

Print

Charter Review Committee Interest Form - Submission #21026

Date Submitted: 3/3/2023

Last Name*

Snow

First Name*

Eric

District # You Live In.*

6

Home Address*

1415 SILK OAK DR

City*

HOLLYWOOD

State*

FL

Zip Code*

33021-1409

Home Phone

9543269457

Cell Phone

9543269457

Email Address*

ericssnow954@gmail.com

Owner or Renter *

Owner

Number of years as city resident*

54

Are you registered to vote in Broward County? *

Yes

Education (highest degree / level)

Doctorate

Occupation*

Program Director and Adjunct Business Professor

Work Phone

Business Name*

ATC Aerospace

Business Address

City

HOLLYWOOD

State

FL

Zip Code

33021-1409

How many elections have you voted in and when was the last time you voted?*

Mayoral election; last few

How many City Commission or board meetings have you attended in the last 2 years? Please list:*

0

Why do you wish to serve as a member of the Charter Review Committee?*

Yes

If appointed, what specific contribution(s) will you bring to the Charter Review Committee?*

As a life-long resident, I have seen the changes in the city and I bring a business mindset

Have you had any previous experience with a Charter review process?*

No

Please describe your qualifications as an applicant including your professional and/or volunteer experience or background.*

Prior YMCA volunteer/board member, Nativity Catholic School/Parish Men's club/volunteer

Do you currently serve on any City or County boards or committees? Please list.*

No

Have you ever served on any City or County advisory boards? Please list.*

No

List community / civic service involvement.*

Prior YMCA leadership/board

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

RESUME_SnowEricDR.pdf

DR. ERIC L. SNOW – DBA, MBA

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Mobile: 954.326.9457
EricSnow954@gmail.com

EXECUTIVE SUMMARY

Trusted, organized, and results-oriented Business, Customer Service, and Operations Professional with over two decades of senior leadership, operations, management, and customer service experience. A proven hands-on leader in Strategy, Customer Leadership, Project & Program Management, Problem Solving, and Communications who has created, implemented, lead, and transformed organizations and teams spanning Customer Service, Program Operations, Technical and Business Quality Assurance, Business Analysis, and Education and Training. A unique blend of technical experience, coupled with strong business acumen and leadership qualities, yields an immediate value-add to all organizations.

PROFESSIONAL EXPERIENCE

ATC AEROSPACE, Pompano Beach, FL March 2016 - Current

Provides supply chain/repair management & aerospace consulting programs to OEMs, system integrators, and prime contractors.

Director – Auxiliary Power Unit (APU) Repair Management Program

Reporting to the President and serving as the Executive Program Leader and an integral member of the executive management team, responsible for directing and overseeing the ATC Aerospace client (Pratt & Whitney Canada) repair management program (\$130MM Line of Business) in the areas of establishing and supporting strategic direction, ensuring customer satisfaction, client retention, and inventory management. Manages business relationships with clients, builds long-term senior level relationships with global airline and third-party Maintenance & Repair Organization (MRO) client accounts, OEM, and Accessory & Component repair suppliers, and develops significant presence for ATC within the aerospace aftermarket industry. Utilizes industry expertise to support programs for clients and collaborate with ATC stakeholders to build customized programs, such as inventory standardization, project management, vendor consolidation, compliance, and order fulfillment.

SOUTHERN NEW HAMPSHIRE UNIVERSITY, NH 2022 - Current

Private university, facilitate graduate level Business, Marketing, and Organizational Leadership courses.

Adjunct Professor, Business, Marketing, and Organizational Leadership Courses

SAN IGNACIO UNIVERSITY, Doral, FL 2022 - Current

Private university, facilitate graduate level Business & Marketing courses.

Adjunct Professor, Graduate Business and Marketing Courses

UNIVERSITY OF PHOENIX, Fort Lauderdale, FL 2009 - 2020

Private university, facilitate Operations, Management, Marketing, Leadership and General Business courses.

Associate Professor, Undergraduate & Graduate Business and Management Courses

LYNN UNIVERSITY, Boca Raton, FL 2015 – 2018

Private university, facilitate Business Operations and Analytics related courses.

Associate Professor, Undergraduate & Graduate Statistics and Business Analytics Courses

IDENTITY GROUP, Dania Beach, FL 2014 – March 2016

Leader in the eyewear industry; exclusive North American eyewear licensee for premier lifestyle brands.

Vice President of Operations

Reporting to the President and serving as an integral member of the executive management team and the Senior Operations Leader, responsible for directing all manufacturing and operations functions of a \$10MM business in support of the company's strategic and annual growth plans. Performs the Purchasing, Manufacturing, Materials, Distribution, Information Technology, and Marketing functions, and serve as a true business partner with the President on all decisions related to the operation of the company. Develop annual business strategies and implement the plan that supports it. A business leader with both a strategic and an operations mindset that has the ability to proactively identify potential growth opportunities for the company. In less than 1 year, saved the company \$900k in expenditures.

MODEL EXPO, Hollywood, FL 2009 - 2013

Hobby model and tool manufacturer, supplier, and retailer.

President & General Manager

Manage all aspects of a \$17M hobby model manufacturing, supplier, and retailer; responsible for strategic, long-term planning, growth, and day-to-day operations. In addition to standard CEO responsibilities (HR / P&L), own, execute, and drive all B2B / B2C Marketing (on-line, PPC, organic & direct mail initiatives), Social Engagement, IT, Project Management, Process Improvement, and Product Development initiatives. In less than 15 months, positively transformed company in terms of consumer reach, expenditures, revenue stream, and profitability.

CITRIX SYSTEMS, Fort Lauderdale, FL. 2004 - 2009

Technology solution provider that delivers applications on-demand worldwide with \$1.6B in revenue.

Director, Worldwide Marketing Operations (2007-2009)

Established, managed, developed, / maintained the Citrix Marketing Dashboard which provided measurement on the effectiveness and return-on-investment of marketing spend and C-Level / Executive Level consumers with valuable insight as to the key business segments of marketing, enabling fact-based decision-making. Established, managed, developed, and optimized cross-functional worldwide marketing processes and supporting Microsoft (MS) SharePoint repository. Analyzed, managed, and oversaw Business Continuity Planning for Marketing.

- Dashboard recognized as a “Best Practice” in 2007 and 2008 by IDC’s Executive Advisory Group.
- Mentored Fortune 100 / 500 marketing organizations on the development of marketing dashboards.

Senior Manager, Business Development and Customer Care (2004-2006)

Directed / managed the operations, maintenance, delivery, and measurement of the Citrix Global Alliance Partner Program.

ANC RENTAL CORPORATION, Fort Lauderdale, FL. 2000 - 2003

Prior Fortune 500 company that rented vehicles under Alamo and National car rental brand names.

Director of Information Technology and Sales & Marketing Quality

Identified and facilitated process improvement efforts within one of the largest business and consumer automobile rental companies; facilitated quality forum meetings with Leadership consisting of strategic ANC Rental Customers.

PRECISION RESPONSE CORPORATION, Miami, FL. 1997 - 1999

Fortune 500 company that provides integrated teleservicing, fulfillment, and customer service solutions.

Client Services Manager

Performed lead analysis and developed end-to-end business requirements of multiple inbound and outbound, multi-platform, telemarketing, customer-care, and warehouse distribution / fulfillment program applications. Managed a team of Client Services Analysts and matrix-managed support teams spanning software development, data center, & quality assurance.

MILITARY SERVICE**UNITED STATES AIR FORCE 1992 - 1997*****Senior Airman, Signals Intelligence Analyst***

Performed analysis, reporting, and dissemination of intelligence-related data for national-level consumers and worldwide tactical organizations. Served as Air Force Project Manager for a \$75M multi-service intelligence facility upgrade at NSA.

- US Security Clearance – Top Secret / Secret Compartmented Information.
- Awarded Joint Service Commendation Medal, Air Force Commendation Medal, Joint Service Achievement Medal, Air Force Achievement Medal, and Southwest Asia Service Medal.
- Served in operations Southern Watch and Provide Comfort II.

EDUCATION

Doctor of Business Administration (DBA), Management, Saint Leo University, Saint Leo, FL. (2018 ~ 2022)

Dissertation Research Topic: A qualitative study of a leader’s role in storytelling to change organization culture

Masters of Business Administration (MBA), Management, University of Miami, Coral Gables, FL.

Bachelors of Science (BS), Business Management, University of Phoenix, Plantation, FL.