EXPERIENCE

### **Farrell and Associates LLC Dec. 2002 to Present**

I have provided consulting and financial management to small and medium size companies in New Jersey. I also provided the services of a professional financial manager as the CFO and that of a professional operational manager as the COO. Some of the businesses that I served included a recording studio, real estate management company, restaurants, radiology practice, nonprofit and construction companies. I also provided financial management and technical expertise to several businesses in Puerto Rico. Our family relocated to Port St. Lucie Florida in January 2018, so my wife could care for her father, who has since passed.

### **Instrumentation Engineering, Inc, Oakland, NJ (purchased by Flextronics International Oct. 2001) Sept. 1999 to Dec. 2002 Chief Financial Officer**

Appointed as the first Chief Financial Officer for Instrumentation Engineering, Inc., a \$150+ million-dollar corporation providing custom made Automated Test Equipment and System Integration for the telecommunications industry and military and aerospace sectors. Member of the senior management team and supervised a professional staff of 25, which included the MIS department, the accounting and finance department and personnel department.

### **Chock Full O'Nuts Company, Inc, Secaucus, NJ (purchased by Sara Lee in Sept. 1999) May 1995 to Sept. 1999 Corporate Accounting Manager**

Directly reporting to me were 28 accounting professionals. Also responsible for AP, AR and inventory control. I was responsible for monthly closings and the financial statements of this NYSE listed company. Responsible for the monthly economic valuation assessment (EVA) report. Directed the valuation of inventory and assets on the closing date of acquisition of a major coffee roaster and dry mix drink manufacturer in the Midwest. After the purchase, integrated their systems and product lines into Chock Full O'Nuts existing accounting and MIS systems.

### **Hydromer Inc., Whitehouse NJ Jan 1990 to May 1995 Vice President of Finance and Chief Financial Officer**

Hydromer Inc. is a publicly owned biotechnology-focused company engaged in the business of inventing, developing, patenting, licensing, manufacturing and selling hydrophilic polymer-based products in the Medical Devices, Pharmaceuticals, Transdermal drug delivery systems and Biotechnology Markets. In addition to my day-to-day duties, I was responsible for preparing the 10-K & 10-Q for the SEC. I wrote the Annual Report and handled the Annual Meeting. Acted as company liaison with the DEA that included oversight of internal diversion of regulated chemical & drug products.

## EDUCATION

Thomas Edison University of New Jersey  
Masters in Homeland Security and Counter-Terrorism (in progress)

Lincoln University - Rand Graduate School of Finance – Graduated 1998  
Masters of Business Administration – Finance

Kean University of New Jersey – Graduated 1982  
Bachelor of Science – Accounting (Minor in Management Science)

## PROFESSIONAL LICENSES AND ORGANIZATIONS

Certified Business Manager  
Member of the Institute of Management Accountants

## VOLUNTEER ACTIVITIES AND COMMUNITY SERVICE

- Eagle Scout and active member of the Boy Scouts of America for over 50 years
- Inducted into the 100th Anniversary Boy Scouts of America National Hall of Leadership – 2010
- Rotary Club International Member
- Merit Badge Counselor and Eagle Scout Mentor for the Treasure Coast District, Gulf Stream Council-Boy Scouts of America
- Member of the Executive Board of Directors, Northern New Jersey Council, BSA
- Scoutmaster for 20+ years
- Volunteer and Patron of Strengthen Our Sisters, a Battered Women's Shelter and Child Care Center

**Application Form**

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**Profile**

Stephanie

First Name

Wallace

Last Name

1773 SW Open View Dr.

Home Address

Port St. Lucie

City

FL

State

34953

Postal Code

stephkwall1@gmail.com

Email Address

**What district do you live in? <http://www.cityofpsl.com/districts> \*** District 3**Retired?** Yes  NoSimply Spotless Clean Services  
LLC

Employer

Ecom Order Management Super

Job Title

Data Analyst

Occupation

**Which Boards would you like to apply for?**

None Selected

**Were you nominated or recommended to apply by the Mayor or a Councilmember?** Yes  No

---

**Interests & Experiences****Why are you interested in serving on a board or committee?**

I am interested in serving on this board because feel that affordable housing for all is an area that definately needs to be available to everyone who qualifies. Meeting those qualifications often discourages and or confuses consumers mostly because educational processes and having access to advisors or a team to streamline the process would ensure policies, practices and programs are transparent and leveled. Often the minority population is at a disadvantage and I would like to see the borads/committee's trully represent the communities we serve. This allows for everyone to have voice in connecting to the people we are serving and to do what's best for out communities



## Why do you think you are qualified to serve on this board or committee?

---

I feel for a few reasons I have a lot to offer: 1. Being the daughter of a veteran I was able to learn about programs and challenges for our own process. 2. I learned fir myself what challenges I was facing trying to quantify for affordable housing within rental communities and purchasing programs. 3. As a minority often unless someone else educated low to medium income persons we are not aware of how to quantify, how to navigate the process or sometimes effectively communicate what we need help with. I feel with my many years of coaching team members and leading projects as well as my own life experiences I can educate others and share with peers the common pitfalls or misconceptions about affordable housing... often times many will still say affordable housing still really isn't affordable to those in the most need. I would like to see that change. Having moved from a very overcrowded miami neighborhood, my father was the key to our bring able to help me get myvdream home here in Port St.Lucie with the help of educated people he knew regarding housing and the process. I feel the better people feel about having a nice, decent home, a safe place to raise their families the easier it makes to build strong families who then thrive to better the community.

## Brief description of Education & Experience

---

I have many years of corporate leadership training and certification. However due to caring for my father who is a prostate cancer patient whom I am his primary helper in daily needs I had to put off or park finishing my education to care for him. I have just under 2 years left to complete my BS degree. The interruption of covid-19 cancelled my 2020 classes and I have not reelected new classes. It was my hope to pick upb1 or the classes by the fall of 2021

[2021\\_Stephanie\\_Wallace\\_Resume.rev1.docx](#)

Upload a Resume

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## Demographics

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

Yes  No

**Are you a registered voter?**

Yes  No

**How long have you been a City resident?**

1 year and 3 months

**Have you attended the City University classes?**

Yes  No

**Are you a United States Citizen?**

Yes  No

**Are you presently employed by the City of Port St. Lucie?**

---

Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

---

Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

---

Yes  No

**Stephanie Wallace**  
**1773 SW Open View Drive.**  
**Port St. Lucie, FL 34953**  
[Stephkwall1@gmail.com](mailto:Stephkwall1@gmail.com)  
**Cell: 954-534-2973**

**Objective:**

To utilize my extensive professional management, analytical, coaching/counseling, training team building and leadership skills within a growing diversified corporate setting with unlimited room for career growth and advancement. I possess extensive years of experience and training in the following areas:

Contract Review Strong Research and Problem-solving skills Bid Proposal/Negotiations Sales Forecasting Compliance Analysis BBB Compliance Client Relationship Mgt New Client on-boarding B2B Sales	IT Help Desk Support New Business Development Account Mgt Strategic and Tactical Planning EDI Analyst A/R EDI invoice processing QA Monitoring e-Commerce portal and order management	Sales and Marketing Planning Customer Service Management Vendor Relationship Management Coaching, Training New Hires and Vendors onsite and within a virtual setting Team Building Effective Retail/Commercial Domestic Sales Creating Training Materials Logistics coordination Supply Chain
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**Work Experience**

**Twinstar Home** **Delray Beach, FL.**  
**Sept 2016 – Present**

**ECOM Order Management Supervisor**

- Manage E-commerce channel performance metrics.
- Perform day to day task revolving around e-commerce operations including daily communication within cross-departmental and external parties (Channels Ops team).
- Review vendor documentation for accuracy and communication/follow-up on discrepancies.
- Develop and adhere to established KPI's.
- Evaluate operations procedures and processes to recommend strategies.
- Compare processes with industry standards and best practices.

- Prepare detailed reports of workflow research and improvements.
- Develop workflows to streamline processes.
- Conduct meetings with channel operations to discuss any operational issues, initiative, and fulfillment performance.
- Review and manage shipping lead time and delivery time performance and work with respective team Internal and External (Channel Ops and FedEx/UPS).
- Delivery performance issue – gather data and analyze data, communicate with carriers such as FedEx, UPS, and LTL carriers as well as with channel Ops.
- Conduct recurring/ad hoc processes with 3PL.
- Assist with new account set up the groundwork of ensuring drop-ship guidelines are in place.
- Assist with warehouse operations matters and act as the middle person for communication with the warehouse in understanding the issue and communication with other teams (Asia fulfillment team, logistics home delivery team, customer service team) in root cause finding and resolutions.
- Daily communication with various internal teams (fulfillment, customer service, warehouse, logistics, finance, e-commerce, technology, merchandising, analytics)
- Review any order processing issues.
- Assist with customer service operations matters working closely with Customer Service manager and leads in process streamlining and alignment.
- Assist in process improvement and documentation across the organization.
- Report inventory issues such as out of stock items to department heads in a timely manner
- Follow processes for streamlining collection of orders, products, check outs and delivery.
- Execute best practices to determine appropriate substitutions in the event of an out of stock.
- Ensure orders are filled with products requested or comparable substitute in a timely and effective manner.
- Achieve/exceed weekly, period, annual sales, wage budgets, and other targeted goals including customer satisfaction leading to repeat sales.
- Lead team in the planning, implementation, and execution of eCommerce initiatives.
- Train associates on all functions and duties of the order selector and customer attendant roles
- Confirm that associates are following local, state, and federal laws in addition to all food safety procedures and company guidelines.
- Develop associates to meet the productivity standards and certify associates once they meet or exceed goals.

**Twinstar Home  
2016 – Present**

**Delray Beach, FL.**

**Sept**

**EDI Analyst**

- Responsible for supporting both Domestic and Import e-commerce customers with their orders via EDI and manual submission. My duties also require me to be well versed in each account's compliance policies for order processing, purchase order acknowledgement, returns, fees, cancellation, and shipping guidelines.
- My daily functions allow me to work closely with the IT, department to identify errors, resolve EDI rejections and correct sku error's, address updates issues, as well as work closely daily with Sales Teams and customers to ensure timely processing.
- In addition, I review and provide documentations as requested by the Finance department and or Compliance to resolve discrepancies relating to pricing errors, order validation and or sku accuracy.
- Duties also include acting as back up for the invoice team when needed to process invoices.
- Daily review and monitoring all customer portals and addressing all open issues in a timely manner. Some of those clients are Amazon, WS Badcock, Costco US, CA and Au, Home Depot, Lowes, Menards, Best Buy, Kohl's, Steinmart, Overstock, Wayfair, Hayneedle, etc. We are the industry leader in Home Fireplace and entertainment furniture.
- Act as liaison with our customers in responding to customer/reseller requests for information related to the company and products, pricing, license configuration and billing.
- In addition to retrieval of orders, packing lists, labels and providing tracking on internet sites once orders have shipped.
- Maintains IMAP, as well as conduct control testing of system functions and participate in focus groups as needed.
- Review customer e-Commerce sites for accurate content and report discrepancies.
- Assist with new client on-boarding process.
- Research and investigate credit request, freight claims.
- Prepare and maintain departmental SOP manuals for the EDI order processing department.
- Coach and train team members as Senior Internet Administrator
- Prepare and review reports daily/weekly for orders performance as requested by the Director.

**Sr. Retail Associate**

**Palm Beach Gardens, FL.**

**Nov 2018 – Nov 2019**

**Madewell**

- Greeting customers and assisting with all phases of instore shopping experience.
- Processing e-com orders every two hours to ensure on time shipments.
- Maintaining store and fitting room cleaning.
- Assisting with visual merchandizing weekly.
- Conduct personal fit sessions upon request.
- Perform all sales transactions using POS and tablet.
- Provide friendly efficient service at cash wrap, upselling loyalty program.
- Assisted with opening and closing store procedures and conduct inventory audits.

**Lucky Brand Jeans**

**Boca Raton, FL.**

**Nov 2017 – Oct 2018**

**Retail Associate**

- Greeting customers and assisting with all phases of instore shopping experience.
- Processing e-com orders daily.
- Maintaining store and fitting room organization.
- Assisting with visual merchandizing weekly.
- Conduct personal fit sessions upon request.
- Perform all sales transactions using POS and tablet.

- Provide friendly efficient service at cash wrap, upselling loyalty program.

**Retail Associate** **Boca Raton, FL**  
**Oct. 2016 – Nov. 2017**

**Guess Inc.**

- Greeting customers and assisting with all phases of instore shopping experience.
- Processing e-com orders daily.
- Maintaining store and fitting room organization.
- Assisting with visual merchandizing weekly.
- Provide friendly efficient service at cash wrap, upselling loyalty program.

**Contract Field Support Consultant** **Boca Raton, FL** **Apr. 2016 –**  
**Sept. 2016**

**Office Depot**

- Responsible for working with the E-Commerce, IT, Sales, and other Accounts Receivable (AR) department, etc., to ensure accurate and timely credit and re-bills, resolve EDI rejections, and process other AR transactions to include monthly reporting.
- Provided coaching, guidance and direction to questions that arise from the 7 Credit Liaisons, 6 EDI Specialists, and outsourced Dispute Resolution and Collections Back Office within the Department supporting the Office Depot North and South portfolios.
- Participated on sales and/or customer calls to identify root cause regarding billing issues and develop action plan to resolve rejections and sphere head project management tasks as provided by A/R Director and Collections Managers.

**Drop Ship Operations Manager** **Miami, FL** **Jan. 2014 – Feb**  
**2016**

**Systemax Corp./ Tiger Direct**

- Responsible for overseeing the entire customer drop ship order process and execute processes, enhancements, maintain close communication by engaging with the Drop Ship Vendors for all EDI and manual orders and monthly report preparation.
- Updated vendor catalog pricing, order/ship confirmations, invoice acceptance for EDI failures.
- Trained vendors various hierarchy from customer service, sales to accounting on how to use Tiger Directs Vendor portal for submissions of invoices, POD request, returns, cancelation notices and new product additions. I conducted six daily one-hour webinar classes for a year and a half then reduced to 4 classes per week once all vendors were trained and only new vendors were scheduled.
- Worked daily with the A/P Director on coordinating with the various vendors accounting departments or third-party payment processing companies to re submit EDI files for payment.
- Managing the two off sites as well as In-House Customer Service teams which were staffed up to 35 team members during regular selling months of March – September. During peak season which ran from October to March the staff head count was 60. I managed 4 Supervisors and 6 Team Leads we were responsible for order entry, order tracking, cancellations, returns, email and telephone campaigns to consumers and vendors of Drop Ship orders.

**Customer Service/Quality Review Manger Pompano Beach, FL Jul.**  
**2013 – Jan. 2014**

**Mover Nation**

- Managed the process of meeting department's daily, weekly, and monthly production goals relating to answering inbound/conducting outbound customer service calls for consumers booked for local and long distance moves with all 250 of our FMCA Interstate Motor Carriers.
- Responding to all DOT, BBB, Legal consumer complaints in a times manner.
- Prepared all disciplinary and performance reviews as needed per Human Resources.
- Provided reports to management and sales director supporting the operational aspects for Intake services.

**General Operations Manager Sunrise, FL. Jul. 2009 – Jul. 2013**  
**Owens & Minor/ Medial Supply Group**

- Responsible for all phases of operations management of customer service and sales for four online e-stores with a staff of 8 grossing a minimum of \$2.2 million in consumer sales annually and 1.9 in Commercial Health Care and Educational Institutions within the US.
- Primary Sales and Credit Liaison for up to 300 accounts such as same say surgical centers, nonacute facilities, doctor's offices, small to mid-size medical centers.
- Overseeing proper processing of all payments and refunds for all sales via Power Pay, PayPal and Authorize.net
- Managing the daily deposits of all funds received prepared A/R and A/P reconciliation reports weekly and monthly. Reviewed overall P/L monthly while minimizing return of goods in compliance with company goals of 3% or less.
- Managing all Florida patient equipment orders, diabetic supplies and prescription required needles orders according to ACHA and State of Florida DME requirements.

**Customer Service Deerfield Beach, FL.**  
**Nov. 2007 to Apr. 2009**

**Sales Operations Manager**  
**Health Benefits Direct**

- Responsible for providing leadership, coaching, guidance, monitoring, training, reviewing, disciplining of a team of 50 Customer Service, Tele-Applications, Retention representatives and sales representatives and 2 support Team Leaders.
- Duties included providing insurance carriers with accurately completed insurance consumer applications, claim information, additional documentation as needed for underwriting.
- Coordinating with Vice President Management on forecasting and scheduling of daily workforce, driving improvements in overall service levels, transactional efficiencies & cost management. Maintain and monitors performance, production, attendance and punctuality records, reviews and appraisals for staff.

## **Education**

Barry University Seeking Degree in Health Administration	Miami, FL.	April 2017
St. Thomas University B.A. in Business Administration	Miami, FL.	Mar. 2007 to Sept 2009
Miami Dade College A.S. Political Science	Miami, FL.	Jun 1994 to Dec 1996
Gold Coast School of Insurance Licensed Insurance Agent (215) Life Health & Annuities Loan Originator	Sunrise, FL.	Jan. 2006 October 2005 Dec 2005

*References – available upon request*