



OFFICE OF PROCUREMENT AND CONTRACT COMPLIANCE

DATE: December 4, 2023

FILE: PR-24-049

* Assigned by procurement

TO: George R. Keller, Jr. CPPT
City Manager

VIA: Adam Reichbach
Assistant City Manager for Finance and Administration


DocuSigned by:
Adam Reichbach
FF840A01DE2047B...

VIA: Raelin Storey
Assistant City Manager

DocuSigned by:
Raelin Storey
982FAC09487A44C...

THRU: Steve Stewart
Director, Procurement and Contract Compliance

DocuSigned by:
sstewart@hollywoodfl.org
976DD9ED7FB74C8...

FROM:  Tammie Hechler
Director, Human Resources

DocuSigned by:
Tammie Hechler
AD09163538A0469...

SUBJECT: Recommendation to Approve the Issuance of a Blanket Purchase Agreement with Robert Half International, Inc. for Temporary Project Management Services up to \$95,000 during the period December 4, 2023 through December 3, 2024 with the option to renew for an additional one year period from December 4, 2024 to December 3, 2025. The Procurement Method used is Best Interest.

ISSUE:

The Department of Development Services has a need to hire a temporary Project Manager to oversee and assist with the implementation of the Accela software. This service is needed to ensure proper oversight during the conversion from BLCA to the cloud based Accela platform, before, during and after implementation. Through a competitive process the Office of Human Resources reached out to three temporary staffing agencies who specialize in information technology related positions. The three companies were Robert Half, International, Kforce, and Tech Army, LLC. Staff chose several candidates to interview and ultimately interviewed four applicants. The preferred candidate of the interview committee comes from Robert Half, International. The Director of Development Services has determined that it is in the City's best interest to award a

Blanket Purchase Agreement to Robert Half, International due to their candidate's extensive experience managing the implementation of ERP and other software platforms.

AUTHORITY:

§ 38.41 COMPETITIVE SOLICITATIONS REQUIRED; EXCEPTIONS

(C)(9) Best interest of the City:

*Purchases of and contracts for goods, supplies, materials, equipment or services, when the Commission declares by a five- sevenths (5/7ths) affirmative vote that competitive bidding and competitive proposals are not in the best interest of the City, are exempt from this subchapter. The City Commission shall not use this exemption in an arbitrary or capricious manner but shall use it only in rare situations after making specific factual findings that support its determination that competitive bidding and competitive proposals are not in the best interest of the City. In the event that competitive bidding and competitive proposals are waived under this paragraph, the open market procedure set forth in § [38.44](#) shall be utilized. **For those contracts that the City Manager is otherwise authorized to award, he or she may waive competitive bidding and competitive proposals under this paragraph.***

Pursuant to Section 38.38 of the [Procurement Code](#), the City Manager or designee will have authority to approve and execute contracts up to \$100,000.

Funding has been provided in the fiscal year FY2024 budget for the Department of Development Services in Account Number 114.140301.52400.531170.000000.000.000.

RECOMMENDATION:

Authorize the issuance of a Blanket Purchase Agreement with Robert Half International, Inc. for Temporary Project Management Services up to \$95,000.

DocuSigned by: <i>George R. Keller Jr., CPPT</i>	12/12/2023
APPROVED BY: George R. Keller, Jr. CPPT City Manager	Date:

Attachments: Agreement with Robert Half, International

Applications of the four candidates

Approved Certificate of Insurance

Draft BPA

ROBERT HALF STATEMENT OF WORK

This Robert Half Statement of Work RH (“SOW”), effective as of December 4, 2023, is entered into by and between **City of Hollywood** (“Client”) and Robert Half Inc., through its technology and marketing & creative practice groups (“RH”).

1. Scope of Engagement. RH will assign one or more individual(s) to Client to assist Client with its completion of the following:

- Monitoring potential Implementation project risks, opportunities, and issues that may impact the project.
- Ensuring quality and timely delivery for all project deliverables
- Continually identifying, prioritizing and mitigating project risks and issues
- Driving proper project chartering and setup and post Go-Live preparation.
- Identifying and governing change and process management considerations critical to the success of the project
- Performing project team management, driving motivation, collaboration and performance
- Tracking short-term project metrics
- Reviewing the project's medium-term benefits
- Manage project resources, including project team members, vendors, and contractors and ensure that the project team is appropriately staffed, trained, and motivated to achieve project objectives during implementation and post Go-Live.
- The successful implementation of an ERP system within budget, on schedule, and to the satisfaction of stakeholders is the goal of an ERP Project Manager
- Work collaboratively within the Project Management Organization to improve delivery and outcomes for all projects
- Capture and validate business (City) functional requirements against project scope and system delivered functionality from implementation to production.

2. Professionals. RH will assign the following individual(s) (each a “Professional”) to Client for this engagement:

Name of Professional	Hourly Bill Rate	Estimated Start Date	Estimated End Date
Dawn Ferdinand	\$ 128/hr.	12/4/2023	12/4/2025

3. Contact Information.

Client Representative	RH Representative
Name: George R. Keller, Jr. CPPT	Name: Matthew Bourdeau
E-mail: gkeller@hollywodfl.org	E-Mail: matthew.bourdeau@roberthalf.com
Phone: 954-921-3201	Phone: 305-774-7860
Fax: N/A	Fax: N/A
Address: 2600 Hollywood Blvd, Room 419, Hollywood, FL 33020	Address: 6505 Blue Lagoon Drive Suite 445 Miami FL 33126

4. Termination. Either party may terminate this SOW at any time upon [thirty] ([30]) days’ prior written notice to the other party.

5. General Conditions of Engagement. RH assigns the Professional(s) to Client pursuant to the General Conditions of Engagement attached hereto as Exhibit A and incorporated herein by reference.

Agreed to:

City of Hollywood

DocuSigned by:

George R. Keller Jr., CPPT

By _____

BB25DD053647405...

Authorized signature

Name (type or print): George R. Keller, Jr. CPPT

Date: 12/12/2023

APPROVED AS TO FORM:

DocuSigned by:

Douglas R. Gonzales

By _____

31026A9647F142A...

Douglas R. Gonzales

City Attorney

Agreed to:

Robert Half Inc.

DocuSigned by:

Matthew Bourdeau

By _____

6EE4290C9F05417...

Authorized signature

Name (type or print): Matthew P. Bourdeau, MBA

Date: 12/19/2023

DS
DH

Exhibit A
General Conditions of Engagement

Required Screenings.

If Client requires RH to perform background checks or other placement screenings of the Professionals, Client agrees to notify RH prior to the start of Services under this SOW. RH will conduct such checks or screenings only if they are described in a signed, written amendment to this SOW. If Client requests a copy of the results of any checks conducted on RH's Professionals, Client agrees to keep such results strictly confidential and to use such results in accordance with applicable laws and solely for employment purposes.

Scope of Assignment.

Client shall supervise the Professionals. Client will not permit or require a Professional (i) to perform services outside of the scope of his or her assignment; (ii) to sign contracts or statements; (iii) to make any final decisions regarding system design, software development or the acquisition of hardware or software; (iv) to make any management decisions; or (v) to use computers or other electronic devices, software, services, tools, e-mail accounts or network equipment owned or licensed by the Professional.

Cash Handling and Other Financial Transactions and Activities.

If Client permits or allows a Professional to sign, endorse, wire, transport or otherwise convey cash, securities, checks, or any negotiable instruments or valuables, or conduct financial transactions or other related activities, Client accepts sole responsibility for all claims, demands and liability that may arise from permitting these activities. Client represents and warrants that to the extent Client permits or allows a Professional to engage in the activities described in this paragraph, Client will not permit or allow a Professional to handle more than (i) \$1,000 per day if Client is a non-profit entity, or (ii) \$25,000 per day if Client is a for-profit entity.

Workplace Safety.

Client agrees that Client has full responsibility for: (i) providing safe working conditions as required by law, including compliance with all public health and occupational safety regulations and guidelines applicable to Client's business, and (ii) ensuring that safety plans exist for, and safety related training is provided to, Professionals working on Client's premises. To ensure the safety of potentially vulnerable individuals on Client's premises, Client agrees not to permit Professionals to have unsupervised or unmonitored contact with (1) minors or (2) adults who are under Client's care, custody or supervision because of mental health impairments. If any assignment under this SOW is for work to be performed under a government contract or subcontract, Client will notify RH immediately of any obligations in the government contract or subcontract relating to wages.

Operation of Vehicles and Equipment.

RH does not authorize a Professional to operate machinery (other than office machines) or vehicles. If Client wishes to permit a Professional to drive for business purposes, Client accepts sole responsibility for all liability, damages, injuries or other claims that may arise or be incurred as a result of such driving. If Client requires a Professional to drive a vehicle owned by Client or by a Client employee, Client agrees to maintain such vehicle in good working condition and maintain all necessary and appropriate insurance for the operation of such vehicle. Under no circumstances will Client permit a Professional to: make bank deposits; carry cash in excess of \$100, negotiable instruments or other valuables while driving; or have passengers in the vehicle. It is agreed that Client accepts full responsibility for, and that RH does not maintain insurance to cover any injury, damage, or loss that may result from Client's failure to comply with the foregoing.

Remote Work.

Client may request that a Professional provide services remotely (i.e., from a location other than Client's or Client's customer's premises) using a laptop and/or other computer or telecommunications equipment provided by Client or RH (collectively, the "Equipment"). In such case, Client acknowledges and agrees that RH shall have no control over, and Client shall be solely responsible for, (i) the logical and physical performance, reliability and security of the Equipment and related devices, network accessibility and availability, software, services, tools and e-mail accounts (collectively, "Computer Systems") used by the Professional, and (ii) the security or integrity of the data and other information stored therein or transmitted thereby. Moreover, Client must not permit a Professional to save or store any Client files or other data on the Computer Systems provided by RH (including, but not limited to, any virtual desktop infrastructure solution). Client agrees that RH shall not be liable for any loss, damage, expense, harm, business interruption or inconvenience resulting from the use of such Computer Systems.

Confidentiality.

Professionals will execute any confidentiality agreement that Client may require. Client is responsible for obtaining the Professional's signature. Client agrees to hold in confidence the identity of any Professional and the Professional's resume, social security number and other legally protected personal information, and Client agrees to implement and maintain reasonable security procedures and practices to protect such information from unauthorized access, use, modification or disclosure.

Limitation on Liability.

Circumstances may arise where, because of a default on RH's part or other liability, Client is entitled to recover damages from RH. Regardless of the basis on which Client is entitled to claim damages from RH (including fundamental breach, negligence, misrepresentation or other contract or tort claim), RH's liability, if any, will, in the aggregate for all claims, causes of action or damages, be limited to any actual direct damages up to an amount equal to the fees actually paid to RH for the services that are the subject of the claim. Under no circumstances is RH liable for any special, incidental, exemplary, indirect, lost profits, or consequential damages (including, but not limited to, lost business, revenue, goodwill, or anticipated savings), even if informed of the possibility.

Employment Taxes, Withholdings and Insurance.

Each party will maintain workers' compensation insurance and commercial liability insurance. RH will be responsible, to the extent applicable, for any workers' compensation insurance, federal, state and local withholding and unemployment taxes, social security, state disability insurance or other payroll charges for the Professionals. RH reserves the right to re-assign any Professional.

Guarantee.

RH guarantees Client's satisfaction with the services of each Professional by extending to Client a guarantee period. RH guarantees the first (i) two days (16 hours) of the assignment for Professionals placed by RH, and (ii) five days (40 hours) of the assignment for Professionals placed by RH. If, for any reason, Client is dissatisfied with a Professional, RH will not charge for the hours worked during the applicable guarantee period, provided that Client allows RH to replace the Professional and Client contacts RH regarding its dissatisfaction before the end of the applicable guarantee period. Unless Client contacts RH before the end of the applicable guarantee period, Client agrees that the Professional is satisfactory. RH MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES REGARDING THE SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF QUALITY, PERFORMANCE, MERCHANTABILITY OR FITNESS FOR ANY PURPOSE.

Services Provided on a Time and Materials Basis.

Notwithstanding any language to the contrary in this SOW with regard to fixed-price, deliverables or acceptance of deliverables, RH shall be compensated on an hourly basis only. RH is not providing deliverables under this SOW.

If, for any reason, any Professional is unable to complete his or her assignment, RH will endeavor to provide a suitable replacement, subject to Client's approval. If RH is unable to identify a replacement acceptable to Client, this SOW will be deemed to have automatically ended with respect to such Professional, except that Client shall remain liable to RH for services provided by such Professional prior to his/her termination.

Payment Terms.

Each Professional will present a time sheet or an electronic time record to Client's or Client's representative for verification and approval at the end of each week. RH will bill Client weekly for the total hours worked. RH's invoices are due upon receipt, including applicable sales and service taxes all of which are payable by Client. In the event that Client fails to pay the invoices when due, Client agrees to pay all of RH's costs of collection, including reasonable attorneys' fees, whether or not legal action is initiated. Additionally, RH may, at its option, charge interest on any overdue amounts at a rate of the lesser of 1½% per month or the highest rate allowed by applicable law from the date the amount first became due. RH may charge you a technology fee for the provision of equipment or technology, if you request that our professional use equipment or technology provided by us. RH may also increase its rates for the services provided under this SOW to reflect increases in RH's own costs of doing business, including costs associated with higher wages for workers and/or related tax, benefit and other costs. RH will provide written or verbal notice of the technology fees and/or increase in rates for the services, and such increase will be prospective, starting as of the effective date RH specifies.

Overtime.

If applicable, overtime will be billed at 1.50 times the normal billing rate. Federal law defines overtime as hours in excess of 40 hours per week, state laws vary. If state law requires double time pay, the double time hours will be billed at 2.00 times the normal billing rate.

Expenses.

Travel and/or out-of-pocket expenses incurred by a Professional shall be reimbursed by Client immediately upon Client's receipt of invoice.

Hiring the Professional.

After Client evaluates the performance and potential of a Professional on the job, Client may wish to employ this person directly. In such event, Client agrees to pay a conversion fee. The conversion fee is payable if Client hires the Professional, regardless of the employment classification, on either a full-time, temporary (including temporary assignments through another agency) or consulting basis within twelve months after the last day of the Professional's assignment. Client also agrees to pay a conversion fee if a Professional is hired by (i) a subsidiary or other related company or business as a result of Client's referral of the Professional to that company or (ii) one of Client's customers as a result of the Professional providing services to that customer.

The conversion fee will be owed and invoiced upon Client's hiring of the Professional, and payment is due upon receipt of the invoice. The same calculation will be used if Client converts the Professional on a part-time basis using the full-time equivalent salary.

The conversion fee will equal thirty-five percent (35%) of the Professional's aggregate annual compensation, including bonuses.

Miscellaneous.

For a change to be valid, both parties must sign it. Additional or different terms in any written communication from Client (such as a purchase order) are void. Any terms of this SOW which by their nature extend beyond the termination of this SOW will remain in effect until fulfilled, including any payment obligations, and apply to each party's respective successors and assignees. This SOW is the complete agreement regarding the engagement(s) identified on the first page of this SOW, and replaces any prior oral or written communications between RH and Client regarding such engagement(s).

2023-2024 RHI Workers Compensation Policy Numbers

<u>Policy#</u>	<u>States</u>	<u>Eff. Date</u>	<u>Exp. Date</u>	<u>Issuing Company</u>	<u>NAIC #</u>
Robert Half International Inc. and Protiviti Inc.					
LDS4064812	AOS: AK, AZ, AR, CA, CO, CT, DE, DC, FL, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, OK, OR, PA RI, SC, SD, TN, TX, UT, VT, VA, WV, WY	6/1/2023	6/1/2024	Safety National Casualty Corp	15105
PS 4064813	WI	6/1/2023	6/1/2024	Safety National Casualty Corp	15105

Liability Insurance

Endorsement

<i>Policy Period</i>	JUNE 1, 2023 TO JUNE 1, 2024
<i>Effective Date</i>	JUNE 1, 2023
<i>Policy Number</i>	3579-66-87 SFO
<i>Insured</i>	ROBERT HALF INTERNATIONAL, INC
<i>Name of Company</i>	FEDERAL INSURANCE COMPANY
<i>Date Issued</i>	JUNE 1, 2023

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

Additional Insured - Scheduled Person Or Organization

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an **insured** only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an **insured**;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an **insured** under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

Liability Endorsement

(continued)

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

**Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization**

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

PERSONS OR ORGANIZATIONS THAT YOU ARE OBLIGATED, PURSUANT TO WRITTEN CONTRACT OR AGREEMENT BETWEEN YOU AND SUCH PERSON OR ORGANIZATION, TO PROVIDE WITH SUCH INSURANCE AS IS AFFORDED BY THIS POLICY; BUT THEY ARE INSURED ONLY IF AND TO THE MINIMUM EXTENT THAT SUCH CONTRACT OR AGREEMENT REQUIRES THE PERSON OR ORGANIZATION TO BE AFFORDED STATUS AS AN INSURED. HOWEVER, NO PERSON OR ORGANIZATION IS AN INSURED UNDER THIS PROVISION WHO IS MORE SPECIFICALLY DESCRIBED UNDER ANY OTHER PROVISION OF THE WHO IS INSURED SECTION OF THIS POLICY (REGARDLESS OF ANY LIMITATION APPLICABLE THERETO).

All other terms and conditions remain unchanged.

Authorized Representative



From: [Tanya Bouloy](#)
To: [Tami Thornton](#); [Certificate of Insurance](#)
Subject: FW: [EXT]Dawn Ferdinand - ERP Manager -Information/Documents COI
Date: Tuesday, November 21, 2023 3:30:09 PM
Attachments: [image001.png](#)
[image002.png](#)
[image004.png](#)
[Certificate of Insurance.pdf](#)
[Legal Ad Houston Chronicle TS06-21 9.27.20.pdf](#)
[TS06-21-Final-Invitation.pdf](#)
[TS06-21 Proposal Tabulation Summary.pdf](#)
[TS06-21 Novus Agenda.pdf](#)
[Legal Ad Houston Chronicle TS06-21 10.04.20.pdf](#)
[Cooperative Agreement - Amendment - Robert Ha \(1\).pdf](#)
[HGAC TS06-21 - Full Version.pdf](#)
[Executed Amendment 1-Robert Half International Inc.pdf](#)
[Robert-Half-International - City Agreement.pdf](#)
[image005.png](#)

Acceptable

From: Tami Thornton <TTHORNTON@hollywoodfl.org>
Sent: Tuesday, November 21, 2023 2:58 PM
To: Tanya Bouloy <TBouloy@hollywoodfl.org>; Stacy Myers <SMYERS@hollywoodfl.org>
Subject: FW: [EXT]Dawn Ferdinand - ERP Manager -Information/Documents

Tanya,

Can you review the certificate of insurance and provide approval that it is satisfactory? I need it today if at all possible.

Thanks
Tami

Sincerely,
Tami Thornton
Assistant Director
Human Resources



Note: Florida has a broad public records law. All correspondence sent to the City of Hollywood via e-mail may be subject to disclosure as a matter of public record.

From: Moore, Shaporia (01020) <Shaporia.Moore@roberthalf.com>
Sent: Tuesday, November 21, 2023 1:23 PM
To: Tami Thornton <TTHORNTON@hollywoodfl.org>
Cc: Joshua Kittinger <JKITTINGER@hollywoodfl.org>; Felisa Yarns <FYARNS@hollywoodfl.org>; McClintock, Madison (01020) <Madison.McClintock@roberthalf.com>
Subject: [EXT]Dawn Ferdinand - ERP Manager -Information/Documents

Hi Tami,

I have attached the Certificate of Insurance, the bid documents/solicitation packet, and the cooperative purchase agreement for the ERP Manager role for Dawn Ferdinand.

My team and I are unfamiliar with the specifics of a 'Risk Approval Email' can you please provide us with an example.

Please let me know if we are missing anything additional.

Thank you.

Cheers,

Shaporita Moore

**Assistant Vice President
South Florida Community Partner & Engagement Lead**

Salaried Professional Service

A unique and exclusive loan staff option designed for critical projects where continuity is key.



Direct Number: 786-698-7095

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Robert Half Technology | **Salaried Professional Service** | 6505 Blue Lagoon Drive | Suite 440 | Miami | FL 33126 USA | [rht.com](#)



Robert Half CEOs have signed the **CEO Action for Diversity & Inclusion pledge**, making a commitment to advance inclusion and diversity in the workplace and community.

Connect with Robert Half on: [LinkedIn](#) | [Facebook](#) | [Twitter](#) | [YouTube](#) | [Google+](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Tami Thornton

From: Moore, Shaporía (01020) <Shaporía.Moore@roberthalf.com>
Sent: Wednesday, November 22, 2023 10:00 AM
To: Tami Thornton
Cc: Joshua Kittinger; Felisa Yarns; McClintock, Madison (01020); William Varandas; Simone Knight; Tammie L. Hechler
Subject: RE: [EXT]Dawn Ferdinand - ERP Manager -Information/Documents
Attachments: RH - Dawn Ferdinand.pdf

Good morning Tami,

I have sent over the requested changes to our contracts team for review and approval, as soon as I hear back I will let you know.

In the interim I have enclosed the original details of Dawn's submittal including her bill rate, email address and resume.

Dawn Ferdinand

All-Inclusive Bill Rate: \$128 / hour

Availability: Immediately

Email Address: dawnthezeta@yahoo.com

Please let me know if you have any additional questions.

Happy Thanksgiving everyone.

Cheers,

Shaporía Moore

**Assistant Vice President
South Florida Community Partner & Engagement Lead**

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Dawn A. Ferdinand

Professional Summary

Experienced collaborative business consultant with a focus on bridging the gap between business owners and IT. Skilled in requirements gathering, understanding the needs of business stakeholders, and overseeing technical projects. Proficient in the SDLC process and documentation across various phases. Capable of identifying opportunities, conducting gap analyses and risk assessments, designing and implementing process tests, and creating consensus among stakeholders. Experienced in mapping process and data flows, acting as a subject matter expert for applications, and utilizing creative problem-solving skills. Knowledgeable in working with multi-client shared systems that require configurability, standardization, and security. Able to effectively coordinate and prioritize diverse and sometimes conflicting inputs to reach agreement on system requirements and deliverables.

Professional Experience

AEYON, VIENNA, VIRGINIA

Subject Matter Expert, State, Local Government & Education (SLED) Sector (October 2022 – Present)

Team Lead, responsible for:

- The successful implementation of modules in the SAP SuccessFactors application, from discovery, through planning, initiating, implementation and closeout
- Manage role-based permissions to ensure accurate access for users based on key user and process owner input
- Work with stakeholders to design and create RBP Groups and standard and custom reports
- Gathering authorizations requirements, planning, analysis & supporting of SAP SuccessFactors and other HR systems
- Ensuring overall integration and data transfers between HR system landscape with respective monitoring
- Leading or assisting implementation of upgrades, bug-fixes, improvements, and patches post go-live - including testing, validation, and communication / documentation
- Providing second level HR application support and day-to-day issue resolution to key users in HR including troubleshooting
- Supporting the development of training documentation and providing key user training as needed
- Communicating system changes, upgrades and general information to HR key users and end users

ROYAL CARIBBEAN GROUP, MIAMI, FLORIDA

Senior IT Project Manager (January 2022 – December 2022)

- Collaborating with the Product Development Team for the design, and construction for Private Island Destinations; New build Installations, including budgeting / forecasting, vendor analysis, planning, and organizing from inception to final acceptance
- Planning and delivering all projects on time, on budget and on quality
- Ensuring that all project plans are updated and reconciled with vendor deliverables on a timely basis
- Liaising between all departments for planning and deployment with all operational areas
- Follow-up and completion of all project punch list items
- Support for performance and failures as part of continuous improvement process and development of company standards for outfitting and design

RITZ-CARLTON YACHT COLLECTION, MIAMI, FLORIDA

Senior Project Manager, New Build (June 2019 – June 2020)

- Researching/vendor analysis, planning, organizing and implementing several applications in the technology stack for this new build vessel
- Ensuring all projects follow the requirements of regulatory agencies such as DNV, IMO, SOLAS, USPH, US Coast Guard, ISO, ADA and others as applicable
- Ensuring that all projects meet the technical requirements of the ships technical systems such as HVAC, electrical, mechanical, etc. in coordination with the Marine Ship Managers and Officers onboard the vessels
- Supporting the projects assigned from inception to final acceptance
- Planning and delivering all projects on time, on budget and on quality
- Ensuring that all project plans are updated and reconciled with vendor deliverables on a timely basis
- Liaising between all departments for planning and deployment with Hotel Operations, Newbuilding Design, Marine Operations, Supply Chain, Logistics and onboard Executive and Maintenance Committees
- Overall project management and coordination of newbuild projects including but not limited to onboard contractor performance supervision, project quality control, onboard coordination of purchasing, logistics, travel, shipboard support
- Final project acceptance and securing necessary onboard project acceptance on assigned vessels
- Follow-up and completion of all project punch list items
- Development of specifications, policies and procedures designed to improve the overall efficiency and effectiveness of the new build
- Providing feedback to Newbuild Design on materials performance and failures as part of continuous improvement process and development of company standards for outfitting and design

CRYSTAL AIRCRUISES, A DIVISION OF CRYSTAL CRUISES, LLC, MIAMI, FLORIDA

Senior Project Manager (November 2016 – December 2018)

- Managing the implementation of the Panasonic Avionics In-Flight Entertainment system, including integration of guest data from booking source to the custom-built airline gateway format
- Managing the implementation of the MXP procurement platform to support Crystal AirCruises
- Managing the implementation of the MXP Tour Management, Tour Bidding, and Tour Settlement modules for the River and Ocean products
- Performing vendor due diligence, selection and management for a custom-built application to support IFE system
- Performing vendor due diligence for custom guest-facing application and provided recommendations
- Creating and/or contributing to strategy and planned project for the implementation of the MXP tour management, bidding and sales platform and related integrations

ARTHREX, NAPLES, FLORIDA

SuccessFactors HCM Superuser (February 2018 – August 2018)

- Providing technical experience in SAP HCM, including support performing required system development, various testing activities (regression and project related), along with following the established change management process
- Analyzed and documented business flows from end to end
- Experience with HR Interfaces, gather user requirements, testing new features, training, and knowledge transfer to the business user

NORWEGIAN CRUISE LINE HOLDINGS, LLC, MIAMI, FLORIDA

Business Technology Partner, Project Manager (November 2014 – November 2015)

- Supported global business units in the company with the enhancement and development of the various

business systems shipboard and shoreside

- Served as a liaison between business stakeholders, technology colleagues, and senior leadership to identify, assess and document business systems requirements
- Researched, analyzed, recommended and communicated systems changes and enhancements
- Led or participated in regular priority meetings to analyze workflow, understand the business flow and make recommendations. Identified and initiated action to implement new and efficient ways of translating business transactions in the system
- Evaluated requests from business units to determine current and future system capabilities and recommend changes to the system, taking into consideration the global impact of those changes
- Facilitated meetings to gather requirements with the business units using various elicitation techniques including but not limited to: interviewing, modeling and use case development
- Created and followed the change control process and ensure proper methodology and implementation, including but not limited to: training, scripting, communication and implementation
- Reviewed and edited requirements, specifications, business processes and recommendations related to proposed solution
- Planned and led testing efforts by ensuring that issues are identified, tracked, reported on and resolved in a timely manner
- System owner & admin for SAP SuccessFactors (ON, LMS, REC, PG, COMP)
- Managed project deadlines, budget, resources and timelines
- Vendor relationship management, including negotiation of contracts, service agreements, etc.

DELUXE CORPORATION, BOCA RATON, FLORIDA

Business Analyst (June 2013 – November 2014)

- Responsible for translating business requirements to technical leads for the proper scoping, estimating, and storyboarding of enhancements and feature requests, or for new implementations
- Participated in daily scrum standups, to monitor development based on business requirements
- Conducted interviews, process and data mapping sessions, and created project artifacts to properly document current and new processes with stakeholders
- Analyzed the requirements and recommend the best overall solution to meet the business needs
- Worked with the software development team on the technical design and development process ensuring business requirements are understood and delivered
- Worked with the software quality team on the development and execution of testing deliverables ensuring the achievement of desired results
- Documented wire frames where necessary and worked with the creative design department on mockups
- Supported Change Management in the preparation and execution of training and change activities
- Closed projects by creating metrics reporting and creating user manuals, process flows, etc.

BUSINESS INTEGRATION GROUP, INC., PHOENIX, ARIZONA

Implementation Manager (March 2012 – March 2013)

- Managed the implementation of BIGCenter IWMS software for new and existing clients, managing all post-sale activities including requirements gathering
- Responsible for creating all project documentation (scope, charter, project plan, stakeholder register & analysis, detailed functional specifications, etc.)
- Interacted with client and internal resources and was responsible for timely and effective communication regarding timelines, milestones, requirements, and budget
- Provided virtual and onsite training for clients, and created and updated user manuals, detailing client-specific configurations
- Responsible for developing concise process flows, thorough tables / matrices, use cases, data mapping,

effective architecture / context diagrams and quality screen mock-ups, and test cases to match business requirements

- Collaborated with development resources to translate functional specifications into technical specifications

NORWEGIAN CRUISE LINE HOLDINGS, LLC, MIAMI, FLORIDA

Application Systems Administrator (November 2009 – June 2011)

- Managed technical projects from product selection through go-live
- Led installation/training teams for enterprise software implementations of shipboard POS, PMS and CRM systems, and related peripherals, hardware and interfaces
- Reviewed all project plans and summarized project milestones for management reporting, as well as reviewed business needs or issues as related to application systems and provided feedback and support
- Assisted management in the decisions that will provide the best and most cost-effective solutions to meet corporate goals and objectives
- Responsible for providing technical and functional support for applications and activities for new projects and implementations of special programs
- Collaborated with business owners, especially food and beverage and onboard revenue to evaluate and provide innovative solutions to unique challenges in the shipboard environment
- Devised best practices and SOPs, researched and reviewed new technology, and made recommendations on prioritization and approval of projects
- Responsible for writing and/or presenting business cases to senior management, including options, costs, and benefits
- Provided complex system assessment, process analysis, identification of system requirements, and functional definitions of planned system changes

ROYAL CARIBBEAN CRUISE LINE, MIAMI, FLORIDA

System Engineer / Team Lead / Level 3 Support (April 2008 – January 2010)

- Responsible for customizing, implementing, and supporting shipboard applications, including POS, PMS, ERP and CRM in hotels, resorts, restaurants and cruise operators
- Provide high-level technical support for post-install issues, and for live support environments. Peer mentor and resource for troubleshooting and issue resolution
- Responsible for devising instructional plans, creating, and updating documentation, and for scheduling and supervising live support personnel
- Team lead for up to 30 employees and contractors
- Collaborated with business partners and technical colleagues for special initiatives; planning and implementing technical changes in accordance with corporate guidelines
- Adhering to and protecting PCI/CISP/SOX compliance in MICROS software and databases; acted as Product Owner, and technical expert for identifying and implementing changes that add value to operational objectives
- Functional liaison between MICROS and clients, in addition to providing Level 2 and Business Analyst training and support for special revenue projects
- Created, modified, and configured relational databases using SQL, in SQL and Oracle DB environments

MICROS-FIDELIO GMBH , HAMBURG, GERMANY

Senior Implementation Specialist (June 2006 – April 2008)

- Responsible for implementing, customizing, training and installing POS, as well as related specialized reporting packages and interfaces on cruise ships
- Additional responsibilities: primary site contact and team lead for projects; devised specialized training

documentation based on the database configuration and evaluation of user knowledge, administered training to end-users at all organizational levels, collaborated with in-house support to troubleshoot and resolve outstanding issues

- Principal accounts: Norwegian Cruise Lines, Star Cruises, and Holland America Lines

Education

COLUMBIA SOUTHERN UNIVERSITY

Master of Business Administration, Project Management, (exp graduation May 2024)

OHIO UNIVERSITY, ATHENS, OH

Bachelor of Arts, English Literature (2021)

Training and Certifications

B2T Training – Essential Skills for Business Analysis, December 2015

B2T Training – Facilitation Workshop, December 2015

Years of Experience

1 Federal Years (no clearance)

23 Total Years

Related Skills

- Project Manager for complex SaaS implementations and migrations
- Team Lead for Large-Scale deployment of POS systems, including one of the world's largest cruise ships
- Experienced with Access, SQL and Oracle 10G databases, and manipulating data using Toad, SQL queries, etc.
- Used SQL scripting to create and update databases
- Familiar with Release Management process
- Break/Fix & Root Cause Analysis experience
- Actively participated in SOX/CISP compliance/audit procedures
- Proficient with Word, Excel, PowerPoint, Visio and Microsoft Project, Microsoft Office Suite (Excel, PowerPoint, Word)
- Experienced with Access, SQL and Oracle 10G databases, and manipulating data using Toad, SQL queries, etc.
- Expert User of SuccessFactors HCM - ON, LMS, REC, PG, COMP
- Familiar with SAP Activate Methodology
- Competent with ServicePlus Service Desk, JIRA, Clarity, Remedy & SmartSheet for project tracking, dashboarding and problem/ticket management