

EXPERIENCED PUBLIC SECTOR PROFESSIONAL

- An **enthusiastic, dedicated, and passionate leader**, focused on implementing municipal strategies, building high performance culture and “getting things done” attitude
 - **Innovator** - Proven track record in implementing new-fresh processes; supplying a balanced mix of analytical, coaching and technical skills with a transparency and accountability focus
 - **Facilitator of Progress** – public sector career track professional with interests of improving responsiveness of City Services, engaging , and promoting constant innovation.
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PUBLIC SECTOR TECHNOLOGY MANAGEMENT EXPERIENCE

CITY OF FORT LAUDERDALE

September 2020 - Present

ASSISTANT CITY MANAGER

- Lead various strategic Smart City initiatives for improved constituent engagement like Gridics, Accela Electronic Plans Review, and Shot Spotter (Public Safety).
- Developed new strategic communications business plan for 2021 to enhance digital citizen engagement opportunities with various media platforms including social, video, cross channel marketing, new mobile app design, and upgrading content management system.
- Serve as executive sponsor for ERP implementation program to migrate mainframe-based systems to on-prem and cloud-based platforms. Reprioritized project deliverables and working with vendor to accelerate delivery of modules.
- Implemented cross-team collaboration tools like Teams, SharePoint list trackers, and custom apps for integrated communication across the organization.
- Oversee Information Technology, Fort Lauderdale Executive Airport, Sustainable Development, Housing Community Development, Transportation and Mobility Departments
- Improved employee engagement by implementing employee recognition programs such as public safety employee of the quarter and various citywide professional development programs.

CITY OF HALLANDALE BEACH

January 2019 – August 2020

CITY MANAGER

- Managed day to day operations of a full-service city with population of 38,000, 362 employees, and annual budget of \$ 145 M + Performed various fiscal stabilization measures, updated strategy, and consolidated service divisions to improve cost efficiency and service delivery. Stabilization methods resulted in improved General Fund City reserves increase by 36%.
- Implemented various Police Technology initiatives like Digital Evidence Lab, Mobile CAD Upgrades, and additional Smart City Technologies for optimal public safety delivery
- Developed new Emergency Management Division with processes and resources to address emergency management during COVID-19 pandemic. First City in Broward to declare emergency for both COVID-19 and Hurricane Dorian.
- Enhanced Grants Management delivery which achieved 90% grant success rate. Improved documentation and reimbursement processes achieved consecutive “no-findings” audit.
- Overhauled digital engagement delivery to provide proactive and mobile friendly methods for improving transparency, accountability, and trust with the public.
- Spearheaded digital transformation across various departments for virtual access to City Hall. Recent implementation includes new website upgrades, e-Plans review, constituent communication tools, and cloud-based Phone management system.
- First year accomplishments available by [clicking on this link](#).

ASSISTANT CITY MANAGER/CHIEF INFORMATION OFFICER

- Responsible for all digital transformation and Smart City initiatives across departments. Developed policies for integration, accountability of systems and technology products.
- Developed Smart City strategy for Public Safety: Project Sponsor for City-wide License Plate Recognition technology strategy to create virtual perimeter across city. Deployed comprehensive digital surveillance program to include Police Body Worn Cameras (1st City in Broward County), Smart Surveillance systems, and vehicle dash cams.
- Oversaw IT, Public Relations, City Clerk Office, Parks & Recreation, and Procurement functions.
- Negotiated and managed all technical expenditures, technical leases, contracts and leveraged federal and state contract pricing, economies of scale and predictable procurement of technical hardware & software.
- Provide strategic budget oversight, review and approval for various department budgets, projects and financial transactions. Assist in prioritizing projects, operational expenditures by monitoring and forecasting year-end reports.
- Served as interim Chief Financial Officer in first two quarters of 2018. Coached Finance department employees and helped earn designation of “Most Spirited Department” for 2018.
- Assisted in centralizing communications for emergency management to provide constant updates for community, employees to facilitate relevant information through various channels.
- Implemented citizen-first strategies to improve engagement and customer which via social media, responsive website improvements, mobile apps, transparency and digital intake portals
- Integrated departmental processes for improved turnaround time for resolving constituent complaints via City mobile app and City Commission Requests
- Assisted in enhancing workforce by delivering training programs and providing skills development for staff and department directors through mentoring and coaching.

CHIEF INFORMATION OFFICER

- Implemented Tyler Cloud Based ERP system to include integration of Payroll, Finance, Utility Billing, Development Services, HR, Public Safety, Plan Review, Work order and GIS mapping capabilities. Transitioned from legacy mainframe systems to new improved with greater public accessibility to information and improved accountability and reporting mechanisms.
- Provide strategic technical support & solutions for core city functions such as Emergency Management, legislation & public transparency, fiduciary duties, public safety and citizen support services
- Virtualized 80% of servers to improve carbon footprint, backup and recovery capabilities, increase storage and improve total cost of ownership (optimizing licensing & maint. costs)
- Enhanced citizen engagement & external communications by implementing new social media channels, website upgrades, deploying functional specific mobile apps, transparency portals, & integrating public information services under the innovation technology department.
- Consolidate technical expenditures for all city departments to leverage pricing, economies of scale and predictable procurement of technical hardware & software
- Enhanced internal customer service experience & improved accessibility for external stakeholders.
- Coach, motivated and lead change management across organization to ensure continuous improvement and increase efficiencies.
- Manage and negotiate multiyear contracts and vendor service level agreements for cost efficiency and service delivery assurance.

IT DIRECTOR

- Manage \$2.7M budget for Information Technology Services for the City; prepared comprehensive plans for the improvement and expansion of citizen engagement, transparency and collaboration activities.
- Enhanced electronic communications strategy to engage with City Constituents via new media channels such as Doral TV transmission via AT&T, Smartphone apps, Automated Emergency Notification systems and Enhanced A/V Services for Commission Meetings
- Assisted in City Strategy development; aid in administrative decision-making processes with other City departments through collaborative measures.
- Authored new policies and procedures to improve operational efficiency and customer service effectiveness across City Departments
- Lead the deployment of automated systems to improve customer service for public facing departments such as Building Department's Interactive Voice Response system and the online payment modules for Burglar Alarms and Parks Department registration system.
- Managed capital improvement projects for city infrastructure such as wireless line of sight mesh network project and physical security camera deployments within planned budget and scheduled.

UNICOM Government

May 2012 - August 2013

PROJECT MANAGER

- Managed \$25M+ of IT service delivery contracts across the globe in the areas of system development, product management, and system integration. Project portfolio included large-scale Homeland Security, Federal, and International security projects.
- Organize and supervise Services Delivery team of 50+ professionals comprised of technical leads, security team managers, IT service delivery personnel, network technicians, procurement management team, technical SMEs and physical installation team
- Deliver cost and budgetary analysis support for project stakeholders, specifically, developing cost estimates for various procurement scenarios, providing direct input and support during the development of cost estimates, and working closely with the customer to develop the budget formulations and documentation
- Performed vendor/procurement management responsibilities such as contracts negotiation, claims & performance management. Responsible for overseeing a total of 16 sub-contracting companies

ELEVENTH JUDICIAL CIRCUIT OF FLORIDA

February 2011 – May 2012

CHIEF INFORMATION OFFICER

- Lead Technology Executive position managing IT Services Delivery for Court Operations and Judicial Government. Internal Customer base included 123 elected officials (Judges), service support personnel and judicial partner agencies
- Draft and Publish technical policies to improve systems security and accountability
- Prioritized projects schedules and operating expenses to focus on core court government services
- Implemented Innovative and Accountable Solutions which include eCourt, eCourtesy, and Strategic reporting Dashboard for Executives and Judges.
- Implementation of Multi-Function Devices across enterprise that reduced isolated printing and allowed for shared printing functionality. This initiative alone has saved \$80K in one year and improved electronic document collaboration.
- Achieved IT Operational Budget Savings by 30% within first 6 months

INFORMATION SYSTEMS MANAGER (SECTION COMMANDER)

- Managed critical 911 Public Safety Applications. Responsible for implementing successful service level agreements Police and Fire Department Systems. Manage the IT operations for hardware, software, network and security for public safety infrastructure > 1500+ users
- Administer lean budget for IT Purchases and IT contracts. Negotiated cost savings contracts saving more than 15% in operational costs
- Saved over \$2.5 M / year by implementing custom online solutions. Provided Solution architecture for enterprise information sharing efforts.
- Provided innovative and administration leadership for achieving the organizations balanced score card goals. Surpassed goals by 15% every quarter.
- Implemented Lean process to abolish lengthy and redundant processes. Reduced resource logging time to 1/3 of original time by analyzing and recommending best business practices.

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL**October 2005 – August 2008****PROJECT MANAGER**

- Supervised & Managed IT Project Development teams for completion of enterprise wide scale projects. Received department award for from Fire Dept. completing tasks and assignments on time, within budget and scope
- Trained and mentored users in security best practices, documented procedures for new systems and facilitated transition of new information systems.
- Developed process to incorporate Fire Union business rules within system. This saved more than \$60K in consulting fees.
- Successfully managed web and database system solutions to improve operations saving more than \$1.2 M in Software purchases and recurring software maintenance fees.

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL**August 2002 – September 2005****SENIOR PROGRAMMER**

- Optimized existing web solutions to provide easier access, efficient connectivity and faster processing
- Implemented HIPPA compliant information security methods for integrity of data transmission from vendor sites to enterprise information servers
- Obtained high merit recognition for reducing software deployment updates to 1/5 of development time.
- Achieved nomination for “Employee of the year” 2003

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL**June 2000 – August 2002****PROGRAMMER**

- Developed Web first ever web based systems that reduced finance function processes
- Streamlined application development by implementing new programming methodology
- Obtained “High Customer Service” award for help desk support. Nominated for employee of the year.

CITY OF MIAMI PUBLIC WORKS DEPARTMENT, Miami, FL May 1999 – June 2000**CIVIL ENGINEER**

- Worked closely with outside contractors and government agencies to ensure overall project coordination and completion. Developed specifications, participated in vendor selection, managed projects, and communicated with supervisor’s project progress.
- Managed roadway engineering and facility construction projects from concept to fruition.
- Delivered engineering design of Storm Sewer and Highway construction projects. Managed multiple project portfolio for Capital Improvement Programs.

EDUCATION

Doctor of Philosophy in General Psychology, Grand Canyon University – 2023 (expected)
Master of Science, Management Information Systems, Florida International University - 2001
Bachelor of Science, Civil Engineering, University of Miami – 1999
Bachelor of Science, Environmental Engineering, University of Miami – 1999

PROFESSIONAL CERTIFICATIONS

Certified Information Systems Security Professional (**CISSP**) - 2013
ITIL Foundations V3 Certification (**ITIL**) – 2010
PMI Certified Project Management Professional (**PMP**) – 2006
Microsoft Certified Professional (**MCP**) - 2002

REFERENCES

NAME	TITLE	CONTACT INFORMATION
Adam Burden	Retired Assistant Chief of Police, Opa-Locka PD	305-216-5925
Hon. Carlos Martinez	Public Defender Miami Dade County	cmartinez@pdmiami.com
Reginald Duren	West Palm Beach Fire Chief	954-258-5204
Sergio Booth	Organization Development Consultant	786-473-5077

PROFESSIONAL ASSOCIATION AFFILIATIONS

Guest Speaker Moscow Economics Development Summit – 2021
Guest Speaker Urban Male Institute for FAU – 2020
Guest Speaker Smart Cities Summit – 2018
Mentor, Florida International University – 2014, 2018
Guest Speaker Government Social Media, FCMA – 2018
Guest Speaker Cyber Security, Palm Beach State College – 2017
Guest Speaker on Mobile Strategies, Premier CIO Forum – 2016
Guest Speaker at Women Empowerment Conference, Broward College – 2016
President (volunteer position), South Florida Project Management Institute Chapter – 2013
Miami Central High School Academy Advisory Board Member 2013-2015
Governing Body Member, Florida Chief Information Officer Executive Summit, 2012
Vested Member, Miami Crimes Electronic Task Force – 2011, 2012
Guest Speaker on IT Strategy, CIO Summit – 2011
Guest Speaker on IT Security and Governance, Healthcare Information Systems Society – 2010
VP of Education, South Florida Project Management Institute Regional Chapter – 2008
Volunteer Mentor – Big Brothers Big Sisters of Miami 2003-2011