

Roberta Briney

Application Form

Profile

Roberta _____ V _____ Briney _____
First Name Middle Initial Last Name

313 SE Navy Ave _____
Home Address

Port St Lucie _____ FL _____ 34984 _____
City State Postal Code

bbaileybriney@gmail.com _____
Email Address

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

District 4

Mobile: (772) 418-4894 _____ Mobile: (772) 418-7502 _____
Primary Phone Alternate Phone

Retired?

Yes No

IGY6 Executive Protection, Security, and Investigations _____ Manager _____ Manager _____
Employer Job Title Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Interests & Experiences

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

I am a citizen within the City and take pride in it's operation. I have graduated the City University and the Citizen's Police Academy. I want to take part and serve my community. I have researched and taken a personal pride in researching and knowing the laws, rules, regulations that govern the Planning and Zoning board. I am dedicated to making the city a better place and take pride in my community by volunteering.

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

I have been an alternate on the board since 2019, and have attended every meeting since. This includes in person and zoom meetings that took place. I am familiar with the function of the committee, it's operation method, rules and regulations through extensive research and participation in the meetings themselves. I take this responsibility serious and have made it a point to learn as much as possible to help the city in this function.

Brief description of Education & Experience

I am working towards my Bachelor of Science in Business Administration. I am taking classes on line and there will not be any conflicts with the scheduled meetings. I will be finished with my degree in January 2022. I have been an alternate on the board since 2019, and have attended every meeting since. I am familiar with the function of the committee, it's operation method, rules and regulations through extensive research and participation in the meetings themselves. I have served on committees before and have extensive knowledge in the importance of them. I also know the importance of the order and rules to follow for a fair and impartial meeting, taking into consideration the citizen's of Port St. Lucie's interest.

[Roberta Briney Resume 2020.docx](#)

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

If Yes, please list:

Planning and Zoning board alternate

Are you a registered voter?

Yes No

How long have you been a City resident?

Since 2007

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

Please Agree with the Following Statement

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

Roberta V. Briney

313 SE Navy Avenue Port St Lucie, FL 34984 • 772-418-4894
bobbibriney@att.net

Operations Manager

Highly enthusiastic representative over 20 years of hands-on experience in hospitality management. Energetic leader of professional development. Demonstrated ability to work effectively with all levels of employees. Superior communication/presentation skills. Tendency to thrive in dynamic and fluid environments while remaining pragmatic and focused.

Core Competencies

Leadership Development
Strategic Planning

Innovative Insight
Team Building

Key Moral Values
Attention to Detail

Education

Watervliet High School – Alumni (1982)

Lake Michigan CC – Criminal Justice (over 40 credit hours)

Penn College – Travel Agency Certification

Southern New Hampshire University (working on the last year of B.S. in Business Administration)

Professional Experience

City of Port St. Lucie Planning and Zoning active alternate Board Member (2019 – Present)

Filled in and actively participated in every board meeting for the past two years, voting on matters with fellow Board members. My participation rate was 100%, never missing a meeting. My participation was constant whether at City Hall or done by zoom due to the pandemic.

Legacy Golf and Tennis-Port St Lucie PGA

Bartender/Hospitality (February 2020 – April 2020)

Responsible for the execution, expedition, and product presentation according to owner specs.

Trained new employees on proper greeting, up selling, and usage of the point-of-sale system.

Olive Garden – Tradition, FL

Bartender / Hospitality (August 2009 – August 2012)

Responsible for the execution, expedition, and product presentation according to owner specs. Trained new employees on proper greeting, up selling, and usage of the point-of-sale system.

Briney Travel Agency

Owner / Sales Agent (August 2004 – August 2006 Michigan)

(August 2007 – August 2009 Florida)

Roberta V. Briney

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Sole owner, Briney Travel Agency has helped people find over 500 vacation packages within the 4 years since its inception in 2004.

Responsible for the selling of vacation packages to individuals as well as groups. Working with all hotels, transit, and attractions to ensure that clients have seamless multi-destination vacations.

The Bend Bar – Coloma, MI

Key Holder / Bartender (June 1998 – August 2004)

For over 25 years The Bend Bar has offered refreshment with a smile and unmatched service to the weary residents of Coloma, MI.

Responsible for the execution, expedition, and product presentation according to owner specs. Trained all new employees on proper greeting, up selling, presentation and usage of the posi-touch system. Opened, closed, and secured the premises and followed all end of the day protocols and paperwork. Made the proper adjustment to ensure proper deposits were made to the correct bank accounts.

The Elite Bar – Watervliet, MI

Key Holder / Bartender (January 1987 – June 1998)

The Elite Bar has been a milestone in Michigan culture for over 30 years. Locally owned and operated it has served the community with a safe and relaxed atmosphere without the pressure of the world outside.

Responsible for the execution, expedition, and product presentation according to owner specs. Trained all new employees on proper greeting, up selling, presentation and usage of the posi-touch system. Opened, closed and secured the premises and followed all end of day protocol and paperwork. Made the proper adjustment to ensure proper deposits were made to the correct accounts.

Professional Credentials

Achievements:

Dean's List: SNHU every quarter (2020-2021)

City of Port St Lucie – Planning and Zoning Board member (2019 to present)

Port St Lucie Police Athletic League (PAL) Volunteer

Fund Raising Events July 2014 – Present

Ride for the Gold – Founder

To date raised over \$100K towards the Special Olympics of Michigan (A tri-county area, Chapter 17)

Hope for the Homeless Volunteer

2017 - 2019

Special Olympics Coach

Bowling 2003 – 2007

Certifications:

First Aid & CPR

TAM Certified

Professional References

- Linda Hiler, Manager of The Elite Bar 269-468-5043
- Lonna Adams, Owner/Manager of The Bend Bar 269-876-0886

Roberta V. Briney

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- Anna Stewart, General Mgr.
- Miquel, Manager of Olive Garden

772-466-7888 ext 102
772-345-3691

Ralph J Annunziata

Application Form

Profile

Ralph

First Name

J

Middle Initial

Annunziata

Last Name

1031 SE Seagrass Ave

Home Address

Port St. Lucie

City

FL

State

34983

Postal Code

rjva48@att.net

Email Address

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

District 1

Home: (772) 878-8436

Primary Phone

Home: (772) 418-6399

Alternate Phone

Retired?

Yes No

DNA

Employer

DNA

Job Title

DNA

Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Interests & Experiences

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

I have been a resident of this city for 42 yrs. and I am concerned that it is being over-built without the proper regulation.

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

I have the experience of working with the building department as a member of the Contractor's Licensing Board from 1998 through 2007, as chairman through the hurricanes of 2004 and 2005

Brief description of Education & Experience

I have a associate degree in Mechanical Technology, Held a Electrical Contractors License EC-0000676 from 1984 now inactive, Served a a expert witness for the DPBR and helped develop the Electrical State Examination.

Resume.pdf

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?

42 yrs

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

Please Agree with the Following Statement

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

Ralph J. Annunziata

1031 S.E. Seagrass Avenue, Port Saint Lucie, Florida 34983
Telephone No: (772)-878-8436 Cell: (772) 418-6399
Email:

PROFESSIONAL EXPERIENCE

- 2007 To 2009 **ARLINGTON ELECTRIC INCORPORATED**
STUART, FLORIDA
POSITION: **VICE PRESIDENT OF BUSINESS DEVELOPMENT**
DUTIES : Development of contacts and marketing areas, estimating cost on projects to 10 million, Purchasing materials, design and management of electrical construction projects
- 2006 To 2007 **GERELCO ELECTRICAL CONTRACTORS**
PORT SAINT LUCIE, FLORIDA
POSITION: **PROJECT & SERVICE MANAGER**
DUTIES : Oversee Operations of the Service Department and the Generator Department, includes personal management, account management, customer relations.
- 1997 To 2006 **WATTS ELECTRIC CORPORATION**
STUART, FLORIDA 34996
POSITION: **VICE PRESIDENT**
DUTIES : Office Management, Liaison between General Contractors and Engineers, Technical Support for Field Personnel, Estimating cost on projects to 15 million dollars, purchasing materials, and Design on Commercial, Educational, and Industrial Construction projects.
- 1992 To 1997 **SOUTH WESTERN COMMUNICATIONS, INC.**
ALTAMONTE SPRINGS, FLORIDA AND EVANSVILLE INDIANA
POSITION: **SENIOR PROJECT MANAGER, QUALIFER**
DUTIES : Office Management, Liaison between Engineers and Owner, Technical Support and Management of 20 field Technicians, Estimating Cost on various Educational, Institutional, and Commercial new and retrofit Premise Wiring, Audio, and Video projects.
- 1991 to 1992 **ANNECO ELECTRICAL CONTRACTORS**
RIVIERA BEACH, FLORIDA
POSITION: **PROJECT SUPERINTENDENT**
DUTIES : Coordination of production, layout, and supervision of 60 Electricians on a \$ 7.5 million dollar 15-story Court House, 3- story States Attorney Office Building, and Chiller/ Generator Power house with 5kv primary switchgear feeds in West Palm Beach.
- 1979 to 1991 **ARLINGTON ELECTRIC INCORPORATED**
STUART, FLORIDA
POSITION: **VICE PRESIDENT OF BUSINESS DEVELOPMENT**
DUTIES : Development of contacts and marketing areas, estimating cost on projects to 10 million, Purchasing materials, design and Management of electrical construction projects to \$ 5 million

- 1976 to 1979 **COMMANDER ELECTRIC, INC.**
BOHEMIA, NEW YORK
POSITION: PROJECT MANAGER – ESTIMATOR
DUTIES : Estimating cost, Negotiation, Design, and Purchasing of material
on electrical construction projects to \$ 2 million
- 1972 to 1976 **ALCAP ELECTRIC CORPORATION**
BAYSHORE, NEW YORK
POSITION: ELECTRICAL ESTIMATOR
DUTIES : Estimating cost and purchasing of materials on electrical
construction projects.
- 1971 to 1972 **FAIRCHILD CAMERA AND INSTRUMENT CORPORATION**
SYOSSET, NEW YORK
POSITION: MANUFACTURING ENGINEER
DUTIES : Supervision of production of machined parts through the use of tool
design, operation sequence description, and numerical control
programming
- 1969 to 1970 **GRUMMAN AEROSPACE CORPORATION**
BETHPAGE, NEW YORK
POSITION: MANUFACTURING METHODS ENGINEER
DUTIES : Estimating cost and operation sequence description for the
manufacture of machined parts.
- 1967 to 1969 **FAIRCHILD CAMERA AND INSTRUMENT CORPORATION**
SYOSSET, NEW YORK
POSITION: ALL-AROUND MACHINIST-EXPERIMENTAL MACHINIST
DUTIES : Fabrication of machined parts through the use of lathes, milling
machines, jig borers, surface grinders, and numerical control milling
machines.

EDUCATION

- COLLEGE** **STATE UNIVERSITY OF NEW YORK**
FARMINGDALE, NEW YORK
GRADUATED: 1970
DEGREE : Associate Degree in Applied Science Mechanical Technology
- HIGH SCHOOL** **HUNTINGTON HIGH SCHOOL**
HUNTINGTON, NEW YORK
GRADUATED: 1965
- TRADE SCHOOL** Estimatic School for Electrical Estimating
Estimation School for Computer Electrical Estimating
Accubid School for Computer assisted Electrical Estimating
Illumination Engineers Lighting Design
Machinist Apprenticeship School (4 yrs)
- SPECIAL SCHOOL** Dale Carnegie Graduate on Human Relations and Effective Speaking
Dynacom Media Retrieval Installation
Synergy (AMX) Media Retrieval Installation

SPECIAL SKILLS Proficient in Microsoft Word and Microsoft Excel
State of Florida CDL Class A License
Operate all Equipment, Augar Truck, Bucket Trucks, Backhoe

LICENSE State of Florida Electrical Certificate of Competency No. EC0000676

TRADE

REFERENCES State of Florida Department of Business and Professional Regulation Subject Matter
Expert for Electrical Contractors Competency Examination

City of Port Saint Lucie Contractors Licensing Board -- RETIRED

State of Florida Department of Business and Professional Regulation Expert Witness and
Consultant for Electrical Profession

Joseph Piechocki

Application Form

Profile

Joseph

First Name

S

Middle Initial

Piechocki

Last Name

10129 SW Visconti Way

Home Address

Port St. Lucie

City

FL

State

34986

Postal Code

jspiechocki@gmail.com

Email Address

What district do you live in?

<https://gis.cityofpsl.com/webapp/CC/DistrictFinder/CouncilDistrictFinder.html> *

District 2

Retired?

Yes No

Retired

Employer

Senior Vice President
Administration

Job Title

Academic Medical Center
Hospital Administrator

Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Interests & Experiences

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

Participation on planning and zoning will allow me to contribute back to the community i live in and apply my experiential work related background in master planning, facilities development, administration and urban and city planning.

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

almost forty years of experience of working to develop academic medical center campuses, capital projects totaling approximately \$500,000,000, and working with city state and federal government agencies to gain approval and maintain compliance of the aforementioned activities. Experience in making presentations for same to U.S. Senators, governors, mayors and city and health department administrative staff for planning, zoning and project approval.

Brief description of Education & Experience

See attached resume, plus bachelor degree in urban and city planning, and master degree in Public administration.

JSPiechocki_J_Resume_January_2021.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?

9.5 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?

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

Please Agree with the Following Statement

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

JOSEPH S. PIECHOCKI

JOSEPH S. PIECHOCKI
10129 SW Visconti Way, Port St Lucie, Fl 34986

JSPiechocki@gmail.com

Cell Phone: 1-561-215-3986

SUMMARY:

Result oriented senior healthcare operations executive having managed approximately sixty clinical and non-clinical departments throughout career. Experienced in delivery system integration, operations, finance, capital planning and budgeting, management of capital projects ranging from \$1-\$85M, post merger integration of multi-hospital systems, system facility master planning, real estate management and development, development of strategic facility master plans, directing multi-hospital clinical, service and administrative departments plus implementation of cost reduction and productivity programs hospital and system wide.

HIGHLIGHTS

- Responsible for achieving budget and revenue goals for seven straight years. Operating budgets ranged from \$100M to \$135M and gross revenue from \$329M to \$484M. **Academic Medical Center (Rhode Island, Miriam and Bradley Hospitals – Providence, RI).**
- Responsible for completing \$625M in new construction and renovation projects over career. Restructured project management approach for \$85M, 287,000 gross square foot Center for Women and Newborns finishing on time and on budget. **Brigham and Women's Hospital (Boston, MA).**
- Led system-wide development and implementation of cost reduction/productivity initiatives in laboratory, food services, biomedical engineering, real estate, materials management, laundry services and call center. Eliminated \$17M from operating budgets over a 5-year period. **Academic Medical Center (Providence, RI)**
- Totally reorganized Materials Management function saving \$4.3M in first full year of operation, created off site central warehouse, developed system wide approach to product evaluation and standardization, created system wide approach to capital planning and management including development of five year capital plan and accompanying strategic facility master plan, started 60 individual capital projects including MRI suite, cardiac cath suite, endoscopy suite, development of off site support space for finance and medical records, \$80M new emergency services/operating room/radiology facility. **UMASS Healthcare System (Worcester, MA)**
- Conducted infrastructure assessment and seven year facility master plan for multi-state, multi-site hospital system totaling \$325M. Presented to system and affiliate boards and received approval plus funding authorization for first series of projects (\$35m) **Lifespan Healthcare System (Providence, RI).** Developed seven year strategic facility master plan and implemented first phase for **Brigham and Women's Hospital (Boston, MA.)**, developed five year (\$355M) strategic facility year plan for the **UMASS Healthcare System (Worcester, MA)**, and \$210M dollar long range facility master plan for **Landmark Medical Center (Woonsocket, Rhode Island).**
- Developed faculty professional practice plans in two academic settings. **State University of New York at Stony Brook (Surgery) and Rhode Island Hospital (Pediatrics).**
- Developed Cancer Center Complex plus new Cardiac Operating rooms and support space;

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reorganized all support service departments installing new leadership in most while participating with an executive management team, which recorded three straight years of operating profit (after four non-profit years). Successfully completed two JCAHO surveys in 2005, plus developed \$220M strategic facilities master plan. **Landmark Medical Center (Woonsocket, Rhode Island).**

EXPERIENCE:

EMERSON HOSPITAL, Concord, Massachusetts, (www.emersonhospital.org)

2007-2011
(retired 2/11)

Vice President for Clinical and Administrative Services

Reported to President and CEO of Emerson Health Care system. Responsible for all non-nursing functions including but not limited to radiology, pathology, respiratory therapy, specialty care areas such as wound care, cardiac, patient rehab, and sleep labs, facilities, environmental services, safety, security, biomedical engineering, materials management and real estate management for the system. Developed new revenue producing programs such as wound care, PET/CT mobile scanning with MGH, and sleep lab program. Completing construction activities for a \$38M project designed to expand and modernize the institutions OB capabilities, radiology and operating room areas so they may accommodate and attract future patient volume. Developed with CNO a totally team oriented, and results driven operation based on a sense of urgency and closure on issues, and a leadership style totally reliant the exhibition of teamwork which is supported by a highly communicative style. Major accomplishments included removing some 306 documented Environment of Care issues during 2007 resulting in perfect evaluation by Joint Commission in fall of that year. Reorganized Materials Management function with emphasis on creating viable value analysis process with results documented by solid metric evidence. Passed two consecutive Joint Commission surveys with only one deficiency recorded by surveyors (2007 and 2010). Plus redeveloped relationships with city and town officials, health department and community leaders.

LANDMARK MEDICAL CENTER, Woonsocket, RI

2003-2007

Senior Vice President for Support Services

Reported to Chief Operating Officer of two-site 296-community hospital system. Responsible for 376 employees and the operation and development of support services including facilities, real estate, food and nutrition services, bio-medical engineering, radiology, pathology, nuclear medicine, materials management, central sterile supply, telecommunications, employee and occupational health, security, volunteers and pharmacy. Responsible for selling non-core real estate assets, structured joint venture business arrangement and completed construction of regional cancer center, developed five year strategic and facility master plan, restructured outsourcing agreements for food and nutrition services and environmental services, created senior level quality council approach to develop, monitor and implement process and service improvement initiatives. Passed two JCAHO survey reviews within a six-month timeframe in 2005. Developed \$225M facility master plan and obtained board of trustee approval for full plan and instructions to implement planning for first phase (a new \$35M emergency department/high acuity bed building).

UMASS MEMORIAL HEALTHCARE SYSTEM, Worcester, MA

2001-2003

Corporate Vice President, Facilities, Materials Management and Real Estate

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Reported to Chief Operating Officer of the healthcare system (\$1.2B in revenue). Responsible for Support Services (including facilities, food and nutrition services, environmental services, health and safety functions, bio-medical engineering, materials management, real estate, central reprocessing, parking/security, capital budgeting/planning and project management). Responsible for approximately 500 employees over multiple hospital sites. Reorganized system materials management approach, under new leadership, and eliminated \$4.2 from operating budget in the first full year of operation. Developed five year capital plan, secured funding and started approximately some sixty capital projects ranging from \$100K to \$80M in total project cost, including 164,000 gross square foot Lakeside Addition (ED with 100,000 visits, 10 OR's, 16 bed ICU, 20,000 square foot radiology department addition, and new hospital

EXPERIENCE (continued):

entrances). Created central warehouse for system with eighteen-month payback period, led multi-site JCAHO environment of care (EOC) effort, which achieved an overall score of 94 for two hospitals simultaneously (with no type ones in the EOC section). Created outsource/off-site approach to central sterile reprocessing in joint venture development with Steris Corporation, plus responsible for successfully implementing all support service Hunter Group recommendations. Served on senior management team, which generated first operating margin in four years (\$12M). Managed some sixty construction/renovation projects simultaneously in addition to daily operational responsibilities at multiple sites.

LIFESPAN HEALTHCARE SYSTEM, Providence, RI

1994-2001

Vice President, Senior Operating Officer of the Academic Medical Center

Reported to the president of each component of the Academic Medical Center (Rhode Island Hospital, a 719 bed unit including Hasbro Children's Hospital; The Miriam Hospital 249 beds; and Bradley Children's Psychiatric Hospital 49 beds), plus served as corporate vice president for various system wide duties, projects, and initiatives. Responsible for hospital support and non-support service departments including but not limited to: facilities operations, real estate, environmental services, diagnostic imaging, bio-medical engineering, food and nutrition, security, parking, safety, radiation safety, central transport, office services, pathology, dialysis, phototherapy, EEG, EKG, radiation oncology, nuclear medicine, cardiovascular laboratory, oncology and surgical services (including the operating rooms and all nursing personnel associated with their operation). Responsibility for 1,750 FTE's at three sites, expense budget of \$135M and revenue budget of \$420M.

Had system wide responsibilities for laundry, real estate management, capital budgeting and planning, facility master planning, and core laboratory services (hospitals from Boston, MA to Newport, RI.)

Developed centralized system wide laboratory to process specimens from hospitals in Boston, MA. to Newport, RI.; developed and implemented cost reduction and process improvement initiatives for support services in concert with Ernst and Young for most support services departments; developed system wide telephone call center, developed system wide management approach for all non-core properties (approximately 135 leases), created system-wide bio medical engineering equipment system with less than eighteen month payback; reorganized two separate hospital radiology departments into one unit complete with equipment redevelopment plan, appropriate ROI scenarios, plus implemented flex-scheduling approach to retain staff and reduced overall operating expenses in radiology; created system-wide product standardization and utilization committee which averaged \$3M operational savings over first five years of operation; developed strategic facility and infrastructure master plan for Rhode Island, Miriam and New England Medical Center (Boston) which totaled \$335M and launched major projects for new ED/OR building, parking garage and co-generation plant renewal, plus major infrastructure upgrade projects identified in master plan; developed five year master plan for hospitals within Providence, RI. City limits and gained approval from city council; developed revenue generating initiatives such as off-

JOSEPH S. PIECHOCKI

site urgent care center, and satellite physicians office practices; improved scores for patient satisfaction in food and environmental services through implementation of new service initiatives; completed multiple major renovation and construction projects such as development of a system-wide central laundry, redevelopment of radiology departments, central laboratory, and developed off-site research spaces in leased and owned property. Provided system oversight for \$40M major renovation project for Newport Hospital in Newport, Rhode Island (a member of the Lifespan Healthcare system).

EXPERIENCED (continued):

THE MIRIAM HOSPITAL, Providence, RI

Vice President, Patient Support Services

Reported to Executive Vice President/Chief Operating Officer of the Miriam Hospital (249 bed community teaching hospital in the Lifespan system). Responsible for operation of diagnostic and support service departments, which included facility management, admitting, registration, medical records, pharmacy, radiology, environmental services, safety, security, parking, nutrition, transport services, materials management, volunteers, clergy and the guild.

Completed \$15M major addition to Miriam campus for laboratory, ED, and cardiac cath laboratories ahead of schedule and below budget while maintaining existing hospital operations; raised eight out of twelve operating departments scores surveyed by MECON data to top 25% of departments surveyed nationally (four being top performers in their respective categories); served on management team that received state-wide award for managerial excellence while utilizing TQM methods plus twice received the Magnet Award for nursing excellence; purchased additional off-site land to provide for hospital future growth and immediate parking needs while working with city officials and neighborhood groups to gain approval of expansions plans; developed facility master plan for campus and received city of Providence approval for same; created capital request, evaluation and allocation methodology which launched various capital improvement projects, served on management team which exceeded budgetary goals four years in a row resulting in operating profits in each year; co-developed with Academic Medical Center COO post integration strategy, organizational plan and implementation schedule for development of the Academic Medical Center of the Lifespan system (that is, Rhode Island Hospital, The Miriam Hospital, Hasbro Children's Hospital, and Bradley Children's Psychiatric Hospital); purchased off-site building to create Lifespan corporate headquarters and to centralize non-clinical functions such as finance, IS, development, public relations and communications, and executive offices.

THE BRIGHAM AND WOMENS HOSPITAL, Boston, MA

1990-1994

Assistant Vice President, Support Services

Reported to Vice President of Support Services, then Chief Operating Officer. Responsible for support and diagnostic services departments including facilities management, design and construction, nutrition and food services, environmental services, real estate, purchasing, radiology, parking, security, capital budgeting function, central scheduling, radiation safety, and office services. Responsible for approximately 625 full-time equivalent employees and development of approximately \$250M worth of capital projects and improvements.

Completed \$85M, 287,000 gross square foot Center for Women's and Newborns,; developed and managed capital request, review and allocation process which was responsible for about \$50M worth of disbursements annually plus multiple major and associated capital projects; developed the Design and

JOSEPH S. PIECHOCKI

Construction department which included full internal architectural, interior design and project management capabilities thus lessening reliance on external firms and saving approximately \$6M in fees in the first two years of full operation; developed five year strategic facility master plan; developed satellite ambulatory settings to generate additional revenue to augment main ambulatory building capability and capacity on Brigham and Women's campus; developed joint agreement with General Electric to site and test world's first inter-operative MRI unit (prototype#1); redeveloped service levels of various support service departments (as validated by patient surveys); successfully represented the Brigham and Women's Hospital to DOH, city hall plus Boston Redevelopment Agency representatives, plus neighborhood groups obtaining all approvals necessary to proceed with proposed capital projects. Managed some fifty to sixty construction/ renovation projects simultaneously within each fiscal year.

EXPERIENCE (continued):

RHODE ISLAND HOSPITAL, Providence, RI

1980-1990

Director of Campus and Business Development Planning, 1987-1990

Director of Facilities and Planning, 1984-1987

Administrator Department of Pediatrics and Children's Hospital, 1980-1984

Responsible to Chief Operating Officer while serving in three different positions during a ten-year period of time. During the period 1984-1990 while performing staff duties for the Chief Operating Officer, also managed various support services department including facilities management, environmental services, food and nutrition services, central transport, office services, bio-medical, project management staff and real estate function. Total number of FTE's in these areas totaled approximately 450 people.

During the period 1984-1990 accomplishments included: developing new joint business ventures with Au Bon Pan for an in hospital restaurant, development of a Ronald MacDonald House, development paid public parking and accompanying security system; developed, submitted and received approval for \$55M certificate of need for Hasbro Children's Hospital and launched construction activities (including design process and selection of contractor), developed day care center for hospital campus, developed campus facility master plan, served as board member for joint venture effort to bring MRI units to state hospital campuses, developed new board of trustee sub-committee to deal with facility and capital issues, developed physician medical office building project, with full-time physicians, to erect a structure adjacent to main hospital building, developed joint venture to bring lithotripsy treatment capability to hospital campus with no capital contribution on the institution's part, completed various capital projects including modernization and relocation of pathology and radiology departments, and managed other capital projects to completion (approximately 35 to 40) totaling approximately \$55M.

During the period 1980-1984, while serving as Administrator of Children's Hospital (118 beds of total hospital compliment of 719) major accomplishments were as follows: establishment of newly created role with physicians, nursing director (pediatric nursing reported directly to this position), staff, the hospital community, board of trustees and the public through numerous external presentations; developed first physician professional practice plan at Rhode Island Hospital for hospital based physicians; developed new policies and processes for departmental budgeting, residency program management and research proposal development and submittal process; and developed new planning process which included patients, their families, physicians, board members, for the development of a new children's hospital.

STATE UNIVERSITY OF NEW YORK AT STONY BROOK, NY

1977-1980

Assistant to Chairman, Department of Surgery

Reported to Chairman of Surgery and Associate Dean of the Health Sciences Center. Responsible for management of academic surgical department operations in a medical school setting and managed surgical patient units and operating rooms in a 560 bed teaching hospital setting. Responsible for approximately 125 FTE's. Major accomplishments during this period were: development of first medical

JOSEPH S. PIECHOCKI

school professional practice plan for surgical faculty, development of surgical facilities including research laboratories and operating rooms, development and management of surgical residency program (55 residents) in concert with affiliated hospitals throughout Long Island, New York; developed new joint role for medical school/university hospital including all fiscal and administrative processes needed to manage both an academic department in concert with a university hospital setting.

EXPERIENCE (continued):

ATLANTIC CITY MEDICAL CENTER, Atlantic City/Pomona, NJ 1975-1977

Administrative Coordinator

Reported to hospital administrator and performed a broad array of administrative tasks for a 2 hospital-system (475 beds) plus managed the departments of radiology, emergency services and laboratory at 125-bed community hospital. FTE's managed total approximately 60 people.

STOCKTON STATE COLLEGE, Pomona, NJ 1973-1975

Assistant to the Academic Dean

Reported to Dean of Academic Development and performed various administrative duties within the administrative division at a state college within the New Jersey Higher Educational System. This was a primarily a staff position and major accomplishments included development and completion of the second phase of the colleges construction program plus development of a student-teacher evaluation system that was utilized as one component of the tenure decision-making process.

EDUCATION

Adelphi University, Garden City, New York

Post graduate courses in Finance, accounting, and management.

Master of Public Administration, Long Island University, Long Island, New York

Master Thesis completed on the "Organization and Reorganization of Academic Medical Center Departments".

Bachelor's degree, Stockton University, Pomona, New Jersey (Urban Planning and Studies)

Design of urban and city environments and city planning

Peter Previte

Application Form

Profile

Peter _____ Previte _____
First Name Last Name

1072 SW Canary Terrace _____
Home Address

PORT SAINT LUCIE _____ FL _____ 34953 _____
City State Postal Code

peteprevite@gmail.com _____
Email Address

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

District 4

Retired?

Yes No

Pharus Group _____ General Manager _____ Investment Banking/Business Management _____
Employer Job Title 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'd like to continue contributing to PSL wherever I can. I'm currently on the Contractor's Examining Board and have learned a lot while making a contribution to the community. I'd like to expand my experience and serve on another board when my current term ends in July.

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

I'm a concerned resident of PSL and try to learn about and contribute as much as possible to the city. I'm a licensed real estate broker associate and have knowledge of city ordinances and regulations. I want to get more involved in City initiatives and I'm willing to put the time into meetings and research to provide a more valuable contribution to the board.

Peter F Previte

Brief description of Education & Experience

I have a BS in Electrical Engineering and have worked within Fortune 500 companies, as well as smaller businesses, including startups. I've owned multiple homes and have been a licensed real estate associate in New Jersey for over 20 years and recently licensed as a Broker Associate in Florida.

[PetePreviteResume.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?

4.5 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?

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

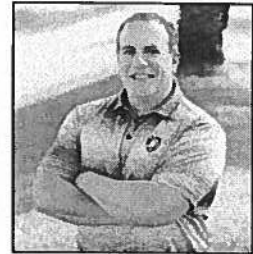
Résumé

Pete Previte

Telephone: (908) 723-6523

Email: peteprevite@gmail.com

www.bettermeetpete.com



Education:

B.S. in Electrical Engineering
Rutgers, The State University of New Jersey - New Brunswick

Professional Experience:

Pete Previte is an experienced business professional and currently General Manager of Pharus Group. Pete is currently Vice Chair of the GrowFL advisory board, where he helps support the growth of the organization and second stage companies throughout Florida with strategic research solutions. He is also an advisory board member of the Indian River State College School of Business and Keiser University.

Pete has a diverse background in investment banking, product management, technology, and operations at companies such as LexisNexis, Nielsen, AT&T, MidCap Advisors, and 451 Research, as well as multiple startups. Pete is leveraging his broad experience to help accelerate growth at Pharus Group by providing world-class managed services and investment banking support to lower middle market companies who have a desire to grow.

Pete is a licensed Florida Real Estate Broker Associate and has a BS in Electrical Engineering from Rutgers University.

Experience:

2019 to Present	General Manager, Pharus Group
2019 to Present	Licensed Real Estate Broker Associate, CRES Corp Int'l
2019 to Present	Contractor Examining Board Member, City of Port Saint Lucie
2019 to Present	Advisory Board -School of Bus., Indian River State College
2018 to Present	Executive Committee & Vice Chair Advisory Board, Grow FL
2015 to 2019	Director of Licensing, Tap n Save
2017 to 2019	Advisor, M&A Advisors
2015 to 2017	Product Director, 451 Research
2010 to 2015	Product Management, Nielsen
2008 to 2010	Sr. Director Product Development/Strategy, Kaesu, Inc.
2003 to 2008	Director Product Planning, LexisNexis
2000 to 2003	Sr. Project Manager, Computer Horizons
1999 to 2000	Web Development Director/Acting District Manager, AT&T
1995 to 1999	Director of Operations, Record Media
1990 to 1995	Systems Analyst/Project Manager, AT&T

Terissa Aronson

Application Form

Profile

Terissa

First Name

Aronson

Last Name

998 SE Abbot Avenue

Home Address

Port St. Lucie

City

FL

State

34953

Postal Code

president@stluciechamber.org

Email Address

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

District 3

Home: (772) 240-4022

Primary Phone

Home: (772) 595-9999

Alternate Phone

Retired?

Yes No

St. Lucie County Chamber of Commerce

Employer

CEO

Job Title

President

Occupation

Which Boards would you like to apply for?

Public Art Advisory Board: 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

Interests & Experiences

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

I always want to serve my community in any way that makes sense for me. The Planning and Zoning is the perfect place for me and my expertise.

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

I currently serve on the Development Review Task Force, work closely with many of the departments at the city including Planning and Zoning.

Brief description of Education & Experience

I have a bachelor's degree in Organizational Management and have worked at the Chamber for 14 years.

Terissa_C_Aronson.pdf

Upload a Resume

Demographics

Ethnicity

Asian or Pacific islander

Gender

Female

09/11/1969

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.)

Yes No

Are you a registered voter?

Yes No

How long have you been a City resident?

17 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

Please Agree with the Following Statement

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

Terissa C. Aronson

998 SW Abbot Avenue ~ Port Saint Lucie, Florida 34953
Phone: 772.240.4022 ~ Email: President@StLucieChamber.org

MANAGEMENT PROFESSIONAL

EXECUTIVE PROFILE

I am a visionary leader and team player with an excellent track record of superior performance in productivity, staff management and promotional design. I am an outstanding communicator with advanced qualifications in:

- Budget Management
- Strategic Marketing
- Business Planning & Development
- Public Relations
- Staff Motivation
- Expert Skills in Microsoft Programs
- Event Management
- Promotions & Merchandising
- Copy Writing and Editing
- Deal Negotiation
- Competitive Product Positioning
- Advertising Follow-Through

PROFESSIONAL ACHIEVEMENTS

- Successfully managed a \$750,000 departmental expense budget while growing sales by 3%.
- Established, managed and hosted the annual Treasure Coast NIE Adult Spelling Bee.
- Successfully marketed and branded a 3 million dollar company to a 7 million dollar company.
- Managed PR and obtained placement in Oprah, W, In-Style, Maxim and GQ magazines.
- Managed all aspects of Trades Show participation with minimal budget and maximum exposure.
- Built an end-consumer e-commerce site for BtoB company and achieved \$250,000 yearly sales.

"...I have come to know and appreciate your ability to work well with all levels of staff and management as well as recognize your dedication and positive attitude that you bring to the office."
Nicole Byrd, Executive Administrator of Finance, BABOR Cosmetics America Corp.

PROFESSIONAL EXPERIENCE

St. Lucie County Chamber of Commerce – St. Lucie County, FL
President/CEO

2007 to present

Manage a budget of nearly one million dollars of line items of expenses, money markets, savings and income. Serve as local talk show host for five different programs. Seek, employ and motivate a county-wide sales team including staff and contractual employees and partners. Manage the events teams, committees and volunteers bringing each in on or exceeding yearly budget. Reconcile finance reports including aging and accrual reports for fiscal year. Outsource operational needs on a case by case basis with optimal financial return. Develop, design and initiate all point-of-sales, advertising, promotional and marketing materials. Serve the community on several boards and committees. Advocate for businesses both locally and at the state level.

PROFESSIONAL EXPERIENCE – cont'd

Scripps Treasure Coast Newspapers – Stuart, FL
Treasure Coast Sales & Marketing Manager

2004 to 2007

Manage the budget, net paid sales and staffing for the NIE department, Solicitation Sales Department and Circulation Marketing. Develop and implement fundraising partnerships and seek sponsors. Develop marketing plans and budgets, brand management, and promotion. Manage over 3 dozen contracted workers at 4 corporate sites and 2 dozen point-of-sale venues. Manage all media trades on behalf of Circulation Sales and obtain sponsorship, celebrity participation and exposure for several annual events. Develop and produce all point-of-sale merchandising, brochures, marketing materials for 4 newspaper publications and several smaller products. Seek and employ contractual sales partners and solicitation entities. Find and develop corporate partners in an effort to gain exposure for 4 local newspaper publications.

Scripps Treasure Coast Newspapers – Stuart, FL
NIE Coordinator/NIE Manager

2004 to 2005

Manage weekly features to be published in 4 local newspapers. Manage and oversee production of Scripps National Spelling Bee local competitions, the Newspapers In Education Adult Spelling Bee and the Newspapers In Education Golf Tournament. Develop strong ties and relationships within the community. Utilize Excel, PowerPoint, Ad Creator and Harris Publishing to keep copious records and present NIE materials to the community and Scripps Treasure Coast Newspapers corporate entities.

BABOR Cosmetics America Corp. – Palm Beach, FL
Marketing Director, PR and Advertising Liaison

2001 to 2004

Develop and implement marketing plans and budgets, brand management, advertising and promotion. Direct all efforts pertaining to shows, conventions, exhibits and seminars. Work with local and national media to further develop the brand name. Act as motivational supervisor to sales staff of more than 15 employees. Manage and implement all marketing strategies and corporate objectives. Establish and develop professional relationships throughout the industry including those with both trade and consumer magazine personnel.

Professional Planners Marketing Group – West Palm Beach, FL
Executive Sales Liaison

Serve as liaison between top producers of over 2,000,000 million in business and all company departments. Develop and implement marketing plans and budgets, brand management, advertising and promotion. Implement all marketing strategies and corporate objectives. Establish and develop professional relationships with all department heads and top producers. Bolster new business development through strategic alliances and identify prospects.

Earlier Experience as Concert Promoter, Entertainment Manager and Social Security Representative.

EDUCATIONAL/PROFESSIONAL DEVELOPMENT

Ashford University, Organizational Management
Alpha Sigma Lambda with a Bachelor's degree in Organizational Management

The Ohio State University, School of Journalism
Pursued a Bachelor of Arts and Sciences

EDUCATIONAL/PROFESSIONAL AFFILIATIONS

Currently Serving or Affiliated With:

Board Member for Early Learning Coalition of St. Lucie County
Appointed Board Member Tourist Development Council of St. Lucie County
Board Member Economic Development Council of St. Lucie County
Appointed Board Member St. Lucie County Clerk of Courts Budget Advisory Committee
Budget Advisory Committee for City of Port Saint Lucie
Board Member Roundtable of St. Lucie County
Facilitator Leadership St. Lucie
Facilitator Young Floridian Scholarship Program

Previously Served:

St. Lucie County Business & Education Committee Chairperson
Member of SPMS
SLC Education Foundation Committee
Big Brothers/Big Sisters Fundraiser Committee
Member of SCMA
Member of FNIEC
Corporate Ambassadors
Palm Beach Chamber of Commerce
Mu Alpha Theta
Alpha Sigma Lambda

REFERENCES

Linda Cox, Asst. City Mgr.	City of Fort Pierce 772.340.1333
Brad Currie, Owner	Engineering Design & Construction 772.812.8264
Toby Overdorf, State Representative	Florida House of Representatives 772.260.9689

ADDITIONAL

I am very involved in the Saint Lucie County Community and work everyday to help businesses succeed providing a brighter tomorrow for our residents. I have worked extensively with many businesses locally including but not limited to The St. Lucie County School Board, Torrey Pines Institute for Molecular Studies, The Economic Development Council, Florida Power & Light, Scripps Media, The Saint Lucie County Health Department, The St. Lucie Mets, Fort Pierce Utilities, Greg & Carol Wyatt owner of WPSL and LaGigante Radio Stations, Core Communities, City of PSL Public Works, Parks and Recreation, Planning and Zoning and many more.

John Irvani

Application Form

Profile

John _____ Iravani _____
First Name Last Name

7629 NW Greenspring St _____
Home Address

Port St. Lucie _____ FL _____ 34987 _____
City State Postal Code

iravani889@gmail.com _____
Email Address

What district do you live in?
<https://gis.cityofpsl.com/webapp/CC/DistrictFinder/CouncilDistrictFinder.html> *

District 2

Retired?

Yes No

Jeff H Iravani inc _____ Senior Design Engineer _____ Civil Engineer _____
Employer Job Title Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Interests & Experiences

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

Port St Lucie is a city my wife and I fell in love with right away when we visited back in 2014. It is a city that we are raising our family in and look forward to see how this city continues to grow. I'm interested in serving on the Planning and Zoning board due to my work background and to give back to our community. Part of what makes being an engineer enjoyable is that I'm always learning in some way and I look to being on the board the same way.

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

I believe I'm qualified to serve on this board due to my work experience from designing site plans for clients while following all applicable regulations set forth by cities and or counties. I also work along side multiple planners when developing projects and provide engineering support through the planning and zoning stages.

Brief description of Education & Experience

Graduated from Florida Atlantic University in 2013 with a Bachelors Degree in Civil Engineering. Obtained my Professional Engineering license in June of 2019. I have 7 years of experience in site design, including site planning, storm-water design along with water & wastewater design. Projects have ranged from residential, to commercial, industrial and institutional. Work with clients to get projects through site plan approval, design construction ready civil plans, obtain all necessary permits, and do visit the job site to make sure the project is being constructed according to plans.

[John_Iravani_Resume.pdf](#)

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?

December 2014

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

Please Agree with the Following Statement

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

John B. Iravani, P.E.

7629 NW Greenspring St. Port St. Lucie FL | 561-312-8685 | Iravani889@gmail.com

Education

Bachelor of Science in Civil Engineering | 2013 | Florida Atlantic University

Certificates/Licenses

- Florida Professional Engineer License 87431

Experience

Professional Engineer with 7 years of experience, Mr. Iravani has an engineering background in land development including site development, traffic, field inspection and site planning. Since graduating in 2013 with his BS in Civil Engineering from Florida Atlantic University, he has been providing land development engineering services along the Florida east coast and is knowledgeable of applicable regulations and standard of all local, state and federal agencies.

Has 7 years of experience working with regulatory agencies including South Florida Water Management District, St. Johns River Water Management District, Florida Department of Transportation, Palm Beach County, Florida Department of Environmental Protection, Martin County, Palm Beach County Health Department and Town of Jupiter. He has built great relationships with county & city officials and staffs of governmental agencies.

Notable Projects

Firm: Jeff H. Iravani INC

- **Els Center of Excellence: Palm Beach County, FL | Institutional Project**
Assisted in Phase-II development of a 28 acre parcel including grading, paving and drainage, water and wastewater.
- **Margaret W. Niedland Breast Center: Jupiter, FL | Medical Project**
Project Engineer for site drainage, paving, grading, water and wastewater design. Worked closely with local wastewater agency in abandoning existing lift station on adjacent project and expanded gravity line to the site.
- **Shoppes of Bougainvillea I & II: Port St. Lucie, FL | Commercial Project**
Project Manager of two side by side commercial projects. Designed the Site Plan for both projects, and complete Civil Plans.
- **Jupiter Medical Center: Foshay Expansion and North Parking Lot: Jupiter, FL | Medical Project**
Project Engineer for a 29.5 acre existing medical project. Scope included removing an acre at existing lake and compensating the lost storage via exfiltration and widening of nearby existing lakes.
- **Ellipse Lot 24 A & 24 B: Martin County, FL | Industrial Project**
Project Engineer for site drainage, paving, grading, water and wastewater design.
- **Kuschel Property: Jupiter, FL | Residential Project**
Assisted client in annexing 8.46 ac project into Town of Jupiter. Provided traffic statement and complete site design including grading, paving and drainage, water and wastewater.

Carol Taylor-Moore

Application Form

Profile

Carol

First Name

Taylor-Moore

Last Name

219 SW Marathon Ave

Home Address

Port St. Lucie

City

FL

State

34953

Postal Code

crtmoore@hotmail.com

Email Address

What district do you live in?

<https://gis.cityofpsl.com/webapp/CC/DistrictFinder/CouncilDistrictFinder.html> *

District 3

Retired?

Yes No

Cicily Cares

Employer

CEO

Job Title

Registered Nurse/Business
Owner

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 want to participate in the issues that affect my community because the challenges we face touch all of us. I want to serve in a meaningful way and have a voice in decisions that ultimately impact our families, friends and neighbors.

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

I have worked in leadership positions for over 20 years and I come with a variety of experience on every level (entry level to C-Suite) I believe that having professional experience at every level makes me uniquely qualified to represent all/most Port St Lucie resident. I am a nurse by profession and that has allowed me the unique privilege of meeting people at every level of vulnerability. Given that board/committee service is geared towards representation of the needs of Port St. Lucie residents, I believe my background may provide a variety of perspectives as we plan for the future of of Port St Lucie. In addition, I have strong business acumen with skills that include successful strategic planning, long term goal setting and in the past two years I have opened and now operate a small start up business.

Brief description of Education & Experience

I have a Masters of Science degree specializing in Leadership and Organizational Learning and a Bachelors degree in Nursing. I have worked in multiple areas in Health Care and prior to that, I worked in a restaurants as a teenager and while in college. I know how to work my way up through the ranks by following, studying and working hard. I have served in multiple leadership roles in my career including VP of Patient Care, Senior Admissions Director, Director Of Patients services and Chief Nursing Officer. (Please refer to resume below, some positions may not be included in the resume, but happy to discuss)

[Carol Taylor Moore Leadership 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+

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

Carol Taylor-Moore

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

Carol Taylor-Moore RN, BSN, MS

219 SW Marathon Ave. Port St. Lucie, FL 34953

cmoore@cicilycares.com

Cell: 516-316-5562 Home 772-224-8189

Career Summary

Innovative, analytical, clinical leader with twenty plus years of healthcare experience spanning multiple areas in the industry including home health, hospice and the building and management of a new Start-up operation. Tenure in nursing includes 20 years in management with over 9 years in executive leadership. Successfully manages staff with an open, authentic leadership style, strong background in strategic operations and growth strategies.

Current Employer

Start 8/18 to Present

Cicily Cares (Home & Community Services)

President & CEO, Port St. Lucie FL

Principal and CEO of Cicily Cares, providing care and services to children and young adults with disabilities and seniors living at home. Created and delivers innovative services to two vulnerable group requiring supportive solutions in the communities where they live. Employs meticulous compliance based practices to build a team of Home Care professionals to ensure best practice and safety on the job. Quickly developed a reputation for hiring and developing caregivers with strong work ethics compliance based clinical practices. Maintains a care model built on strong community partners and open communication with clients and staff. Employs a multifaceted growth strategy that includes programs and initiatives that meets the needs of the community served.

Previous Employer

Start 5/15 to 8/18

Trustbridge (Hospice and Home Health)

Sr. Director of Admissions, Palm Beach, FL

Hired as Director of Patient Care, managing an area with an Average Daily Census (ADC) of 330+ patients and approximately 100 employees. Quickly streamlined daily operations, and in the first five months achieved the highest efficiency (i.e. visits per day, mileage, and supply management etc.) compared to all other teams. After 7 months was assigned a second area, serving as the Interim Director caring for 850+ patients per day in both areas. In 5 months was able to stabilize and streamline efficiency in the 2nd area as well as maintain gains in first area of oversight. Within 1 year of hire, was asked to serve in a third role as Interim Sn. Director of Admissions, and three months later was promoted to Sr. Director of Admissions. My leadership in Admission led the organization to its highest census since the organization's inception achieving a 6% growth in ADC within 1 year, 2% sustained increase in overall conversion rate, 6% decrease in nonproductive time for Admissions nurses, all while achieving a 4% cost reduction in Admissions operations. Actively involved in multiple collaborative projects, including a collaboration with the Education department to develop a Simulation Training model for Admissions nurses to improve the Conversion Rate per nurse, also led a project with Business Intelligence & IT to develop a scheduling/ visibility tool for the Admissions Field Team to promote efficiency with field scheduling and decrease mileage cost.

Previous Employer**Start 10/05 to 09/13****Treasure Coast Hospice (Hospice)****VP Patient Care Services, Stuart, FL**

Led clinical operations including , Support Services, Call Center, three freestanding inpatient Units, Pediatric Program, Counseling & Social Services and Supply Management. Successfully managed an FTE of over 300 staff with a budget of \$30+ Million. Restructured and streamlined clinical areas in staffing and service quality, increased Clinical competency, decreased patient-per-day cost from \$104.60 to \$102.18 (\$2.42PPD) and implemented 24/7 Call Center which improved response time for patients and families. During tenure, expanded the Pediatric program by implementing a Partners In Care (PIC) component and streamlined medical supply distribution, which yielded a cost savings of approximately 22.5 0%. Improved Patient/Family satisfaction scores achieving >90% aggregate in the Domains of Care -*Coordination of Care 91.6%, Attend to family needs 90.4%, Communication 85.1%, and Inform about symptoms 94.0%*.

Previous Employer**Start 10/99 – 09/05****Gurwin Jewish Nursing and Rehab Center****Nursing Supervisor, Commack, NY**

Primary responsibility was to pursue and implement best practices for patients and staff. Implemented initiatives that promoted quality patient care and service excellence for patients while providing a nurturing environment for staff. Planned and implemented staff recognition initiatives for the organization including executive leadership appreciation. Responsibility also included staffing the 480-bed facility which led to a strong background in innovative and creative staffing. During my tenure the facility scored 100% twice on JAHCO survey and clean state surveys (zero deficiencies) for five (5) consecutive years.

Education

Barry University, MS, Organizational Learning and Leadership
Brenau University, BS in Nursing

Certifications

California Association for Health Services At Home (CAHSAH)
Project Management for Lean Six Sigma
Lean Six Sigma DEMAIC Certification (Tools and Methodology)
Executive Belt for Lean Six Sigma
Predictive index Analyst Certification

Professional Affiliations

Current Member - National Hospice & Palliative Care Organization (NHPCO);
Former Member - Florida Hospice & Palliative Care Association (FHPCA) - Forum Conference Planning Committee 2013, Care Model sub-committee, Quality Indicator sub-committee.
Florida Health Care Association (FHCA); Florida Assisted Living Association (FALA); National Association of Director of Nurses Association (NADONA); Healthcare Business Women's Association (HBA) ; American Organization of Nurse Executives (AONE).

Gregory Pettibon

Application Form

Profile

Gregory _____ J _____ Pettibon _____
First Name Middle Initial Last Name

149 SE Courances Drive _____
Home Address

Port Saint Lucie _____ FL _____ 34984 _____
City State Postal Code

gjpettibon@gmail.com _____
Email Address

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

District 4

Home: (954) 415-0229 _____
Primary Phone Alternate Phone

Retired?

Yes No

Lennar Homes _____ Sr. Development Manager _____ Developer - Homebuilder _____
Employer Job Title Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Interests & Experiences

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

Promote economic growth and development in the City and to contribute to crafting a better home for all the City's resident.

Gregory J Pettibon

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

I have extensive development experience, education, as well as having served on dozens of CDD's, HOA's and other committees.

Brief description of Education & Experience

- Masters of Science in Construction Management. - Masters of Science in Economics. - Bachelor's of Business Administration / Finance.

[Gregory Jason Pettibon - Resume.pdf](#)

Upload a Resume

Demographics

Ethnicity

Prefer not to Answer

Gender

Prefer not to say

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?

Five 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

Gregory J Pettibon

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

Please Agree with the Following Statement

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

GREGORY JASON PETTIBON

Phone: (954) 415-0229 – Email: gjpettibon@gmail.com

Land Development Executive with expertise and a strong background in a wide variety of Home Builder Land related areas and leadership.

CORE SKILLS

Land Development (Acquisitions - Entitlement - Site Construction) | Team Leadership & Employee Development | Problem Solving
Business Planning | Homebuilding Business Organization | Stakeholder Relations | Process Development | Risk Management

PROFESSIONAL EXPERIENCE

Land Development Manager – Mattamy Homes: 1-2018 to Present.

Land Development Manager – K. Hovnanian Homes, Inc. (NYSE: HOV): 1-2017 to 7-2017.

Manager of Land Development – Pulte Group, Inc. (NYSE: PHM): 3-2015 to 1-2017.

Land Development Manager & Entitlement Manager – DR Horton, Inc. (NYSE: DHI) 7-2005 to 3-2015 & 7-2017 to 1-2018.

Senior Associate / Project Manager – The Heritage Companies: Metro DC Area 10-2004 to 7-2005.

The below duties were conducted across more than one hundred & eighty residential community projects with overall asset valuation more than \$375M.

- **Team & Department Management:** Directing and managing project managers and coordinators across the various components of land dept. functions, including entitlement, site work, amenity construction, procurement, HOA and back-end acquisition. Interfacing and reporting out to other departments and Division senior management. Resolving and coordinating turnover and other legal matters.
- **Project Management (Infrastructure and Common Element Construction):** Create and manage project schedules, holding preconstruction meetings, schedule and direct construction activity from first disturbance through final certification, meet and coordinate with inspectors and other officials, post and release performance bonds, etc. Forming, projecting, and controlling the development budget for each project and accounting for the payment of consultants and contractors. Total construction budget value under management \$550M.
- **Land Acquisitions:** Holding a major role in the corporate land acquisition process through performing direct acquisitions as well as feasibility and risk analysis. Responsible for creating and underwriting packages for financing approval representing the acquisition. Responsible for all components of the due diligence process.
- **Project Purchasing (Infrastructure and Common Elements):** Review plans, identifying unique construction tasks and activities, conducting estimates, writing scopes-of-work, soliciting bids, qualifying bidders, issue and execute contracts, form sub-task budgets, issue purchase orders and all other typical duties. Responsible for vendor setup and insurance compliance.
- **Planning:** Preparing highest and best use analysis, contracting and managing consultants to design, engineer and entitle properties for residential development. Consultant teams under management included attorneys, engineers, lobbyist, ecologist, and other professionals and officials. Management of the HOA establishment and operations. Performing market analysis and providing coordination and training to the sales force. Working with the division's sales and marketing departments to prepare and install sales facilities, marketing collateral, and project disclosure information.

Property Research Analyst - The CoStar Group, Inc. (NASDAQ: CSGP): Bethesda, Maryland (1-2004 to 10-2004).

Researcher - Center for Economic Development & Research, the University of North Texas: Denton, Texas. (6-2001 to 7-2002).

Specialist E-4 - Army National Guard, Company A 1/112th Armor 49th Armored Division. Honorably Discharged 10-2003.

EDUCATION

Master of Science
College of Engineering
Construction Management
Florida International University
Summer 2010

Master of Science
College of Public Affairs
Applied Economics
University of North Texas
December 2002

Bachelor of Business Administration
College of Business
Finance / Management
Midwestern State University
May 2001

Natalie-Marie Sanchez

Application Form

Profile

Natalie-Marie

First Name

Sanchez

Last Name

[Redacted]

Home Address

[Redacted]

[Redacted]

State

[Redacted]

Postal Code

City

[Redacted]

Email Address

What district do you live in?

<https://gis.cityofpsl.com/webapp/CC/DistrictFinder/CouncilDistrictFinder.html> *

District 3

[Redacted]

Primary Phone

[Redacted]

Alternate Phone

Retired?

Yes No

Self Employed

Employer

Kitchen & Designer

Job Title

Construction

Occupation

Which Boards would you like to apply for?

Planning & Zoning Board: Submitted

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

Yes No

If Yes, by whom?

Shannon Martin

Please Agree with the Following Statement

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

I Agree

Interests & Experiences

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

As a Resident of St lucie county for 31 Years, and the wife of a county fire fighter, I find it an obligation to be a part of a greater and growing community. As the mother of 2 boys, and a little girl who will be raised here for the remainder of their childhood, and into their adolescence it speaks volumes to me to have growing families as a part of a committee for change, growth, development, & expansion. Family is a LARGE part of the CITY of PSL, we are built on a foundation of FAMILY and UNITY. Both of my parents have served this city for over 15 years, and i am humbled by the opportunity to also serve.

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

I believe that being from the younger generation of this community puts me in a position to speak for the changing population, it places me in a position to speak for the new arriving families as this community grows and expands, as well as for the community I came from and to speak from experiences and values. The city of Port Saint lucie has grown Tremendously and at a pace that most would easily forget, i think it takes some of the "pioneers" and their families to keep the history of this City, as well as help in the growth and change that should be welcomed from other migrating families to this area to accommodate our growing census.

Brief description of Education & Experience

My family relocated from NY in 1989, I attended all Saint lucie country Schools and graduated from Lincoln Park Academy in 2004. In June of 2020, I graduated from the Academy Of Nursing and Health Occupations in the top of my class with my ADN in Nursing Sciences and will be expanding my education into my Bachelors in September of 2020, and there after my doctorate. During my career as a student, I took to every opportunity to speak and represent the boards and committees, as well as group fundraising and events to develop plans of action for our success as a class. I recently took an opportunity to speak at the BOCC meeting in July regarding masks mandates from the perspective of a mother and a nurse and the wife of a first responder. Public Speaking, and dealing with the general public's concerns and the welfare of our growing population has always been at the forefront of my priorities. I have committed countless hours to community service, churches, food pantries, and the boys and girls club. I am Heavily involved in my children's teacher/parent committee, as well as an active member in multiple Mom groups, forums and the community in which I live. I am advocate of our first responders, and our law enforcement agency and continue in my due diligence in education my children in what they mean and do for our community. I try to at any opportunity reinforce how this city looks for the input of our residents, and how important it is to get involved, connect with our local government and familiarize our neighbors with the names and faces of WHO this city is! I am a proud citizen of this City, and i am eager to become a bigger part.

[Natalie Resume 2020.docx](#)

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?

31 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

If Yes, please describe:

OBTS 4302052821 Arrest Date of Arrest 09/15/2011 Charge 001 Arresting Agency ORI FL0430000 Arresting Agency Name Martin County Sheriffs Office Agency Case Number 106044 AON Description Larc Statute Level Degree 812.014:2c1 Felony 3rd Degree Statute Description GRAND THEFT 300 LESS THAN 5K DOLS Offense Literal LARC - GRAND THEFT 300 LESS THAN 5K DOLS Charge Count 1 Judicial Charge 001-1 Arrest Charge Status Charge Resulted From Arrest Judicial Agency ORI FL043015J Judicial Agency Name Martin County Clerk of Court Uniform Case Number 432011CF000864CFAXMX Sequence Number 1 Prosecution Prosecution Charge Status Same As Above PON Description Larc Offense Literal GRAND THEFT 300 OR MORE BUT LESS THAN 20000 Statute Level Degree 812.014 Felony 3rd Degree Statute Description GRAND THEFT 300 LESS THAN 5K DOLS Charge Count 1 Counsel Type Public Defender Final Action Taken Filed Final Decision Date 10/06/2011 Court Court Charge Status Same CON Description Larc Offense Literal GRAND THEFT 300 OR MORE BUT LESS THAN 20000 Statute Level Degree 812.014 Felony 3rd Degree Statute Description GRAND THEFT 300 LESS THAN 5K DOLS Charge Count 1 Trial Type None Final Plea Nolo Contendre Final Action Taken Adjudication Withheld Final Decision Date 03/19/2012 Sentence Sentence Type N/A - Not Applicable Sentence Imposed Date 03/19/2012 Sentence Sequence Number 0 Confinement Type Not Applicable Credit Time Served 0 days Probation Length 1 years 6 months Court Fine (\$) 0.00 Court Cost (\$) 411.00 Restitution (\$) 0.00

If Yes, where were you convicted?

10/06/2011

If Yes, provide the date of conviction:

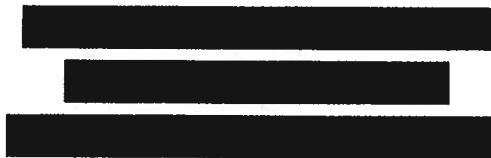
03/19/2012

Please Agree with the Following Statement

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

Natalie-Marie Sánchez



Objective: New graduate 06/2020 seeking to join a facility that offers a constructive and challenging work environment. Desires to contribute to reaching optimal healthcare safety standards and performance to enhance nursing skills while providing qualitative client/family care. To effectively support the industry as an asset utilizing my compassionate, professional, and team playing skills. Ability to learn new concepts, work well under pressure, articulate & communicate clearly and effectively to other professionals or clients. I am fluent writing and speaking Spanish and Italian.

Academic Education

- Academy for Nursing & Health Occupations September 2018-present
- Palm Beach State College-Health Science January 2016- October 2016
- Indian River State College - General Education January 2011 - August 2011
- Indian River State College - Cosmetology & Barbering August 2008- October 2009
- Valencia State College - General Education January 2005 - December 2008
- Board of Dentistry approved Dental Assistant Program
Florida Expanded Functions Dental Assisting, efDA Training, LLC,
October 23, 2015 Contact: Karen Allen, CDA, M.Ed. (772)-834-6217

Certifications & Licensure

- National Council Licensure Examination (NCLEX) - TBD
- American Heart Association- Basic Life Support - June 2017
- EPIC Training - March 2018
- State of Florida Licensed Cosmetologist - May 2009
- Expanded Function Dental Assistant - October 2015

Relevant Coursework/Training

Life Support

Medication Administration

HIPPA Compliance

Nursing assessment

Charting

IV Administration

Therapeutic Treatment

Documentation

Vital signs

Patient teaching

Employment History

Administrative Assistant/Decorator (Independent Contractor)-Sept 2018-Present- Tc Cabinetry & Design LLC., PSL FL

Contact: Tom Share- Owner (772)201-3012

Organize & schedule appointments, plan meetings & record detailed messages. Offer suggestions and upsell products and services as they relate to construction/remodeling and home improvement. Produce & distribute emails as correspondence to clients. Order office supplies & research new product suppliers. Maintain internal & external contact lists. Provide

general support to visitors. Act as the point of contact for new and returning clients. Liaise with outside representatives, and clients to handle requests and queries from the owner.

Receptionist/Administrative Assistant (on-call/fill in/)-October 2016-Sept 2018-FDR Contractors Inc., Stuart FL

Contact: Teresa Barca-Office Manager (772) 221-7791

Answer and direct phone calls to appropriate personnel. Organize & schedule appointment, plan meetings & record detailed messages. Produce & distribute emails as correspondence to clients & employees, correspondence memos, letters, faxes and forms. Assist in the preparation of weekly scheduled reports. Develop & maintain a filing & organization system. Update & maintain office policies and procedures. Order office supplies & research new product suppliers. Maintain internal & external contact lists. Provide general support to visitors. Act as the point of contact for internal and external clients. Liaise with outside representatives, and clients to handle requests and queries from the President and Vice President as well as office Manager, and sales managers.

Dental/Surgical Assistant -October 2015- October 2016 -Profiles Oral and Maxillofacial Surgery Palm Beach Gardens FL

Contact: Makepeace Charles- Owner/ Surgeon (314) 598-6952

Disinfection of Treatment and Surgical Rooms. Sterilization of Instruments. Preliminary charting of existing restorations and missing teeth, visual assessment of existing oral conditions and preparation of treatment rooms. Provide direct Assistance during surgical Preventive/restorative/elective procedures. Surgical scheduling, coordination and patient management. Positioning and exposing downloading radiographs. Nitrous oxide and oxygen sedation monitoring. Provide Preventive and Restorative.

Surgical & Scheduling Coordinator /Med Spa-Salon manager- October 2014- October2015 Aqua Plastic Surgery Jupiter/Fort Lauderdale FL

Maintained adequate scheduling per surgeon's and stylist's directives in coordination of consultations, pre-operative visits, post-operative follow-ups, Med-spa treatments, and salon services. Coordinated surgical schedule for outside trauma hand operations. Greeting clients, escorted guests to treatment rooms, promoted med- spa services, ensured spa operations ran smoothly. Scanned, filed, and maintained all patient data in management profile. Assisted clients with billing information, insurance, and questions directly related to procedures. Attended, and represented the company's brand at outside marketing events, parties, gala's and fundraisers. Maintained inventories of med spa products, as well as consulted with outside brand representatives for new product.

Homemaker-Household of 4- July 2012-October 2014

Executed daily routines in a punctual manner. Planning of nutritious meals, purchasing and preparing foods. Assigned and scheduled housekeeping duties to children according to their capabilities. Explained fundamental hygiene principles and rendered bedside care to child. Maintained a clean and safe environment. Assisted children with homework and school work. Supported children's emotional and social development, encouraging understanding of others and positive self-concepts as well as age appropriate independence, and toilet

training. Observed and monitored play activities, and entertained children by reading and playing games.

Cosmetologist-Independent Contractor/Travel - November 2009- June 2012

Prepared hair for styling by analyzing hair condition; shampooing and treating hair. Conditioned hair and scalp by applying treatments. Planned desired effect by studying facial features; examining potential styles; conferring with customer and making recommendations. Produces desired effect by arranging, shaping, curling, cutting, trimming, setting, bleaching, dyeing, and tinting hair. Maintained quality service by following organization regiment. Maintained safe and healthy conditions by following legal regulations. Maintained technical knowledge by attending educational workshops, continuing education and reviewing publications, and renewing licensure every two years.

Customer Service Representative- QVC, Port Saint Lucie FL November 2010- March 2012

Telephone interaction with customers to provide information in response to inquiries about products and services & to handle and resolve complaints and returns/exchanges. Effectively managed high volume inbound calls. Addressed and resolved customer product complaints with empathy and professionalism. Mastered customer service database, and promoted to Diplomat within first three months of employment. Assisted other representatives with escalations including credit card passed due balances, audits, QVC affiliates, delivery delays and services ensuring highest quality of consumer satisfaction.