

[Print](#)**Advisory Board & Committee Interest Form - Submission #25391****Date Submitted: 5/15/2024****Last Name***

Acosta

First Name*

Karla

District # You Live In.*

13

Home Address*

7761 NW 201ST TER

City*

Hialeah

State*

FL

Zip Code*

33015

Home Phone

3053059307

Cell Phone**Email Address***

acostakarla01@gmail.com

Owner or Renter *

rent

Number of years as city resident*

20

Are you registered to vote in Broward County? *

No

Education (highest degree / level)

bachlors

Occupation*

Teacher

Work Phone**Business Name***

LOTUS ELITE ACADEMIC PREPARATORY

Business Address

2201 SW 42 AVE

City

HOLLYWOOD

State

FL

Zip Code

33023

Identify the board / committee(s) to which you request appointment (Please rank in order of preference)**Selection (1)***

Education Advisory Committee

**Selection (2)***

Education Advisory Committee

**Selection (3)***

Education Advisory Committee

**Selection (4)***

Police Officers' Pension Board



Affordable Housing Advisory Committee - Questions*

Please answer these five questions above. 1. In your opinion what is the greatest challenge to keeping housing affordable in Hollywood? 2. Which of the following disciplines are you most skilled? • Home Purchase Education, • Housing Market Employment, • Housing Market Stability, • Affordable Housing Construction, * Affordable Housing Activism. 3. Which of the following disciplines are you most passionate? • Ownership Housing Affordability, • Rental Housing Affordability, • Housing Market Stability, • New Housing Construction, * Fair Housing. 4. What (if any) life experience motivated you toward volunteerism? 5. What role does housing diversity play in Hollywood's economic health?

African American Advisory Council - Questions*

Please answer these five questions above. 1. What is the greatest challenge facing the African American Community in Hollywood? 2. How many hours per month can you dedicate to AAAC initiatives? 3. Which of the following disciplines are you most skilled? * Education, * Employment, * Economics, * Cultural Awareness, * Housing. 4. Which of the following disciplines are you most passionate? * Education, * Employment, * Economics, * Cultural Awareness, * Housing. 5. What (if any) life experience motivated you toward volunteerism?

Artwork Selection Committee - Questions*

Please answer these five questions above. 1. What are your primary interest in City Government and City Services? 2. Why do you want to join the Artwork Selection Committee? 3. What other relevant organizations, clubs, or associations were you previously, and/or currently are involved in? 4. Are you available to attend regular committee board meetings scheduled for the Second Monday each month at 5:30pm? 5. What is your one area of highest interest related to the Arts within the City of Hollywood?

Civil Service Board - Questions*

Please answer these five questions above. 1. Describe your involvement with establishing, reviewing and interpreting policies and procedures? 2. Describe your involvement in employment practices including interviewing, testing, hiring, selection and promotion, demotions, transfers, etc. 3. Describe your knowledge of Civil Service and its purpose. 4. Why do you want to serve on this Civil Service Board? 5. Are you a continuous resident of and continuous registered elector in the City of Hollywood?

Community Development Advisory Board - Questions*

Please answer these five questions above. 1. Do you reside in a low and moderate income (LMI) neighborhood in Hollywood per the most recent US Census data? A Hollywood LMI Map is located at www.hollywoodfl.org on the Community and Economic Development webpage. 2. What Community Development issues do you believe are the most important to Hollywood? 3. What is your definition of a healthy neighborhood? 4. What do you believe is the vision and primary work of the Community Development Advisory Board? 5. What do you believe uniquely qualifies you to serve on the Community Development Advisory Board?

Education Advisory Committee - Questions*

Help make a change in education for our future leaders.

Please answer these five questions above. 1. What are the current challenges facing education? 2. What is your vision for education in Hollywood? 3. What do you see as the primary work of the Education Advisory Committee? 4. With only one meeting a month, the Committee is limited in what it can do. How does/should the Committee decide what's most important? 5. How can the Committee know if its mission and goals are being accomplished?

Employees' Retirement Plan - Questions*

Please answer these five questions above. 1. Are you familiar with the State's Sunshine Laws (Chapter 119 of the Florida Statutes)? 2. Are you available to attend in person regular monthly Board meeting (typically held the 4th Tuesday of each month)? 3. What knowledge, skills and/or abilities will you bring to the Employees' Retirement Plan? 4. What do you believe are the responsibilities of a trustee on a municipal retirement plan board? 5. Are you familiar with municipal defined benefit retirement plans and/or have previous experience serving on a municipal retirement plan board?

Firefighters' Pension Board - Questions*

Please answer these five questions above. 1. What knowledge, skills and abilities would you bring to the meetings? 2. What experience do you have with firefighter pensions? 3 What is your financial background? 4. How many years have you lived in Hollywood? 5 How familiar are you with local retirement systems?

General Obligation Bond Oversight Advisory Committee - Questions*

Please answer these four questions above. Why do you want to join the GO Bond Oversight Advisory Committee? 2. Explain how your personal and/or professional experiences will contribute to the meeting the goal(s) of the Board or City. 3. Which Bond interests you the most? Public Safety? Parks/Golf/Open Space or Neighborhoods & Resiliency? 4. What is your perspective on city quality of life, healthy neighborhoods, economic development & a strong tax base?

Historic Preservation Board - Questions*

Please answer these five questions above. 1. How have you prepared yourself to serve on the Historic Preservation Board? 2. Explain how your personal and/or professional experiences will contribute to the meeting the goal(s) of the Board or City. * Personal experiences, * Professional experiences. 3. What is your perspective on balancing growth of the City's tax base, within the Historic Districts, while maintaining neighborhood stabilization? 4. How would you balance historic architecture with modern architectural styles? 5. What do you like about the City's different Historic Districts?

Hollywood Centennial Celebration Committee*

Please answer these five questions above. 1. What is your primary interest in serving on the Committee? 2. What is your financial/accounting background? 3. What knowledge, skills and abilities would you bring to the meetings? 4. What other organizations and/or associations were you previously, and/or currently involved with? 5. Are you available to attend regular committee meetings? (dates to be determined by all members)

Hollywood Housing Authority - Questions*

Please answer these five questions above. 1. In your opinion what is the greatest challenge to keeping housing affordable in Hollywood? 2. Which of the following disciplines are you most skilled? * Property Management, * Affordable Housing Administration, * Housing Market Stability, * Affordable Housing Construction, * Affordable Housing Activism. 3. Which of the following disciplines are you most passionate? * Property Management, * Rental Housing Affordability, * Housing Market Stability, * New Housing Construction, * Fair Housing. 4. What (if any) life experience motivated you toward volunteerism? 5. What role does housing diversity play in Hollywood's economic health?

Marine Advisory Board - Questions*

Please answer these five questions above. 1. What is your involvement with the City of Hollywood's Waterways? 2. What will guide your decisions on this board? 3. Are you able to dedicate 2-3 hours a month to attend the meetings? Attendance is paramount to this Board being able to get things done. 4. Are you currently or have you been a boater, marine industry professional or involved in any other marine related industry? 5. What is your vision for the city of Hollywood's Waterway system?

Parks, Recreation & Cultural Arts Advisory Board - Questions*

Please answer these six questions above. 1. How many events have you attended in the past year at any of the parks and athletics facilities in the City? 2. How many City-sponsored special events have you attended for the past year? 3. Are you available to attend regular Board meetings? Regular meetings are on the 1st Thursday of the month for 8 months per calendar year. 4. What is your one area of highest interest related to the parks, recreation and cultural arts for the City? 5. What other relevant organizations, clubs, or associations were you previously, and/or currently are involved in? 6. How does parks, recreation and cultural arts contribute to quality of life?

Planning & Development Board - Questions*

Please answer these five questions above. 1. How have you prepared yourself to serve on the Planning and Development Board? 2. Explain how your personal and/or professional experiences will contribute to the meeting the goal(s) of the Board or City. * Personal experiences, * Professional experiences. 3. What is your perspective on balancing growth of the City's tax base while maintaining neighborhood stabilization? 4. What recent developments within the City are most proud of? 5. What is a Comprehensive Plan?

Police Officer's Pension Board - Questions*

I have much respect for police officers

Please answer these five questions above. 1. What is a fiduciary? And what is your responsibility to the police pension plan as a fiduciary? 2. What is the Sunshine Law? 3. What is Asset Allocation & Diversification? 4. Explain the history of Chapter 99-1 and Chapter 185? 5. Define the role of the Actuary and the Auditor?

Sister Cities Advisory Committee - Questions*

1. Do you speak more than one language? If so, what languages do you speak? 2. Do you have experience in travel, cultural exchange, and/or fund-raising? Please describe. 3. Which Sister City focus areas are you most passionate about: a. Art and Culture; b. Business and Trade; c. Community Development; d. Youth and Education. 4. What (if any) life experience motivated you toward volunteerism? 5. Please describe why you are interested in serving on the Sister Cities Advisory Committee.

Sustainability Advisory Committee - Questions*

Please answer these five questions above. 1. Why do you want to join the committee? 2. Have you attended any committee meetings? If so, how many? 3. What knowledge, skills, and abilities would you bring to the committee if appointed? 4. What other organizations, clubs, or associations are you involved in? 5. Are you available to attend regular committee and subcommittee meetings? Regular meetings are held monthly with subcommittee meetings held as needed. 6. What types of projects would you like to see the committee work on?

Young Circle ArtsPark Advisory Board - Questions*

Please answer these five questions above. 1. What are your primary interest in City Government and City Services? 2. How many ArtsPark events have you attended within the past year? 3. What other relevant organizations, clubs, or associations were you previously, and/or currently are involved in? 4. Are you available to attend regular committee board meetings scheduled for the Second Tuesday each month at 5:30 pm? 5. What is your one area of highest interest related to the ArtsPark at Young Circle?

Are you interested in serving on more than one board/committee?*

No



If so, how many?*

1



Applicant must attend at least one board/committee meeting prior to consideration of application for every board applied. Please list board/committee meetings you attended in the last year?*

NA

Are you currently on a County or City Board?*

Yes



If yes, please describe

If you are applying for a board / committee, which has specific requirements / categories, please detail how your background and/or experience meets the required criteria.*

na

Please describe your professional and/or volunteer experience or background, which best qualifies you for selection to the board / committee.*

na

Are you presently employed by the City of Hollywood?*

No



If so, in what capacity?*

Hialeah

Attach Resume (only .doc and .pdf files)*

karla Acosta resume 2024.pdf

KARLA ACOSTA

✉ acostakarla01@gmail.com

☎ 3053059307

📍 Miami Lakes, FL 33014

SKILLS

Office Management

Comprehensive Data Analysis

Budgeting & Financial

Management of Executive Reporting

Compliance Assurance

Time Management

Analytical Problem Solving

MS Office Proficient; Word, Excel

Community Outreach

Event Planning

Revenue Cycle

Patient Access

Training

Meeting planning

Wedding trends proficiency

Event sales

Vendor Sourcing

Operations Oversight

Catering Coordination

Guest Relations

Fundraising

EDUCATION

Keiser University
01/2019

Interdisciplinary studies with concentration in criminal justice

PROFESSIONAL SUMMARY

Results-oriented, highly productive professional with 15+ years of progressive career experience providing support to teams in the healthcare and hospitality industry. Possess excellent organizational, time management, and cognitive adaptability skills, influencing a clear vision for success with the aptitude to goals achievement. Proven success in collaborating with team colleagues, fostering an atmosphere of teamwork and collaboration with an emphasis on process improvement and patient care.

ACCOMPLISHMENTS

- Cultura Affairs Committee member for the Town of Miami Lakes.
- -Miramar Police Academy Neighborhood improvement
- Part of Lions Miami Springs
- -Gigis Playhouse Board Member Down syndrome Organization.
- Part of Rotary Miami.
- Earned "Woman's in Distinction" Award in 2022 for the Town of Miami Lakes.

WORK HISTORY

Part Time - Event Coordinator
Miami, FL

- Enhanced attendee experience by meticulously planning and executing event logistics.
- Streamlined registration processes for increased efficiency and reduced waiting times.
- Collaborated with cross-functional teams to ensure seamless event execution and positive outcomes.
- Developed creative marketing materials that generated interest and boosted event attendance.
- Coordinated with vendors to deliver exceptional catering and audiovisual services during events.
- Established positive relationships with clients, ensuring their needs were met throughout the event planning process.
- Handled crisis management situations promptly, minimizing negative impact on event outcomes and client satisfaction.
- Oversaw volunteer recruitment and training efforts, building a dedicated team of individuals committed to supporting successful events.
- Cultivated strong partnerships with local businesses, securing in-kind donations or sponsorships for various occasions.
- Employed social media platforms effectively to promote upcoming events, reaching a wider audience base.
- Coordinated schedules and timelines for events.
- Brainstormed and implemented creative event concepts and themes.

and psychology

Florida National University
Miami, Florida • 01/2016

***Business Administration,
Associates of Arts***

- Inspected event facilities to confirm conformance to customer requirements.
- Arranged availability of audio-visual equipment, transportation and displays for various types of events.
- Worked closely with couples to meet wedding goals, maintain deadlines and resolve complaints or service issues.
- Coordinated transportation and parking arrangements for guests and vendors.

Asbury Christian School - Teacher

Hialeah, FL • 02/2021 - 01/2024

- Developed strong relationships with students, parents, and colleagues by maintaining open lines of communication and fostering a supportive learning environment.
- Increased student literacy rates by implementing targeted reading strategies in individualized instruction plans.
- Enhanced classroom engagement through the use of interactive teaching methods, such as group projects and hands-on activities.
- Collaborated with other teachers to plan interdisciplinary units that connected subjects and promoted deeper understanding among students.
- Identified struggling students early on and provided additional support through tutoring sessions and modified lesson plans.
- Integrated cultural awareness into lessons by incorporating diverse perspectives and materials into the curriculum.
- Organized extracurricular activities such as clubs or field trips that enriched students' learning experiences outside the traditional classroom setting.
- Served on school committees focused on curriculum development, teacher evaluations, or community outreach initiatives to contribute positively to the overall school climate.
- Supported students in developing social skills through structured activities and positive reinforcement techniques.
- Worked cooperatively with other teachers, administrators, and parents to help students reach learning objectives.
- Incorporated multiple types of teaching strategies into classroom.
- Conducted evaluations to measure performance and progress of students, providing guidance for areas requiring improvement.
- Participated in parent teacher conference to discuss developments of students and increase support.

CHEN MED - Membership Growth Consultant

01/2021 - 03/2022

- Develop and nurture direct-to-seniors and business-to-business partnerships to generate new patient opportunities year-round to support the growth of the Organization
- Meets with prospects and groups in their homes, workplaces, houses of worship, senior centers or living communities to share the Chemed value proposition
- Plans, coordinates, and executes local events within the community (e.g., information tables, health fairs, doc talks, etc.) to help reach out and connect with the community
- Cultivates and maintains strong relationships with health plan agents, individual insurance agents, social workers, case workers, senior housing managers, senior centers, and related community

providers to keep Chemed as their top choice for healthcare when referring patients to a primary care physician

- Partners with community officials, local businesses, and senior outreach programs to develop initiatives that will appropriately drive new patient growth
- Making sure that insurance agents and/or brokers are invited to community events to ensure that we have the tools needed to support the events
- Leverage marketing and sales tools to identify solutions and sell to new customers
- Maintains up-to-date client information in designated customer relationship management (CRM) tool (i.e., Salesforce)
- Utilizes CRM tool to document interactions with clients and ensures effective management of leads
- Work closely with department leaders to improve effectiveness of engagements with distributors, vendors, and community partners
- Provides monthly activity calendar reflecting community events, new contacts, and new tabletop venues
- Creates penetration plans and initiatives in key target markets and channels
- Engages with new patients through and beyond their first appointment and maintains a close relationship with existing patients to positively impact retention and make them feel part of the family
- Address and resolve customer complaints and issues.

CENTURY METALS & SUPPLIES INC - Account Receivables Assistant & Accounts Payables

10/2014 - 01/2021

- Preparation and sending of invoices
- Contacting clients for payment resolution
- Negotiating payment arrangements
- Recording and reconciling payments
- Resolving payment discrepancies
- Maintaining billing accounts and records
- Producing reports as required by management.

ALORICA - Customer Service Supervisor

08/2012 - 10/2014

- Led a team of 30+ employees who supported multiples high-volume outpatient diagnostic facilities
- Organized the department's annual employee retreat for 100 employees to celebrate achievements as well as have team building activities to keep staff and leaders connected
- Coordinated activities, guest speaker and other activities for the day
- Analyzed external customer satisfaction data provided by the Press Ganey Organization to ensure customer service goals were met and to educate staff as necessary while improving on areas of opportunity
- Met regularly with clients to stay aware of their business needs and how we could best provide the support they needed
- Created policies, procedures as well as scripts to help the team stay on track and provide the necessary support to our clients
- Reduced overtime and maximized resources by looking at data that could identify trends in long call handling time, enforcing the

attendance policy, communicating data results with the staff, and creating a dashboard where employees had access to weekly results as it resulted to volume and productivity

- Managed the performance of 30 plus direct reports by providing monthly one on one meetings, providing real time coaching through call screening, and mentoring as well as an annual performance evaluation
- Participated in the Disney Institute workshop on Service Excellence.

WESTVIEW COUNTRY CLUB - Assistant Manager

07/2006 - 08/2011

- Started as a host and after 6 months got promoted to Maître d assistant
- In charge of a team of hosts and waitress
- Functions included banquet hall preparations, golf tournaments and assisted with pay roll
- Resolves valid or authorized deductions by entering adjusting entries
- Resolves invalid or unauthorized deductions by following pending deductions procedures
- Resolves collections by examining customer payment plans, payment history, credit line, coordinating contact with collections department.

LANGUAGES

Spanish

Full Professional