

Print

Advisory Board & Committee Interest Form - Submission #28579

Date Submitted: 4/10/2025

Last Name*

Gregoire

First Name*

Suzanna

District # You Live In.*

1

Home Address*

1556 Polk Street

City*

Hollywood

State*

FL

Zip Code*

33020

Home Phone

Cell Phone

917-830-3922

Email Address*

sgregoire83@icloud.com

Owner or Renter *

Renter

Number of years as city resident*

5

Are you registered to vote in Broward County?*

Yes

Education (highest degree / level)

Bachelor Degree

Occupation*

Operation - Qualified DSA Specialist

Work Phone

Business Name*

Federal Emergency Management Agency

Business Address

City

State

Zip Code

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

Selection (1)*

Community Development Advisory Board

Selection (2)*

None

Selection (3)*

None

Selection (4)*

None

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*

1. No.

2. Drawing upon my extensive community engagement across diverse cities, including Brooklyn, Harlem, Gunnison, and Denver, and now as a resident of Hollywood, Florida, I have observed several critical Community Development issues that I believe demand immediate and strategic attention within our city. Foremost among these is the pressing need for affordable housing solutions for Hollywood residents. Ensuring housing stability is foundational to the overall well-being and economic vitality of our community, and addressing this issue will have far-reaching positive impacts. Secondly, I believe there is a significant gap in the assistance available to small business owners to facilitate their growth and sustainability. Local businesses are the backbone of our economy, creating jobs and contributing to the unique character of Hollywood, and targeted support can foster their expansion and resilience. Finally, I have identified a lack of readily accessible local resources to adequately support our community's diverse needs, encompassing crucial areas such as mental health services, comprehensive after-school care for our youth, inclusive family-oriented events, effective interventions for homelessness, and dedicated assistance for our elderly population. Addressing these interconnected issues through strategic allocation of Community Development Block Grant and other funding will be paramount in fostering a truly welcoming, safe, and vibrant Hollywood for all residents.

3. To me, a truly healthy neighborhood in Hollywood, Florida, is a vibrant tapestry woven with threads of connection, safety, opportunity, and crucially, affordability. It's an ecosystem where residents from all walks of life can not only live but also thrive, secure in the knowledge that their basic needs, including safe and affordable housing, are met. It's a place where diverse voices are heard and valued, and where collective action leads to positive change for everyone.

Drawing from my exper

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*

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?

Hispanic Affairs Council*

Please answer these five questions above. 1. What is the greatest challenge facing the Hispanic Community in Hollywood? 2. How many hours per month can you dedicate to HACA 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?

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*

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?*

Yes

If so, how many?*

2

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?*

Arts Selection

Are you currently on a County or City Board?*

Yes

If yes, please describe

Arts Selection Committee

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.*

VOLUNTEER & RELIEF EFFORTS

Denver Health Foundation, Refugee Relief, Denver, CO
2017 – 2020

- Provided essential support to staff during the initial intake process.
- Helped illegal immigrants complete necessary forms, assessments, and docu

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

VOLUNTEER & RELIEF EFFORTS

Denver Health Foundation, Refugee Relief, Denver, CO 2017 – 2020

- Provided essential support to staff during the initial intake process.
- Helped illegal immigrants complete necessary forms, assessments, and docu

Are you presently employed by the City of Hollywood?*

No

If so, in what capacity?*

N/A

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

Gregoire Hollywood Community Development Board PDF.pdf

SUZANNA GREGOIRE

Hollywood, FL 33020 | 917-830-3922 | 212-470-4294 | sgregoire83@icloud.com |

PROFESSIONAL SUMMARY

Results-oriented operations professional with 7+ years of experience in training, operations, information technology, and project management - leading successful projects in high-pressure environments. Proven ability to effectively manage resources, coordinate teams, and communicate with diverse stakeholders during disaster response efforts. Demonstrates exceptional empathy, resilience, and cultural competency to provide critical support to impacted communities. Committed to public service and dedicated to making a positive difference. Possess exceptional communication (verbal and written), leadership, analytical, and relationship building skills.

Knowledge & Skills Areas

• Operations • Project Management • Community Outreach • Incident Management • Service Management • Non-Profit • Public Administration • Program Management • Business Development • Emergency Management • Public Health • Resource Management • Training & Development • Program Management • Community Relations • Disaster Recovery • Asset Management • Account Management • Work Readiness • Compliance and Regulations • Performance Management •

RELEVANT EXPERIENCE

Federal Emergency Management Agency, Atlanta, GA 30341

08/23 – 03/2025

Operation - Qualified DSA Specialist

- Coordinated mission-critical operations during multiple FEMA deployments, where efforts included coordinating with Emergency Managers, County Managers, and local officials to identify priorities, mitigate threats, and implement recovery efforts. Developed and executed public information campaigns and disaster recovery strategies that addressed county-specific recovery priorities. Partnered with local organizations and businesses to advise of public assistance available for disaster relief.
- Provided expert advice and recommendations that directly informed decision-making by senior officials regarding long-term, major programs. These programs involved the participation of a broad community of complex, multi-mission agency components and supported essential agency operations critical to its mission. Ensured effective program planning and management as prerequisites for meeting program objectives and schedules.
- Served as a key liaison for faith-based and community-based organizations, where efforts led to a highly successful event in collaboration with local churches, achieving an Excellence rating of 4.60/5. Coordinated canvassing operations and implemented outreach plans to prepare vulnerable populations for recovery efforts. Managed communication between local Emergency Managers, Task Field Leaders, and specialists.
- Assisted the agency in optimizing performance, minimizing price, increasing achievement of socio-economic acquisition goals, improving vendor access to business opportunities, and increasing the value of each dollar spent.
- Collected, validated, and analyzed critical data to evaluate line program operations, improve acquisition planning, and ensure effective disaster response strategies.

RN Network, Boca Raton, FL 33431

11/21 – 12/22

Account Executive/ Operations Specialist

- Managed multimillion-dollar billing escalations and disputes, recouping over \$3M and achieving a low client churn rate by resolving pay discrepancies and negotiating costs and contracts with healthcare facilities. Managed 20 accounts.
- Led cross-functional project teams, developing supplemental training materials, creating work breakdown structures, and facilitating process improvements, resulting in decreased internal discrepancies and enhanced team productivity.
- Delivered complex data migration projects for 20+ MSP/VMS systems with 0% data loss, decommissioned outdated systems, deployed new CRM applications, and streamlined future implementations by developing workflow templates.
- Directed new business development and client relationships, managing the lifecycle of 300+ contracts, fostering strong customer retention, and increasing revenue by over 25% in Q2 through effective sales strategies.
- Managed client account, updated and tracked all contracts between providers and facilities. Managed payroll.

FL Dept. of Health – Broward County, Fort Lauderdale, FL 33315

09/20 – 12/22

Government Operations Consultant/ Biological Scientist III

- Monitored high-level program management and change initiatives during the COVID-19 pandemic, achieving a significantly lower death toll of 3,079 compared to Dade County's 6,472 through proactive measures and strategic decision-making. Managed, updated, and accessed patient health information.

- Collected, validated, and analyzed vaccination and medical records, ensuring data accuracy and compliance with public health standards to facilitate informed decision-making and efficient program implementation.
- Conducted county-wide assessments, reported key metrics to leadership, and provided critical recommendations on quality improvement trends, risk mitigation, and compliance with quarantine measures.
- Streamlined vaccination site operations, optimized data processing workflows, and enhanced reporting processes to align with organizational goals and public health objectives.
- Provided essential logistics and support services, including translating for Creole-speaking residents, ensuring accurate medical record management, and delivering critical educational resources to vulnerable populations during the pandemic.

Manpower Group, New York, NY 10001

04/20 – 10/20

Claims Agent/ Customer Service Agent

- Led a project team of 23 agents in analyzing and qualifying over 15 million pandemic-related claims during the COVID-19 pandemic, enhancing performance through key metric analysis and implementing data-driven recommendations.
- Coordinated a strategic escalation plan for unresolved cases, achieving a 95% resolution rate and distributing \$15K in back payments to claimants within 48 hours to ensure timely and effective support.
- Trained and mentored agents on processing unemployment and pandemic unemployment insurance claims, resolving escalated issues, and ensuring adherence to policies, which contributed to maintaining customer satisfaction scores above 85%.
- Collected and analyzed staffing and operational data to identify program gaps and trends, enabling leadership to make data-informed decisions to improve workforce performance and program effectiveness.
- Monitored call queues and agent productivity to meet service-level agreements while educating claimants on benefit processes, resolving account issues, and providing clear guidance on their rights, penalties, and hearing procedures.

Denver Health Hospital, Denver, CO 80204

02/17 – 02/20

Senior Assistant of Department Services

- Provided high-level project and administrative support and office management to the Senior Director of IT Operations, IT leadership, and Project Management Office, managing project calendars, coordinating meetings, and ensuring alignment with organizational priorities. Coordinated operational efforts. Updated safety and operational policies and procedures. Prepared correspondence for directors and project proposals for governance approval.
- Led the implementation of Provider Efficiency Training, successfully training 284 professionals across 22 clinics on EPIC EMR software, resulting in a 23% improvement in clinic performance. Procured and purchase inventory. Managed vendor contracts and expense reports. Prepared presentations and adhoc reports.
- Co-managed the IT Department's \$100 million budget by reconciling expenses, monitoring spending, generating monthly financial reports, and conducting month-end and year-end accruals. Coordinated the processing of invoices, contracts, and payment requests using systems such as Lawson and Excel. Delivered training on compliance procedures, resulting in improved staff understanding and adherence. Documented weekly Change Advisory Board meeting minutes. Assisted with patient care, security, EPIC, HIPAA, and BLS trainings.
- Oversaw departmental HR functions, including payroll, onboarding, training compliance, certifications, on-call schedules, and evaluations for over 300 IT staff. Monitored productivity reports and developed staffing strategies in collaboration with senior management. Managed vendor relationships and verified credentials of staff.
- Assisted the Senior Director of IT Operations in optimizing IT programs, departmental performance and coordinating disaster recovery efforts for the IT Department. Served as a key liaison for Senior Directors, Engineers, and vendors, addressing incidents, resolving conflicts, and ensuring service-level agreements were met.

Henkels & McCoy, Bronx, NY 10453

11/13 – 11/14

Facilitator

- Maintained participant files and records (updated records as needed). Conducted QA to ensure compliance with the DYCD recordkeeping guidelines. Documented and monitored the participants' progress, barriers and success within cohort period. Prepared reports for meetings. Maintained training files, including the closeout of files more than three years old. Troubleshoot and resolved workforce training record issues. Maintained the YEPS reporting system to provide statistical and narrative data to relevant stakeholders for evaluation of the training program. Trained over 300 participants.

- Networked with local organizations to source available jobs. Partnered with Job Developers to match participants to available jobs. Prepared participants for job interviews, college interviews, and training programs. Facilitated resumes and business etiquette workshops. Assessed the needs of participants. Provided participants with referrals upon request. Ensured participants completed mandatory training, including ethics and annual regional training.
- Created training manuals and course material. Facilitated regular participant workshops on a range of topics related to program outcomes. Coordinated training and orientation of clients to skillful tools, resources, and jobs using skills-based hiring practices. Prepared succinct summaries of field observations to advise senior leadership on areas for improvement. Maintained participant records. Maintained training scheduling and event calendars.
- Interacted with individuals one on one and in group settings by actively listening to participant and client needs and concerns, providing clear and empathetic communication to participants via one-on-one coaching. Facilitated workforce development workshops. Utilized problem-solving and conflict resolution skills to address participant and client issues. Managed time effectively to ensure that all clients received the attention they deserved.

Easter Seals NY, New York, NY 10004

05/12 – 09/13

Account Manager

- Managed business outreach and training initiatives for the Easter Seals Senior Community Service Employment Program (SCSEP), increasing enrollment and enhancing participant engagement through targeted outreach and relationship building with local businesses and organizations.
- Provided oversight of the virtual job readiness pilot program alongside the Program Director, facilitating education and work readiness training for mature adults, training over 30 participants and staff, and monitoring workforce development program performance. Managed participant caseloads, monitored performance and provided individualized support.
- Prepared and submitted detailed project, statistical, and financial reports f the New York Department of Labor (NY DOL) and the Department of Aging while training Job Developers to evaluate program effectiveness and optimize outcomes.
- Streamlined operations by collaborating with the Department of Labor, SCSEP participants, and clients to optimize costs, improve resource allocation, and advocate for participant needs, ensuring improvements in employment.
- Monitored program activities to identify expenditure trends and deviations, provided actionable recommendations to senior leadership for fund reallocation, and conducted ongoing analysis of program performance data to support informed decision-making and strategic improvements.

Office of the Brooklyn Borough President, Brooklyn, NY 11201

03/11 – 03/12

Assistant to the Policy Analyst Intern

- Administered project planning, development, training, and implementation of the employment program. Developed 4 contracts resulting in 36 placements. Streamlined enrollment process for the Brooklyn Summer H.E.A.T. Youth Program. Facilitated worksite audits and inspections. Reported out on employment stats, success stories, client needs, and recruitment efforts. Facilitated ordering and distribution of training materials. Trained over 300 Participants.
- Conducted thorough pre-screenings, interviews and skill matching of 400 applicants. Spearheaded 13 weeks of instructor-led youth development and employment training for the Borough of Brooklyn youths. Coordinated logistics of the Brooklyn Job fair in partnership with Long Island University, cultural activities, health symposiums, small galas to generate donations, youth related events, health seminars.
- Recorded constituent complaints, updated statuses, and forwarded issues to the appropriate Policy Analysis. Performed research and investigated complaints. Drafted business memos, speeches, talking points, mail, and email correspondence on behalf of Analyses. Prepared statistical data and summary briefings to advocate for policy reforms. Investigated housing issues. Updated complaint tracking.
- Served Brooklyn residents with empathy and respect. Engaged with community groups and advocates to gather feedback on policy proposals. Coordinated public meetings and forums to discuss policy initiatives. Documented and responded to complaints and inquiries from the public.

EDUCATION

Master of Business Administration, *Georgia Southwestern State University*, Americus, GA

01/22 – Current

Bachelor of Arts in Communication Arts: Advertising and Public Relations, *St Francis College*, Brooklyn, NY

Graduated

TRAINING & CERTIFICATES

DSA Annual Required Trainings, FEMA, Remote

Certificate

Six Sigma Green Belt, Florida Atlantic University, Boca Raton, FL

Certificate

Executive Certificate in Project Management , Florida Atlantic University, Boca Raton, FL	Certificate
Diversity, Equity and Inclusion in the Workplace , University of South Florida, Tampa, FL	Certificate
AWS Academy Cloud Foundations , Amazon Web Services (AWS), Remote	Certificate
Lean Analytics , Denver Health Lean Academy, Denver, CO	Certificate
Lean Fundamentals , Denver Health Lean Academy, Denver, CO	Certificate
Lean Management Systems , Denver Health Lean Academy, Denver, CO	Certificate
PMP Certification Preparation Course , New Horizons Computer Learning Centers, Denver, CO	Certificate
MS SharePoint Foundation 2013: Site Owner , New Horizons Computer Learning Centers, Denver, CO	Certificate
ITIL Foundation 4th Ed. Preparation Course , New Horizons Computer Learning Centers, Denver, CO	Certificate
Microsoft Excel 2013: Part 2 , New Horizons Computer Learning Centers, Denver, CO	Certificate
Microsoft Excel 2013: Part 3 , New Horizons Computer Learning Centers, Denver, CO	Certificate

TECHNICAL SKILLS

• AHS • AS400 • Amazon Connect • Stafferlink • API Time and Attendance • Aya Connect • B4Health • Bluesky • Bullhorn BTE • Bullhorn NOVO • Centrifl • PowerPoint • Definitive Healthcare • EPIC • Microsoft Excel • Fieldglass • FocusOne Solutions • Google Analytics • Healthtrust • Jabber • JIRA • LaborEdge • Lawson • Maestro • MatchMaker • Medical Solutions • MS Teams • OnBase • PeopleFirst • People Fluent • Qualivis • Salesforce • SharePoint • Shift Rock • ShiftWise • Survey123 • Smartsheet • Stat Staff Pro • Tasklist • Trello • Intuit • Vector • LinkedIn Sales Navigator • WebEx • Workforce • Tableau • Project Libre • MS Word • Google Documents • MS Office Suite • MS Excel • Salesforce Marketing Cloud • - Cornerstone •

VOLUNTEER & RELIEF EFFORTS

Denver Health Foundation, *Refugee Relief*, Denver, CO 2017 – 2020

- Provided essential support to staff during the initial intake process.
- Helped illegal immigrants complete necessary forms, assessments, and documentation.
- Provided clothing, food, and referrals for need-based services. Conducted health assessments.

Special Olympics of Colorado, *Mentor*, Denver, CO 2019 – 2020

- Supported athletes with disabilities during their participation in various sports events. Helped with equipment, mobility, and personal care.
- Served as a mentor to student athletes. Assisted with event setup and logistics, including arranging sports equipment, setting up venues, and preparing registration areas.
- Helped with event cleanup and pack-up activities once the Special Olympics event was concluded.

Urban League of Denver, *Homeless Outreach*, Denver, CO 2019 – 2019

- Conducted street outreach to engage with individuals experiencing homelessness, offering support, resources, and information about available services.
- Distributed essential supplies such as food, water, hygiene kits, blankets, and clothing to individuals living on the streets or in temporary shelters.
- Provided information and referrals to local shelters, food banks, healthcare facilities, and other support services to help individuals access the assistance they need.

Dress for Success - Denver, *Member*, Denver, CO 2018 – 2019

- Engaged with local communities to raise awareness about Dress for Success and its mission. Participated in community events, communicated to stakeholders, and organized fundraiser events.
- Accepted donations and organized the donation closet. Assisted clients in selecting appropriate clothing and accessories. Prepared clients for job interviews and new positions.
- Coordinated volunteer efforts for the local chapter. Scheduled volunteers, assigned tasks, and ensured the operation of the organization's programs.

Rocky Mountain Immigration Action Network, *Refugee Relief*, Aurora, CO 2017 – 2017

- Provided language interpretation services to Haitian refugees seeking political asylum in the United States.
- Facilitated effective communication between refugees, legal, and social service providers.
- Explained to clients the U.S. laws and how their cases will be assessed by a judge and opposing lawyer.

- Hurricane Matthew, *Disaster Relief*, Les Cayes, HT** 2016 – 2016
- Purchased and transported supplies. Coordinated logistics for relief efforts. Rescued people and animals.
 - Rationed, packaged, labeled, and distributed hygiene, blankets, and food supplies to victims. Prepared and distributed hot foods to victims. Conducted basic health assessments.
 - Removed debris in affected areas such as clearing roads and removing fallen trees.
- Hurricane Matthew and Flash Flooding, *Disaster Relief*, Samana, DO** 2016 – 2016
- Purchased and transported supplies. Coordinated logistics of supplies. Distributed food and supplies to victims.
 - Conducted searches for missing persons. Assisted with cleanup efforts. Helped residents remove debris from home and roads. Conducted basic health assessments.
 - Aided victims in understanding the steps to take for recovery and resilience.
- Haiti Earthquake, *Disaster Relief*, Port-au-Prince, HT** 2010 – 2010
- Pulled victims out of rubble. Provided medical aid and triage to injured individuals, administering basic first aid.
 - Translated for first responders and volunteer organizations. Advised survivors of aid that was available to them.
 - Distributed emergency supplies, food, clean water, shelter materials, blankets, and hygiene kits to victims.
 - Collaborated with local authorities and churches to coordinate relief efforts. Liaised between locals and churches.

AFFILIATIONS

Artwork Selection Committee - City of Hollywood, FL, <i>Member</i>	2024 – Current
Toastmasters International, Member, Hollywood and Las Olas, FL, <i>Member</i>	2023 – 2024
Coconut Creek/ Coral Springs Chamber of Commerce, Coral Springs, FL, <i>Member</i>	2020 – 2021
Denver Chamber of Commerce, Denver, CO, <i>Ambassador</i>	2019 – 2020
Dress for Success, Denver, CO, <i>Ambassador and Member</i>	2017 – 2020
Denver Chamber of Commerce Leadership Foundation, Denver, CO, <i>Member</i>	2019 – 2019
Brooklyn Chamber of Commerce, Brooklyn, NY, <i>Member</i>	2011 – 2013
Brooklyn's Caribbean Heritage Committee, Brooklyn, NY, <i>Member</i>	2011 – 2013