

# OCEAN HIGHWAY & PORT AUTHORITY NASSAU COUNTY

County Commission Chambers

James S. Page Government Complex

96136 Nassau Place, Yulee FL 32097

SPECIAL MEETING AGENDA

Tuesday, March 2, 2021

3:15 PM

#### Meeting Called to Order - Chairman

Invocation

Pledge of Allegiance

Roll Call: Miriam Hill, District 1; Danny Fullwood, District 2, Scott Hanna, District 3; Carrol Franklin, District 4; Mike Cole, District 5

- 1. Review of Resumes Administrative Office Manager Position
- 2. Review of Resumes Port Attorney Position
- 3. Criteria for the hiring of a Port Director
- 4. Adjourn

If a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Fla. Stat. § 286.0105. Pursuant to Executive Order No. 20-69, issued by the Office of Governor Ron DeSantis on March 20, 2020, municipalities may conduct meetings of their governing boards without having a quorum of its members present physically or at any specific location, and utilizing communications media technology such as telephonic or video conferencing, as provided by Section 120.54(5)(b)2, Florida Statutes.



# Administrative Office Manager Resumes

#### DARLENE HAMMAR SMITH

2743 Sea Grove Lane, Fernandina Beach, FL 32034 hammar.darlene@gmail.com (904) 772-4090

February 22, 2021

Dear Sir or Madam:

Please find attached my resume pursuant to the position of Administrative Office Manager for the Ocean Highway and Port Authority in Fernandina Beach.

My work experience as an Executive Administrator and Office Manager has provided me with a unique and extensive skill set. Strong communication and interpersonal skills, familiarity with office standards and practices, flexible schedule and quick adaptability seem to be a good fit for this position.

Some highlights of my work experience:

- High level of professionalism, confidentiality, and self-motivation
- Resourceful, organized and intuitive with exceptional skills in prioritization and multitasking
- Approachable, with the ability to motivate and assist others using strong interpersonal and communication skills
- Extensive experience working both remotely and in-office using Microsoft Teams, Zoom, Skype and SharePoint
- Advanced user in Microsoft Office Professional (including Word, PowerPoint, Excel and Outlook), Adobe, QuickBooks, website management and multiple web browsers

I would welcome the opportunity to speak in person or via Zoom regarding this opportunity. I will provide references on request.

Thank you for your time and consideration,

Darlene Smith 904 772 4090

hammar.darlene@gmail.com

10H Smith

#### **DARLENE H. SMITH**

2743 Sea Grove Lane, Fernandina Beach, FL 32034

Executive Administrator with a proven track record of commitment, confidentiality and professionalism adds value to high level executives and teams by consistently supporting, building trust and providing collaborative contributions both to the individual and the organization.

#### **HIGHLIGHTS:**

- Extensive experience working remotely using Microsoft Teams, Zoom, Skype and SharePoint
- Demonstrates a high level of professionalism, confidentiality and self-motivation
- Resourceful, organized and intuitive with exceptional skills in prioritization and multitasking
- Approachable, with the ability to motivate others using strong interpersonal and communication skills
- Advanced user in Microsoft Office Professional (including Word, PowerPoint, Excel and Outlook), Adobe,
   QuickBooks, website administration and multiple web browsers
- Can-do attitude for any task, large or small

#### **EMPLOYMENT HISTORY:**

#### Morgan Advanced Materials - Technical Ceramics, Hayward, CA

2013 - 2020

#### Executive Assistant to the President and Executive Team

Provided critical administrative tasks working remotely for the President and twelve members of the executive team.

- Optimized schedules and managed calendars globally
- · Arranged on-site and remote meetings and conferences; coordinated domestic and international travel
- Managed correspondence and expense reporting
- Revised, maintained and updated Division website

#### Rayonier Advanced Materials, Fernandina Beach, FL

2012 - 2013

#### Assistant to the Safety Department Director

- Responsible for tracking and recording all safety-related issues
- Arranged training seminars and conferences
- Inventory control and ordering of safety equipment and office supplies

#### NX Infrastructure, Jacksonville, FL

2009 - 2011

#### **Executive Administrator**

Performed all administrative tasks for the Chairman, President and Vice President of start-up company

- Managed human resources, accounts payable and accounts receivable
- Responsible for equipment leases and supply purchasing
- Designed, published and assembled marketing and training materials

#### Morris Group, Inc. Windsor, CT

2005 - 2009

#### **Executive Administrator**

Served as Executive Administrator and Personal Assistant to the Owner/President, Vice President and CFO

- Organized meetings, managed calendars and correspondence
- Maintained boardroom and conference space
- Assisted with financial, property and travel issues

#### The Law Office of John S. Haverstock, Windsor, CT

1997 - 2005

#### Legal Secretary/Executive Assistant

Managed administrative aspects of law office including client contact, scheduling, correspondence, court filings, file management, billing, payroll, accounts payable & receivable, database creation and maintenance, inventory control and purchasing. First point of contact for clients. Maintained office and conference space.

**EDUCATION:** <u>UMass Lowell, Lowell, MA</u> Major: English and Psychology

#### Dawn Hall

#### **Executive Administrative Professional with Exceptional Customer Service Skills**

Yulee, FL 32097 dawnhall342\_ho6@indeedemail.com 912-399-6523

With 20+ years in the administrative field (approximately ten of those years also entailed customer service), I have a proven administrative career history that I am eager to share with the right company.

#### Work Experience

#### Office Manager

SS Autoglass Inc - Yulee, FL March 2018 to December 2020

- Main point of contact for new and existing customers, collected necessary information for auto glass jobs, and answered any customer questions or concerns;
- Ensured accurate data for insurance and customer billing utilizing QuickBooks and Safelite AutoGlass online billing platform;
- Maintained accuracy in QuickBooks while performing A.R., A.P., and basic data entry;
- Experience in QuickBooks, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, multi-line phone, adding machine, printer/fax.
- Average 65 wpm

# Administrative Testing Assistant & Secretary to Social Worker and Public Relations Departments

Glynn County School System - Brunswick, GA August 2006 to July 2016

- Ensured that State and District student tests remained secure during each testing window;
- Liaison between school administrators and staff for the Testing, Social Worker and Public Relations Departments;
- Worked closely with the Juvenile Courts and Department of Family and Children's Services regarding confidential information:
- Accountable for large sums of money that were collected for various district events;
- District workplace campaign coordinator for United Way;
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency;
- Responsible for the district and public online calendars and updating testing and social worker webpages;
- Created spreadsheets for reporting testing data to staff and public.

#### Administrative Assistant/Office Manager

The Fellowship of Christian Athletes - Brunswick, GA March 2004 to July 2006

- Managed daily administrative duties and assisted local FCA Director in planning and participating in fundraising dinners and campaigns, local student events, and sending students to FCA hosted summer camps;
- Generated monthly newsletters for our generous "Team Members";
- Board Secretary for South East Georgia FCA Board of Directors which included creating board agendas and taking meeting minutes;
- Submitted revenues and generated reports for local and national review.

#### Cytology Prep Technician / Data Entry Operator

Laboratory Corporation of America - Brunswick, GA March 1999 to July 2003

- Data entry of specimens, patient demographics and insurance billing information;
- Adhered to strict confidentiality guidelines;
- Generated reports for M.D. to review and distribute appropriately.

#### Education

#### Some College in Laboratory Technology

College of Coastal Georgia - Brunswick, GA August 2006 to May 2007

#### Skills

- Customer Service (10+ years)
- Excel (10+ years) (10+ years)
- Testing (9 years)
- data analysis (8 years)
- Scheduling (10+ years)
- Quickbooks (2 years)
- Billing (5 years)
- · Accounts Payable
- Organizational Skills
- · Organizational Skills
- MS Office (10+ years)
- Executive Management Support (10+ years)
- Critical Thinking
- Deadline-Oriented
- Customer Service (10+ years)
- Multi-Task Manager CORE ACCOMPLISHMENTS Planning
- Arranged, scheduled and coordinated state and district testing calendar for Glynn County Schools while adhering to strict deadlines (9 years)
- Coordinated and participated in a student group trip to China Administration
- · Coordinator for the Federal Impact Aid Grant resulting in extra annual funds for the school district

- Organized the annual Expanding Your Horizons conferences resulting in a higher awareness for girls in the career fields of math and science Process Improvement
- Initiated the online internal staff calendar ensuring that information be accurate and current
- Created faster methods of reporting testing data analysis using Excel, Word and PowerPoint
- Time Management (8 years)
- Microsoft Word
- Excel
- PowerPoint (10+ years)
- Office Management
- Accounts Receivable

# CASSIE MCCLELLAN COMMUNICATIONS CONSULTANT / CULTURAL CREATIVE

2821B KENTUCKY AVE. | AMELIA ISLAND, FL 32034 | (808) 313-2119 | CASSIEMCCLELLAN@ICLOUD.COM



PROFILE

Cassie McClellan is a detailed and passionate cultural creative with a drive for excellence. She has over a decade of experience in communications, marketing and public relations working with business development teams for public and private companies.

#### WHAT I DO ...

- 1. Brand Management
- 2. Strategic Development
- 3. Campaign Execution
- 4. Press + Media
- 5. Internal Communications
- 6. Event Production
- 7. Content Creation
- 8. Digital Production
- 9. Executive Presentations
- 10. Reputation Management



#### EDUCATION

MANATEE COMMUNITY COLLEGE, SARASOTA, FL

ASSOCIATE'S OF SCIENCE, Journalism, 2003

UNIVERSITY OF HAWAII, HILO, HI

SEMESTER EXCHANGE, Intercultural Communications, 2005

UNIVERSITY OF NORTH FLORIDA, JACKSONVILLE, FL

BACHELOR'S OF SCIENCE, Communications, 2007

FLORIDA REAL ESTATE INSTITUTE, JACKSONVILLE, FL

FLORIDA REAL ESTATE, Sales Agent, 2017



#### PAST + PRESENT EXPERIENCE

TREASURER, NASSAU COUNTY ECONOMIC DEVELOPMENT BOARD; NASSAU COUNTY, FL 2019 - PRESENT

Financial Oversight. Fundraising. Sales. Planning. Budgeting.

DIRECTOR OF MARKETING, SAUER, INC.; JACKSONVILLE, FL-2019 - 2021

Digital Marketing. Brand Management. Strategic Development. PR.

COMMUNICATIONS CONSULTANT; AMELIA ISLAND, FL - 2018 - PRESENT

Strategy. Brand Management. Marketing. PR. Internal Comms.

SENIOR MARKETING COORDINATOR, RAYONIER; WILDLIGHT, FL - 2017/2018

Analytics. Events. Project Management. Content. PR. Social.

SENIOR ACCOUNT EXECUTIVE, ANTONWEST ADVERTISING; JACKSONVILLE, FL - 2016/2017

Business Development. PR. Content. Strategy. Project Management.

**EVENT DIRECTOR, OPEN SKY EVENT MARKETING; DENVER, CO** + ASHEVILLE, NC - 2013-2016

Partnerships. Event Management. Marketing. Planning. PR. Social.

COMMUNICATIONS, GO YOGA, INC; ASHEVILLE, NC + AMELIA ISLAND, FL - 2008-2015

Strategy. Project/Reputation Management. Events. Admin.

# Kelly Jainarine

Yulee, FL 32097 kellyblabolil4\_ak8@indeedemail.com 973-713-5820

To provide exceptional hospitality to patients and their families, and give the best service and experience possible.

Authorized to work in the US for any employer

#### Work Experience

#### **Archives Community Service**

Marymount Manhattan College - Manhattan, NY January 2020 to May 2020

Community service in library's archive/ January 2020- May 2020

Researched names of playwrights, plays, and theaters within boxes of the William Harris Papers and collated information into annual calendar.

#### **Unit Representative**

Morristown Medical Center - Morristown, NJ February 2018 to April 2019

Respiratory Special Care Unit Rep:

Answer phones, call bells, discharge patients, organize charts, assist nurses and physicians on respiratory and neurology floors. Scheduled operations, procedures, and tests for doctors and RNs. Trained for medical terminology.

#### **Medical Assistant**

Pediatric Associates of Morris September 2017 to February 2018

Prepared the patient for doctor, answered phones, got vaccinations ready, took weight and height, asked questions about patients' history, daily routine and why they were visiting.

#### **Sever and Bartender**

Buffalo Wild Wings June 2015 to September 2017

Provided customer service, made recommendations based on customer's preferences and dietary needs, worked collaboratively in a team environment. Awarded Employee of the month.

#### **Server Assistant**

Longhorn Steakhouse December 2014 to May 2015

Provided information to customers with wait time, menu information, cleaned and reset tables

#### Hostess/Cashier/Food Runner

**Buffalo Wild Wings** 

December 2012 to December 2014

Sat customers at tables, explained menu, took orders over the phone, brought food out to tables and brought whatever customers needed.

#### Caregiver

Nannies For Grannies January 2011 to June 2012

Cared for elderly that lived alone: drove them to go shopping, helped them clean their houses, kept them company.

#### Education

#### M.A. in Library and Information Science

St. John's University September 2019 to Present

#### **B.A.** in English

Montclair State University

December 2016

#### Skills

- Microsoft Excel
- Computer literacy
- Microsoft Word
- Microsoft Powerpoint
- Writing Skills
- Senior Care
- English
- Caregiving
- HTML5
- Data Analysis
- QuickBooks
- Adobe Acrobat

#### Assessments

#### **Project timeline management — Highly Proficient**

December 2020

Prioritizing and allocating time to effectively achieve project deliverables

Full results: Highly Proficient

#### **Analyzing data — Highly Proficient**

December 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data Full results: <u>Highly Proficient</u>

#### Administrative assistant/receptionist — Proficient

January 2021

Using basic scheduling and organizational skills in an office setting

Full results: Proficient

#### **Attention to detail — Proficient**

December 2020

Identifying differences in materials, following instructions, and detecting details among distracting

information

Full results: Proficient

#### Spreadsheets with Microsoft Excel — Highly Proficient

January 2021

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: Highly Proficient

#### Data entry: Accuracy — Highly Proficient

January 2021

Entering data quickly and accurately

Full results: Highly Proficient

#### Sales skills — Proficient

January 2021

Influencing and negotiating with customers

Full results: Proficient

#### Filing & organization — Highly Proficient

January 2021

Arranging and managing information or materials using a set of rules

Full results: Highly Proficient

#### **Work style: Reliability — Proficient**

January 2021

Measures a candidate's tendency to be dependable and come to work.

Full results: Proficient

#### **Brand ambassador** — **Expert**

January 2021

Promoting brand awareness and sales.

Full results: Expert

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued
development in any professional field.

#### Ramona Bennett

Jacksonville, FL 32208 ramonatbennett6\_bmm@indeedemail.com 904 614 0584

Analytical, reliable, and collaborative sales leader specializing in insurance and underwriting, financial services, and accounting. An innovative problem solver constantly seeking opportunities to grow in knowledge and increase customer satisfaction.

#### Work Experience

#### **Pre-Litigation Case Manager**

Colucci Law Group - Jacksonville, FL October 2019 to May 2020

Conduct pre-claim investigation, legal research and initial case assessments

Perform administrative duties (calendar hearings and deadlines, process and organize case files, manage logistics, Organize exhibits, documents, evidence, and briefs)

Research, Investigate, and Gather relevant information from a variety of sources

Act as a Liaise between trial teams and internal/external third parties

Aid with case settlements

Travel to client's home, or business to sit in on insurance adjuster investigations

Travel to client's home, or business to notarize documents

#### **Sales Trainer**

Arena Provisions (Boar's Head) - Jacksonville, FL September 2018 to October 2019

Train one-on-one with new employees and vendor employees ensuring their adherence to all rules and regulations are aligned with Boar's Head standards

Cultivate relationships with deli management and personnel to understand their customer base, evolving product or training needs, and specific opportunities/challenges. Provide coaching, counseling, and monthly evaluations.

 $Perform\ bi-weekly\ customer\ inventory\ and\ create\ bi-weekly\ orders\ based\ on\ established\ inventory\ needs.$ 

Pull credits, create out of date memos, and issue customer credits

Regularly travel to all locations up to 100 miles a day

#### **Enrollment Specialist**

Helix Education Inc - Jacksonville, FL January 2014 to August 2016

Interprets and responds to student inquiries in-person, via the telephone and electronically regarding admissions and registration and general college policies and procedures. Gathers information from students in order to understand and evaluate individual circumstances; interprets relevant policies, procedures and guidelines to determine best course of action. Provides comprehensive customer service in a high volume and challenging, fast-paced environment.

Processes admissions applications from prospective students received via the internet, fax and U.S. mail or in person. Handles applications for a breadth of PCC programs such as PCC degrees, GED®, high school completion and dual enrollment. Obtains transcripts for dual enrollment programs with 4-year college and universities. Assists students by directing them to and informing them about the next steps in the student process such as testing, new student orientation or advising.

Processes registration applications, class additions and/or withdrawals from students via the telephone, internet and U.S. mail or in person. Provides information to students regarding the availability of classes (Credit, CEU, ABE & ESOL); enrollment and class status; and location of campuses/centers and classes. Notifies students of registration dates, withdrawal deadlines and drop/billing dates.

Processes enrollment verifications and requests from students and various agencies who request information about student enrollment. Evaluates documentation to determine appropriate release of authorization.

Provides computer navigation support to students utilizing MyPCC, Distance Learning website and Community Education on-line courses. Responsible for verifying student identities and resetting student passwords.

Creates student master files by entering information from the admissions application into the Banner student module. Searches the system prior to entering information to verify students are new to avoid duplicate records. Updates student records by making changes to address, residency, student program, and major.

Answers calls, responds to requests and refers students to appropriate resources for information on a breadth of topics including but not limited to Advising, Counseling, High School Completion, International Student Admissions, New Student Orientations, Financial Aid and Testing.

Processes credit card charges and payments for PCC application and/or registration fees. Posts fees on student accounts and verifies that previous payments have been made. Performs office support duties which may include scanning documents; distributing and processing of mail; updating and ordering admissions/registration publications and various office supplies; and maintaining office area by updating signs and ensuring adequate supply of catalogs, class schedules, forms, etc.

Orients faculty, staff and administrators in the use of the college computer database to create class waitlists, grade rosters and input/change grades, etc.

Processes official/unofficial transcript requests.

#### Director

Ramona Bennett's Adult Family Home Care - Jacksonville, FL January 2011 to January 2014

Directs the operations of an assisted living community and is responsible to implement, maintain, and coordinate operations, projects, and financial matters within core areas.

Ensure buildings and grounds are maintained in a safe, sanitary manner consistent with governing board policies. Responsible for the coordinating and supporting a safe environment for residents, staff, visitors and families.

Plan and maintain written safety and evacuation procedures and emergency disaster procedures and communicates plans to residents Conducts safety meetings, identify potential safety hazards, and implements a plan of resolution.

Maintain licensure and certification of the facility; ensure ongoing compliance with local, state, and federal regulations and/or accrediting body standards; maintain current knowledge of applicable laws and regulations.

Maintain a positive relationship with representatives of government agencies responsible for surveying and inspecting the facility, and with the community health delivery system

Maintain vendor contracts and records. Manages occupancy cycle processes; maintains occupancy at targeted occupancy levels. Meets occupancy agreement obligations related to unit maintenance and reasonable accommodations.

Manages the move-in process, following policies and procedures, including applications, interviews, screenings, verifications, orientation

Build and maintain relationships with residents and family members

#### **Agent Compliance / Underwriter**

Citizens Property Insurance - Jacksonville, FL April 2006 to June 2012

Review insurance proposals and seek to improve terms

Properly Assess and analyze client's background information

Participate in continuing education courses to remain knowledgeable and competitive in the industry

Use professional techniques and strategies to calculate the risk associated with client policies

Review insurance claims and terms to determine the amount to be paid out by the company Designate and prepare insurance premiums based upon informed judgment and competitor pricing

Organize meetings with specialists to help determine risk assessment in unique circumstances

Layout and finalize insurance policies applying specific terms and conditions as agreed upon by the client Create strategies to test business processes for compliance with laws, regulations, and/or contractual requirements

Review and document testing results which evidence conclusions reached

Communicate audit results with business partners to ensure proper actions are taken to obtain compliance

Provide feedback and coaching to audit team members

#### Education

#### **Associate of Arts in Business Administration**

American Public University

#### Skills

- QuickBooks and AS400
- Trial Works
- Excel
- V-Lookup
- Word
- Outlook
- PowerPoint
- Access (10+ years)
- Underwriting
- Legal Research
- Project Coordination
- Research

#### Certifications and Licenses

#### **Notary Public**

#### Simone Stewart

#### **Clerical Specialist**

Fernandina Beach, FL 32034 symonestewart2\_pzn@indeedemail.com 9044153556

To obtain a position with a reputable company.

Authorized to work in the US for any employer

#### Work Experience

#### **Lead Office Assistant**

Nassau Open MRI, LLC - Fernandina Beach, FL May 2015 to Present

#### Responsibilities

Verifying Insurance Obtaining Pre-certification from Insurance Having a Knowledge of all Insurance Scheduling Patients Appointments Customer Service Duties Helping inquiring patients Operating office equipment Checking and Disbursing mail Posting information on cork boards Doing Mail outs Collecting Copay and Coins from patients Answering Multiple Phone Lines Office Manager tasks Timesheets Training new employees

#### Accomplishments

We have received multiple bonuses for collecting more money this year than last and scheduling patients in time slots patients normally don't want.

#### Skills Used

Customer service, Team Player, Operating Office Equipment, Checking Insurance and Talking to Insurance company, Using internet explorer and Microsoft word.

#### **Clerical Specialist**

Florida State College - Yulee, FL 2009 to 2012

#### Responsibilities:

- Customer Service Duties
- Helping inquiring students
- Operating office equipment
- Checking and Disbursing mail
- · Posting information on cork boards
- · Doing Mail outs

#### **Dental Assistant**

Duval County Health Department - Jacksonville, FL 2006 to 2009

#### Responsibilities:

· Assisted chair side

- Helped clientele
- Answered phones
- Made copies
- Faxed information
- Sent out recall cards
- Filed charts

#### **Childcare Provider**

ABC Childcare and Learning Center - Macclenny, FL 2004 to 2004

#### Responsibilities:

- Assigning Crafts
- Supervised inside and outside activities

#### Cashier

Burger King - Macclenny, FL 2003 to 2004

#### Helped customers

- Cleaned lobby
- Stocked
- Worked Cash Register

#### Education

#### **BAA** in Supervision and Management

Florida State College at Jacksonville - Jacksonville, FL 2010 to 2014

#### Bachelor's

Baker County High School - Glen Saint Mary, FL 1999 to 2004

#### Skills

- Microsoft Word (10+ years)
- Customer Service (10+ years)
- Email (10+ years)
- Fast Learner (10+ years)
- Team Player (10+ years)
- Powerpoint (10+ years)
- · Chairside Assisting
- Dental Assisting
- Infection Control Training
- Laboratory Experience
- Medical Imaging

- Medical Scheduling (6 years)
- Clerical Experience (10+ years)
- Office Management (2 years)
- Multi-line Phone Systems (10+ years)

#### Certifications and Licenses

#### **Dental Assistant**

Present

I went to Florida Community College of Jacksonville and received my dental assistant certification.

#### X-ray

#### **Certified Dental Assistant**

#### Florida Notary Public

February 2024

Florida Notary Public.

#### Additional Information

#### **SKILLS**

Proficient in Microsoft Word, Excel, PowerPoint, Internet Explorer, Typing, Customer Service and using Multiple Phone Lines

#### Brenda Martin

Fernandina Beach, FL brendamartin68\_at4@indeedemail.com 912-223-5282

Willing to relocate: Anywhere

Authorized to work in the US for any employer

#### Work Experience

#### **Engagement Director**

The Lakeside at Amelia Island - Fernandina Beach, FL 2019 to 2020

#### **Director of Activities**

Magnolia Manor - Saint Simons Island, GA 2015 to 2019

#### MarkeCng Specialist

Service Master Clean - Jacksonville, FL 2014 to 2015

#### Sales Associate

Golden Isles Harley-Davidson - Brunswick, GA 2010 to 2015

T3peasnpod@yahoo.co Brenda has a passion for serving the community. She has a proven m track record her work teams to develop new and exci8ng programs. Her friends and colleagues will tell you, "Brenda has a giving heart and a warm smile that will bring joy to all those she serves".

#### **Sales Associate**

Kings Colonial Ford - Brunswick, GA 2013 to 2014

32024

#### **Shipping Specialist**

Rose Health Care LLC - Brunswick, GA 2012 to 2013

912-223-5282

#### Education

#### Associates degree in Business Management

University of Phoenix

#### Skills

- Brenda is a very creative person and loves to inspire others withher crea8vity. Most friends and colleagues would describe Brendaas very outgoing and task oriented!
- Marketing
- Management
- · Microsoft Word
- Team Management
- Strategic Planning
- Program Development
- Budgeting
- Program Management
- Microsoft Office
- Process Improvement
- Computer Networking
- Relationship Management
- Event Planning
- Presentation Skills
- Business Development
- Project Management
- · Microsoft Word
- Customer Relationship Management
- Salesforce
- Research
- Vendor Management
- · Recruiting
- · Microsoft Office

## Chatorya Whitehurst

#### Hard worker, loyal & reliable

Fernandina Beach, FL 32034 chatoryawhitehurst2\_w4i@indeedemail.com 757-632-5256

Willing to relocate to: Florida - Virginia - Texas Authorized to work in the US for any employer

#### Work Experience

#### **Shelter Advocate**

Micahs Place Domestic Violence Shelter - Yulee, FL July 2017 to Present

Individual counseling, personal advocacy, support groups, light case management, clean shelter, data entry, locate resources, intervention and answer hotline calls

#### **Pest Control Technician Field /Office Supervisor**

License to Kill, Inc. (Termite & Pest Control) - Virginia Beach, VA January 2016 to May 2017

Make sure the technicians have what they need for each job during the week. Quality control check on job assignments making sure the job is being done correctly and progress being made so that I can report back to the CFO of the company so we can get set up for the next job assignments. Write up sale contacts and proposals for customers.. Inspect homes for signs of rodent and pest enteries. Work in attic and crawl spaces set traps and bait stations. General pest control. First interviews with potential employees are all screened though me before final decisions with hiring manager are made. Assist office manager with marketing and social media. Answer phones, schedule appointments, enter payments, keep MSDS booklets updated, keep track of inventory and works directly under Office Manager and CFO.

#### Case Manager

Barrett Haven Transitional Home - Norfolk, VA February 2015 to November 2016

Case management, meeting with clients, documentation, observation notes, intake ,exiting interviews with clients, support groups, drug testing, community outreach and life coaching

#### **Office Assistant**

Vinings Landing Marine - Norfolk, VA January 2014 to December 2015

Handle all customer complaints, keeping our tenet Rent Rolls organized, Place customers in our renting locations, Write up contract agreement's, deposit all daily deposits, distribute mail, mail out monthly statements, keep up with customer renewals, prepare ,scan and email customer monthly reports to corporate office for their monthly board meetings, maintain all customer accounts, make collection calls, maintain customer files, supervise our dockhands staff, make schedules, assist with payroll, reports directly to the General Manager, works closely with CFO of the company, set up payment arrangements with tenets, meet with potential clients looking to rent space, handle termination of all contracts, swear

up civil warrants on delinquent clients through the courts to have them evicted and handle the eviction process when the sheriff arrives.

#### **Administrative Assistant**

Tidewater Pastoral Counseling Services - Norfolk, VA August 2010 to January 2014

Schedule appointments, prepared meeting materials, billed insurance companies, coding bills to be sent off to the insurance companies collection calls to clients, collection of co-pays at time of visit, confirming appointments for the counselors, distributed mail, Bookkeeping, knowledge of quick books, daily office deposits to the bank, worked closely with the executive director maintained customers files, knowledge of the HIPPA laws, assisted mental health clients, assisted with payroll duties, credentialing of the counselors, set in on board meetings, provided the meeting minutes to the executive director, wrote grant proposal for our non profit organization, fundraising, marketing, make company newsletters then send them to client's through constant contact and knowledge of using brochure builder.

#### Floor Supervisor/Waitress

K&W Cafeteria - Norfolk, VA June 2009 to August 2013

I served customers , delivering great customer service, greeted all guest with a friendly smile when they came through the door, handled dissatisfied customer complaints as well as the compliments, was promoted to floor supervisor within my first seven months working for the company where I had to oversee eleven other employees under me.

#### Education

# Bachelor of Science with the concentration in child and family services in Human Services

University of Phoenix - Virginia Beach, VA September 2020 to November 2022

#### **Associate of Arts in Human Services Management**

University of Phoenix - Virginia Beach, VA 2010 to 2012

#### Skills

- Money Handling (10+ years)
- 35 WPM (4 years)
- Microsoft Office (5 years)
- Data Entry (3 years)
- Spreadsheets (2 years)
- Quickbooks (2 years)
- Office Management (2 years)
- Quality Assurance (4 years)
- Trainer (7 years)

- Supervisor (10+ years)
- Sales (10+ years)
- Customer Service (10+ years)
- Interviewing (5 years)
- Coaching (5 years)
- Leadership Development (2 years)
- Inventory Management (5 years)
- Data Entry (7 years)
- Receptionist (10+ years)
- Report Writing (6 years)
- Problem Resolution (7 years)
- Meeting Planning (7 years)
- Grant Writing (5 years)
- Case Management (5 years)
- · problem solving
- Documentation
- · Mental Health
- Management
- · Public Speaking
- Crisis Intervention
- · Motivational Interviewing
- English
- Intake Experience
- · Microsoft Word
- Typing
- Warehouse Experience (10+ years)

#### Certifications and Licenses

#### Florida Crime Prevention Training

September 2017 to September 2021

40 hours of training certified to work with victims of violence.

#### **Mental Health Aide**

May 2018 to May 2021

Able to give aide in mental health situations when someone is having panic attack, paranoia or any other mental health issues they may be having at the time I am able to help calm them down and comfort them.

#### **Driver's License**

#### Transportation Worker Identification Credential (TWIC)

August 2020 to August 2025

#### Assessments

#### Scheduling Skills — Proficient

February 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: Proficient

#### Typing — Completed

February 2019

Transcribing text using a standard keyboard

Full results: Completed

#### **Attention to Detail — Proficient**

November 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: Proficient

#### Case Management & Social Work — Familiar

November 2020

Prioritizing case tasks, gathering information, and providing services without judgment

Full results: Familiar

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

#### Additional Information

I also have done my internship while working at my present and previous jobs at Norfolk Detention Home, Union Mission homeless shelter, Park Place Child Life Center and the Salvation Army. All locations I worked very closely with clients as a mentor and case management intern.

### Kay Vega-Navarro

Jacksonville, FL 32216 kayveganavarro3\_a9v@indeedemail.com 904-742-6179

Authorized to work in the US for any employer

#### Work Experience

#### Office Manager

ENVIRONMENTAL AIR CONDITIONING SERVICES, INC 2001 to 2020

Responsible for managing service operations of the company including the service department and the administration, dispatching, and customer service departments.

#### Office Manager

Fournier Refrigeration - Jacksonville, FL 1996 to 2001

Responsible for maintaining install division. PeopleSoft accounting software and daily administration tasks including document creation.

#### Education

#### TRAINING CERTIFICATE

FLORIDA STATE COLLEGE 1982

#### **HIGH SCHOOL DIPLOMA**

CARROLLTON HIGH SCHOOL 1979

#### Skills

- MANAGEMENT
- Managed multiple departments and thirty personnel in order to ensure interdepartmental efficiency and cooperation to maintain the best customer service for our clients while maintaining a streamlined approach for both profitability and growth.
- Responsible for hiring in all departments and overseeing training in the dispatching, administration, and customer service departments.
- Corresponded with customers and personnel over the phone and via email using MS Outlook.
- Created documents and reports using multiple office software including MS Word, MS Excel, and MS PowerPoint.
- Arranged travel and accommodations and ensured that all personnel were prepared to leave for any out of area trips.

- Oversaw daily dispatching and customer relations in order to ensure that everything ran smoothly, and problems were handled immediately.
- Ensured all work was properly permitted with the correct building department and ensured that all city and county inspections passed. COMMUNICATION
- Led regular meetings and briefings with personnel to ensure that job responsibilities, failures, and solutions were addressed in a timely and clear manner.
- Followed up with and communicated with clients on a regularly to ensure customer satisfaction remained high. ACCOUNTING
- Used QuickBooks and other management software to ensure daily record keeping, accounts payable, accounts receivable, billing, and warranty claims were all processed, and accounts were balanced. This required attention to detail and ensuring that all information collected from the different departments was accurate and processed correctly.
- Ensured all personnel were paid correctly and pay was properly coded with correct department and work to ensure proper record keeping and job costing. TRANSPORTATION
- Managed all vehicles operated by personnel and ensured that they were properly maintained and safely operated.
- Transported parts and supplies to employees in the field to ensure work could be accomplished in a timely manner.
- Transported vehicles for maintenance and other needed repairs.
- · Office Management
- · Accounting Software
- Human Resources
- · General Ledger Accounting
- Bank Reconciliation
- Payroll

# Jenny Klepatzki

Jacksonville, FL jennyklepatzki5\_idr@indeedemail.com 9045710433

Authorized to work in the US for any employer

#### Work Experience

#### **Insurance Sales Agent**

Allstate Insurance - Orange Park, FL May 2020 to Present

Meet monthly sales goals

I help customers who call in with payments or questions about their policy create endorsements

I sell Auto, Home, Renters, Boats and Motorcycle polices

#### Front Office Supervisor/Accounts payable

Auditmacs - Jacksonville, FL May 2017 to April 2020

- Used QuickBooks and MS Excel daily
- I paid clients telecommunication bills with various methods
- Completed bank reconciliations every month
- Worked with clients on monthly and annual budgets
- supervised a small team

#### **Analyst**

Parallon - Orange Park, FL December 2013 to May 2017

- Analyze accounts to confirm if an overpayment is correct
- Analyzed multiple contracts between the hospitals and insurance companies
- Complete Medicaid Audits once a month
- · worked in excel daily
- Monitor 15 facilities to see if there any major issues
- I assisted with Insurance Company and Facilities projects
- helped patient if they needed financial help

#### **Assistant Store Manager**

Prime Communications Authorized Dealer - Orange Park, FL March 2008 to September 2013

- Train the new employees
- · Solve customers' problems or questions
- Handle all cash and deposits
- Met monthly sales goals

#### Education

#### **Bachelors of Science in Business in finance**

Everest University - Orange Park, FL September 2014

#### Associates of Science in Business Management in Business Management

Everest University - Orange Park, FL

October 2012

#### Skills

- MS Excel MS Word MS Outlook Quickbooks Accounts Payable Accounts Receivable
- Account Analysis
- Bank Reconciliation
- Journal Entries
- Financial Report Writing
- Office Management
- General Ledger Reconciliation
- · Account Reconciliation
- General Ledger Accounting
- Business Analysis
- Payroll
- Management Experience (3 years)

#### Certifications and Licenses

#### **Insurance License 4-40**

# Rebecca Bryant

Woodbine, GA 31569 rebeccabryant495\_b5y@indeedemail.com (912) 674-4396

To employ my knowledge and experience with the intention of securing a professional career with opportunity for challenges and career advancement, while gaining knowledge of new skills and expertise.

#### Work Experience

#### **Accounting Clerk/Bookkeeper**

Soncel - Kingsland, GA March 2018 to March 2020

I have extensive experience in office management, office administration, bookkeeping and all aspects of accounting.

#### **Office Manager**

Coastal Counseling Center June 2017 to June 2018

#### Controller, Golf Cart Wholesale/Office Manager

Kingsland, GA March 2016 to November 2016

#### **Corporate Accounting Specialist**

Diversified Logistics - Fernandina Beach, FL September 2008 to March 2016

#### Field Representative, Woodmen

December 2006 to September 2008

#### **Records Clerk/Bookkeeper**

Eastman YDC - Eastman, GA August 2001 to December 2006

#### Education

#### High school diploma in Vocational

Hawkinsville High School - Hawkinsville, GA August 1992 to June 1995

#### Skills

• Microsoft Office (Word & Excel) (10+ years)

- QuickBooks (Pro, Enterprise Solutions, and QB Online) (10+ years)
- Office Procedures (10+ years)
- Telephone Skills/Switchboard Operator (10+ years)
- Business & Oral Communications (10+ years)
- Bookkeeping (10+ years)
- Clerical Skills (10+ years)
- Banking (2 years)
- Accounting (AP/AR) (10+ years)
- Sales (7 years)
- Management Skills (3 years)
- Customer Service Skills (10+ years)
- Collections (10+ years)
- Ability to work in a fast-paced atmosphere (10+ years)
- Maintain excellent customer relations (10+ years)
- Plan and arrange meetings, conference calls, events, and travel plans (4 years)
- Accurately calculate and make daily deposits (10+ years)
- Take and compile minutes of meeting (5 years)
- Ability to follow instructions well and make decisions with no supervision (10+ years)
- Motivated, trained and supervised employees (4 years)
- Maintained all record-keeping procedures without error including patient, employee, customer, and vendor files (10+ years)
- Delegated responsibilities to employees to meet company's expectations (4 years)
- Order of office supplies and equipment (10+ years)
- Handle and screen telephone calls, routine mail and reallocate as required (10+ years)
- Manage calendars (10+ years)
- Process customer orders, invoices, and payments (10+ years)
- Accounts Payable (10+ years)
- Accounts Receivable (10+ years)
- Office Management (5 years)
- Payroll (4 years)
- Bank Reconciliation (10+ years)
- Personal Assistant Experience (2 years)
- Microsoft Outlook (10+ years)
- Journal Entries (10+ years)
- Account Reconciliation
- Time management
- Microsoft Excel
- · Microsoft Word
- Accounting
- General Ledger Reconciliation
- General Ledger Accounting

#### Accounting Skills: Bookkeeping — Proficient

July 2020

Calculating and determining the accuracy of financial data

Full results: Proficient

#### **Attention to Detail — Proficient**

August 2020

Identifying differences in materials, following instructions, and detecting details among distracting

information.

Full results: Proficient

#### **Data Entry: Accuracy — Highly Proficient**

August 2020

Entering data quickly and accurately

Full results: Highly Proficient

#### Administrative assistant/receptionist — Proficient

January 2021

Using basic scheduling and organizational skills in an office setting

Full results: Proficient

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## Denise DiCaterino

Jacksonville, FL denisedicaterino7\_a9o@indeedemail.com (904) 993 - 3471

#### Work Experience

#### **Receptionist & Accounting Assistant**

Flotech, Inc - Jacksonville, FL February 2020 to July 2020

Accounting, switchboard, filing (Layoff)

#### Accounting & Administrative Asst.

M & R Specialty Trailers Inc - Macclenny, FL April 2018 to October 2019

Front desk duties, liaison between customers and sales department, ordering materials, phones, filing. Processed in QuickBooks accounts payable, accounts receivable, billing, credit card payments, monthly workman's comp reporting, weekly payroll, payroll bank transfers, payroll tax payments, and reconciliation of credit card statements. Assisted owners and managers in day-to-day operations. (Layoff)

#### **Senior Project Administrator**

All Weather Contractors - Jacksonville, FL December 2016 to September 2017

Assisted project managers with different aspects such as estimates, contract organization, and acting as a liaison with property managers and homeowners. Initiated and processed contracts, job set-up, sub-contractors, permitting, notice of commencement, and payment provisions. Ordering, scheduling, organize logistics for material deliveries, order specialty items, and equipment as needed for job scope. Process invoices and subcontractors' payments for job cost reporting to project managers. Quickbooks & Sage. (Position dissolved)

#### **Rental Coordinator**

Trekker Tractor - Jacksonville, FL November 2015 to July 2016

Developed customer and vendor relations. Coordinated logistic schedules for equipment deliveries, returns, intercompany inventory transfers, and interstate transport. Created rental contracts with required documentation, billing, and accounts receivable. Documented, and reported damaged equipment to appropriate parties. Reported all sales, both weekly and monthly sales quotas to management personnel. SAP Accounting. (Resigned)

#### **HR Assistant**

Hubbard Construction Companies - Jacksonville, FL April 2008 to April 2015

Completed all human resource duties prior to offering employment opportunities. Corresponded with all management professionals regarding hire status for new applicants and open positions. Reviewed benefit information, company policies, and completed on-boarding processes as well as termination

documentation. Enrolled new employees into benefit programs and assisted with payroll issues with PTO and FMLA. Assisted safety manager in all aspects of compliance to safety regulations and compliance. Reception, completed administrative duties, assisted accounts payable, processing purchase orders, and other clerical procedures. (Layoff)

#### Education

#### A.S. in Business Management

Florida State College at Jacksonville - Jacksonville, FL August 2020 to Present

#### Certification, some college in Paralegal

Kaplan University June 2004

#### Skills

- Human Resources
- Ability to verify employment documentation (E-Verify), hiring requirements, background verification, on-boarding, and benefit enrollment. Understands the importance of employee relations, confidentiality, and approachability. Educated in Safety and OSHA compliance guidelines & procedures for workmen's compensation claims. Knowledgeable of CDL, OSHA, HIPPA, FMLA, FLDOT, EEO and Federal Labor Law fulfillment. Administrative Work
- Quickbooks AR, AP, Payroll, Reconciliation, Chart of Accounts to GL,. Organization skills, talented
  in streamlining procedures, proficient in time and cost management, expert mediator in regard
  to vendor and customer relations, interpersonal and intrapersonal skills with management and
  personnel, and a self-motivated employee. Expert in project and resource management in different
  work environments. Performs above & beyond to assist employees & co-workers. Ideal position
  sought with a reputable establishment for lasting employment. Paralegal Work
- Comprehension of business, family law, criminal law, and civil litigations. Skillful in administering contracts within business settings. Proficient in legal research and procedures while maintaining appropriate ethics. Software Programs
- Microsoft Office Pro & 365
- Teams
- · QuickBooks Pro
- Sage
- SAP software
- Kronos
- PeopleSoft
- Kheops
- Clerical experience

#### Assessments

# Proficiency with Microsoft Office: Mail & Calendar (Mac) — Highly Proficient January 2020

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: Highly Proficient

#### Work Style: Conscientiousness — Highly Proficient

December 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: Highly Proficient

#### Proficiency with Microsoft Office: Mail & Calendar (PC) — Proficient

November 2019

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: Proficient

#### Accounting Skills: Bookkeeping — Proficient

February 2020

Calculating and determining the accuracy of financial data

Full results: Proficient

#### **Basic Computer Skills: PC — Proficient**

January 2020

Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems.

Full results: Proficient

#### Working with MS Word Documents — Highly Proficient

October 2020

Knowledge of various Microsoft Word features, functions, and techniques

Full results: Highly Proficient

#### **Verbal Communication — Highly Proficient**

October 2020

Speaking clearly, correctly, and concisely

Full results: Highly Proficient

#### Attention to Detail — Proficient

October 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: Proficient

#### Work style: Conscientiousness — Highly Proficient

October 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: Highly Proficient

#### **Data entry: Accuracy — Highly Proficient**

September 2020

Entering data quickly and accurately

Full results: Highly Proficient

#### Attention to detail — Proficient

January 2021

 $Identifying \ differences \ in \ materials, \ following \ instructions, \ and \ detecting \ details \ among \ distracting$ 

information

Full results: Proficient

#### **HR: Compensation & benefits — Proficient**

January 2021

Knowledge of compensation and benefits programs

Full results: Proficient

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#### Additional Information

State of Florida Notary

## Correy Holowell

Yulee, FL 32097 correyholowell5\_7jb@indeedemail.com 9045839977

I'm looking for a full-time remote position. I am looking for a position that involves data entry, QuickBooks, and accounts. I've received my QuickBooks Pro Advisor Certification and I am willing to obtain any further education that is needed.

#### Work Experience

#### **Administrator**

Arctic Air of Northern Florida August 2017 to Present

- Invoicing
- Commercial Maintenance Contracts
- Warranty Claims
- Warranty Credits
- I was hired to provide collection services. I collected and cleaned up over 650 invoices that were falsely charged, inaccurately entered, duplicated invoices, never called for payment, and invoices that payments were never matched to an invoice. I've also maintained the account receivables to be in good standings and up to date. This is all done through QuickBooks. I also processed all warranty claims with HVAC Companies and ensured receipt of credit money. I also send out Commercial Contracts to keep companies up to date on their HVAC equipment.

#### **Customer Service/ Server at Salt**

THE RITZ CARLTON HOTEL COMPANY January 2006 to January 2017

- Employee of the year 2008
- 100 % Audit|5 Diamond Award|2014|2015
- Café 4750|2006-2011|3 meal a day restaurant
- Salt, The Grill|2011-Present|5 Diamond| Leading Restaurant at The Ritz Carlton world wide
- Customer service
- Menu and wine knowledge
- · Open table/Micros
- I was required to understand and react upon the hotel standards to create guests for life. This was possible through reading our guests, extensive training, and knowledge. Reading our guests helped accomplish their expressed and unexpressed wishes and needs. I had extensive training in food safety, engagement, and communication which helped grow my knowledge in food and wine.

5 Diamond Award|2014|2015

• Café 4750|2006-2011|3 meal a day restaurant

#### Co-owner

PRO TRUCKING CORP

February 2014 to August 2015

- Plan business meetings
- Find and negotiate loads
- · Weekly payroll
- Routine truck maintenance
- Owning my own trucking company led me to understand the importance of small business. I learned to be extremely organized, multi-tasking, learn fast, and to be adaptable. The reason why I chose to close the business was so I could go to school for logistics and improve my knowledge on the inside and outside of manufacturing, transportation, purchasing, warehousing, and operations.

#### Education

#### **CERTIFICATE** in Quickbooks Pro Advisor

Quickbooks Accountant Online

October 2020 to October 2020

#### A.S. in Supply Chain Management

FLORIDA STATE COLLEGE AT JACKSONVILLE

September 2015 to September 2017

#### TECHNICAL CERTIFICATE in Accounting Technology Specialist

FLORIDA STATE COLLEGE AT JACKSONVILLE

September 2015 to September 2017

#### **TECHNICAL CERTIFICATE in Business Specialist**

September 2015 to September 2017

- MANAGEMENT
- Managed load movement for one driver
- · Load and driver schedules
- Money flow for my business o Payroll o Accounts Payable and Receiving o Receipt Tracking o 1099 Forms ACCOUNTS RECEIVABLES
- 3 years QuickBooks
- Invoicing
- Collections
- Maintaining a clean account CUSTOMER SERVICE AND SALES
- 11 years of training from the leading management company
- OpenTable
- Supply Chain
- Accounting
- Micros POS
- · Logistics
- Microsoft Word, Microsoft Excel (10+ years)

#### Assessments

#### **Data Entry: Accuracy — Highly Proficient**

October 2020

Entering data quickly and accurately

Full results: Highly Proficient

#### **Customer Focus & Orientation — Expert**

October 2020

Responding to customer situations with sensitivity

Full results: Expert

#### **Customer Service — Highly Proficient**

October 2020

Identifying and resolving common customer issues

Full results: Highly Proficient

#### **Administrative Assistant/Receptionist — Expert**

October 2020

Using basic scheduling and organizational skills in an office setting

Full results: Expert

### Typing — Expert

October 2020

Transcribing text using a standard keyboard

Full results: Expert

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## Sheryl Sczepanski

#### **Explaining my Life**

Dawsonville, GA 30534 skubiak7402\_try@indeedemail.com (770) 653-2817

Looking for a fresh start and excited to join a new team.

Willing to relocate to: East Coast area of GA, FL or SC

Authorized to work in the US for any employer

#### Work Experience

#### **Full Charge Bookkeeper**

Chestatee Kitchen & Bath - Dawsonville, GA January 2018 to January 2021

- Managing the full cycle of accounting activities for the company.
- Reconciling bank and credit card statements.
- Maintaining the accuracy of the general ledger.
- Processing employee timesheets.
- Managing the 3rd party payroll system.
- Preparing monthly and quarterly financial statements.
- Prepare the paperwork for end of year insurance audits
- Prepared Coved related PPP and SBA Disaster Relief Loan

#### **Full Charge Bookkeeper**

Fithco, Inc - Cleveland, GA November 2016 to December 2017

- Full Charge Bookkeeping
- Cleaning up QuickBooks including Inventory status
- Produced reports including, Financial, Workman's Comp Audit, IRS audit, Business Personal Property, etc
- · Company closed

#### **Accounts Payable Specialist- 2 week Temp position**

Quest Financial Staffing Agency - Atlanta, GA August 2016 to September 2016

#### Temp position

Accounts Payable

- Helped the Accounts Payable department catch up with vendor invoices that were in conflict
- Worked closely with the Accounting Manager

#### **Accounts Payable Specialist**

Classic Collision - Sandy Springs, GA November 2015 to July 2016

- Responsible for accurate and timely reconciling of high volume vendor statements and ensure appropriate vendors are being paid QuickBooks
- Report processing discrepancies and worked with others internally and externally to resolve vendor payment issues
- Process direct pay invoices and ensure proper approvals are obtained
- · Bank reconciliations

#### **Full Charge Bookkeeper/Office Manager**

IntelaText, LLC - Alpharetta, GA August 2013 to November 2015

- 50/50 office and worked from home
- Full Charge Bookkeeping with QuickBooks
- Travel Arrangements and scheduling meetings
- Customer Service
- · Company closed

#### Office Manager/Bookkeeper - Network Temp position - part-time

King Precision - Gainesville, GA March 2015 to May 2015

- While owner was in physical therapy, I took over all office duties, including Bookkeeping and payroll
- Shipped finished products to customers

#### **Seasonal/Temp - Part Time**

Gibbs Garden - Ball Ground, GA February 2014 to August 2014

Data Entry for Inventory - QuickBooks

- Receiving Inventory and matching PO's
- Gift Store Sales
- Cashing out Ticketing Registers/Spreadsheets

#### **Various Short Temp Jobs**

Office Team Staffing Agency - Alpharetta, GA 2012 to 2013

Assisted client sites via Live Person Chat in answering tax related questions - Accurate Tax Solutions

- High volume phones Advance Disposal
- Researched and set up subcontractors with invitation to bid on various projects NewCo Construction
- Helped put together bids documents -NewCo Construction

#### **Quickbooks - Network Temp position**

Mar of War Military Tires - Dawsonville, GA August 2012 to November 2012

- Updated company QuickBooks
- Reconciled 2 years of Bank statements

#### **QuickBooks - Network Temp Position**

CFB Manufacturing - Dahlonega, GA June 2012 to August 2012

Researched, entered and reconciled all data for 2011 and 2012 - QuickBooks

- Researched product information for customers
- Scheduled shipment to customers

#### Full Charge Bookkeeper/Executive Assistant/Office Manager

HDA Architects - Dawsonville, GA August 2005 to July 2010

Accounts receivable and account payable, invoicing, payroll & payroll liabilities, reconciliations, G/L

- Scheduled travel arrangements and business meetings
- -Main contact for client questions and maintaining the relationship throughout their project
- Updated and maintained multiple company licenses
- Coordinated company trade shows throughout the Southeast including procurement of space and show services, shipping of booth, graphics, supplies, and tracking of expenses
- Involved in bidding process from start to finish for new projects
- Served as liaison between the company and advertising agencies, print suppliers, freelance talent and other marketing services
- Assisted in writing and editing marketing materials, which included articles, presentations and marketing book

#### Education

#### **Bachelor of Science in Psychology**

North Georgia College & State University - Dahlonega, GA 2004

#### **Associate in Business Administration**

North Georgia College & State University - Dahlonega, GA 2004

- QuickBooks (10+ years)
- QuickBooks Payroll (5 years)
- Microsoft software (10+ years)
- Bookkeeping
- Peachtree
- · Accounts Payable
- Bank Reconciliation
- General Ledger Accounting
- Live Chat
- · Accounts Receivable
- Financial Report Writing
- General Ledger Reconciliation
- Office Management
- Account Reconciliation

- Personal Assistant Experience
- Data Entry
- Financial Statement Preparation
- Journal Entries

#### Assessments

#### Customer focus & orientation — Highly Proficient

January 2021

Responding to customer situations with sensitivity

Full results: Highly Proficient

#### Data entry: Accuracy — Highly Proficient

January 2021

Entering data quickly and accurately

Full results: Highly Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

#### Additional Information

- -Volunteer Lead parent for JROTC Raiders team
- -While going to college I worked for Lumpkin County School system as a special needs parapro

## Storm Moseley

Yulee, FL 32097 stormmoseley8\_oaa@indeedemail.com 9045823808

To secure a challenging position that will let me grow within the company.

#### Work Experience

#### **Phlebotomist**

ONEBLOOD

October 2020 to Present

Skillful and precise in performing venipunctures and capillary punctures; collecting, preparing and storing blood samples; and verifying medical records. High level of accuracy and attention to detail.

- Demonstrated knowledge of medical terminology, infection control procedures, quality assurance support and data entry and retrieval.
- Possess excellent patient-relations skills known for having a gentle touch and the ability to alleviate patient anxieties.
- Performed phlebotomy functions within blood donor center as well as mobile blood- bank units.
- Eased donors' stress and made the experience as comfortable as possible, which attracted a steady stream of repeat donors.
- · Maintained and monitored inventory medical equipment such as needles, test tubes and blood vials

#### **Phlebotomist Tech**

BioLife Plasma Services June 2020 to Present

- Performed phlebotomy functions within blood donor center as well as mobile blood-bank units.
- Eased donors' stress and made the experience as comfortable as possible, which attracted a steady stream of repeat donors.
- Obtain blood samples for medical testing and transfusion through venipuncture or capillary puncture.
- Follow infection-control and safety procedures in carrying out daily phlebotomy functions.
- Prepare blood-collecting equipment, draw blood, and safely store and transport samples.
- Build trust and minimize patient discomfort during phlebotomy procedures while efficiently collecting blood specimens.
- Work collaboratively with patients, healthcare providers and patient support departments to ensure a high quality of service.

#### **Front Desk Receptionist**

FAIRFIELD INN AND SUITES February 2020 to June 2020

Recognition for dealing with guests in a timely, professional and efficient manner to deliver exceptional service in a high pressure environment

- Attention to detail and excellent organizational skills ensure the smooth running of front desk operations
- Technical knowledge and competency in a variety of computer applications

- Able to work independently while proven collaborative skills establish productive working relationships with coworkers and supervisors
- Reliability, resourcefulness, a positive attitude and strong work ethic result in a track record of meeting and exceeding performance standards

#### COMPANY NAME, BIOLIFE PLASMA SERVICE S

#### Office Manager

ADVANCED COLLISION CENTER February 2018 to February 2020

- · Regularly assessing office productivity and making team adjustments as needed
- Directing all office staff in the processing and submitting of payroll
- Conducting interviews and hires and training new office team members
- Coordinated all daily activities of assigned clients to appropriate company projects
- Communicated with all departments to ensure prescribed time frame and quote parameters were followed for each project
- Provided updated documentation on all general business and technical procedures as needed
- · Implementing and maintaining company protocols to ensure smooth daily activities

#### Education

#### Certification

College of Coastal Ga

- · Microsoft Office
- · Microsoft Office
- Microsoft Office Word Access Excel
- Great
- · Microsoft Office
- Phlebotomist interpersonal skills. PowerPoint
- · Fantastic problem-
- · patience and the ability
- Ability to organize solving skills to remain calm in and prioritize tasks stressful situations. effectively.
- Phlebotomy
- Venipuncture
- Infection Control Training
- Patient Care
- Medical Office Experience
- · Laboratory Experience
- Medical Records
- Vital Signs

- Experience Administering Injections
- Medical Scheduling

## Certifications and Licenses

Nursing Certification from College of Coastal Ga Certified Phlebotomist

## Rebecca Cobb

#### Respectful, Loyal, People Person

Saint Marys, GA 31558 rebeccacobb48\_xgv@indeedemail.com (912) 674-9237

Authorized to work in the US for any employer

#### Work Experience

#### Dispatcher

Sam Pickren Air - Saint Marys, GA June 2020 to Present

- 10 hour days
- Dispatch all service technicians.
- Coordinate timely routes for each driver.
- Maintain dispatch board.
- · Coordinate all calls with customer and driver.
- Track all drivers to maximize each route.
- Maintain customer relations.
- Address individual service needs of each customer and evaluate priority needs.
- · Order necessary parts for repairs.
- Order and maintain truck stock and parts.
- Provide top notch organization skills with the ability to multitask.

#### **Consulting Customer Relations**

Independent - Jacksonville, FL September 2017 to Present

Assisting small business owners with guidance and training of staff in providing customers with quality customer service. Training employees to have the skills, attitude, patience and response needed to maintain customer relations and always provide the best in quality customer care. Provide guidance in all aspects of customer relations to assist the company in building a strong customer base that will continue increasing business and profit.

#### Office Manager/Administrative Assistant

Shaw's Tree Service, LLC. - Jacksonville, FL May 2015 to June 2017

Handled all aspects ofor the business except climbing trees. All calls, work requests, estimates, customer issues, owner/operator interaction, billing, permits, collections, payroll, material and supply ordering, workers comp issues & tracking, new employee intake, and much more! This was a very busy, detail oriented position that required up to 10 hours a day. I LOVED IT! Sadly, it was temporary while the office manager (long time employee) was out on medical leave with health issues. Once she returned full time and got back in the swing of things, the office was overstaffed and I was kindly let go with gracious compensation and an opportunity to return if needed.

#### **Senior support Section 8**

HUD - Jacksonville Housing Authority - Jacksonville, FL 2008 to 2015

#### office clerk, dispatcher

Dixie York 2007 to 2008

#### **Director of National Accounts**

Advanced Communication Resources 1997 to 2007

#### Education

#### Some collage

UNF

#### High school diploma

- Microsoft office (10+ years)
- Yardi (7 years)
- Lotus (10+ years)
- Excellent Communication Skills (10+ years)
- Quickbooks (10+ years)
- Section 8
- Office Management
- Fair Housing Regulations
- Payroll
- · Microsoft SharePoint
- Tax Experience
- Accounting
- Microsoft Excel
- Logistics (5 years)
- HUD Regulations (7 years)
- Marketing
- Property Management
- Human Resources
- · Property Leasing
- Accounts Payable
- Bookkeeping
- Conflict Management

- Workers' Compensation (10+ years)
- Research
- Microsoft Outlook
- · Accounts Receivable
- Recruiting
- · Financial Report Writing
- · Account Reconciliation
- General Ledger Reconciliation
- Google Docs
- Customer service
- Negotiation
- Dispatch (10+ years)
- Pricing
- Bank Reconciliation

#### Certifications and Licenses

#### **Notary**

Present

#### **Driver's License**

#### Additional Information

Hello, my name is Rebecca Cobb.

- I'm a 48 year old widow. I lost my husband of 23 years on 2/6/13 when he was senselessly shot and murdered in a road rage incident. Because of this senseless tragedy I'm a strong, determined woman with the ability to persevere pretty much anything! I spent the last 15 years of his life running his construction business (bidding, permits, licencing, all AR & AP, answering all calls, all office work). He worked with investors who flipped houses and built them as well. Lots of his handy work can be seen on Fletcher ave. in Fernandina Beach where he built a reputation for restoring many of the houses right on the ocean! Needless to say his reputation kept me very busy in the office, sometimes working 60 hrs a week. He also did a lot of commercial work for companies like Acousti Engineering. Because of him I have extensive knowledge of the industry.
- I have impeccable customer service skills. I'm really good at talking to people and putting out fires! I sincerely enjoy building and maintaining customer relations.
- I have 15 plus years experience working with the customer and over 5500 subcontractors across the US including Canada and Puerto Rico dispatching and project managing detailed voice & data installations. Maintaining all necessary paperwork, contracts and permits from start to finish.
- I'm a stickler for organization and being thorough and keeping thing tidy and where they belong.

- I have extensive knowledge of all sorts of software systems such as Quick Book, MAC, Microsoft office, excel, works and PowerPoint, SharePoint. As well as Lotus, IBM, Yardi and Five9 and many more.
- I type 70 to 90 words per minute
- I'm a Notary of the Public
- I have a car and valid Florida drivers license with a great driving record.
- I recently had a level 2 background check done and have been bonded.
- I'm very punctual and dedicated. I work extremely well with others and I would love to be a member of your team for as long as you'll have me!
- I have worked for HUD for over 6 years handling intake and client relations for the Section 8 department at the Jacksonville Housing Authority so I know about housing laws and regulations a lot more than the average.

Please allow me an opportunity to meet with you! I'm more than willing to prove myself and all I've told you.

Respectfully,
Rebecca Cobb
#(912) 674-9237
rebeccacobb48\_xgv@indeedemail.com



# Port Attorney Resumes



PATRICK KRECHOWSKI

t: (904) 348-6877 f: (866) 226-1996

e: pkrechowski@balch.com

January 26, 2021

Danny Fullwood, Chairman Board of Commissioners Ocean Highway & Port Authority 86130 License Road, Suite 9 Fernandina Beach, FL 32-34

DELIVERED VIA EMAIL: dfullwood@portoffernandina.org

**RE:** Port Authority Legal Services

Dear Chairman Fullwood:

I am writing to follow-up on my in person meeting with the Board of Commissioners of the Ocean Highway & Port Authority (OHPA) of the Port of Fernandina on January 13<sup>th</sup> as well as our phone conversation on January 25<sup>th</sup>. As we discussed, I remain interested in potentially serving as the Port Attorney, should the Board decide to solicit proposals for a permanent role. Attached to this letter you will find my professional resume along with a list of references.

As I mentioned at the OHPA meeting, I have been practicing law for over 22 years and I am Board Certified by The Florida Bar in City, County & Local Government law. I have represented numerous public and agency boards over the years, including serving as the City Attorney for the City of Neptune Beach for over eight (8) years. In my time representing boards similar to OHPA's, I have handled litigation, land use and natural resource matters, board governance, employment and union negotiations, budgetary items, legislative affairs, and general legal representation. I have also taught law classes and seminars on Government in the Sunshine, public records and administrative appeal processes. Currently, I am contributing a chapter to an American Bar Association publication focused on public records and public meetings.

As an attorney, I pride myself on being client service driven - I am readily available, responsive and diligent in representing all of my clients, regardless of size or financial status. I can assure you that I will attend all OHPA meetings prepared to assist the Board in meeting all of its obligations.

## January 26, 2021 Page 2

I appreciate your and the Board's consideration and I look forward to speaking with you again soon. If you have any questions or if there is any additional information needed, please do not hesitate to contact me. In the meantime, have a great week.

Sincerely,

Patrick W. Krechowski

**Enclosures** 

C: Michael Cole, OHPA Carrol Franklin, OHPA Miriam Hill, OHPA Scott Hanna, OHPA Barb Amergian, OHPA



#### PATRICK W. KRECHOWSKI, Esq.

2245 Barefoot Trace, Atlantic Beach, FL 32233 Cell: (904) 738-5240 - pwkski@yahoo.com

INTRODUCTION: Board Certified and goal-oriented lawyer with twenty years of private, corporate, and governmental practice

knowledge spanning a wide range of skill sets demonstrating consistent and proven client-driven results.

LEGAL SKILL SETS: Land Use and Real Estate Development Practice

Real Estate Litigation

Government Relations & Contracting Litigation Management and Budgeting

Legal Instruction and Law School Professorship

Environmental Permitting and Enforcement Litigation

Sovereign Submerged Lands & Coastal Construction Administrative Litigation and Rulemaking

Title Insurance Litigation and Regulation

Employment & Union Practice

CERTIFICATION: The Florida Bar, Tallahassee, FL.

City, County & Local Government Law Section, Board Certification, August 2018.

RECOGNITIONS: Best Lawyers®, 2020 & 2021; Jacksonville Magazine, Best Lawyers 2019,

Land Use & Zoning Law, Litigation - Environmental

#### **EXPERIENCE:**

#### Balch & Bingham, LLP, Jacksonville, FL; Partner. March 2020 through present.

Regional real estate and government law practice offering business oriented solutions for clients of all sizes and revenues with a focus on flexible, efficient and targeted advice. Clients range from small property owners to Fortune 500 companies that require responsive and dependable advice to successfully and strategically navigate government regulations, liabilities and market risk factors.

#### Jimerson Birr, P.A., Jacksonville, FL; Partner. October 2018 through February 2020.

Representation of a variety of private and public clients in business, real estate and government relations throughout Florida.

#### City of Neptune Beach, Florida; City Attorney. February 2011 through May 2019.

In-house representation of the City Council and staff of the City of Neptune Beach. Representation in all areas of local government operation including civil and administrative defense, employment & union matters, code compliance, land use, parliamentary procedure, contract and procurement negotiations & administration, management of claims and outside counsel, and county/state-level government relations.

#### GrayRobinson, Attorneys at Law, Jacksonville, FL; Of Counsel. July 2014 through October 2018.

Legal representation of diverse client group in real estate development, government contracting & relations, environmental and land use.

#### Fidelity National Title Group, Inc., Jacksonville, FL; Major Claims Attorney/Vice President. January 2010 through June 2014.

Senior Claims Counsel/Assistant Vice President. February 2009 through January 2010.

Management of multi-jurisdictional, high exposure title insurance claims litigation including coverage and indemnity disputes, insurance regulations, appeals, settlement/mediation, recovery and management of outside counsel throughout North America.

The Krechowski Law Firm, P.A., Neptune Beach, FL. October 2008 through February 2009. Operation of a sole practitioner law firm representing clients in local, state, and federal environmental and land use permitting and compliance matters, including administrative litigation, regulatory compliance and government relations.

Lewis, Longman & Walker, P.A., Jacksonville, FL; Associate. March 2006 through October 2008. Member of a four-office, statewide boutique firm specializing in environmental, land use, coastal construction law and administrative litigation, representing public and private clients throughout Florida.

St. Johns River Water Management District, Office of General Counsel, Palatka, FL; Assistant General Counsel II. September 2003 through March 2006. Represented the District's Governing Board in matters involving environmental resource and consumptive use permitting including enforcement/compliance, administrative and civil litigation, rulemaking, contract management, legal document review, water supply issues, and general in-house legal support for District staff.

Florida Department of Environmental Protection, Tallahassee, FL. Assistant General Counsel, Bureau of Beaches and Coastal Systems. August 2000 through May 2002.

Representation of the State of Florida Board of Trustees of the Internal Improvement Trust Fund and the Office of Beaches and Coastal Systems.

State of Florida, Office of the Attorney General, Criminal Appeals Division, Daytona Beach, FL; Assistant Attorney General. Nov. 1998 through August 2000; May 2002 through September 2003. Extensive appellate litigation before state and federal appellate courts involving complex criminal issues ranging from pre-trial motions and constitutional issues to sentencing and post-conviction matters. Performance of oral argument before the Fifth District Court of Appeal.



#### PATRICK W. KRECHOWSKI, Esq.

2245 Barefoot Trace, Atlantic Beach, FL 32233

Cell: (904) 738-5240 - pwkski@yahoo.com

**EDUCATION:** 

Nova Southeastern University, Shepard Broad Law Center, Ft. Lauderdale, FL.

Juris Doctor, May 1998.

Dean's List: Winter 1998. Participant in Environmental and Land Use Law Clinic, Winter 1998.

Florida State University, Tallahassee, FL.

Bachelor of Science, Criminal Justice, August 1995.

School of Criminology, Certificate in Corrections & Certificate in Law Enforcement, August 1995.

**MEMBERSHIPS:** 

The Florida Bar, member in good standing since October 1998

(Environmental & Land Use Law Section; City, County & Local Gov't Law Section; Administrative Law Section)

Urban Land Institute, North Florida District (District Chair-Elect 2021-2023; Member of the Year, 2018)

City of Jacksonville Special Committee on Resiliency, Environmental Planning Sub-Committee

Jacksonville Bar Association

Attorney Member, Florida League of Cities

Leadership Jacksonville, Class of 2017

Board of Directors, Visit Jacksonville

Northeast Florida Builders Association

Duval County Food Deserts Public Policy Coalition Jacksonville Chamber Trustee & Industry Affairs Committee

**PUBLICATIONS:** 

Contributing Author: Climate Change Impacts on Ocean and Coastal Law – U.S. and International Perspectives,

edited by: Randall S. Abate, Oxford University Press, 2015.

Co-Author: Florida Bar, Environmental & Land Use Law Section Treatise, Coastal Construction Regulation and

Beach Nourishment and Thirty-year Erosion Zone, 2011-present.

#### INSTRUCTION/SPEAKING ENGAGEMENTS/MISCELLANEOUS:

Adjunct Professor - Florida Coastal School of Law - "Dredging & Marine Construction," and "Environmental Compliance," Logistics and Transportation LLM Program, Fall 2013, Spring 2014 & 2015; "Environmental Law," Spring 2013 & Fall 2014; "Ocean and Coastal Law," Fall 2009 & 2010; "Environmental Law Practice and Procedure," Spring 2009 & 2008, Fall 2011; Environmental Summit Speaker, 2007 & 2017.

"Government Planning, Response & Recovery to Major Storm Events in Florida", American Shore & Beach Preservation Assoc. (Virtual)

"Coastal Armoring in Florida - Rules, Trends & Case Studies", "Coastal Resiliency Policy & Design" (2019); "Lessons Learned From Hurricane Seasons" (2018), Georgia Environmental Conference, Jekyll Island, GA.

"Avoiding Public Hearing Pitfalls" (2020, 2019), "Linking Disaster Mitigation & Recovery with Climate Resiliency" (2018); "Lessons From Hurricane Matthew" (2017); "Coastal Construction" (2007, 2008, 2012, 2013, 2014 and 2016), The Florida Chamber's Environmental Permitting Summer School, Marco Island/Orlando, Florida.

"New, Different, Unusual & Uncertain - Environmental & Land Use Law Issues Facing All Floridians," Environmental & Land Use Law Section CLE, January 2016, Orlando, Florida.

Title Insurance Claims Case Update and Case Studies, Reinsurance Committee Meeting. American Land Title Association Annual Convention Meetings (2013 & 2014).

Co-Chair, "Florida Coastal Law; The Rising Tide," presented by CLE International, Miami, Florida, June 2008.

"The Walton County Experience: The 'Process' of Permitting Temporary Coastal Armoring," American Shore and Beach Preservation Association in Galveston, TX, 2007.

Volunteer Coordinator, 26.2 With Donna Marathon (2017-present); Finisher, Austin Marathon, February 2010 and Jacksonville Bank Marathon, December 2007. Eagle Scout, Boy Scouts of America, 1991.

LEGAL TRAINING/INTERNSHIPS: National Institute for Trial Advocacy, New England Regional Training Program, 2005.

United States Department of Justice, Environmental & Natural Resources Division, Washington, D.C. Winter/Spring 1998.

The Supreme Court of Florida, Office of Justice Harry Lee Anstead, Tallahassee, FL. Summer 1996.

## PATRICK W. KRECHOWSKI, ESQ. REFERENCES

#### Judge Mary G. Jolley

Seventh Judicial Circuit, Volusia County 125 E. Orange Avenue, Room 110 Daytona Beach, FL 32114 (386) 257-6091

#### **Andrew Hyatt**

Town Manager, Town of Surfside 9293 Harding Avenue Surfside, FL 33154 (305) 861-4863

#### **Douglas Booher**

Fidelity National Title Group 601 Riverside Avenue, Bldg 5, FL 7 Jacksonville, FL 32204 (904) 854-8723

#### **Rory Diamond**

City Council Member, District 13 Office of the City Council 117 W. Duval Street, Suite 425 Jacksonville, FL 32202 (904) 255-5213

#### **Scott Wiley**

(Former City Councilor, City of Neptune Beach) 723 Davis Street Neptune Beach, FL 32266 (904) 626-4612